

Acute Care Inpatient Experience of Care Survey Results 2011/2012

(December 2012)



northern health
the northern way of caring

Thank you to all 1,092 Northern Health patients who responded to a request to provide feedback about their experience of care at one of the 18 Northern Health hospitals between October 1, 2011 and March 31, 2012. Respondents gave Northern Health a 91% positive rating for the overall quality of care. The following reports (all sectors combined) give a summary of the responses for the Northern Health (NH) overall regional acute care inpatient experience survey, as well as by individual site:

Northeast Health Services Delivery Area – Chetwynd Hospital and Health Centre, Dawson Creek and District Hospital, Fort Nelson General Hospital, Fort St. John Hospital;

Northern Interior Health Services Delivery Area – G.R. Baker Hospital (Quesnel), Lakes District Hospital and Health Centre (Burns Lake), St. John Hospital (Vanderhoof), Mackenzie and District Hospital, University Hospital of Northern BC (Prince George);

Northwest Health Services Delivery Area – Bulkley Valley District Hospital (Smithers), Kitimat General Hospital and Health Centre, Mills Memorial Hospital (Terrace), Prince Rupert Regional Hospital, Queen Charlotte Islands General Hospital (Village of Queen Charlotte), Wrinch Memorial Hospital (Hazelton, United Church Health Services in affiliation with Northern Health).

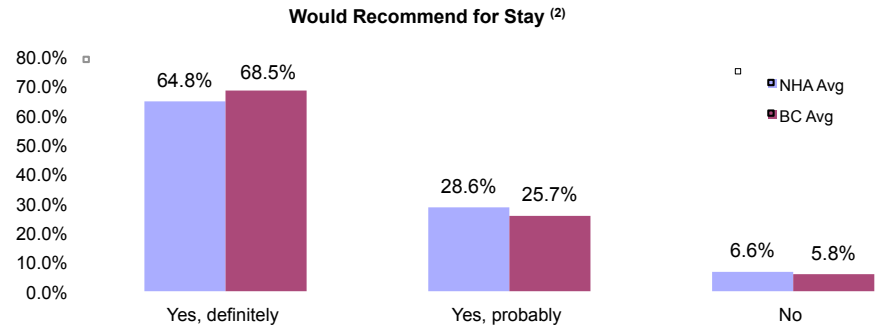
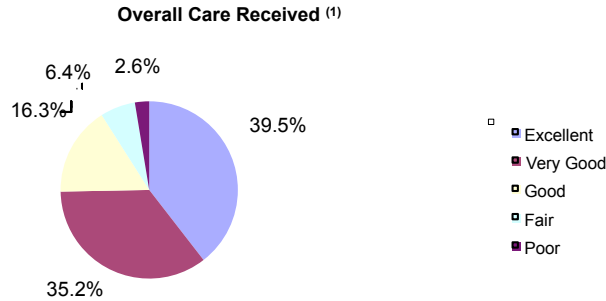
Reports for the following acute care sites were not published due to the low number of respondents (e.g. less than 10): Stuart Lake Hospital (Fort St. James), McBride and District Hospital (McBride) and Northern Haida Gwaii Hospital and Health Centre (Masset).



British Columbia - NHA - All Sectors Combined
Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 05, 2012 Survey of Acute Care Patient Experience: October 2011 - Mar 2012 n=1092 Response Rate= 34.5%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	91.0% NHA Avg 92.2% BC Avg	IP: Minutes for help after call button	96.9%	IP: Discussed when to resume normal activities	46.3%
Access to Care (IP Can)	80.1%	IP: Courtesy of admission	96.0%	IP: Overall quality of food	50.2%
Emotional Support (IP Can)	67.8%	IP: Courtesy of Dr	94.8%	IP: Enough say about treatment	55.5%
Physical Comfort (IP Can)	81.1%	IP: Overall Dr care	92.6%	IP: Nurse discussed anxieties/fears	58.9%
Involvement of Family (IP Can)	69.4%	IP: Rate how Dr/Nurses workedtogether	92.1%	IP: Discussed danger signals to watch for	59.9%
Information and Education (IP Can)	76.1%	IP: Courtesy of Nurses	91.8%	IP: Family had enough recovery info	60.3%
Respect for Patient Preferences (IP Can)	77.6%	IP: Explained reason for wait in going to room	90.7%	IP: Family talked w/Dr enough	61.9%
Continuity and Transition (IP Can)	66.6%	IP: Amount of pain medicine received	90.3%	IP: Ease of finding someone to talk to	62.0%
Coordination of Care (IP Can)	75.0%	IP: Drs did not talk in front of you as if you weren't there	87.7%	IP: Dr discussed anxieties/fears	64.0%
		IP: Minutes taken to get pain medicine	86.3%	IP: Scheduled tests/procedures were on time	66.4%



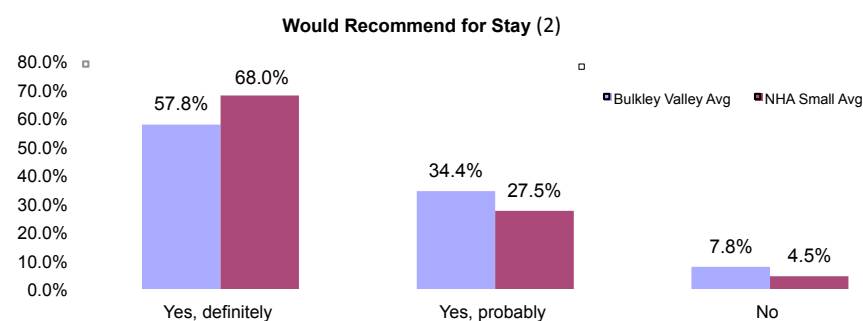
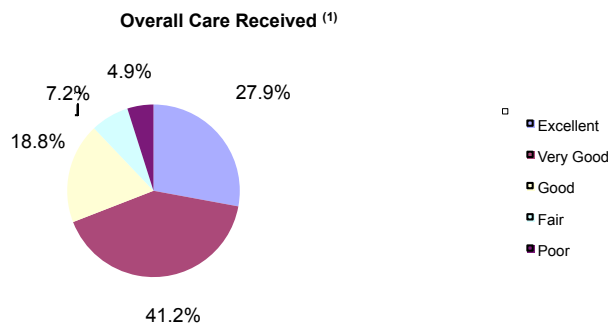
(1) Question 44: Overall, how would you rate the care you received at the hospital?
 Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent
 (2) Question 46: Would you recommend this hospital to your friends and family?
 Response scale = Yes, definitely; Yes, probably; No Percent Positive Score = Yes, definitely
 ** Items highlighted in RED have the highest correlation with "IP: Overall care received".

British Columbia - Bulkley Valley District Hospital - All Sectors Combined


Acute Care Patient Experience-All Dimensions and Overall Ratings

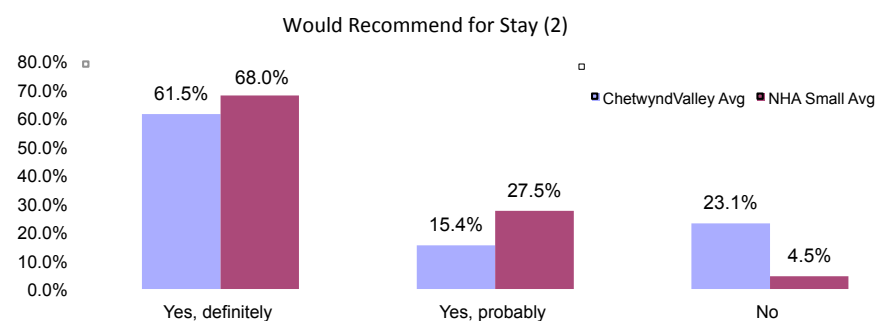
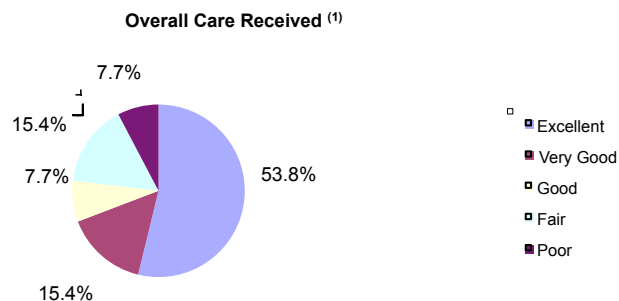
Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=75, Response Rate= 31.4%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	88.0% Bulkley Valley Avg 92.4% NHA Small Avg				
Overall care received ⁽¹⁾		IP: Courtesy of Dr	98.3%	IP: Discussed when to resume normal activities	41.7%
Information and Education (IP Can)	75.8%	IP: Overall Dr care	95.4%	IP: Overall quality of food	44.4%
Access to Care (IP Can)	76.1%	IP: Minutes for help after call button	94.8%	IP: Enough say about treatment	50.7%
Emotional Support (IP Can)	67.8%	IP: Courtesy of admission	93.3%	IP: Discussed danger signals to watch for	54.0%
Physical Comfort (IP Can)	77.8%	IP: Rate how Dr/Nurses worked together	91.0%	IP: Scheduled tests/procedures were on time	58.5%
Involvement of Family (IP Can)	73.2%	IP: Courtesy of Nurses	90.9%	IP: Nurse discussed anxieties/fears	58.7%
Coordination of Care (IP Can)	70.3%	IP: Drs did not talk in front of you as if you weren't there	88.8%	IP: Family had enough recovery info	59.8%
Respect for Patient Preferences (IP Can)	77.3%	IP: Explained reason for wait in going to room	88.7%	IP: Ease of finding someone to talk to	60.1%
Continuity and Transition (IP Can)	64.5%	IP: Nurses did not talk in front of you as if you weren't there	86.4%	IP: Confidence/trust in Nurses	60.4%
		IP: Amount of pain medicine received	85.4%	IP: Dr/Nurse did not explain/say things differently	61.9%



(1) Question 44: Overall, how would you rate the care you received at the hospital?
 Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent
 (2) Question 46: Would you recommend this hospital to your friends and family?
 Response scale = Yes, definitely; Yes, probably; No Percent Positive Score = Yes, definitely
 ** Items highlighted in RED have the highest correlation with "IP: Overall care received".

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
 <p>Overall care received ⁽¹⁾</p> <p>Information and Education (IP Can)</p> <p>Emotional Support (IP Can)</p> <p>Respect for Patient Preferences (IP Can)</p> <p>Access to Care (IP Can)</p> <p>Coordination of Care (IP Can)</p> <p>Continuity and Transition (IP Can)</p> <p>Physical Comfort (IP Can)</p> <p>Involvement of Family (IP Can)</p>	76.9% Chetwynd Avg 92.4% NHA Small Avg	IP: One Dr in charge of care	100.0%	IP: Got bathroom help in time	37.5%
	81.3%	IP: Amount of info given to family	100.0%	IP: Discussed medication side effects	45.5%
	69.5%	IP: Amount of pain medicine received	100.0%	IP: Discussed when to resume normal activities	45.5%
	71.2%	IP: Courtesy of Dr	92.3%	IP: Discussed danger signals to watch for	50.0%
	65.8%	IP: Explained reason for wait in going to room	91.7%	IP: Ease of finding someone to talk to	53.8%
	78.1%	IP: Minutes for help after call button	90.9%	IP: Overall quality of food	53.8%
	56.1%	IP: Rate how Dr/Nurses worked together	84.6%	IP: Did everything to control pain	55.6%
	69.2%	IP: Condition of room/hospital environment	84.6%	IP: Availability of Dr	58.3%
	82.9%	IP: Courtesy of Nurses	84.6%	IP: Discussed purpose of home meds	60.0%
		IP: Courtesy of admission	84.6%	IP: Wait time after call button reasonable	60.0%



(1) Question 44: Overall, how would you rate the care you received at the hospital?
 Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent
 (2) Question 46: Would you recommend this hospital to your friends and family?
 Response scale = Yes, definitely; Yes, probably; No Percent Positive Score = Yes, definitely
 ** Items highlighted in RED have the highest correlation with "IP: Overall care received".



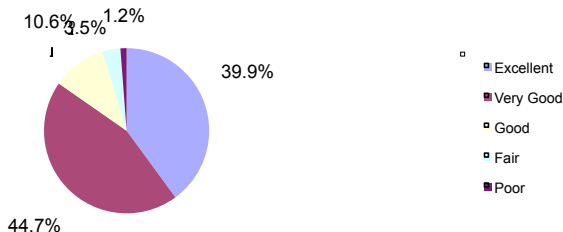
British Columbia - Dawson Creek & District Hospital - All Sectors Combined

Acute Care Patient Experience-All Dimensions and Overall Ratings

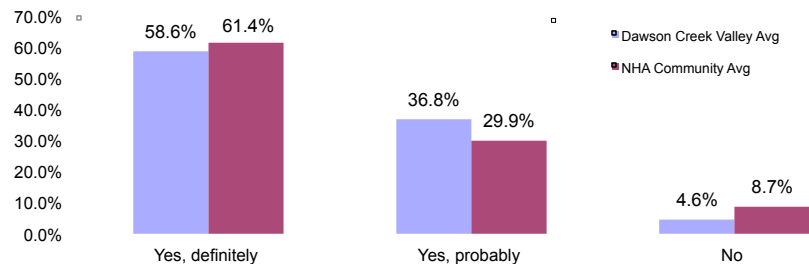
Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=87, Response Rate= 36.6%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	95.3% Dawson Creek Avg 91.8% NHA Community Avg				
Overall care received ⁽¹⁾		IP: Courtesy of Dr	100.0%	IP: Overall quality of food	48.1%
Access to Care (IP Can)	82.1%	IP: Overall Dr care	97.7%	IP: Discussed when to resume normal activities	49.4%
Physical Comfort (IP Can)	82.8%	IP: Courtesy of admission	97.7%	IP: Family had enough recovery info	52.3%
Emotional Support (IP Can)	69.9%	IP: Courtesy of Nurses	95.3%	IP: Nurse discussed anxieties/fears	55.4%
Involvement of Family (IP Can)	69.2%	IP: Rate how Dr/Nurses worked together	95.2%	IP: Discussed danger signals to watch for	56.6%
Respect for Patient Preferences (IP Can)	84.1%	IP: Amount of pain medicine received	94.3%	IP: Discussed medication side effects	60.6%
Continuity and Transition (IP Can)	63.1%	IP: Minutes for help after call button	93.6%	IP: Ease of finding someone to talk to	61.6%
Information and Education (IP Can)	79.8%	IP: Drs did not talk in front of you as if you weren't there	92.0%	IP: Dr discussed anxieties/fears	64.5%
Coordination of Care (IP Can)	80.9%	IP: Confidence/trust in Drs	91.8%	IP: Wait time after call button reasonable	64.6%
		IP: Nurses did not talk in front of you as if you weren't there	90.8%	IP: Family talked w/Dr enough	65.5%

Overall Care Received ⁽¹⁾



Would Recommend for Stay ⁽²⁾




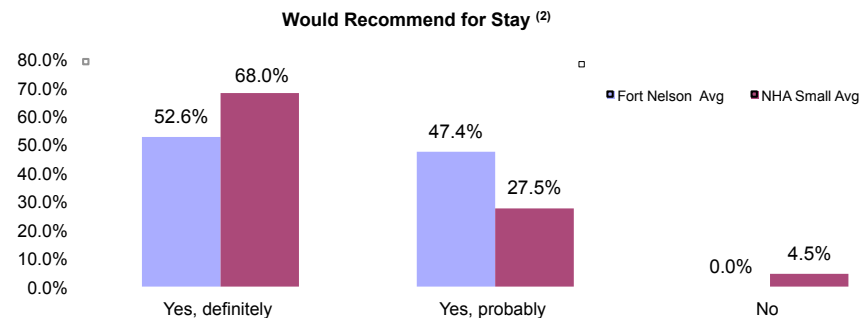
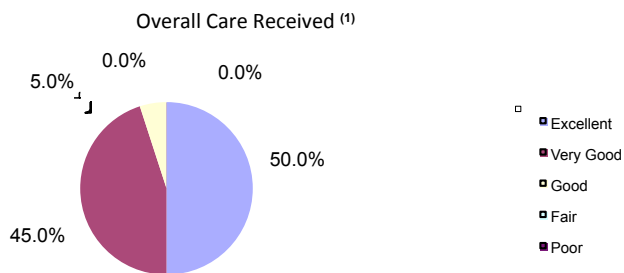
(1) Question 44: Overall, how would you rate the care you received at the hospital?
 Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent
 (2) Question 46: Would you recommend this hospital to your friends and family?
 Response scale = Yes, definitely; Yes, probably; No Percent Positive Score = Yes, definitely
 ** Items highlighted in RED have the highest correlation with "IP: Overall care received".

British Columbia - Fort Nelson General Hospital - All Sectors Combined

Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=21, Response Rate= 17.5%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
		100.0% Fort Nelson Avg			
		92.4% NHA Small Avg			
Overall care received ⁽¹⁾		IP: Got bathroom help in time	100.0%	IP: Family had enough recovery info	50.0%
Involvement of Family (IP Can)	54.5%	IP: Minutes taken to get pain medicine	100.0%	IP: Family talked w/Dr enough	54.5%
Emotional Support (IP Can)	80.0%	IP: Minutes for help after call button	100.0%	IP: Discussed danger signals to watch for	55.0%
Information and Education (IP Can)	81.8%	IP: Condition of room/hospital environment	100.0%	IP: Discussed when to resume normal activities	57.9%
Coordination of Care (IP Can)	87.0%	IP: Courtesy of Nurses	100.0%	IP: Amount of info given to family	58.3%
Respect for Patient Preferences (IP Can)	85.4%	IP: Courtesy of admission	100.0%	IP: Enough say about treatment	60.0%
Physical Comfort (IP Can)	91.0%	IP: Availability of Nurses	95.2%	IP: Dr discussed anxieties/fears	64.7%
Access to Care (IP Can)	82.5%	IP: One Dr in charge of care	95.2%	IP: Dr answered questions understandably	68.4%
Continuity and Transition (IP Can)	75.0%	IP: Confidence/trust in Nurses	95.2%	IP: Overall quality of food	68.4%
		IP: Rate how Dr/Nurses worked together	95.2%	IP: Explained test results understandably	73.7%



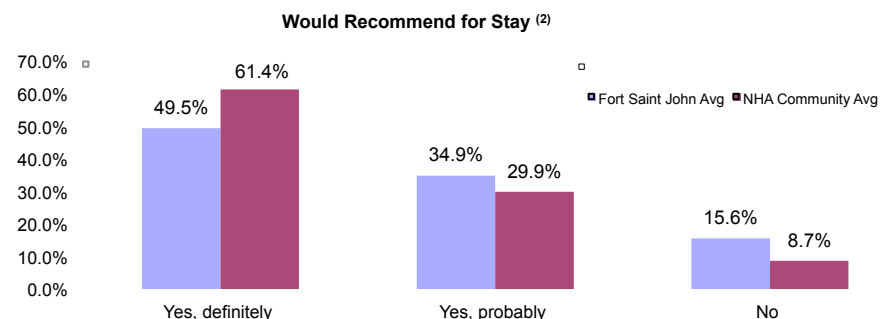
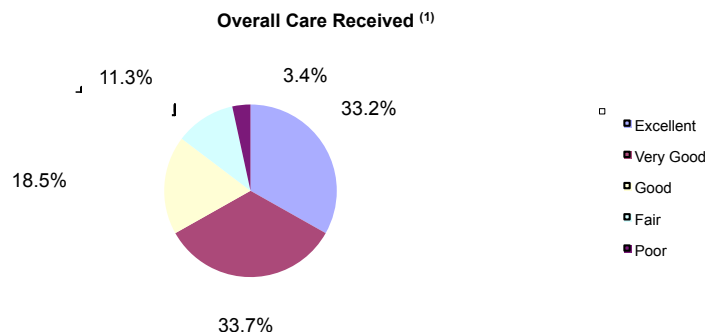
(1) Question 44: Overall, how would you rate the care you received at the hospital?
 Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent
 (2) Question 46: Would you recommend this hospital to your friends and family?
 Response scale = Yes, definitely; Yes, probably; No Percent Positive Score = Yes, definitely
 ** Items highlighted in RED have the highest correlation with "IP: Overall care received".



British Columbia - Fort Saint John Hospital - All Sectors Combined
Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 18, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=111, Response Rate= 41.9%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	85.3% Fort Saint John Avg 91.8% NHA Community Avg				
Overall care received ⁽¹⁾		IP: Minutes for help after call button	97.9%	IP: Discussed when to resume normal activities	39.5%
Access to Care (IP Can)	76.6%	IP: Explained reason for wait in going to room	92.9%	IP: Overall quality of food	43.8%
Emotional Support (IP Can)	62.5%	IP: Courtesy of Dr	92.4%	IP: Nurse discussed anxieties/fears	52.4%
Involvement of Family (IP Can)	67.5%	IP: Overall Dr care	91.9%	IP: Discussed danger signals to watch for	54.5%
Physical Comfort (IP Can)	80.5%	IP: Courtesy of admission	89.8%	IP: Enough say about treatment	54.5%
Respect for Patient Preferences (IP Can)	75.3%	IP: Drs did not talk in front of you as if you weren't there	88.7%	IP: Dr discussed anxieties/fears	55.5%
Coordination of Care (IP Can)	71.9%	IP: Rate how Dr/Nurses worked together	87.2%	IP: Family talked w/Dr enough	57.5%
Information and Education (IP Can)	74.1%	IP: Amount of pain medicine received	86.9%	IP: Ease of finding someone to talk to	58.3%
Continuity and Transition (IP Can)	64.4%	IP: Nurses did not talk in front of you as if you weren't there	85.5%	IP: Family had enough recovery info	60.0%
		IP: Amount of info given to family	85.3%	IP: Scheduled tests/procedures were on time	61.2%



(1) Question 44: Overall, how would you rate the care you received at the hospital?
 Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent
 (2) Question 46: Would you recommend this hospital to your friends and family?
 Response scale = Yes, definitely; Yes, probably; No Percent Positive Score = Yes, definitely
 ** Items highlighted in RED have the highest correlation with "IP: Overall care received".

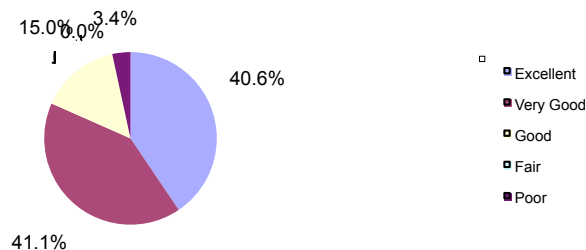
British Columbia - GR Baker Memorial Hospital - All Sectors Combined

Acute Care Patient Experience-All Dimensions and Overall Ratings

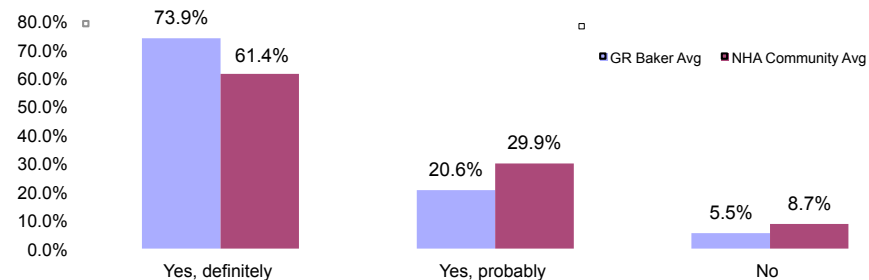
Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=75, Response Rate= 31.4%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	96.6% GR Baker Avg 91.8% NHA Community Avg				
Overall care received ⁽¹⁾		IP: Minutes for help after call button	99.4%	IP: Discussed when to resume normal activities	45.3%
Access to Care (IP Can)	84.7%	IP: Rate how Dr/Nurses worked together	95.6%	IP: Enough say about treatment	54.2%
Physical Comfort (IP Can)	80.4%	IP: Courtesy of admission	94.9%	IP: Nurse discussed anxieties/fears	54.3%
Emotional Support (IP Can)	66.9%	IP: Overall Dr care	94.5%	IP: Overall quality of food	57.0%
Respect for Patient Preferences (IP Can)	75.5%	IP: Courtesy of Dr	94.5%	IP: Wait time after call button reasonable	59.3%
Continuity and Transition (IP Can)	67.8%	IP: Minutes taken to get pain medicine	92.2%	IP: Discussed danger signals to watch for	62.0%
Involvement of Family (IP Can)	76.2%	IP: Courtesy of Nurses	91.5%	IP: Explained test results understandably	62.6%
Information and Education (IP Can)	74.8%	IP: Amount of info given to family	91.2%	IP: Ease of finding someone to talk to	63.0%
Coordination of Care (IP Can)	74.2%	IP: Explained reason for wait in going to room	90.9%	IP: Dr discussed anxieties/fears	63.7%
		IP: Amount of pain medicine received	89.9%	IP: Scheduled tests/procedures were on time	65.0%

Overall Care Received ⁽¹⁾



Would Recommend for Stay ⁽²⁾



(1) Question 44: Overall, how would you rate the care you received at the hospital?

Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent

(2) Question 46: Would you recommend this hospital to your friends and family?

Response scale = Yes, definitely; Yes, probably; No Percent Positive Score = Yes, definitely

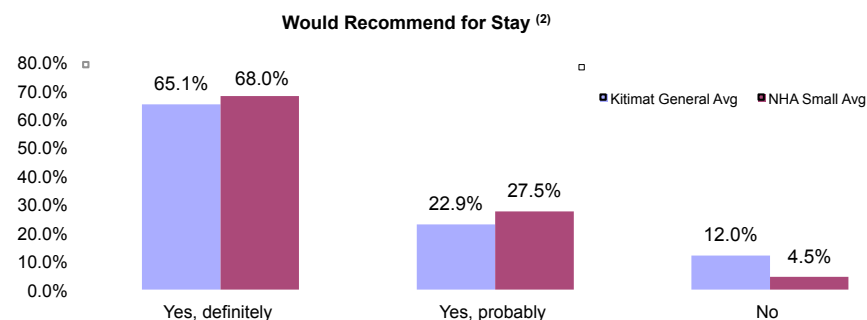
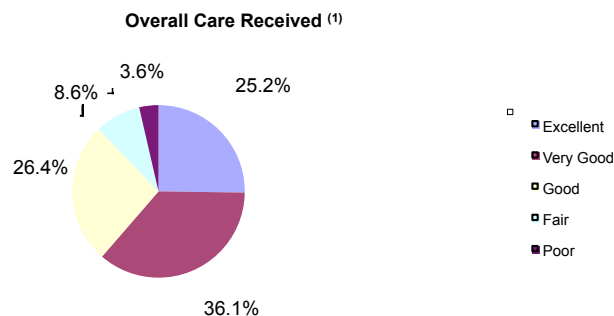
** Items highlighted in RED have the highest correlation with "IP: Overall care received".



British Columbia - Kitimat General Hospital - All Sectors Combined
Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=85, Response Rate= 37.8%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	87.8% Kitimat Avg 92.4% NHA Small Avg				
Overall care received ⁽¹⁾		IP: Courtesy of admission	94.1%	IP: Discussed when to resume normal activities	37.9%
Access to Care (IP Can)	73.9%	IP: Drs did not talk in front of you as if you weren't there	91.3%	IP: Overall quality of food	43.0%
Emotional Support (IP Can)	64.8%	IP: Minutes for help after call button	90.9%	IP: Wait time after call button reasonable	46.2%
Information and Education (IP Can)	70.0%	IP: Overall Dr care	90.5%	IP: Nurse discussed anxieties/fears	49.7%
Continuity and Transition (IP Can)	58.6%	IP: Rate how Dr/Nurses worked together	90.1%	IP: Discussed danger signals to watch for	52.5%
Physical Comfort (IP Can)	71.7%	IP: Nurses did not talk in front of you as if you weren't there	89.4%	IP: Family had enough recovery info	52.8%
Involvement of Family (IP Can)	66.7%	IP: Courtesy of Dr	89.3%	IP: Enough say about treatment	53.2%
Respect for Patient Preferences (IP Can)	77.7%	IP: Courtesy of Nurses	89.1%	IP: Discussed medication side effects	59.9%
Coordination of Care (IP Can)	73.8%	IP: Explained reason for wait in going to room	86.9%	IP: Dr discussed anxieties/fears	60.0%
		IP: Condition of room/hospital environment	86.6%	IP: Received all services needed	61.3%

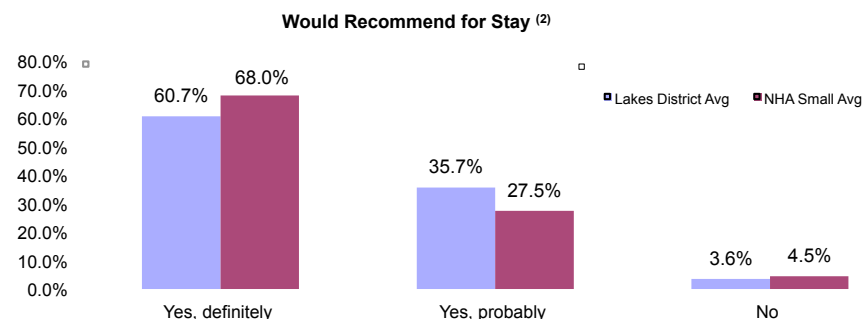
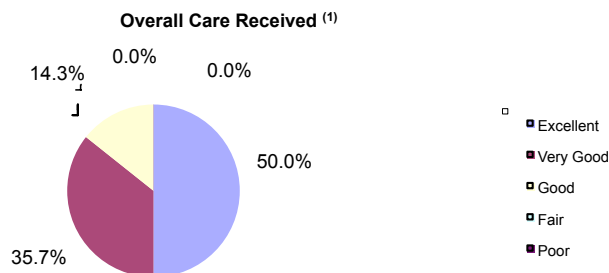


(1) Question 44: Overall, how would you rate the care you received at the hospital?
 Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent
 (2) Question 46: Would you recommend this hospital to your friends and family?
 Response scale = Yes, definitely; Yes, probably; No Percent Positive Score = Yes, definitely
 ** Items highlighted in RED have the highest correlation with "IP: Overall care received".

British Columbia - Lakes District Hospital - All Sectors Combined
Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 18, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=30, Response Rate= 33.3%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	100.0% Lakes District Avg 92.4% NHA Small Avg				
Overall care received ⁽¹⁾		IP: Explained reason for wait in going to room	100.0%	IP: Discussed when to resume normal activities	33.3%
Emotional Support (IP Can)	67.4%	IP: Amount of pain medicine received	100.0%	IP: Enough say about treatment	35.7%
Continuity and Transition (IP Can)	59.8%	IP: Minutes for help after call button	100.0%	IP: Discussed danger signals to watch for	44.4%
Involvement of Family (IP Can)	72.9%	IP: Courtesy of admission	100.0%	IP: Dr discussed anxieties/fears	56.0%
Respect for Patient Preferences (IP Can)	77.0%	IP: Availability of Nurses	96.6%	IP: Explained test results understandably	59.3%
Access to Care (IP Can)	81.4%	IP: Rate how Dr/Nurses worked together	96.4%	IP: Nurse discussed anxieties/fears	60.0%
Coordination of Care (IP Can)	83.7%	IP: Courtesy of Nurses	93.1%	IP: Ease of finding someone to talk to	62.1%
Physical Comfort (IP Can)	85.1%	IP: Courtesy of Dr	93.1%	IP: Family had enough recovery info	62.5%
Information and Education (IP Can)	78.0%	IP: Wait to go to room was not unnecessarily long	93.1%	IP: Knew who to call w/ questions	67.9%
		IP: Nurses did not talk in front of you as if you weren't there	93.1%	IP: Dr answered questions understandably	69.2%




(1) Question 44: Overall, how would you rate the care you received at the hospital?
Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent
(2) Question 46: Would you recommend this hospital to your friends and family?
Response scale = Yes, definitely; Yes, probably; No Percent Positive Score = Yes, definitely
** Items highlighted in RED have the highest correlation with "IP: Overall care received".

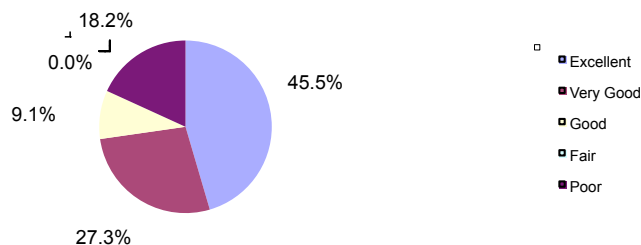
British Columbia - Mackenzie and District Hospital - All Sectors Combined

Acute Care Patient Experience-All Dimensions and Overall Ratings

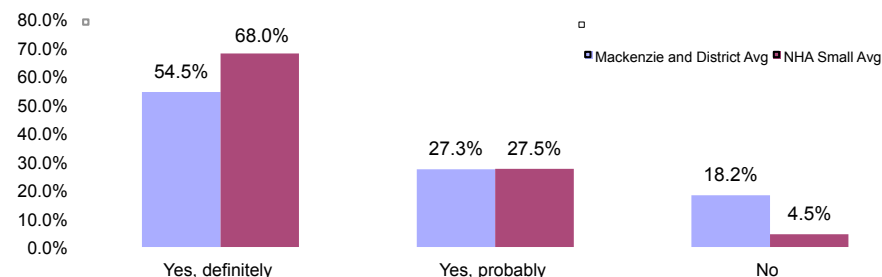
Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=12, Response Rate= 31.4%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
 <p>Overall care received ⁽¹⁾</p> <p>Access to Care (IP Can)</p> <p>Emotional Support (IP Can)</p> <p>Respect for Patient Preferences (IP Can)</p> <p>Information and Education (IP Can)</p> <p>Physical Comfort (IP Can)</p> <p>Involvement of Family (IP Can)</p> <p>Continuity and Transition (IP Can)</p> <p>Coordination of Care (IP Can)</p>	81.8% Mackenzie and District Avg 92.4% NHA Small Avg	IP: Discussed purpose of home meds	100.0%	IP: Nurse discussed anxieties/fears	37.5%
	76.5%	IP: Minutes for help after call button	100.0%	IP: Discussed when to resume normal activities	40.0%
	71.7%	IP: One Dr in charge of care	91.7%	IP: Family talked w/Dr enough	42.9%
	72.9%	IP: Courtesy of Dr	91.7%	IP: Enough say about treatment	50.0%
	67.4%	IP: Rate how Dr/Nurses worked together	90.9%	IP: Overall quality of food	54.5%
	77.1%	IP: Condition of room/hospital environment	90.9%	IP: Scheduled tests/procedures were on time	60.0%
	65.2%	IP: Received all services needed	90.0%	IP: Dr answered questions understandably	60.0%
	71.2%	IP: Confidence/trust in Nurses	83.3%	IP: Discussed medication side effects	63.6%
	74.1%	IP: Confidence/trust in Drs	83.3%	IP: Explained test results understandably	63.6%
		IP: Treated you w/respect/dignity	83.3%	IP: Availability of Dr	66.7%

Overall Care Received ⁽¹⁾



Would Recommend for Stay ⁽²⁾

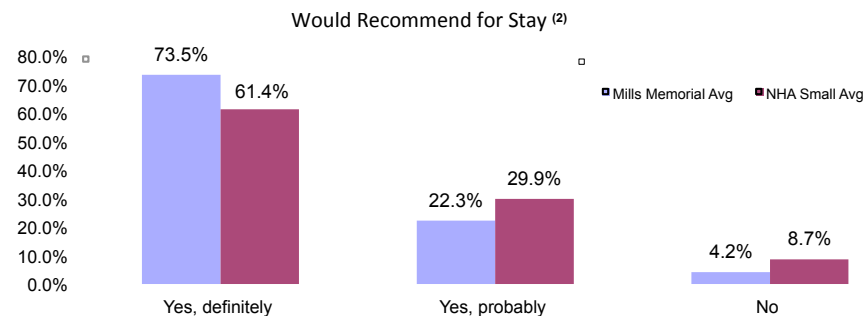
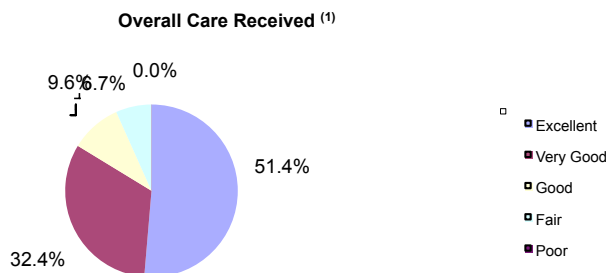


(1) Question 44: Overall, how would you rate the care you received at the hospital?
 Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent
 (2) Question 46: Would you recommend this hospital to your friends and family?
 Response scale = Yes, definitely; Yes, probably; No Percent Positive Score = Yes, definitely
 ** Items highlighted in RED have the highest correlation with "IP: Overall care received".

British Columbia - Mills Memorial Hospital - All Sectors Combined
Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=74, Response Rate= 30.2%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	93.3% Mills Memorial Avg 91.8% NHA Community Avg				
Overall care received ⁽¹⁾		IP: Courtesy of Nurses	96.0%	IP: Discussed when to resume normal activities	40.2%
Access to Care (IP Can)	85.8%	IP: Courtesy of admission	95.9%	IP: Overall quality of food	53.7%
Respect for Patient Preferences (IP Can)	80.8%	IP: Explained reason for wait in going to room	95.7%	IP: Family had enough recovery info	56.6%
Involvement of Family (IP Can)	70.0%	IP: Rate how Dr/Nurses worked together	95.7%	IP: Dr discussed anxieties/fears	57.1%
Emotional Support (IP Can)	71.7%	IP: Amount of pain medicine received	94.9%	IP: Discussed danger signals to watch for	58.9%
Information and Education (IP Can)	78.8%	IP: Minutes for help after call button	94.9%	IP: Enough say about treatment	62.7%
Coordination of Care (IP Can)	79.8%	IP: Availability of Nurses	93.7%	IP: Ease of finding someone to talk to	63.8%
Physical Comfort (IP Can)	83.8%	IP: Overall Dr care	93.5%	IP: Dr answered questions understandably	65.3%
Continuity and Transition (IP Can)	66.3%	IP: Courtesy of Dr	93.3%	IP: Got bathroom help in time	65.9%
		IP: Minutes taken to get pain medicine	90.5%	IP: Family talked w/Dr enough	66.7%

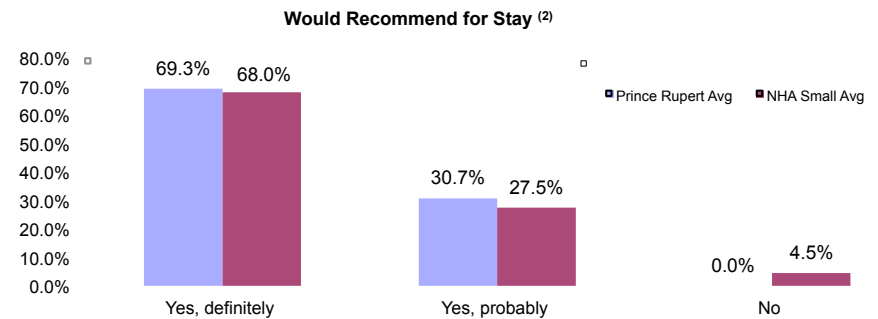
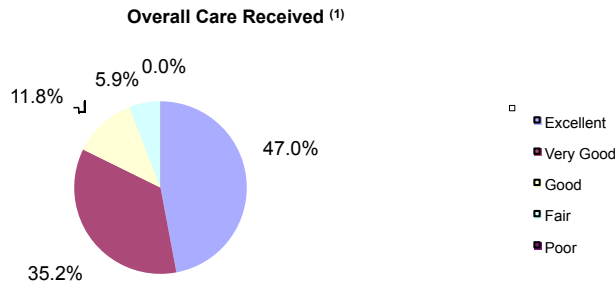


(1) Question 44: Overall, how would you rate the care you received at the hospital?
Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent
(2) Question 46: Would you recommend this hospital to your friends and family?
Response scale = Yes, definitely; Yes, probably; No Percent Positive Score = Yes, definitely
** Items highlighted in RED have the highest correlation with "IP: Overall care received".

British Columbia - Prince Rupert Regional Hospital - All Sectors Combined
Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=65, Response Rate= 29.5%


Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	94.1% Prince Rupert Avg 92.4% NHA Small Avg				
Overall care received ⁽¹⁾		IP: Courtesy of Nurses	100.0%	IP: Overall quality of food	55.0%
Access to Care (IP Can)	82.8%	IP: Courtesy of admission	100.0%	IP: Nurse discussed anxieties/fears	58.1%
Information and Education (IP Can)	78.1%	IP: Rate how Dr/Nurses worked together	98.0%	IP: Discussed when to resume normal activities	58.7%
Emotional Support (IP Can)	74.9%	IP: Overall Dr care	98.0%	IP: Family talked w/Dr enough	62.4%
Involvement of Family (IP Can)	69.8%	IP: Courtesy of Dr	98.0%	IP: Family had enough recovery info	65.3%
Respect for Patient Preferences (IP Can)	83.5%	IP: Minutes for help after call button	96.8%	IP: Dr discussed anxieties/fears	65.4%
Continuity and Transition (IP Can)	74.8%	IP: Amount of pain medicine received	94.1%	IP: Enough say about treatment	66.5%
Physical Comfort (IP Can)	85.6%	IP: Availability of Nurses	91.5%	IP: Discussed danger signals to watch for	66.7%
Coordination of Care (IP Can)	84.1%	IP: Explained reason for wait in going to room	91.5%	IP: Received all services needed	69.3%
		IP: Nurses did not talk in front of you as if you weren't there	91.5%	IP: Nurse answered questions understandably	70.4%

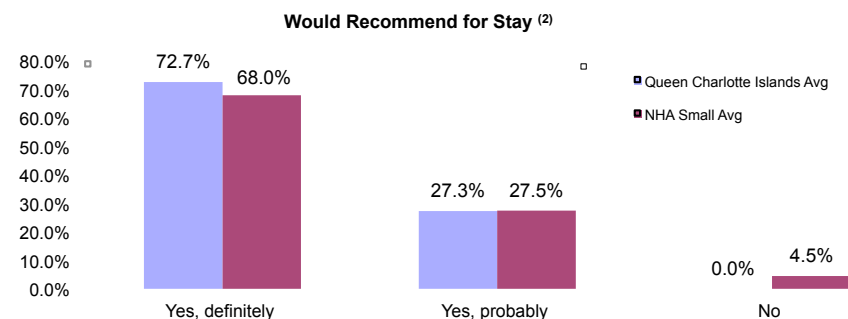
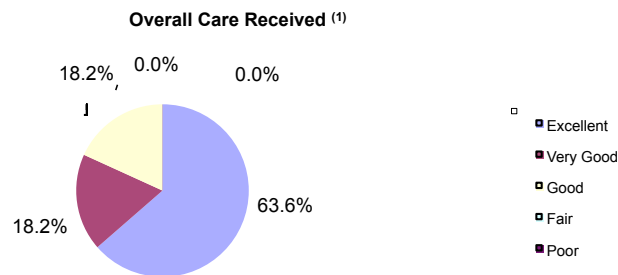


(1) Question 44: Overall, how would you rate the care you received at the hospital?
Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent
(2) Question 46: Would you recommend this hospital to your friends and family?
Response scale = Yes, definitely; Yes, probably; No Percent Positive Score = Yes, definitely
** Items highlighted in RED have the highest correlation with "IP: Overall care received".

British Columbia - Queen Charlotte Islands General Hospital - All Sectors Combined
Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=12, Response Rate= 24.0%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	100.0% Queen Charlotte Avg 92.4% NHA Small Avg				
	Overall care received ⁽¹⁾	IP: Discussed purpose of home meds	100.0%	IP: Discussed danger signals to watch for	54.5%
	Respect for Patient Preferences (IP Can)	IP: Knew who to call w/ questions	100.0%	IP: Discussed when to resume normal activities	54.5%
	Emotional Support (IP Can)	IP: Explained reason for wait in going to room	100.0%	IP: Family talked w/Dr enough	55.6%
	Continuity and Transition (IP Can)	IP: Minutes for help after call button	100.0%	IP: Family had enough recovery info	57.1%
	Involvement of Family (IP Can)	IP: Rate how Dr/Nurses worked together	100.0%	IP: Wait time after call button reasonable	57.1%
	Information and Education (IP Can)	IP: Overall Dr care	100.0%	IP: Ease of finding someone to talk to	58.3%
	Access to Care (IP Can)	IP: Courtesy of Nurses	100.0%	IP: Enough say about treatment	58.3%
	Coordination of Care (IP Can)	IP: Courtesy of admission	100.0%	IP: Did everything to control pain	60.0%
	Physical Comfort (IP Can)	IP: Courtesy of Dr	100.0%	IP: Got bathroom help in time	60.0%
	IP: Wait to go to room was not unnecessarily long	100.0%	IP: Nurse discussed anxieties/fears	62.5%	



(1) Question 44: Overall, how would you rate the care you received at the hospital?
Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent

(2) Question 46: Would you recommend this hospital to your friends and family?
Response scale = Yes, definitely; Yes, probably; No Percent Positive Score = Yes, definitely

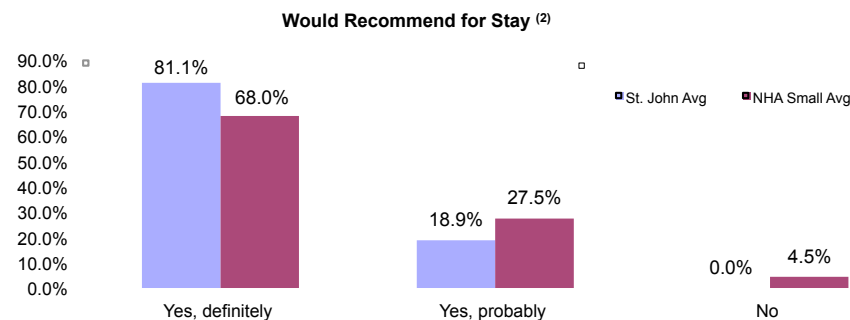
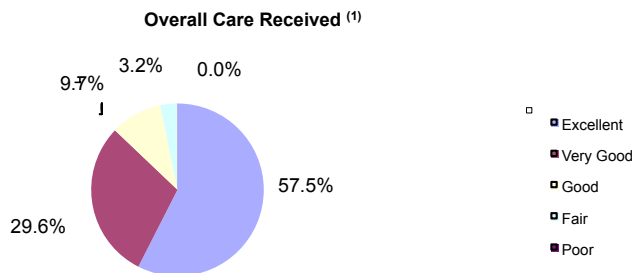
** Items highlighted in RED have the highest correlation with "IP: Overall care received".



**British Columbia - St. John Hospital - All Sectors Combined
Acute Care Patient Experience-All Dimensions and Overall Ratings**

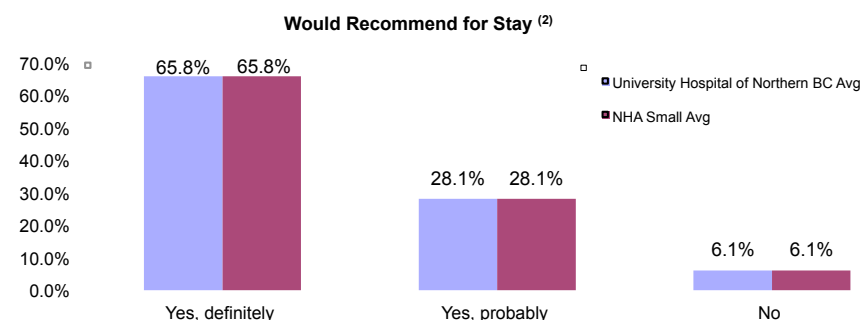
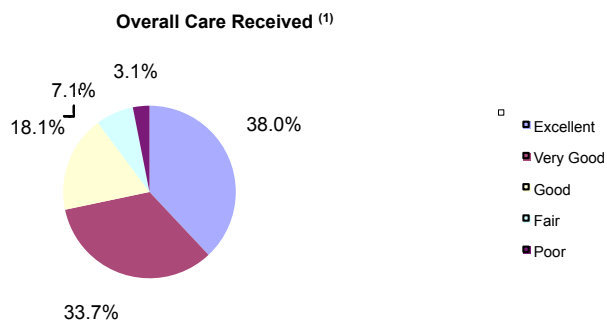
Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=76, Response Rate= 33.3%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	96.8% St. John Hospital 92.4% NHA Small Avg				
Overall care received ⁽¹⁾		IP: Minutes for help after call button	98.8%	IP: Discussed when to resume normal activities	56.1%
Emotional Support (IP Can)	77.0%	IP: Rate how Dr/Nurses worked together	98.4%	IP: Discussed danger signals to watch for	65.1%
Access to Care (IP Can)	90.5%	IP: Overall Dr care	98.4%	IP: Nurse discussed anxieties/fears	67.7%
Information and Education (IP Can)	84.7%	IP: Courtesy of Dr	98.4%	IP: Enough say about treatment	71.0%
Respect for Patient Preferences (IP Can)	86.8%	IP: Amount of pain medicine received	94.8%	IP: Overall quality of food	71.7%
Physical Comfort (IP Can)	87.3%	IP: Availability of Dr	94.2%	IP: Family had enough recovery info	73.1%
Coordination of Care (IP Can)	86.4%	IP: Courtesy of admission	94.2%	IP: Ease of finding someone to talk to	74.4%
Involvement of Family (IP Can)	79.8%	IP: Explained reason for wait in going to room	93.6%	IP: Discussed medication side effects	75.8%
Continuity and Transition (IP Can)	72.6%	IP: Availability of Nurses	93.4%	IP: Dr discussed anxieties/fears	75.8%
		IP: Courtesy of Nurses	93.4%	IP: Got bathroom help in time	76.3%



(1) Question 44: Overall, how would you rate the care you received at the hospital?
 Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent
 (2) Question 46: Would you recommend this hospital to your friends and family?
 Response scale = Yes, definitely; Yes, probably; No Percent Positive Score = Yes, definitely
 ** Items highlighted in RED have the highest correlation with "IP: Overall care received".


Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	89.8% University Hospital of Northern BC Avg 89.8% NHA Tertiary Avg	IP: Minutes for help after call button	97.8%	IP: Overall quality of food	46.5%
Access to Care (IP Can)	78.8%	IP: Courtesy of admission	97.5%	IP: Discussed when to resume normal activities	46.8%
Emotional Support (IP Can)	66.7%	IP: Courtesy of Dr	94.2%	IP: Enough say about treatment	51.8%
Physical Comfort (IP Can)	80.9%	IP: Courtesy of Nurses	92.0%	IP: Family had enough recovery info	58.4%
Involvement of Family (IP Can)	67.7%	IP: Overall Dr care	90.8%	IP: Family talked w/Dr enough	58.5%
Information and Education (IP Can)	75.2%	IP: Rate how Dr/Nurses worked together	90.6%	IP: Ease of finding someone to talk to	60.0%
Respect for Patient Preferences (IP Can)	75.5%	IP: Explained reason for wait in going to room	90.2%	IP: Nurse discussed anxieties/fears	60.2%
Continuity and Transition (IP Can)	66.9%	IP: Amount of pain medicine received	89.8%	IP: Discussed danger signals to watch for	62.0%
Coordination of Care (IP Can)	72.2%	IP: Minutes taken to get pain medicine	87.9%	IP: Scheduled tests/procedures were on time	62.4%
		IP: Drs did not talk in front of you as if you weren't there	86.4%	IP: Dr discussed anxieties/fears	65.4%

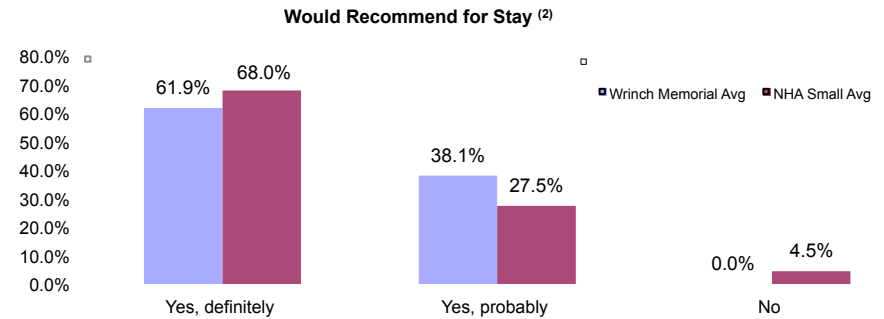
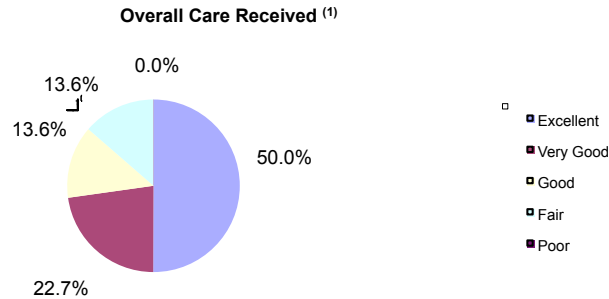


(1) Question 44: Overall, how would you rate the care you received at the hospital?
 Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent
 (2) Question 46: Would you recommend this hospital to your friends and family?
 Response scale = Yes, definitely; Yes, probably; No Percent Positive Score = Yes, definitely
 ** Items highlighted in RED have the highest correlation with "IP: Overall care received".

British Columbia - Wrinch Memorial Hospital - All Sectors Combined
Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=22, Response Rate= 27.5%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	86.4% Wrinch Memorial Avg 92.4% NHA Small Avg				
	Overall care received ⁽¹⁾	IP: Overall Dr care	95.5%	IP: Ease of finding someone to talk to	42.9%
	Involvement of Family (IP Can)	IP: Courtesy of Nurses	95.5%	IP: Nurse discussed anxieties/fears	42.9%
	Access to Care (IP Can)	IP: Courtesy of admission	95.5%	IP: Discussed when to resume normal activities	50.0%
	Coordination of Care (IP Can)	IP: Courtesy of Dr	95.5%	IP: Enough say about treatment	52.6%
	Physical Comfort (IP Can)	IP: Nurses did not talk in front of you as if you weren't there	95.5%	IP: Dr/Nurse did not explain/say things differently	59.1%
	Emotional Support (IP Can)	IP: Rate how Dr/Nurses worked together	90.5%	IP: Organization of admission process	60.0%
	Continuity and Transition (IP Can)	IP: Explained reason for wait in going to room	90.0%	IP: Got bathroom help in time	61.5%
	Information and Education (IP Can)	IP: Minutes for help after call button	88.9%	IP: Family had enough recovery info	62.5%
	Respect for Patient Preferences (IP Can)	IP: Minutes taken to get pain medicine	87.5%	IP: Nurse answered questions understandably	64.7%
	IP: Availability of Nurses	86.4%	IP: Wait time after call button reasonable	65.0%	



(1) Question 44: Overall, how would you rate the care you received at the hospital?
 Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent
 (2) Question 46: Would you recommend this hospital to your friends and family?
 Response scale = Yes, definitely; Yes, probably; No Percent Positive Score = Yes, definitely
 ** Items highlighted in RED have the highest correlation with "IP: Overall care received".