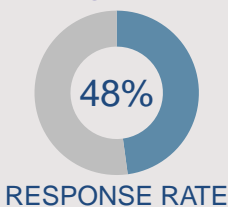


# Using the Patient Experience to Transform Health Care: British Columbia Patient-Centred Measurement Reporting and Improvement 2016/17

**Acute Inpatient Sector Survey 2016/17**  
Sept 1, 2016 - March 31, 2017 Discharge Dates

**1,884**  
SURVEYS COMPLETED

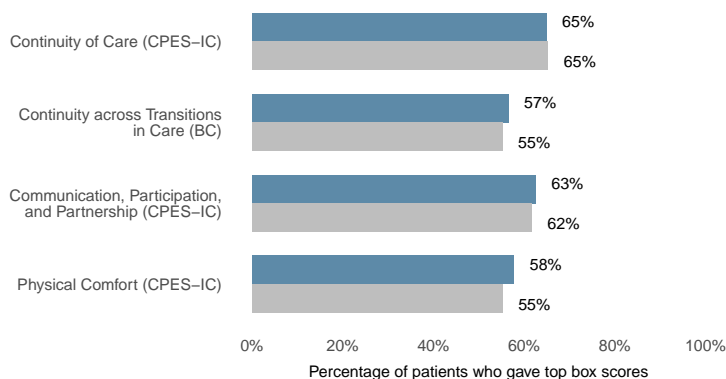


**±1.8%**  
MARGIN OF ERROR

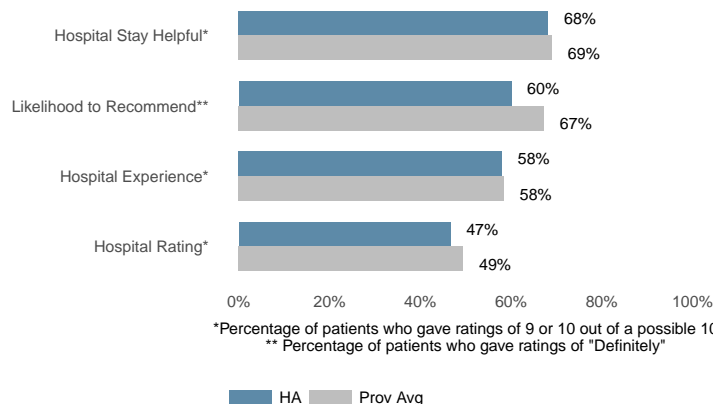
### Drivers of Overall Patient Experience

Percentage of patients who ...	HA	Prov Avg
<b>Q51. Reported that before leaving the hospital, they received enough information from hospital staff about appointments and tests they needed after they left the hospital. (COMPLETELY)</b>	70%	69%
<b>Q46. Reported that when their doctors changed, they had confidence in the care the next doctor provided. (ALWAYS)</b>	62%	63%
<b>Q45. Reported that when their doctors changed, the next doctor seemed up-to-date on their care. (ALWAYS)</b>	60%	58%
<b>Q4. Received help as soon as they wanted it after pressing the call button. (ALWAYS)</b>	59%	55%
<b>Q34. Reported receiving the support they needed to help with any anxieties, fears, or worries they had during their hospital stay. (ALWAYS)</b>	56%	55%
<b>Q50. Reported that before leaving the hospital, the doctors, nurses or other hospital staff talked with them about whether they would have the help they needed when they went home. (COMPLETELY)</b>	55%	55%
<b>Q52. Reported that before leaving the hospital, they were told when they could resume regular daily activities. (COMPLETELY)</b>	48%	47%
<b>Q17. Reported that hospital staff described possible side effects of any new medicine before it was administered. (ALWAYS)</b>	38%	36%

### Dimensions of Patient-Reported Experience



### Global Rating Indicators



### 3 Highest Scoring Questions

Percentage of patients who ...	Score
<b>Q68. Reported that they believed they or their family members suffered personal injury or harm which resulted from a medical error or mistake. (NOT AT ALL)</b>	89%
<b>Q5. Reported doctors treated them with courtesy and respect. (ALWAYS)</b>	83%
<b>S3. Reported that hospital staff answered their questions about the operation in a way they could understand. (COMPLETELY)</b>	80%

### 3 Lowest Scoring Questions

Percentage of patients who ...	Score
<b>Q65. Reported that hospital staff showed them how to properly clean their own hands. (ALWAYS)</b>	13%
<b>Q66. Reported that hospital staff told them about products available for them to wash or clean their own hands. (ALWAYS)</b>	18%
<b>Q64. Reported that hospital staff told them about the importance of washing or cleaning their own hands. (COMPLETELY)</b>	35%