



Vancouver Island Health Authority Survey of Inpatients' Perception of Care 2008

Introduction

Vancouver Island Health Authority (VIHA) strives to improve patients' satisfaction with the care they receive in hospitals. VIHA collects information about patients' perception of the care they received through surveys to identify opportunities for improvement. This report presents the results of the 2008 inpatient survey.

Overall, 93.0% of survey respondents from VIHA hospitals rated the care they received as "Excellent", "Very Good" or "Good", compared to 92.1% from all BC hospitals. For VIHA, this is an improvement over the 2005 rate of 92.1%. Staff at each VIHA hospital address the opportunities for improvement identified in the survey results.

Background

VIHA's 13 acute care hospitals voluntarily participated in a province-wide survey of the perceptions of care of persons who were inpatients between October 1 and December 31, 2008. Results are presented for the 12 hospitals with fifteen or more responses. The aim of the survey was to measure performance from the perspective of the patient and to obtain patient feedback to identify opportunities to improve the care provided in VIHA hospitals.

This survey is similar to the one conducted in 2005. In 2008, inpatients were surveyed over 3 months, while in 2005, inpatients were surveyed over 6 months. Analyses demonstrated that surveying over 3 months (October to December) instead of 6 months (June to November) could provide statistically valid results

The survey was conducted by NRC + Picker Group Canada, a respected research company with recognized expertise in measuring patient experience. Surveys were mailed to patients from all 13 VIHA hospitals that provide inpatient care. Inpatients are persons admitted to hospital who stay there for at least one night.

The survey consisted of fifty-seven questions for all patients and specific additional questions for maternity and pediatric patients. The responses to groups of questions were aggregated to present results by eight dimensions of care. Responses of "Excellent", "Very Good" and "Good" are grouped and presented as "Percent Positive Responses".

VIHA, as part of provincial initiatives, collects information about patients' perception of care in different sectors. Residents of residential care facilities and their families were surveyed in 2004 and inpatients in 2005. Emergency patients at all sites were surveyed in 2003, 2007, 2009 and will be surveyed again in 2010 while patients at VIHA's 6 largest Emergency Departments were surveyed from 2007 to 2010. Mental health inpatients will be surveyed during 2010.

Satisfaction Rate and Response Rate

The Overall Satisfaction Rate for VIHA and for each VIHA hospital is similar between 2005 and 2008. The rate improved at 8 of the 12 VIHA sites in 2008 compared to 2005.

The response rate from VIHA hospitals was 59% (5,063 surveyed, 3,349 responses) while the BC response rate was 53% (34,312 surveyed, 17,389 responses). These are excellent response rates for a mailed survey.

The higher the response rate and the more responses received mean the information about perception of care accurately represents what patients really felt about their stay in hospital. The results for facilities with a small number of responses (*) must be interpreted with caution.

Response rates and Percent Positive Responses for each VIHA hospital are presented.

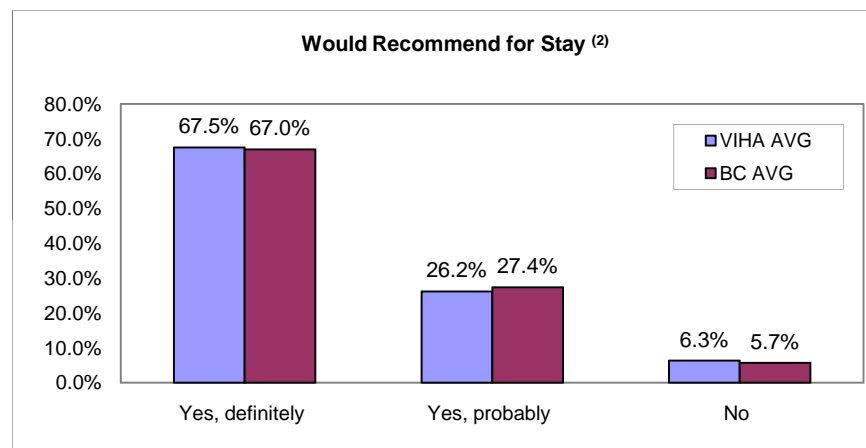
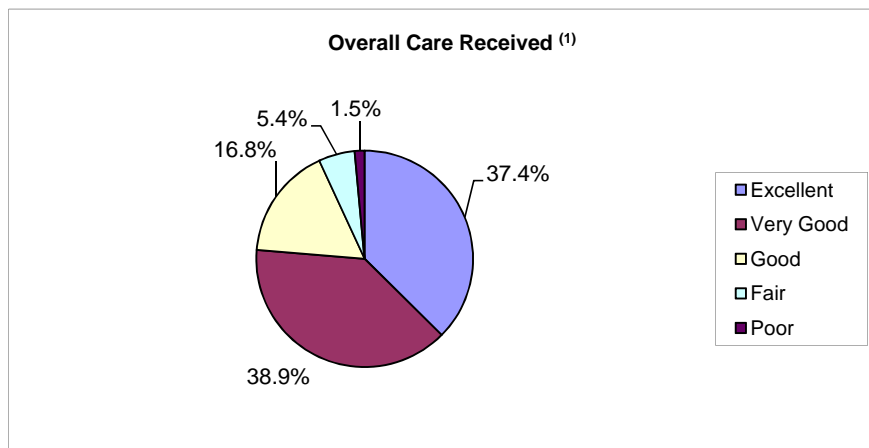
Hospital Name	Location	Number of Responses	Response Rate	Percent Positive Responses	
				2005	2008
Cormorant Island Health Center	Alert Bay	Too low to report results			
Campbell River & District General Hospital	Campbell River	221	57.1%	92.6%	92.7%
St. Joseph's General Hospital	Comox	222	60.0%	92.0%	98.0%
Cowichan District Hospital	Duncan	239	56.2%	92.8%	95.3%
Nanaimo Regional General Hospital	Nanaimo	443	56.9%	91.9%	89.1%
West Coast General Hospital	Port Alberni	94	52.8%	93.5%	92.9%
Port Hardy Hospital*	Port Hardy	19	32.8%	94.3%	100.0%
Port McNeill & District Hospital*	Port McNeill	17	33.3%	92.5%	93.8%
Saanich Peninsula Hospital	Saanichton	119	63.3%	95.1%	93.7%
Lady Minto/Gulf Islands Hospital	Salt Spring Island	47	57.3%	98.0%	95.2%
Tofino General Hospital*	Tofino	15	39.5%	91.6%	93.3%
Royal Jubilee Hospital	Victoria	973	64.6%	92.0%	94.1%
Victoria General Hospital	Victoria	934	57.2%	91.0%	92.4%
All VIHA Hospitals		3349	58.6%	92.1%	93.0%

Please address your comments and questions to VIHA Communications at info@VIHA.ca or (250) 370 8270.

**British Columbia - VIHA - All Sectors
Acute Care Patient Experience Results - All Dimensions and Overall Ratings**

Report Date: Nov 06, 2009 Survey of Acute Care Patient Experience: October - December 2008. n = 3349 Response Rate = 58.6%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	93.0% VIHA Avg 92.1% BC Avg	Minutes for help after call button	96.7%	Overall quality of food	47.0%
Access to Care (IP Can)	80.8%	Courtesy of Dr	95.9%	Discussed when to resume normal activities	47.8%
Emotional Support (IP Can)	68.0%	Courtesy of admission	95.2%	Discussed danger signals to watch for	55.1%
Information and Education (IP Can)	74.4%	Overall Dr care	94.6%	Nurse discussed anxieties/fears	55.9%
Physical Comfort (IP Can)	82.2%	Courtesy of Nurses	94.2%	Enough say about treatment	56.5%
Involvement of Family (IP Can)	67.7%	Rate how Dr/Nurses worked together	93.5%	Family talked w/Dr enough	58.0%
Respect for Patient Preferences (IP Can)	78.7%	Amount of pain medicine received	90.4%	Family had enough recovery info	59.3%
Continuity and Transition (IP Can)	64.6%	Minutes taken to get pain medicine	89.8%	Dr discussed anxieties/fears	61.1%
Coordination of Care (IP Can)	74.5%	Drs did not talk in front of you as if you weren't there	89.8%	Ease of finding someone to talk to	62.8%
		Availability of Nurses	87.7%	Discussed medication side effects	63.8%

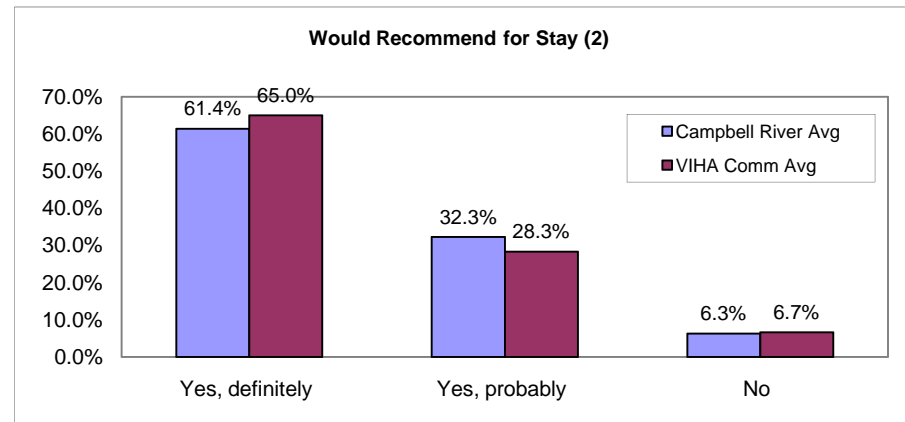
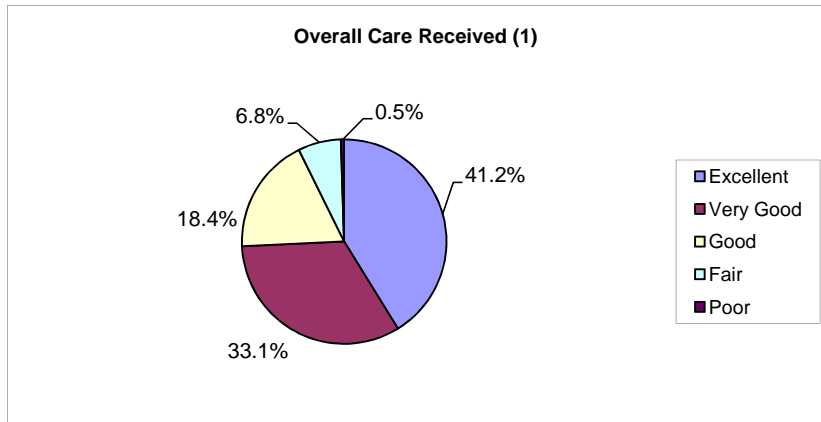


(1) Question 44: Overall, how would you rate the care you received at the hospital?
 Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent
 (2) Question 46: Would you recommend this hospital to your friends and family?
 Response scale = Yes, definitely;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

**British Columbia - Campbell River & District General Hospital
Experience of Inpatient Care Results - All Sectors**

Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 221; Response Rate = 57.1%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	92.7% Campbell River Avg 92.8% VIHA Comm Avg				
Overall care received ⁽¹⁾		IP: Courtesy of Dr	99.1%	IP: Discussed when to resume normal activities	49.8%
Access to Care (IP Can)	81.9%	IP: Rate how Dr/Nurses worked together	96.6%	IP: Overall quality of food	56.4%
Physical Comfort (IP Can)	80.4%	IP: Overall Dr care	96.2%	IP: Nurse discussed anxieties/fears	58.4%
Involvement of Family (IP Can)	72.9%	IP: Courtesy of admission	95.7%	IP: Enough say about treatment	59.2%
Emotional Support (IP Can)	71.4%	IP: Courtesy of Nurses	93.8%	IP: Discussed danger signals to watch for	59.3%
Continuity and Transition (IP Can)	67.9%	IP: Explained reason for wait in going to room	93.5%	IP: Family talked w/Dr enough	63.5%
Information and Education (IP Can)	80.7%	IP: Drs did not talk in front of you as if you weren't there	93.2%	IP: Ease of finding someone to talk to	63.8%
Respect for Patient Preferences (IP Can)	80.3%	IP: Minutes for help after call button	92.7%	IP: Family had enough recovery info	64.5%
Coordination of Care (IP Can)	78.6%	IP: Minutes taken to get pain medicine	90.9%	IP: Nurse answered questions understandably	68.8%
		IP: Amount of info given to family	90.2%	IP: Wait time after call button reasonable	68.9%



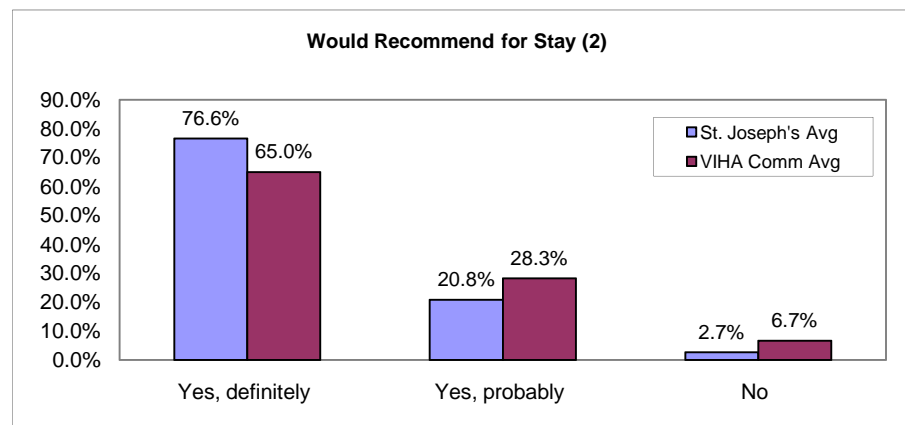
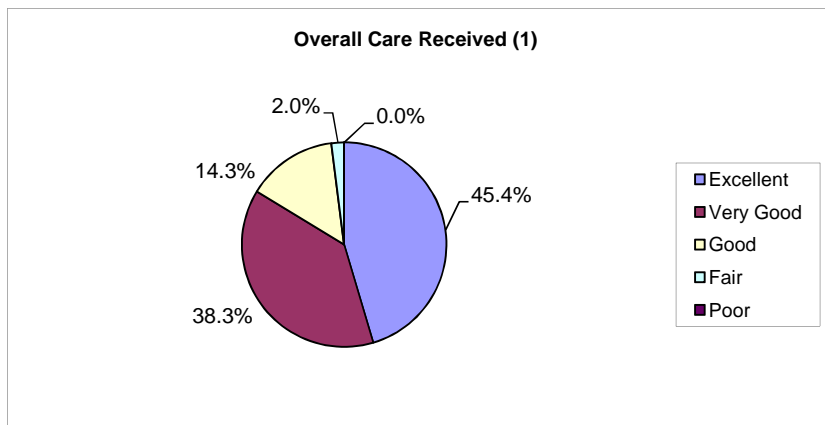
(1) Question 44: Overall, how would you rate the care you received at the hospital?
 Response scale= Poor, Fair, Good, Very Good, Excellent Percent Positive Score= Good+Very Good+ Excellent
 (2) Question 46: Would you recommend this hospital to your friends and family?
 Response scale= Yes, definitely;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



British Columbia - St. Joseph's General Hospital Experience of Inpatient Care Results - All Sectors

Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 222; Response Rate = 60.0%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	98.0% St. Joseph's Avg 92.8% VIHA Comm Avg				
Overall care received ⁽¹⁾		IP: Courtesy of Dr	98.3%	IP: Discussed when to resume normal activities	50.6%
Access to Care (IP Can)	86.8%	IP: Courtesy of Nurses	97.9%	IP: Nurse discussed anxieties/fears	57.1%
Emotional Support (IP Can)	71.4%	IP: Courtesy of admission	97.9%	IP: Enough say about treatment	58.9%
Physical Comfort (IP Can)	85.4%	IP: Overall Dr care	97.7%	IP: Discussed danger signals to watch for	62.1%
Information and Education (IP Can)	76.3%	IP: Minutes for help after call button	97.3%	IP: Dr discussed anxieties/fears	63.2%
Involvement of Family (IP Can)	72.6%	IP: Rate how Dr/Nurses worked together	97.1%	IP: Family talked w/Dr enough	64.5%
Respect for Patient Preferences (IP Can)	83.3%	IP: Drs did not talk in front of you as if you weren't there	93.9%	IP: Family had enough recovery info	65.9%
Continuity and Transition (IP Can)	69.3%	IP: Amount of pain medicine received	93.2%	IP: Ease of finding someone to talk to	67.4%
Coordination of Care (IP Can)	79.6%	IP: Nurses did not talk in front of you as if you weren't there	91.3%	IP: Discussed medication side effects	67.5%
		IP: Availability of Nurses	91.2%	IP: Explained test results understandably	69.1%

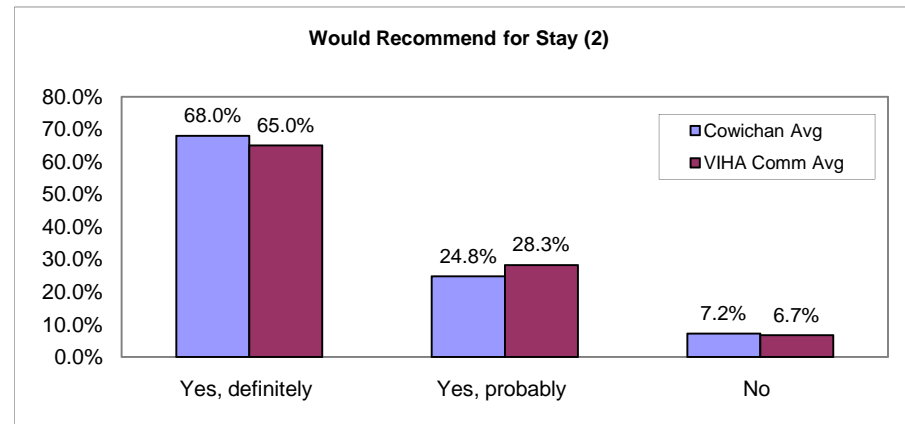
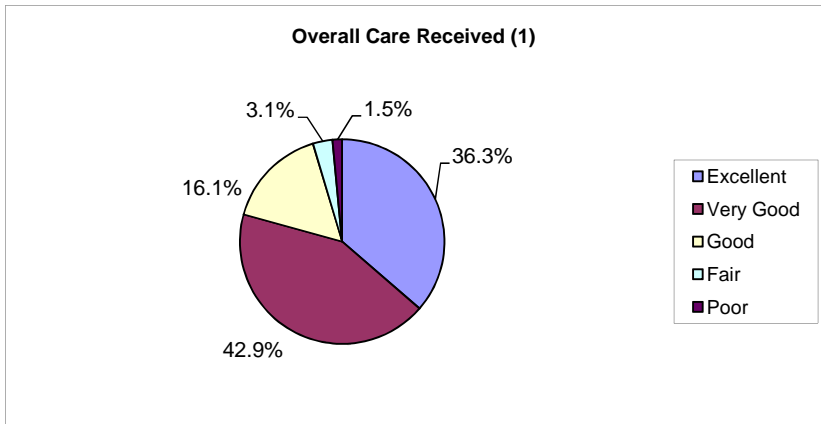


(1) Question 44: Overall, how would you rate the care you received at the hospital?
 Response scale= Poor, Fair, Good, Very Good, Excellent Percent Positive Score= Good+Very Good+ Excellent
 (2) Question 46: Would you recommend this hospital to your friends and family?
 Response scale= Yes, definitely; Yes, probably; No Percent Positive Score= Yes, definitely
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**British Columbia - Cowichan District Hospital
Experience of Inpatient Care Results - All Sectors**

Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 239; Response Rate = 56.2%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	95.3% Cowichan Avg 92.8% VIHA Comm Avg				
Overall care received ⁽¹⁾		IP: Minutes for help after call button	97.3%	IP: Discussed when to resume normal activities	53.3%
Access to Care (IP Can)	83.9%	IP: Courtesy of Dr	97.0%	IP: Enough say about treatment	53.6%
Emotional Support (IP Can)	68.9%	IP: Overall Dr care	96.5%	IP: Nurse discussed anxieties/fears	55.7%
Involvement of Family (IP Can)	74.1%	IP: Rate how Dr/Nurses worked together	95.2%	IP: Overall quality of food	57.2%
Information and Education (IP Can)	77.2%	IP: Courtesy of admission	94.1%	IP: Discussed danger signals to watch for	57.5%
Continuity and Transition (IP Can)	67.9%	IP: Courtesy of Nurses	93.6%	IP: Dr discussed anxieties/fears	61.0%
Physical Comfort (IP Can)	83.1%	IP: Nurses did not talk in front of you as if you weren't there	92.8%	IP: Wait time after call button reasonable	65.1%
Respect for Patient Preferences (IP Can)	80.1%	IP: Drs did not talk in front of you as if you weren't there	92.4%	IP: Discussed medication side effects	66.5%
Coordination of Care (IP Can)	77.4%	IP: Explained reason for wait in going to room	92.0%	IP: Family talked w/Dr enough	66.5%
		IP: Minutes taken to get pain medicine	91.2%	IP: Ease of finding someone to talk to	67.8%

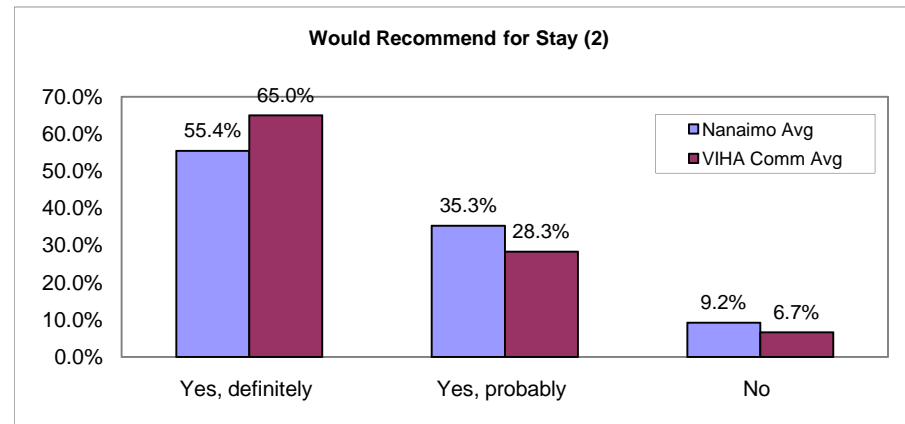
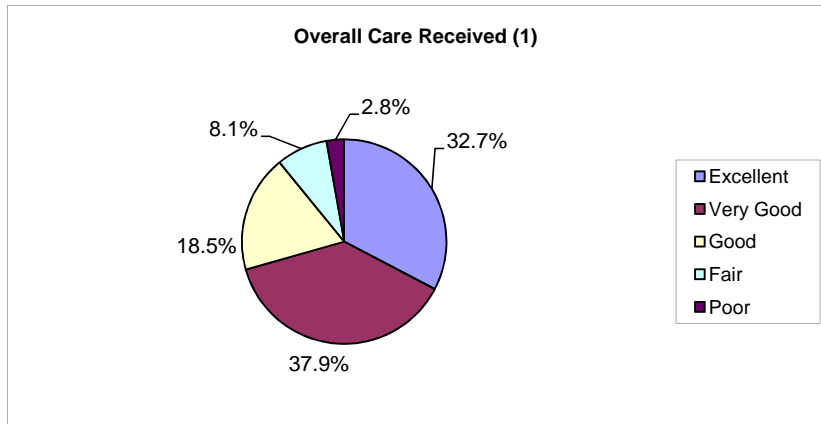


(1) Question 44: Overall, how would you rate the care you received at the hospital?
Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent
 (2) Question 46: Would you recommend this hospital to your friends and family?
Response scale = Yes, definitely;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

British Columbia - Nanaimo Regional General Hospital Experience of Inpatient Care Results - All Sectors

Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 443; Response Rate = 56.9%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	89.1% Nanaimo Avg 92.8% VIHA Comm Avg	IP: Minutes for help after call button	95.0%	IP: Discussed when to resume normal activities	43.6%
Access to Care (IP Can)	76.1%	IP: Courtesy of Dr	93.3%	IP: Family had enough recovery info	46.8%
Emotional Support (IP Can)	63.0%	IP: Courtesy of admission	91.5%	IP: Nurse discussed anxieties/fears	48.3%
Information and Education (IP Can)	68.7%	IP: Overall Dr care	91.4%	IP: Family talked w/Dr enough	50.3%
Physical Comfort (IP Can)	78.3%	IP: Courtesy of Nurses	89.9%	IP: Discussed danger signals to watch for	50.4%
Respect for Patient Preferences (IP Can)	74.4%	IP: Rate how Dr/Nurses worked together	89.7%	IP: Overall quality of food	51.2%
Involvement of Family (IP Can)	59.2%	IP: Amount of pain medicine received	87.8%	IP: Enough say about treatment	53.6%
Coordination of Care (IP Can)	67.8%	IP: Minutes taken to get pain medicine	86.4%	IP: Dr discussed anxieties/fears	55.8%
Continuity and Transition (IP Can)	58.8%	IP: Drs did not talk in front of you as if you weren't there	85.5%	IP: Discussed medication side effects	57.1%
		IP: Availability of Nurses	85.1%	IP: Ease of finding someone to talk to	59.1%

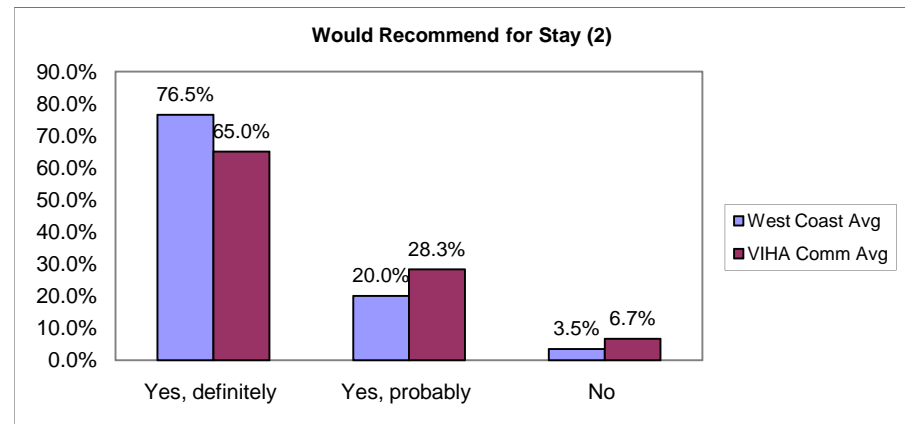
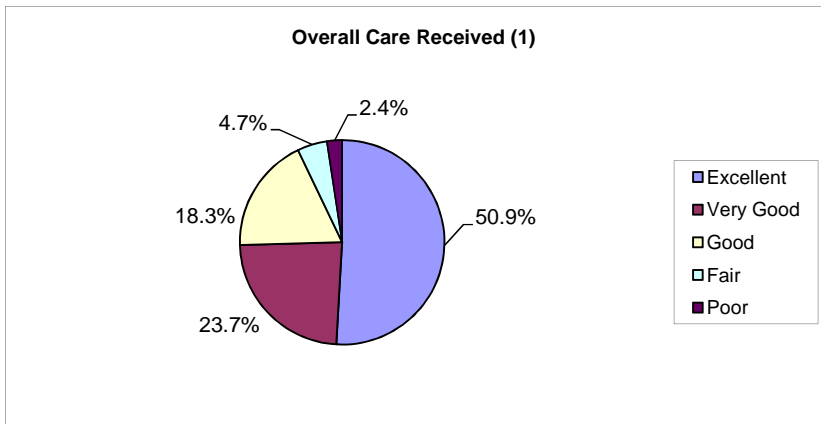


(1) Question 44: Overall, how would you rate the care you received at the hospital?
 Response scale= Poor, Fair, Good, Very Good, Excellent Percent Positive Score= Good+Very Good+ Excellent
 (2) Question 46: Would you recommend this hospital to your friends and family?
 Response scale= Yes, definitely;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

British Columbia - West Coast General Hospital Experience of Inpatient Care Results - All Sectors

Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 94; Response Rate = 52.8%

Summary Results (% positive score)**	Strengths (Highest % positive scores)	Opportunities for Improvement (Lowest % positive scores)
Overall care received ⁽¹⁾	92.9% West Coast Avg 92.8% VIHA Comm Avg	
Access to Care (IP Can)	IP: Minutes for help after call button	98.3%
Emotional Support (IP Can)	IP: Rate how Dr/Nurses worked together	97.6%
Involvement of Family (IP Can)	IP: Courtesy of Dr	96.4%
Information and Education (IP Can)	IP: Minutes taken to get pain medicine	96.2%
Physical Comfort (IP Can)	IP: Overall Dr care	94.2%
Respect for Patient Preferences (IP Can)	IP: Courtesy of Nurses	94.1%
Continuity and Transition (IP Can)	IP: Courtesy of admission	93.1%
Coordination of Care (IP Can)	IP: Drs did not talk in front of you as if you weren't there	92.7%
	IP: Explained reason for wait in going to room	91.5%
	IP: Knew who to call w/ questions	90.6%
	IP: Nurse discussed anxieties/fears	56.7%
	IP: Discussed danger signals to watch for	59.5%
	IP: Family had enough recovery info	59.8%
	IP: Dr discussed anxieties/fears	61.2%
	IP: Got bathroom help in time	61.2%
	IP: Discussed when to resume normal activities	62.2%
	IP: Scheduled tests/procedures were on time	63.4%
	IP: Overall quality of food	63.6%
	IP: Discussed medication side effects	64.4%
	IP: Family talked w/Dr enough	64.8%



(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

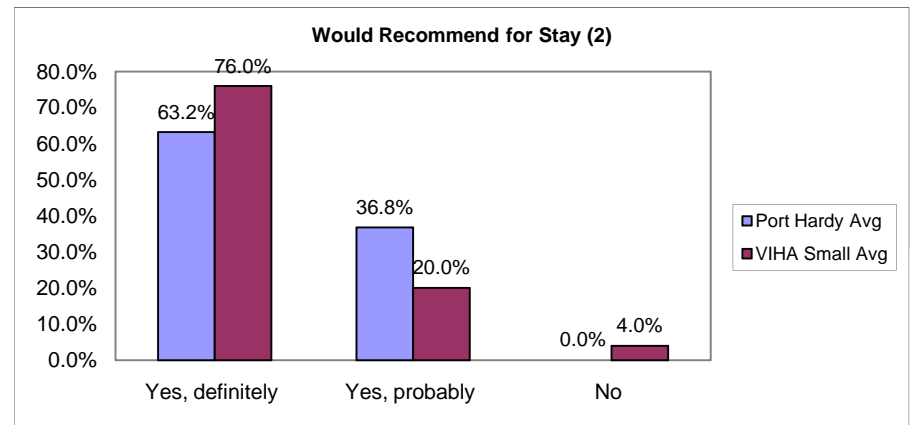
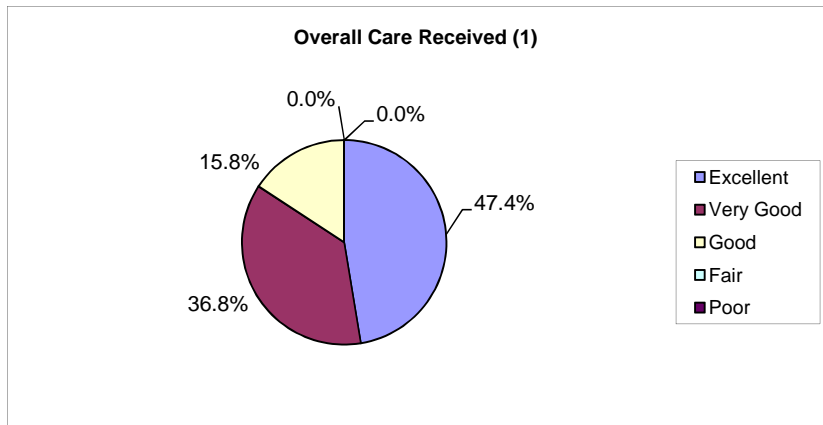
** Items highlighted in RED have the highest correlation with "IP: Overall care received".



**British Columbia - Port Hardy Hospital
Experience of Inpatient Care Results - All Sectors**

Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 19; Response Rate = 32.8%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	100.0% Port Hardy Avg 95.9% VIHA Small Avg				
Overall care received ⁽¹⁾		IP: Amount of info given to family	100.0%	IP: Discussed when to resume normal activities	47.1%
Access to Care (IP Can)	92.7%	IP: Amount of pain medicine received	100.0%	IP: Discussed danger signals to watch for	50.0%
Coordination of Care (IP Can)	86.5%	IP: Did everything to control pain	100.0%	IP: Nurse discussed anxieties/fears	50.0%
Information and Education (IP Can)	84.1%	IP: Minutes taken to get pain medicine	100.0%	IP: Discussed purpose of home meds	60.0%
Continuity and Transition (IP Can)	62.0%	IP: Minutes for help after call button	100.0%	IP: Family had enough recovery info	60.0%
Emotional Support (IP Can)	73.2%	IP: Treated you w/respect/dignity	100.0%	IP: Ease of finding someone to talk to	61.1%
Involvement of Family (IP Can)	80.0%	IP: Rate how Dr/Nurses worked together	100.0%	IP: Dr discussed anxieties/fears	64.3%
Respect for Patient Preferences (IP Can)	91.7%	IP: Overall Dr care	100.0%	IP: Scheduled tests/procedures were on time	72.2%
Physical Comfort (IP Can)	95.4%	IP: Courtesy of Nurses	100.0%	IP: Discussed medication side effects	73.3%
		IP: Courtesy of admission	100.0%	IP: Nurse answered questions understandably	76.5%

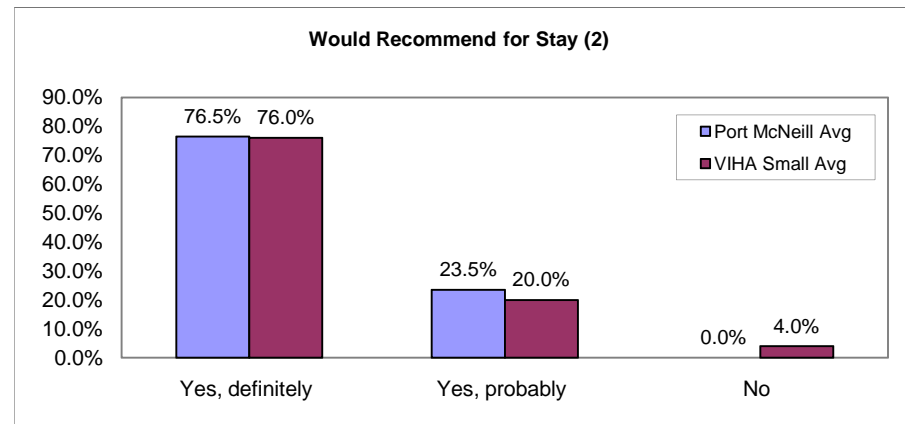
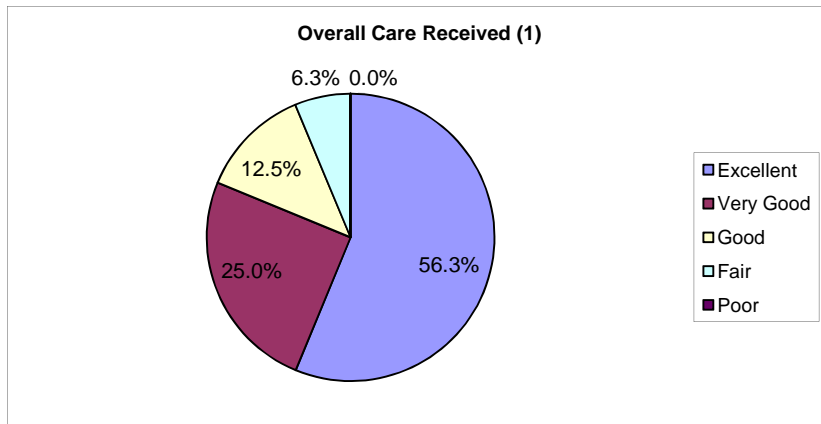


(1) Question 44: Overall, how would you rate the care you received at the hospital?
 Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent
 (2) Question 46: Would you recommend this hospital to your friends and family?
 Response scale = Yes, definitely;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

British Columbia - Port McNeill & District Hospital Experience of Inpatient Care Results - All Sectors

Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 17; Response Rate = 33.3%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	93.8% Port McNeill Avg 95.9% VIHA Small Avg				
Overall care received ⁽¹⁾		IP: Dr answered questions understandably	100.0%	IP: Discussed when to resume normal activities	46.2%
Involvement of Family (IP Can)	86.5%	IP: Explained reason for wait in going to room	100.0%	IP: Discussed danger signals to watch for	60.0%
Access to Care (IP Can)	79.6%	IP: Amount of info given to family	100.0%	IP: Availability of Dr	70.6%
Continuity and Transition (IP Can)	71.4%	IP: Amount of pain medicine received	100.0%	IP: Ease of finding someone to talk to	70.6%
Emotional Support (IP Can)	79.5%	IP: Minutes taken to get pain medicine	100.0%	IP: Enough say about treatment	70.6%
Respect for Patient Preferences (IP Can)	91.2%	IP: Minutes for help after call button	100.0%	IP: Family had enough recovery info	72.7%
Coordination of Care (IP Can)	84.1%	IP: Rate how Dr/Nurses worked together	100.0%	IP: Discussed medication side effects	73.3%
Information and Education (IP Can)	93.7%	IP: Condition of room/hospital environment	100.0%	IP: Scheduled tests/procedures were on time	73.3%
Physical Comfort (IP Can)	94.7%	IP: Courtesy of Nurses	100.0%	IP: Received all services needed	76.5%
		IP: Courtesy of admission	100.0%	IP: Dr discussed anxieties/fears	76.9%



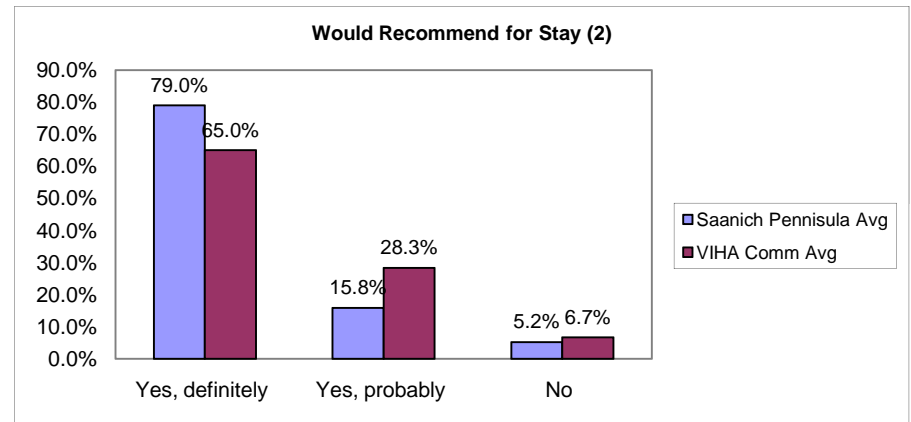
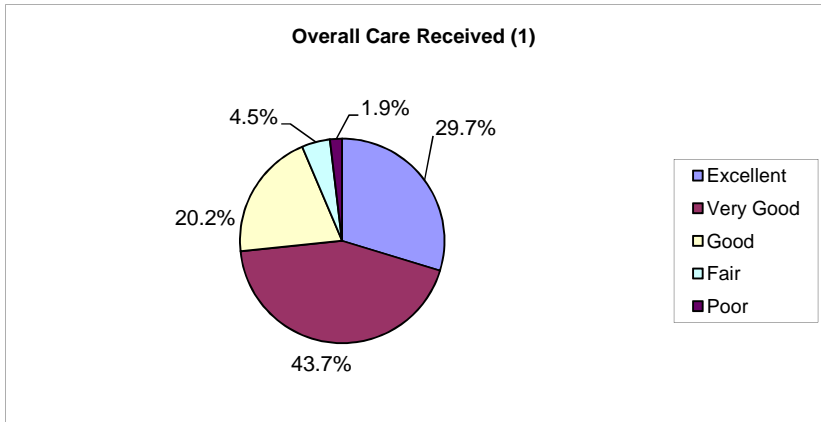
(1) Question 44: Overall, how would you rate the care you received at the hospital?
 Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent
 (2) Question 46: Would you recommend this hospital to your friends and family?
 Response scale = Yes, definitely;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



**British Columbia - Saanich Peninsula Hospital
Experience of Inpatient Care Results - All Sectors**

Report Date: November 13, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 119; Response Rate = 63.3%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	93.7% Saanich Peninsula Avg 92.8% VIHA Comm Avg				
Overall care received ⁽¹⁾		IP: Minutes for help after call button	97.6%	IP: Discussed when to resume normal activities	38.0%
Access to Care (IP Can)	77.4%	IP: Rate how Dr/Nurses worked together	95.6%	IP: Nurse discussed anxieties/fears	43.8%
Involvement of Family (IP Can)	68.6%	IP: Courtesy of Nurses	94.2%	IP: Overall quality of food	46.0%
Emotional Support (IP Can)	62.4%	IP: Overall Dr care	93.9%	IP: Discussed danger signals to watch for	48.2%
Information and Education (IP Can)	69.6%	IP: Courtesy of admission	93.9%	IP: Enough say about treatment	49.3%
Physical Comfort (IP Can)	78.8%	IP: Courtesy of Dr	93.9%	IP: Dr discussed anxieties/fears	50.4%
Continuity and Transition (IP Can)	61.5%	IP: Minutes taken to get pain medicine	90.7%	IP: Family talked w/Dr enough	57.9%
Respect for Patient Preferences (IP Can)	76.1%	IP: Amount of info given to family	88.3%	IP: Family had enough recovery info	58.6%
Coordination of Care (IP Can)	75.0%	IP: Nurses did not talk in front of you as if you weren't there	87.1%	IP: Got bathroom help in time	59.6%
		IP: Amount of pain medicine received	87.0%	IP: Explained test results understandably	60.0%

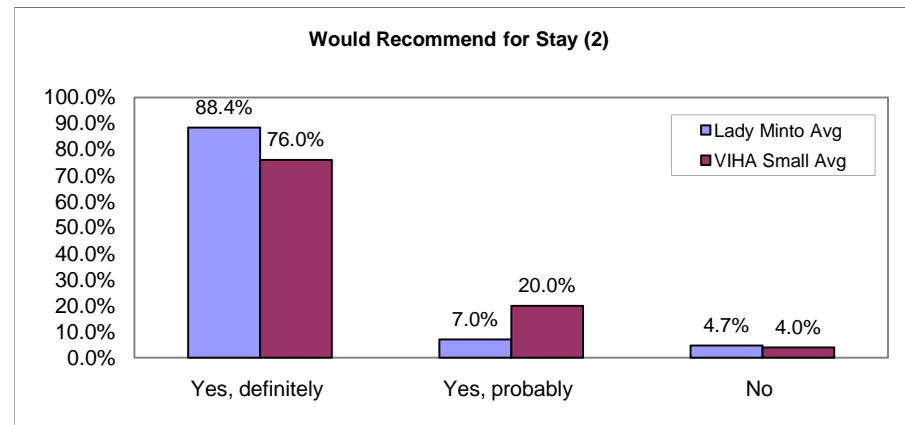
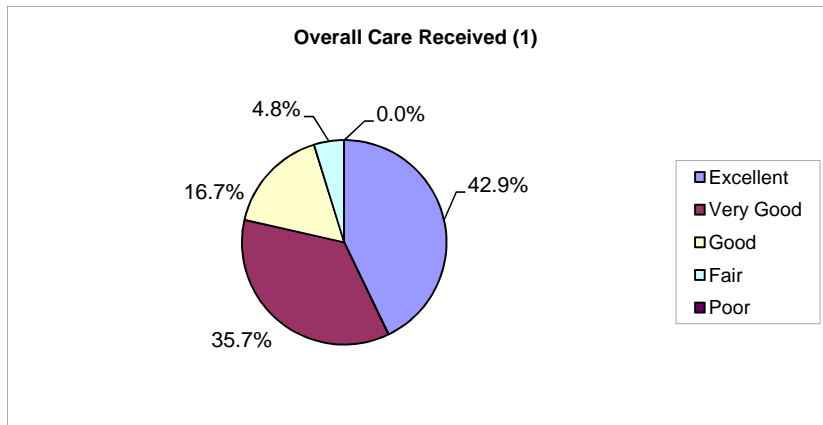


(1) Question 44: Overall, how would you rate the care you received at the hospital?
 Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent
 (2) Question 46: Would you recommend this hospital to your friends and family?
 Response scale = Yes, definitely;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

**British Columbia - Lady Minto Gulf Islands Hospital
Experience of Inpatient Care Results - All Sectors**

Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 47; Response Rate = 57.3%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	95.2% Lady Minto Avg 95.9% VIHA Small Avg				
Overall care received ⁽¹⁾		IP: Minutes taken to get pain medicine	100.0%	IP: Discussed danger signals to watch for	56.8%
Access to Care (IP Can)	87.0%	IP: Minutes for help after call button	100.0%	IP: Overall quality of food	62.5%
Emotional Support (IP Can)	78.5%	IP: Rate how Dr/Nurses worked together	100.0%	IP: Discussed when to resume normal activities	63.9%
Continuity and Transition (IP Can)	74.9%	IP: Courtesy of Nurses	100.0%	IP: Ease of finding someone to talk to	69.0%
Physical Comfort (IP Can)	87.0%	IP: Courtesy of admission	97.8%	IP: Discussed medication side effects	74.2%
Involvement of Family (IP Can)	84.7%	IP: Availability of Dr	95.5%	IP: Received all services needed	75.0%
Coordination of Care (IP Can)	89.0%	IP: Overall Dr care	95.3%	IP: Did everything to control pain	75.0%
Information and Education (IP Can)	85.7%	IP: Courtesy of Dr	95.3%	IP: Dr discussed anxieties/fears	75.8%
Respect for Patient Preferences (IP Can)	87.7%	IP: Amount of pain medicine received	94.1%	IP: Enough say about treatment	76.2%
		IP: Amount of info given to family	93.9%	IP: Wait time after call button reasonable	77.4%

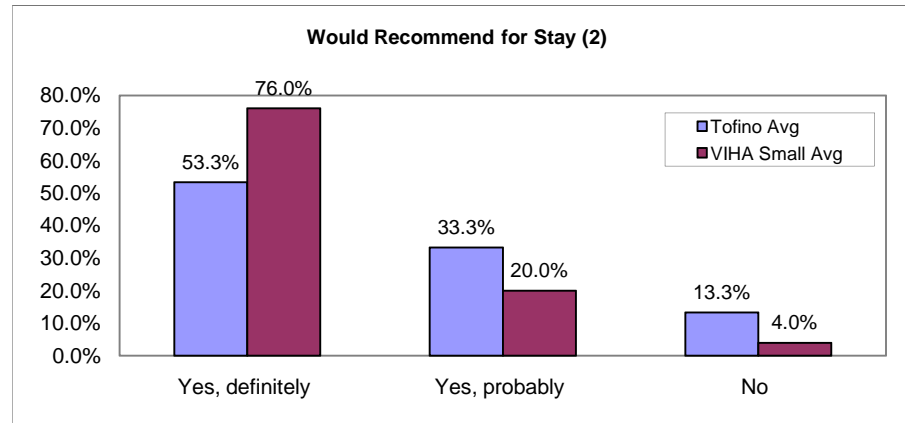
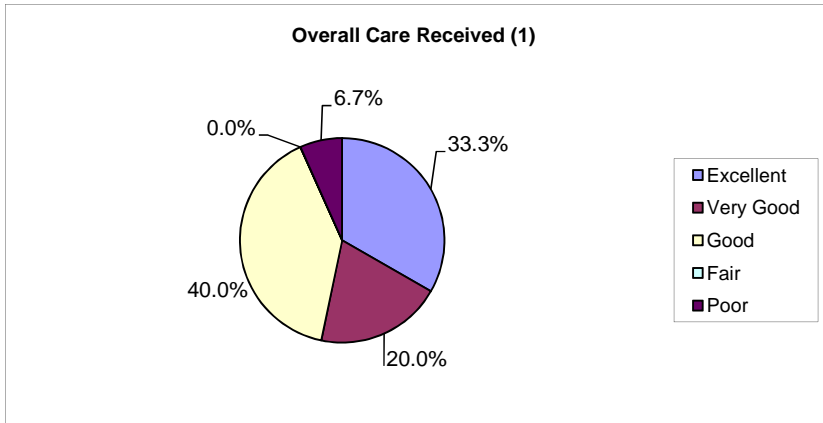


(1) Question 44: Overall, how would you rate the care you received at the hospital?
Response scale = Poor, Fair, Good, Very Good, Excellent **Percent Positive Score** = Good+Very Good+ Excellent
 (2) Question 46: Would you recommend this hospital to your friends and family?
Response scale = Yes, definitely;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

**British Columbia - Tofino General Hospital
Experience of Inpatient Care Results - All Sectors**

Report Date: November 13, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 15; Response Rate = 39.5%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	93.3% Tofino Avg 95.9% VIHA Small Avg	IP: Overall Dr care	93.3%	IP: Wait time after call button reasonable	30.0%
Information and Education (IP Can)	71.4%	IP: Courtesy of Dr	93.3%	IP: Got bathroom help in time	33.3%
Involvement of Family (IP Can)	76.2%	IP: Drs did not talk in front of you as if you weren't there	93.3%	IP: Discussed when to resume normal activities	33.3%
Emotional Support (IP Can)	63.6%	IP: Rate how Dr/Nurses worked together	92.9%	IP: Ease of finding someone to talk to	42.9%
Physical Comfort (IP Can)	59.6%	IP: Courtesy of Nurses	86.7%	IP: Enough say about treatment	46.2%
Access to Care (IP Can)	75.0%	IP: Availability of Nurses	85.7%	IP: Discussed danger signals to watch for	46.7%
Coordination of Care (IP Can)	72.5%	IP: Amount of info given to family	85.7%	IP: Overall quality of food	53.3%
Continuity and Transition (IP Can)	53.6%	IP: Courtesy of admission	85.7%	IP: Discussed medication side effects	57.1%
Respect for Patient Preferences (IP Can)	70.2%	IP: Wait to go to room was not unnecessarily long	85.7%	IP: Organization of admission process	57.1%
		IP: Explained reason for wait in going to room	83.3%	IP: Dr discussed anxieties/fears	58.3%



(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

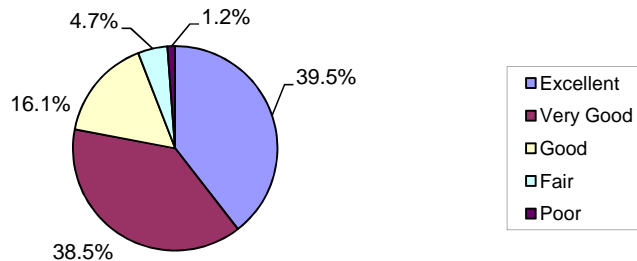
** Items highlighted in RED have the highest correlation with "IP: Overall care received".

**British Columbia - Royal Jubilee Hospital
Experience of Inpatient Care Results - All Sectors**

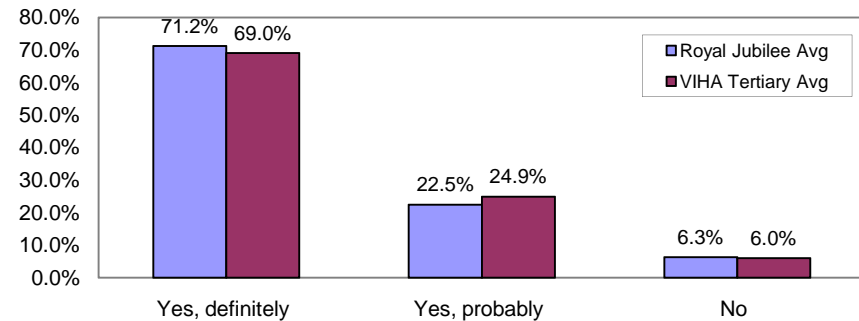
Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 973; Response Rate = 64.6%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	94.1% Royal Jubilee Avg 93.1% VIHA Tertiary Avg	IP: Minutes for help after call button	96.8%	IP: Overall quality of food	42.3%
Access to Care (IP Can)	82.9%	IP: Courtesy of admission	96.7%	IP: Discussed when to resume normal activities	53.6%
Emotional Support (IP Can)	71.5%	IP: Courtesy of Dr	96.6%	IP: Enough say about treatment	57.6%
Information and Education (IP Can)	76.4%	IP: Courtesy of Nurses	95.3%	IP: Nurse discussed anxieties/fears	58.2%
Respect for Patient Preferences (IP Can)	80.3%	IP: Overall Dr care	94.7%	IP: Family talked w/Dr enough	59.4%
Involvement of Family (IP Can)	71.2%	IP: Rate how Dr/Nurses worked together	94.6%	IP: Discussed danger signals to watch for	60.4%
Physical Comfort (IP Can)	85.2%	IP: Minutes taken to get pain medicine	93.7%	IP: Dr discussed anxieties/fears	61.6%
Continuity and Transition (IP Can)	67.2%	IP: Amount of pain medicine received	93.0%	IP: Discussed medication side effects	62.7%
Coordination of Care (IP Can)	76.7%	IP: Drs did not talk in front of you as if you weren't there	90.9%	IP: Ease of finding someone to talk to	66.3%
		IP: Availability of Nurses	90.2%	IP: Family had enough recovery info	66.9%

Overall Care Received (1)



Would Recommend for Stay (2)

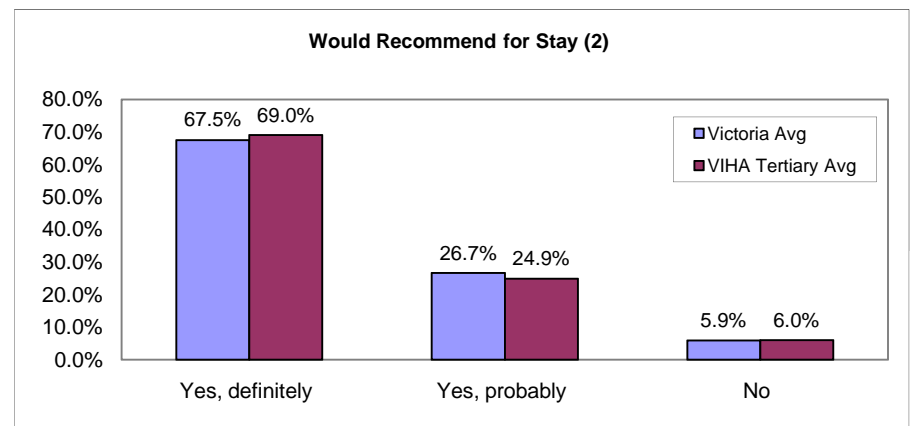
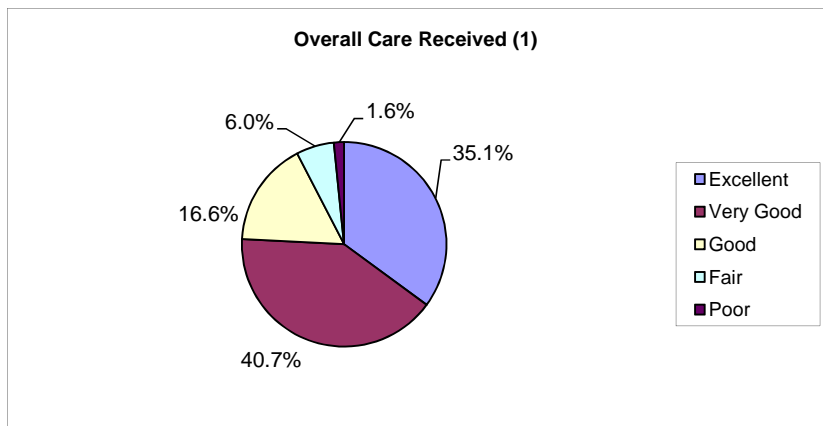


(1) Question 44: Overall, how would you rate the care you received at the hospital?
 Response scale= Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent
 (2) Question 46: Would you recommend this hospital to your friends and family?
 Response scale= Yes, definitely;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

**British Columbia - Victoria General Hospital
Experience of Inpatient Care Results - All Sectors**

Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 934; Response Rate = 57.2%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	92.4% Victoria Avg 93.1% VIHA Tertiary Avg	IP: Minutes for help after call button	97.6%	IP: Overall quality of food	36.3%
Access to Care (IP Can)	79.1%	IP: Courtesy of admission	95.8%	IP: Discussed when to resume normal activities	43.2%
Emotional Support (IP Can)	66.4%	IP: Courtesy of Dr	95.7%	IP: Discussed danger signals to watch for	51.1%
Information and Education (IP Can)	73.7%	IP: Overall Dr care	94.8%	IP: Family had enough recovery info	54.5%
Physical Comfort (IP Can)	81.5%	IP: Courtesy of Nurses	94.6%	IP: Family talked w/Dr enough	55.3%
Respect for Patient Preferences (IP Can)	77.9%	IP: Rate how Dr/Nurses worked together	92.2%	IP: Enough say about treatment	56.0%
Involvement of Family (IP Can)	65.1%	IP: Amount of pain medicine received	89.7%	IP: Nurse discussed anxieties/fears	57.8%
Continuity and Transition (IP Can)	63.0%	IP: Drs did not talk in front of you as if you weren't there	89.2%	IP: Ease of finding someone to talk to	59.2%
Coordination of Care (IP Can)	73.0%	IP: Explained reason for wait in going to room	88.1%	IP: Dr discussed anxieties/fears	61.6%
		IP: Minutes taken to get pain medicine	88.1%	IP: Explained test results understandably	64.3%



(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".