

# 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

**865**  
SURVEYS COMPLETED

**n/a<sup>†</sup>**  
RESPONSE RATE

**n/a<sup>†</sup>**  
MARGIN OF ERROR

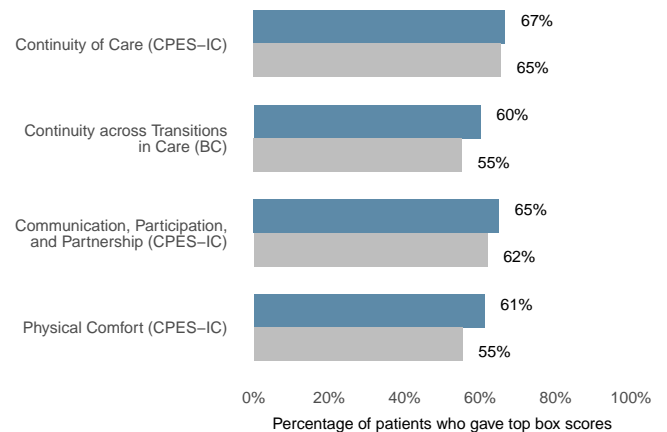
## Drivers of Overall Patient Experience

Percentage of patients who ...	Aboriginal	Non Aboriginal
<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>	69%	69%
<b>Q46. Reported that when their doctors changed, they had confidence in the care the next doctor provided. (ALWAYS)</b>	66%	63%
<b>Q45. Reported that when their doctors changed, the next doctor seemed up-to-date on their care. (ALWAYS)</b>	64%	57%
<b>Q4. Received help as soon as they wanted it after pressing the call button. (ALWAYS)</b>	63%	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>	59%	56%
<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>	56%	55%
<b>Q52. Reported that before leaving the hospital, they were told when they could resume regular daily activities. (COMPLETELY)</b>	54%	47%
<b>Q17. Reported that hospital staff described possible side effects of any new medicine before it was administered. (ALWAYS)</b>	48%	36%

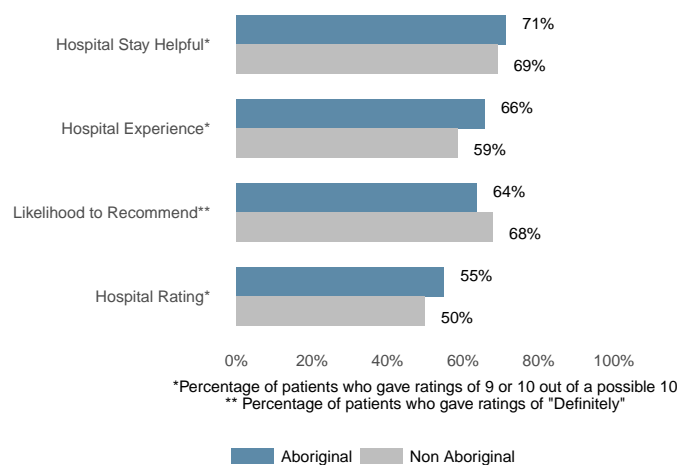
## 3 Highest Scoring Questions

Percentage of patients who ...	
<b>Q59. Reported that when they arrived at the hospital, a doctor, nurse, midwife, or pharmacist, asked them about all the medicines they had been taking at home.</b>	91%
<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>	88%
<b>Q5. Reported doctors treated them with courtesy and respect. (ALWAYS)</b>	80%

## Dimensions of Patient-Reported Experience



## Global Rating Indicators



<sup>†</sup>Aboriginal identity was self-identified by patients who completed the Acute IP survey. A response rate and MOE cannot be calculated as the total number of Aboriginal patients in the study sample and population universe are unknown.