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# British Columbia Patient-Centred Measurement Reporting and Improvement

## Acute Inpatient Sector Survey 2016/17

Sept 1, 2016 - March 31, 2017 Discharge Dates

Technical Report  
March 2018





This report was prepared by R.A. Malatest & Associates Ltd. for the  
*2016/17 Acute Inpatient Sector Survey.*

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## SECTION 1: INTRODUCTION

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### 1.1 Introduction

Acute inpatient care is an integral component of the continuum of health services in Canada. It provides short-term treatment for severe injuries or episodes of illness, urgent medical conditions, and during recovery from surgery. In 2015–2016, there were almost 3 million acute inpatient hospitalizations in Canada (CIHI, 2017<sup>1</sup>). Within British Columbia, these cases included admissions to hospitals ranging from the large, tertiary care facilities, to small local hospitals in remote areas of the province.

Understanding the experiences of people who use healthcare services is a key priority for Canadian health systems. In British Columbia, measurement of patient experiences and patient outcomes in healthcare is a provincial strategic objective, and provides a means to evaluate progress made towards providing patient-centred care. BC's provincially coordinated measurement strategy, spearheaded by the BC Patient Centred Measurement Steering Committee, builds on 13 years of continuous improvement in patient-centred data collection, reporting and action based on feedback from BC's patients and families, which constitutes their assessment of the quality of the healthcare services received and the system of care in the province.

### 1.2 Background

With an aim to enhance public accountability and support quality improvement, the BC Patient Centred Measurement Steering Committee has co-ordinated province-wide surveys across a number of sectors including inpatient acute care, emergency department care, cancer care, mental health and substance use care, and long-term care since 2003. The first inpatient acute care survey was conducted in 2005, with subsequent surveys administered in 2008 and 2011/12. Information collected centred on patient appraisals of their experience and satisfaction with the quality of care and services that they received in one of BC's acute care or freestanding rehabilitation facilities.

The *2016/17 Acute Inpatient Sector Survey* marks the first time that patient-reported experiences of care (PREMS) information has been collected simultaneously to patient-reported outcome measures (PROMS). Additionally, while previous versions of the survey utilized a questionnaire adapted for the Canadian context, the 2016/17 survey employed the Canadian Patient Experience Survey – Inpatient Care (CPES-IC) questionnaire, a standard used across many Canadian jurisdictions. 2016/17 also marked the first time that the survey was administered by telephone with an online option instead of by mail with an online option. This methodological change reflected an effort to achieve more equivalent response rates across facilities within the province<sup>2</sup>.

R.A. Malatest & Associates Ltd. (Malatest) was contracted by the BC Patient-Centred Measurement Working Group (BCPCMWG) to conduct the survey collection, analysis and reporting for the *2016/17 Acute Inpatient Sector Survey* for the province of British Columbia.

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<sup>1</sup> Inpatient Hospitalizations, Surgeries, Newborns and Childbirth Indicators in 2015–2016 (CIHI, Apr 2017)

<sup>2</sup> See Appendix G for the distribution of response rate by facility

### 1.3 Purpose and Structure of the Technical Report

The purpose of this report is to provide a detailed account of the survey methodology (including a description of the respondents and participating facilities/health authorities), survey administration outcomes (e.g. facility and unit level response rates and margin of errors; final survey universe sizes), as well as an overview of how the research team produced and analyzed the data for the final provincial, subsector, health authority, and unit-level reports and storyboards. This report also outlines the methodology used for the key driver analysis. This report does not discuss specific findings of the survey data. Provincial findings are available online<sup>3</sup> while health authority, facility and unit-level findings were disseminated to individual health authorities in August, 2017.

### 1.4 Purpose and Scope of the Survey

Information from this survey will be used by the province and health authorities to:

- Assess patients' satisfaction and experiences with acute inpatient care and services in British Columbia;
- Build on identified strengths;
- Promote improvement in areas deemed important by patients who use BC's health care system; and,
- Provide information about the performance of the health care system over time from the perspective of those who use the province's acute inpatient and rehabilitation inpatient services.

The *2016/17 Acute Inpatient Sector Survey* targeted patients who had experienced inpatient care at one of British Columbia's 78 acute care hospitals or 2 freestanding rehabilitation hospitals between September 1, 2016 and March 31, 2017.

### 1.5 Participating Health Authorities and Facilities

The following six (6) health authorities and two (2) operating organizations provided Malatest with a list of eligible discharges from participating units/facilities on a twice monthly basis over the course of the study period:

- Fraser Health Authority (FHA)
- Interior Health Authority (IHA)
- Northern Health Authority (NHA)
- Provincial Health Services Authority (PHSA)
- Vancouver Coastal Health Authority (VCHA)
  - Operating Organization: Providence Health Care

<sup>3</sup> Provincial storyboard and report available at <https://www2.gov.bc.ca/gov/content/health/about-bc-s-health-care-system/partners/health-authorities/patient-experience-survey-results/acute-inpatient-sector-survey-2016-17>

- Vancouver Island Health Authority (VIHA)
  - Operating Organization: St. Joseph's General Hospital

Records received by Malatest reflected discharges from the province's 78 acute care hospitals and two (2) freestanding rehabilitation hospitals. Table 1-1 identifies each facility and corresponding health authority/operational organization.

**Table 1-1: Participating Acute Care Centres and Freestanding Rehabilitation Hospitals**

Health Authority	Facility
<b>FRASER HEALTH AUTHORITY (FHA)</b>	
FHA	Abbotsford Regional General Hospital
FHA	Burnaby Hospital
FHA	Chilliwack General Hospital
FHA	Eagle Ridge Hospital (Port Moody)
FHA	Langley Memorial Hospital
FHA	Peace Arch Hospital (White Rock)
FHA	Royal Columbian Hospital (New Westminster)
FHA	Surrey Memorial Hospital
FHA	Delta Hospital
FHA	Mission Memorial Hospital
FHA	Ridge Meadows Hospital (Maple Ridge)
FHA	Fraser Canyon Hospital (Hope)
<b>INTERIOR HEALTH AUTHORITY (IHA)</b>	
IHA	Kelowna General Hospital
IHA	Royal Inland Hospital (Kamloops)
IHA	Cariboo Memorial Hospital (Williams Lake)
IHA	East Kootenay Regional Hospital (Cranbrook)
IHA	Penticton Regional Hospital
IHA	Shuswap Lake General Hospital (Salmon Arm)
IHA	Vernon Jubilee Hospital
IHA	100 Mile District General Hospital
IHA	Boundary Hospital (Grand Forks)
IHA	Creston Valley Hospital (Creston)
IHA	Elk Valley Hospital (formerly Fernie Hospital)
IHA	Golden and District General Hospital
IHA	Invermere and District Hospital
IHA	Kootenay Boundary Regional Hospital (Trail)
IHA	Kootenay Lake District Hospital (Nelson)
IHA	Lillooet District Hospital (Lillooet)
IHA	Nicola Valley Health Centre (Merritt)
IHA	Princeton General Hospital
IHA	Queen Victoria Hospital (Revelstoke)
IHA	South Okanagan General Hospital (Oliver)
IHA	Arrow Lakes Hospital (Nakusp)
IHA	Dr. Helmcken Memorial Hospital (Clearwater)



Health Authority	Facility
<b>NORTHERN HEALTH AUTHORITY (NHA)</b>	
NHA	University Hospital of Northern BC (Prince George)
NHA	Dawson Creek and District Hospital
NHA	Fort St. John Hospital and Health Centre
NHA	Prince Rupert Regional Hospital
NHA	Mills Memorial Hospital (Terrace)
NHA	Bulkley Valley District Hospital
NHA	Chetwynd General Hospital
NHA	Fort Nelson General Hospital
NHA	GR Baker Memorial Hospital (Quesnel)
NHA	Kitimat General Hospital
NHA	Lakes District Hospital and Health Centre (Burns Lake)
NHA	MacKenzie and District Hospital
NHA	St. John Hospital
NHA	Stuart Lake Hospital
NHA	Wrinch Memorial Hospital
NHA	Northern Haida Gwaii Hospital and Health Centre
NHA	McBride and District Hospital
NHA	Queen Charlotte Islands General Hospital <sup>1</sup>
<b>PROVINCIAL HEALTH SERVICES AUTHORITY (PHSA)</b>	
PHSA	BC Children's Hospital
PHSA	BC Women's Hospital
<b>VANCOUVER COASTAL HEALTH AUTHORITY (VCHA)</b>	
VCHA	Lions Gate Hospital
VCHA	Richmond Hospital
VCHA	St. Paul's Hospital
VCHA	Vancouver General Hospital
VCHA	Mount Saint Joseph Hospital
VCHA	Powell River General Hospital
VCHA	Squamish General Hospital
VCHA	Sechelt General Hospital
VCHA	UBC Hospital Urgent Care Centre
VCHA	Bella Coola General Hospital
VCHA	R.W. Large Memorial Hospital (Bella Bella)
VCHA	*G.F. Strong Rehabilitation Centre
VCHA	*Holy Family Hospital
<b>VANCOUVER ISLAND HEALTH AUTHORITY (VIHA)</b>	
VIHA	Nanaimo Regional General Hospital
VIHA	Royal Jubilee Hospital (Victoria)
VIHA	Victoria General Hospital
VIHA	Campbell River & District General Hospital
VIHA	Cowichan District Hospital
VIHA	St. Joseph's General Hospital



Health Authority	Facility
VIHA	West Coast General Hospital (Port Alberni)
VIHA	Lady Minto Gulf Islands Hospital
VIHA	Port McNeill and District Hospital
VIHA	Port Hardy Hospital
VIHA	Saanich Peninsula Hospital
VIHA	Cormorant Island Health Centre
VIHA	Tofino General Hospital

\* Freestanding Rehabilitation Centre

<sup>1</sup>Queen Charlotte Islands General Hospital was re-opened as Haida Gwaii Hospital and Health Centre in late 2016.

## 1.6 The Survey Instrument

### 1.6.1 Patient-Reported Experiences of Care (PREMS)

The *2016/17 Acute Inpatient Sector Survey* marked the first time that patients were asked about both their experiences of care (PREMS) and quality of life/outcomes (PROMS). As shown in Table 1-2, the PREMS section of the survey was composed of three (3) core questionnaires which were administered to all patients; 1. Canadian Patient Experience Survey – Inpatient Care (CPES-IC) questionnaire; 2. BC’s Continuity across Transitions in Care module; 3. BC’s Patient Safety module); and 4. four (4) subsector modules which were administered to patients for whom the module was applicable (BC’s Maternity module, BC’s Surgical module, BC’s Pediatrics module and BC’s Rehabilitation module).

### 1.6.2 Patient-Reported Outcome Measures (PROMS)

Two questionnaires comprised the PROMS section of the *2016/17 Acute Inpatient Sector Survey*: EuroQol’s EQ-5D-5L, which measures five (5) dimensions of quality of life (mobility, self-care, usual activities, pain/discomfort and anxiety/depression) and the Veteran’s Rand 12 (VR-12) Item Health Survey, which measures eight (8) principal health domains including general health perceptions, physical functioning, role limitations due to physical and emotional problems, bodily pain, energy-fatigue, social functioning and mental health.

The order in which the two PROMS questionnaires were presented to study participants was randomly assigned. While other studies have examined the psychometric properties and validity evidence pertaining to the use of these two PROMS measures in various settings and populations, the inclusion of the PROMS in the BC Acute Inpatient survey was motivated by the questions “What kinds of information do these PROMs provide? What ‘stories’ do they tell?”. The overall goal was to help inform the selection a generic PROM for use in BC, and in Canada, to measure the self-reported health-related quality of life and health status of individuals who use healthcare services.

Data from a 2016/17 province-wide survey implemented in the Acute Inpatient Hospital sector in British Columbia, was used to compare the scores produced by each PROM across different patient groups and hospital settings to determine whether the two measures would lead to different

conclusions. The associations of PROM scores with other measures of health status were also compared to see if these differed, and considered whether characteristics of the score distributions (e.g., skewness, ceiling effects) might lead to different conclusions about the sample.

The results of our analyses suggest that the EQ5D-5L and VR-12 would lead to similar conclusions about the magnitudes of differences in scores between groups of patients and the associations of PROMs with other measures of health status and experience. The real differences lie in the content of the PROM items and the often distinct ways in which they characterise and measure self-reported health status (e.g., domains covered, timeframe referenced, focus on intensity vs. interference in activities). This is where different 'stories' emerge, and so content – in the context of the purpose of measurement – is an important consideration in choosing between these PROMs. The study team included Lena Cuthbertson (BC Ministry of Health), Rick Sawatzky (Trinity Western University), and Bryan Stirling (Centre for Clinical Epidemiology and Evaluation).

### 1.6.3 Demographic, Spirituality and Aboriginal Patient Liaison Questions

The 2016/17 *Acute Inpatient Sector Survey* concluded with a series of demographic questions (e.g. level of education, ethnicity), other custom questions, such as spirituality questions, and an open-ended question. Patients who self-identified as Indigenous and had an Acute IP care experience within a Northern Health Authority facility were also asked four questions about their experience with Aboriginal Patient Liaisons (APL).

**Table 1-2:** 2016/17 Acute Inpatient Sector Survey Questions

Survey Section	Question Blocks or Modules	No of Questions
PREMS	The Canadian Patient Experience Survey – Inpatient Care (CPES-IC)	41
	HCAHPS: Hospital Consumer Assessment of Healthcare Providers and Systems	22
	CIHI: Canadian Institute for Health Information question bank	19
PREMS	BC's Continuity across Transitions in Care module	13
PREMS	BC's Maternity module*	21
PREMS	BC's Surgical module*	5
PREMS	BC's Pediatrics module**	10
PREMS	BC's Rehabilitation module*	15
PREMS	BC's Patient Safety module	10
	Hand hygiene question bank	6
	Medication reconciliation question bank	4
PROMS	EQ-5D-5L	6
PROMS	Veteran's Rand 12 Item Health Survey (VR-12)	14
DEMO	Demographic questions	4
APL	Aboriginal Patient Liaison questions	4
OPEN	Open-ended patient comment question	1

\* Questions were asked if a patient responded affirmatively to an eligibility gateway question.

\*\* Questions were asked if patients were younger than 18 years of age at time of discharge. Patients who were 13-17 years of age were asked a youth version of the questions.

### 1.6.4 Survey Variations

There was very little variation in the questions asked of patients over the course of the seven months that the *2016/17 Acute Inpatient Sector Survey* was in field. There were however a few differences depending on when and where patients were treated, which are detailed below:

- *Aboriginal Patient Liaison Questions (APL1-APL4)*: The Aboriginal Patient Liaison Questions were custom questions designed and implemented to support the information needs of Northern Health Authority. These questions were only presented to patients who were discharged from a facility within Northern Health's purview.
- *Spirituality Questions (Q69-Q70)*: The Spirituality Questions were only presented to Northern Health Authority, Vancouver Island Health Authority, and Vancouver Coastal Health Authority patients. With the exception of patients discharged from Providence Health Care, a data administration error meant that these questions were only asked of VCHA patients for the first three (3) cohorts.
- *PROMS Questions*: In an attempt to balance response burden with information needs, a decision was made to only field the PROMS questions long enough to collect adequate data for a comparison of patient outcomes using the two tools (EQ-5D-5L and VR-12). As per study design, the PROMS section of the *Acute Inpatient Sector Survey* was in field for the first six (6) cohorts of data collection. Back sampling of Fraser Health data files resulted in Fraser Health patients receiving the PROMS questions during a different calendar period than other health authorities.

### 1.6.5 Open-Ended Question Coding

The final open-ended question offered patients an opportunity to express, in their own words, ideas and suggestions for how patient experiences within BC's acute care units may be improved. Specifically, patients were asked the question "What is the most important change we could make on this hospital unit? We welcome your additional comments". Of the 24,279 patients who completed the *2016/17 Acute Inpatient Sector Survey*, 16,150 offered a comment.

Using 400 patient comments, the Malatest research team developed a preliminary coding scheme for patient comments using inductive content analysis. The coding scheme was then refined by, and approved by, the BCPCMWG. The coding scheme, which is presented in Appendix A, has 38 individual themes. For each theme identified within a patient comment, valence codes were assigned depending on whether the theme was positive, negative, neutral, or positive and negative. Consequently, there was the potential for multiple themes, with differing valence codes, to be derived from each comment.

Open-ended comments were cleaned prior to reporting, with information that could identify a care provider (e.g. doctor, nurse) redacted, regardless of whether the comment was positive or negative in nature. Names of elected officials were not redacted. Comments that were insensitive to specific racial or ethnic groups were adjusted so that the group was no longer identifiable.

A copy of the *2016/17 Acute Inpatient Sector Survey* instrument, including skip instructions, can be found in Appendix B and corresponding survey codebook can be found in Appendix C.

## SECTION 2: SURVEY METHODOLOGY

### 2.1 Participant Recruitment

Patients who were discharged from inpatient acute hospital care between September 1st, 2016 and March 31st, 2017 from one of the province's 78 acute care hospitals or 2 rehabilitation hospitals were eligible to participate in the *2016/17 Acute Inpatient Sector Survey*.

Twice a month, health authorities securely transferred to Malatest the names and contact information of patients discharged from each facility in their purview, from which a random sample of patients was drawn according to the study sample design (see Sections 2.3, 2.4).

**Table 2-1:** Data Submission Schedule

Submission # (Cohort)	Patient records for Discharges September 1st, 2016 – March 31st, 2017	Submission Due Date
1	Sep 1 – Sep 15, 2016	September 20, 2016
2	Sep 16 – Sep 30, 2016	October 5, 2016
3	Oct 1 – Oct 15, 2016	October 19, 2016
4	Oct 16 – Oct 31, 2016	November 3, 2016
5	Nov 1 – Nov 15, 2016	November 18, 2016
6	Nov 16 – Nov 30, 2016	December 5, 2016
7	Dec 1 - Dec 15, 2016	December 20, 2016
8	Dec 16 – Dec 31, 2016	January 5, 2017
9	Jan 1 - Jan 15, 2017	January 18, 2017
10	Jan 16 - Jan 31, 2017	February 3, 2017
11	Feb 1 - Feb 15, 2017	February 20, 2017
12	Feb 16 - Feb 28, 2017	March 3, 2017
13	Mar 1 – 15, 2017	March 20, 2017
14	Mar 16 – 31, 2017	April 5, 2017

#### 2.1.1 Back Sample

If an organization was unable to submit records according to the above schedule, this resulted in a “back sample” situation. Instead of delaying the schedule for the entire project/other health authorities, these late submissions were mailed out once patient records were received by Malatest. A discussion of how back sampling adversely impacted the project is discussed in Section 4. A complete list of facilities or health authorities who experienced a back sample situation is presented in Appendix D.

### 2.1.2 Exclusion Criteria

While the intent of the *2016/17 Acute Inpatient Sector Survey* was to capture as wide a range of patient experiences as possible, not all encounters were eligible for inclusion. Exclusion criteria were as follows:

- Patients who had deceased in an Acute Care hospital;
- Patients who received care in designated psychiatric units and/or designated psychiatric beds;
- Infants who at the time of discharge were less than or equal to 10 days old;
- Patients with no fixed address or no valid phone number;
- Mothers whose admission was related to a stillbirth or miscarriage.

Where possible, the following patients presenting with sensitive issues were also excluded:

- Patients who presented with confirmed or suspected sexual assault/abuse, elder abuse, or domestic violence;
- Patients who underwent a therapeutic abortion;
- Patients deceased after discharge;
- Patients flagged as “do not announce”.

A copy of the data file submission manual provided to the Health Authorities can be accessed here:



### 2.1.3 Notification Letters

Patients who were sampled were mailed notification letters which introduced the survey and provided recipients with instructions on how to participate. Notification letters were uniquely designed/approved by each health authority/operating organization and were personalized using a patient’s first and last name in the salutation. The only exception to the standardized approach of notifying patients of their eligibility to participate was for youth (13-17 years of age). While other patients received their notification letters with the health authority and/or operating organization logo(s) presented on the envelope, youth received their letters in an unmarked envelope. Notification letters for children 12 years and younger were addressed to parents/guardians who were asked to report on behalf of their child. Examples of adult and youth notification letters are provided in Appendix E.

In addition to providing a background to the survey, notification letters also detailed two possible ways (modes) for patients to participate:

**Telephone participation:** patients were invited to either call Malatest toll-free or wait to receive a phone call from Malatest. Patients interested in this option completed the survey with a surveyor specialized in administering health study surveys.

**Online participation:** patients could also complete the survey online by logging onto the study URL using their unique Access ID which was provided in the notification letter.

Notification letters, as well as survey introductory script, communicated to patients that participation was completely voluntary and that patients could stop answering questions at any time. Patients with questions about the survey, including its legitimacy, or who had concerns about privacy, were provided with a health authority contact name/number or the contact information for a hospital's Patient Care Quality Office or Patient Relations Office in the notification letter, on the landing page of the online survey, and over the phone by survey staff (when requested).

While the notification letters were written in English, all letters, with the exception of those mailed to Northern Health Authority patients, accommodated non-English speakers by presenting an information box in the top right-hand corner of the letter (Figure 2-1).

Patients who were more comfortable communicating in French, German, Spanish, Chinese (traditional or simplified), Punjabi, Korean or Vietnamese were invited to call a toll-free number and make an appointment with a surveyor who was fluent in the preferred language. Patients who dialed the toll-free number (1-855-412-1943) would leave a message in a language-specific mailbox requesting that a surveyor call them during a set day/time.

**Figure 2-1:** Invitation for Non-English Speakers

**To complete the survey in another language call**

Si vous souhaitez remplir ce questionnaire en français, veuillez appeler

如妳需要國語(普通話)或粵語(廣東話)來完成本次調查, 請致電

如你需要國語(普通話)或粵語(廣東話)來完成本次調查, 請致電

한국어 설문지를 원하시면 다음 번호로 연락하십시오

Si usted desea completar esta encuesta en español, sírvase llamar a

ਤੁਹਾਨੂੰ ਪੰਜਾਬੀ ਵਿਚ ਇਸ ਸਰਵੇਖਣ ਨੂੰ ਪੂਰਾ ਕਰਨ ਲਈ ਚਾਹੁੰਦੇ ਹੋ ਕਾਲ ਕਰੋ

Nếu quý vị muốn điền bản thăm dò này bằng tiếng Việt, xin gọi

Wenn Sie möchten, dass diese Umfrage in Deutsch zu vervollständigen, rufen Sie bitte die folgende Nummer an

**1-855-412-1943 (toll-free)**

## 2.1.4 Patient Requests for Removal

Patients wishing to be removed from the survey could call either their Health Authority representative or Malatest, as both numbers were included in the notification letter. Health Authority representatives who received a patient removal request would notify Malatest either by faxing a patient removal request form (Appendix F); calling Malatest directly and speaking to the administrator responsible for Patient Removals; or, by submitting the information using an online form. The online option required Health Authority representatives to log on to Malatest's patient removal form ([www.research.malatest.com/prod/cwx.cgi?PATIENT\\_REMOVAL](http://www.research.malatest.com/prod/cwx.cgi?PATIENT_REMOVAL)) and enter a patient's unique Survey ID (found on the notification letter). Users were then prompted to select one of the following reasons for patient removal:

- Patient deceased
- Privacy concerns
- Declined to participate
- Unknown
- Other, please specify:

## 2.2 Data Handling (Quality Checks)

To ensure that records met the eligibility criteria of the study, data quality checks of records transferred to Malatest by the health authorities were completed prior to preparation of each sample file. Duplicate records; records outside of the discharge date range; records with missing contact information (either telephone number or mailing address); and records for infants younger than 11 days old were all removed from the sampling pool. Further, records corresponding to patients who had requested to be removed from the study and those for non-BC residents were also removed. Finally, records missing dates of birth were omitted from the sampling pool given the strict privacy considerations when contacting youth. Patient records were also removed from the sampling pool if PHN was missing as it was the main linking variable. These removals resulted in a “Valid Study Universe” from which a sample was selected based on the size of the unit and/or facility (see Appendix G for details of the resulting valid study universe for each facility based on original discharge volumes).

A second data reconciliation step was undertaken using information gained from fielding the sample. This reconciliation step further refined the valid study universe for various reasons that correspond to the original conditions of the study, including: the removal of records with outdated/inaccurate contact information, and patients who had deceased in the time between a facility discharge and when a notification letter arrived in the mail. Also, at the request of Interior Health Authority, patients residing in a care home were removed if the only telephone number provided was the central line for the facility (i.e., no alternate (private) phone number provided).

## 2.3 Sample Design

To ensure that the respondents to the survey were as representative of Acute Inpatient units/facilities as possible and to ensure statistical accuracy of the results, a random sample of units with large discharge volumes, and a census sample of units with small discharge volumes was carried out. Completion targets and sample sizes were set to ensure that each unit achieved a margin of error (MOE) no greater than  $\pm 15\%$ , and that each facility did not have a MOE greater than  $\pm 9\%$ , where margin of error was computed using the expected study universe as reference (total expected records after removal of cases not meeting eligibility criteria).

For the first two waves of data collection, a census approach was used for all units. Sample sizes were then adjusted based on the number of completions achieved to date and a better-known response rate for each unit (see Appendix G for final study response rates and other survey administration metrics).



In both the sample design phase and in the assessment of the final survey results, the formula used for calculation of the margin of error ( $E$ ) includes the correction factor for finite population, as follows:

$$E = \pm z \sqrt{\frac{\bar{p}(1 - \bar{p})}{n}} \times \sqrt{\frac{N - n}{N - 1}}$$

Where:

$N$  = the size of the valid study universe (discharges after removal of duplicates and cases ineligible for the survey),

$n$  = the size of the survey sample obtained,

$p = 0.50$ , for the maximum sampling error (associated with response proportions of 50%),  
and

$z = 1.96$ , the z-score associated with a 95% confidence level.

## 2.4 Sample Selection

Regardless of sampling approach (census vs. random sample) patient records were de-duplicated following the initial quality check stage.

First, a “within cohort” de-duplication of patient records was carried out. It should be noted that within-cohort de-duplication was carried out at random, and patients with multiple admissions in a single cohort were as likely to have their earlier discharge selected as their later discharge(s).

The second step was a “between cohort” de-duplication of patient records. In this case, patients who had already been sampled in a previous cohort were removed from consideration for subsequent sampling. This measure was carried out as it was understood that patients would not want to be contacted/expected to participate more than once during the surveying period (i.e. receiving more than one notification letter). The between cohort de-duplication process was applied at the study level, that is, if a patient was previously sampled for any facility in British Columbia, they were excluded from further sampling universes for the remainder of the study. While overall this was an acceptable approach, it did result in the under-sampling of patients discharged from the province’s rehabilitation hospitals. Section 4, which highlights recommendations for future studies, makes suggestions for how the de-duplication process could be improved for freestanding rehabilitation hospitals.

## 2.5 Survey Administration Schedule

Full survey administration of the *2016/17 Acute Inpatient Sector Survey* began on October 7, 2016, with the majority of surveying completed by April 30, 2017. Limited calling did extend into May but was restricted to preset appointments that had been scheduled with respondents who were not able to complete the survey during the active dialing period.

The calling window for surveying was from 9am to 9pm Monday-Friday, 10am-6pm on Saturdays, and 12pm-8pm on Sundays. No calls were made on the following holidays: Thanksgiving (Oct 10, 2016), Remembrance Day (Nov 11, 2016), Christmas (Dec 24-26, 2016) New Year’s (Dec 31, 2016)

and Jan 1, 2017), Family Day (Feb 13, 2017), and Easter (Apr 14, 16, 17, 2017). Surveys completed on these days were by patients who accessed the survey online.

To reduce recall bias, it was important that patients were contacted as quickly as possible following discharge. Table 2-2 summarizes the 18-day survey administration cycle of a single study cohort.

**Table 2-2: Survey Administration Schedule**

Day(s)	Activities
<b>1</b>	<ul style="list-style-type: none"> <li>Malatest receives universe of patients from each health authority or institution via SFTP upload.</li> </ul>
<b>2-3</b>	<ul style="list-style-type: none"> <li>Ministry lead is notified of delinquent files (if necessary) by 9AM (Day 2).</li> <li>Day “1” is adjusted depending on the volume of records that are late.</li> <li>Cleaning, de-duplication, and sampling of files.</li> <li>Malatest sends mail-out file to Aristos* via SFTP that includes a unique ID to allow for quick identification of the patient, and secure and confidential online access.</li> </ul>
<b>4-5</b>	<ul style="list-style-type: none"> <li>Aristos verifies addresses (ensure that the mailing address is valid; corrects postal codes).</li> <li>Aristos prepares mail-out (notification letters).</li> <li>Mail-out by end of Day 5.</li> </ul>
<b>6</b>	<ul style="list-style-type: none"> <li>Earliest possible day that surveys can be completed.</li> <li>Call centre staffed to accept any in-bound calls.</li> </ul>
<b>7-8</b>	<ul style="list-style-type: none"> <li>Earliest possible day of outbound calling. Staggered start to calling (urban first, rural later).</li> </ul>
<b>9-10</b>	<ul style="list-style-type: none"> <li>Full calling begins. All patients to receive at least 2 calls.</li> </ul>
<b>11-18</b>	<ul style="list-style-type: none"> <li>Full calling.</li> <li>Calls are staggered to maximize response rates (evening, weekend, daytime).</li> <li>Ongoing coding and cleaning of open-ended question.</li> <li>Increased calling (minimum 5 calls) to facilities with lower response rates/completions.</li> </ul>
<b>18</b>	<ul style="list-style-type: none"> <li>End of active telephone dialling.</li> </ul>
<b>&gt;18</b>	<ul style="list-style-type: none"> <li>Pre-set appointments are conducted.</li> <li>Completions continue online (minimal).</li> </ul>

\* Aristos is a company that specializes in printing and mailing services. Aristos operates under security and confidentiality agreements which preclude the company from renting, selling, distributing or transferring any confidential information it receives. Data manipulated by Aristos remains the property of its clients at all time.

The number of call attempts patients received during the survey administration period depended on their facility's response rate. Table 2-3 details the follow-up approach used by Malatest:

**Table 2-3: Telephone Call Attempts**

Group	Approach
<b>Units with response rates up to 10% higher than the average</b>	<ul style="list-style-type: none"> <li>Patients in facilities with response rates above 65% received two calls.</li> </ul>
<b>Units with response rates within <math>\pm 10\%</math> of the average</b>	<ul style="list-style-type: none"> <li>A minimum of three calls were made for patients in facilities that had a response rate between 45% and 64.9%.</li> </ul>
<b>Units with response rates more than 10% below the average</b>	<ul style="list-style-type: none"> <li>A <u>minimum</u> of five calls were made to patients in facilities in which the response rate was below 45% (or until the sample is exhausted).</li> </ul>
<b>Census Sites</b>	<ul style="list-style-type: none"> <li>Census site status was determined based on an estimate that includes all units with less than 125 unique discharges over a 6 month period. A <u>minimum</u> of five calls were made to patients in census sites.</li> </ul>

Note: Participants were still able to complete the survey by calling Malatest or completing online even if completion targets had been met.

## 2.6 Survey Administration Time

The average amount of time for survey administration depended on whether the PROMS questions were in field or not, as well as which mode was used to conduct the survey. As shown in Table 2-4, the average amount of time for survey administration by phone was approximately 46 minutes when PROMS questions were in field (range: 20 to 80 minutes). Once the PROMS section was removed from the survey, survey administration times were reduced by 8 minutes to an average time of 38 minutes (range 18 to 72 minutes).

Upon inspection of the data for individuals who completed the survey online, it was clear that there was significant variability in completion times, ranging from 10.68 minutes to 67822.68 minutes. This variability was primarily attributed to the inability of the current technology to distinguish when an individual is 'actively' completing questions versus breaking off from the survey and finishing it in several sittings. In order to control for this, the following equation was used to determine outliers in the online survey completions group:

$$X > Q_3 + 1.5 \times IQR$$

Where:  $Q_1$  is the first quartile,  $Q_3$  is the third quartile, and  $IQR = Q_3 - Q_1$

As a result, any completion >60 minutes (without PROMS) and >71 (with PROMS) was determined to be an outlier. After removing outliers, the average completion time for an online survey with PROMS was 34 minutes, and 28 minutes without PROMS.

**Table 2-4:** Average Survey Administration Time

Survey Mode	Survey Type	Average Survey Administration Time
Phone	With PROMS	46.42 minutes
	Without PROMS	38.34 minutes
Online <sup>4</sup>	With PROMS	34.04 minutes
	Without PROMS	27.59 minutes

## 2.7 Survey Administration Platform (CallWeb)

CallWeb, which is a computer-assisted telephone and web interviewing system, was used to conduct both the telephone and online versions of the survey. Once the basic structure of the survey instrument was finalized, the survey was programmed into the CallWeb system. While the survey instrument was being programmed, internal testing was performed on an ongoing basis to ensure the CallWeb system was accurately capturing the data entered into the survey forms. Once the entire survey had been programmed, further testing was completed to ensure the survey matched the paper copy (e.g. quality checks for question ordering, typos, skip patterns). Skip patterns were of particular importance to this survey as the administration of entire modules depended on a patient's response to a gateway question. For example, the maternity module only populated if patients answered "Yes" to the maternity module gateway question (*Was your most recent stay at this hospital for a childbirth experience?*).

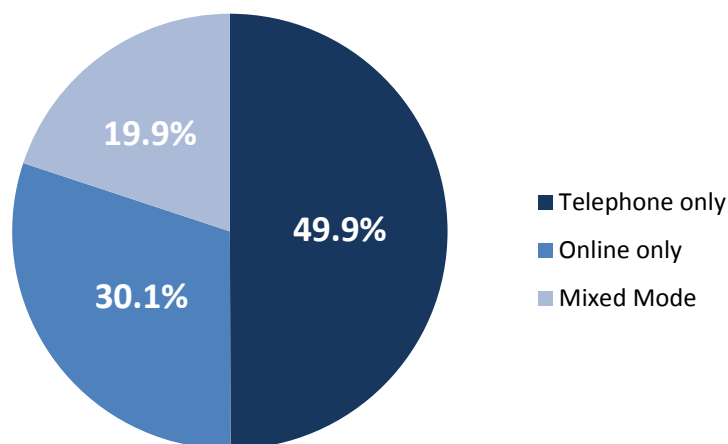
While the primary mode of survey administration was by telephone (49.9% of participants), respondents who expressed a preference to do the survey online during the call attempt were provided the option to do so, and were e-mailed instructions with a link to the online survey. The questions in the online version of the survey were identical to those in the telephone version, with the exception of a few minor wording changes to make questions more appropriate for a self-complete context.

In some cases (19.9% of participants), surveys were completed using a mixed mode approach where respondents began the survey over the phone with a surveyor, then chose to finish the survey online at their convenience; or started the survey online and completed over the phone. The CallWeb system used to conduct both the telephone and online versions of the survey, records information after each question, as such respondents were able to stop the survey at any point and resume at their last completed question.

<sup>4</sup> Sample for Table 2-4 was limited to those completers with reliable identification of mode and who completed the survey in one session, excluding outliers.

While the online only mode was utilized by one third of participants, it should be noted that of these participants, 6.8% completed their surveys online after a minimum of 4 call attempts by surveyors, indicating that they may not have participated without these reminder phone calls. Figure 2-2 presents the percentage of people who participated in the survey by the three (3) different modes.

**Figure 2-2: Survey Participation by Mode<sup>5</sup>**



## 2.8 Project Flowchart

A project flowchart for the *2016/17 Acute Inpatient Sector Survey* can be found in Appendix H.

<sup>5</sup> Sample for Figure 2-2 (n=22,979) was limited to those completers with reliable identification of mode. Those where mode is unknown are presumed to follow a similar distribution.

## SECTION 3: ANALYSIS AND REPORTING

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### 3.1 Driver Analysis

The 2016/17 *Acute Inpatient Sector Survey* aims to identify key factors, that when strengthened, would lead to improvements in patient experiences of care within the province. In the spring of 2017 (March 24<sup>th</sup> to April 7<sup>th</sup>), Malatest conducted a series of correlational analyses for the purposes of identifying survey questions (key drivers) that reflect aspects of care and service that are shown statistically to have a high degree of association with the four (4) global rating indicator questions:

- CPES-IC/HCAHPS Q21 - Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?
- CPES-IC/HCAHPS Q22 - Would you recommend <INSERT NAME OF HOSP> to your friends and family?
- CPES-IC Q40 - Overall, on a scale of 0 (not helped at all) to 10 (helped completely), do you feel you were helped by your hospital stay?
- CPES-IC Q41 - On a scale of 0 (very poor experience) to 10 (very good experience), what was your overall experience with your hospital stay?

The key driver analysis used data from 18,800 questionnaire responses, representing respondents discharged between Sept 1, 2016 and Jan 15, 2017. Only PREMS (not PROMS) questions were considered as potential drivers of the performance of the global rating indicator questions; and specifically, questions from the following survey sections:

- Questions from the Canadian Patient Experiences Survey for Inpatient Care (CPES-IC), which includes the evaluative questions from the US Hospital Consumer Assessment of Healthcare Services and Programs for Acute Inpatient Care (HCAHPS);
- Questions from BC's subsector modules (Maternity, Pediatrics/Youth, Rehabilitation, Surgery);
- Questions from BC's Patient Safety modules (hand hygiene, medication reconciliation); and,
- Questions from BC's Continuity across Transitions in Care module.

Questions that were not included in the key driver analysis included:

- Screener/gateway questions (*e.g. During this hospital stay did you need medicine for pain?*);
- Demographic questions; and,
- Questions from the patient-reported outcome measures (PROMS; the VR-12 and the EQ-5D-5L).

A series of Pearson product-moment correlations was used to investigate the relationships between the survey questions and the global indicator questions. Questions were considered as key drivers only if correlations were  $r > .300^{***6}$  on at least two of the global rating variables.

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<sup>6</sup> \*\*\* =  $p < .001$



Given that quality improvement efforts would be extremely difficult in areas where performance was already high, top-box scores were calculated for each potential key driver. Questions were considered for selection only if their top-box score was lower than 70% to ensure questions that they have “room to move” in terms of improvement (i.e. absence of a ceiling effect).

The key driver analysis was conducted five (5) separate times in an attempt to determine whether key drivers could be different for different subsectors. The five (5) analysis groups were:

1. Main population (admitted for acute medical care, no special subgroup indicated)
2. Pediatric/Youth group
3. Maternity group
4. Surgical group
5. Rehabilitation group

Ultimately, three (3) distinct key driver lists were generated for three different groups/subsectors<sup>7</sup>:

1. Medical, Surgical, or Maternity
2. Pediatric/Youth
3. Rehabilitation

**Table 3-1: Key Drivers for the 2016/17 Acute Inpatient Sector Survey**

MEDICAL/SURGICAL/MATERNITY	PEDIATRIC	REHAB
Q45 Continuity of Care Question	Q45 Continuity of Care Question	QR13 Rehabilitation Module
Q46 Continuity of Care Question	Q46 Continuity of Care Question	QR9 Rehabilitation Module
Q17 CPES-IC (HCAHPS) Question	Q17 CPES-IC (HCAHPS) Question	Q45 Continuity of Care Question
Q34 CPES-IC Question	QP5* Pediatric Module	Q46 Continuity of Care Question
Q52 Continuity of Care Question	QP3/QY3 Pediatric/Youth Module	QR12 Rehabilitation Module
Q4 CPES-IC (HCAHPS) Question	Q34 CPES-IC Question	QR4 Rehabilitation Module
Q51 Continuity of Care Question	Q52 Continuity Module	Q17 CPES-IC (HCAHPS) Question
Q50 Continuity of Care Question	QP9/QY9 Pediatric/Youth Module	QR11 Rehabilitation Module
		QR7 Rehabilitation Module
		Q34 CPES-IC Question

<sup>7</sup> Appendix I presents the decisions made regarding which questions were to be included for the different subsectors based on calculated correlation coefficients and top-box scores.

\*QP5: Note that the youth version of this question (QY9) is not included as a driver as the % positive for this question is very high. This suggests that doctors and nurses are performing well in terms of asking youth about their pain level.

## 3.2 Top-Box Calculations

To facilitate interpretation of the *Acute Inpatient Sector Survey* results, and aid comparison across questions within the survey, top-box scores were utilized for reporting purposes. Top-box scores are defined as the most positive response category to a survey question, regardless of the response categories, and are calculated by dividing the sum of the most positive response over the sum of all valid responses.

$$\text{Top-Box Score} = \frac{\sum \text{most positive response}}{\sum \text{valid responses}} \times 100$$

For questions where participants are asked to respond using an 11-point scale (i.e. provide a rating from 0-10), the top two responses (9 and 10) were considered the most positive response category.

For dimension and sub-dimension scores, the percentage of top-box responses for each question was first calculated separately and then averaged for all dimension/sub-dimension questions. In other words, dimension scores are calculated using an “average of the average” approach.

$$\text{Dimension Score} = \text{Average (top-box score for all questions)}$$

## 3.3 Completion and Response Rate Calculations

### 3.3.1 Completions

Regardless of whether a survey was completed in its entirety, all patient responses that were collected with the *2016/17 Acute Inpatient Sector Survey* were used for analyses and reporting. A survey was considered “complete” if a patient had engaged in the consent process and answered at least one survey question (Q1). This approach is consistent with an “Every Voice Counts” research approach.

A total of 24,279 patients (of the 64,638 patients who were sampled over the seven (7) months) engaged with the survey and answered at least the first survey question. Overall, participant retention for the survey was very high and there was no obvious point in the survey where respondents would break off. As shown in Table 3-2, 91.5% of participants who started the survey completed all questions.

**Table 3-2:** Participant Volumes after Administration of Different Survey Sections

Survey Section	Number of Respondents	Percentage of Respondents
QUESTION 1	24,279	100%
AFTER HCAHPS QUESTIONS (survey question 22)	23,730	97.7%
AFTER CIHI QUESTIONS (survey question 41)	23,162	95.4%
AFTER CONTINUITY OF CARE QUESTIONS (survey question 54)	22,708	93.5%
AFTER SAFETY QUESTIONS (survey question 68*)	22,424	92.4%
FINAL SURVEY QUESTIONS (survey question 92)	22,219	91.5%

\*Question 68 may not necessarily represent the 68<sup>th</sup> question for a respondent as various questions modules applied based on patient experience (i.e. Maternity, Rehabilitation, Pediatric/Youth, and/or Surgery)

Overall, the data gathered with the *2016/17 Acute Inpatient Sector Survey* are considered to be very accurate given the very low margins of error achieved at the provincial and health authority levels. Margins of error for the majority of facilities and units, as reported in Appendix G, were within the contractual range of no greater than  $\pm 9\%$  at the facility level and no greater than  $\pm 15\%$  for the unit level.

### 3.3.2 Response Rate Calculations

The overall response rate to the survey was 46.9%. Regardless of level, response rates were calculated as the number of completions divided by the “valid” sample size. While 64,638 notification letters were mailed (initial sample), 12,854 of those sampled were deemed “invalid” upon telephone follow-up.

Invalid cases were those that upon telephoning the household were discovered to be non-qualifiers for the following reasons: contact information provided by the health authorities was outdated/invalid; patients had deceased in the time between a facility discharge and when a notification letter arrived in the mail; patients were unable to complete a survey due to severe illness/incapacitation (as communicated to Malatest by a member of the household); and patients who requested the survey in a language other than English, but could not be provided one as translated versions of the survey were not made available to the vendor.

Completion volumes, response rates, MOE, as well as other survey administration details at the provincial, health authority, facility and unit levels, are presented in Appendix G.

### 3.3.3 Peer Groups

For the facility and unit-level final reports the five (5) sets of analyses included peer group comparisons.

**Facility Reports:** For facility reports, groupings for benchmarks were established by the BCPCM WG based on similar characteristics of facilities, as defined in Table 3-3. In total there were four (4) facility-level peer groups: Tertiary Hospitals, Community Hospitals, Small Hospitals, and Freestanding Rehabilitation Hospitals.

**Table 3-3: Facility-Level Peer Groups**

Peer Group	Description
Tertiary Hospitals	Acute care hospitals that function as a tertiary provincial or regional referral facility (e.g., provide specialized pediatrics care, neurosciences, cardiac care, trauma care, perinatal care).
Community Hospitals	Acute care hospitals that do not fit the definition of Small Hospitals or Tertiary Hospitals.
Small Hospitals	Acute care hospitals that admit fewer than 3,500 patients annually, have a referral population of fewer than 20,000 people, AND are the only hospitals in the community.
Freestanding Rehabilitation Hospitals	Hospitals that function as specialized rehabilitation facilities.

**Unit Reports:** For unit-level reports, peer groups were designed to take into account both the size of the facility as well as the type of service provided. Units could belong to 1 of 16 peer groups (Table 3-4). The following unit-level peer groupings were approved by BCPCM WG health authority representatives.

**Table 3-4: Unit-Level Peer Groups**

Peer Group	Description
1	Tertiary Medical
2	Tertiary Surgical
3	Tertiary Medical/Surgical
4	Tertiary Maternity
5	Tertiary Pediatrics
6	Community Medical
7	Community Surgical
8	Community Medical/Surgical
9	Community Maternity
10	Community Pediatrics
11	Small Medical
12	Small Surgical
13	Small Medical/Surgical
14	Small Maternity
15	Small Pediatrics
16	Rehab

### 3.4 Survey Weighting

Samples of potential respondents were selected from units within facilities based on their overall patient volumes. This meant that some units were randomly sampled while others were census sampled. As a result, some smaller facilities had their entire patient population sampled while larger facilities did not. This differential sampling fraction meant that the sample of respondents that was fielded was not representative of facilities, health authorities, or the province overall. In addition, survey response rates varied by unit, facility and health authority. Even if all units within a given facility were sampled using a census approach, the survey samples obtained would not necessarily be representative. To correct for this, survey weights were developed and used in the final reports when the statistic being reported was at the facility, health authority, or provincial level. Unit level results were not weighted.

Since some of the analyses within the final reports were comparisons between lower and higher order levels (e.g. facility results compared to health authority or provincial peer group results), a single weighting variable was developed to be used for all levels of analysis beyond the unit level. The individual case weights were calculated using a two-step process. First, a unit-level weight was calculated to reweigh the sample for each facility to match the distribution of the population by unit (total discharges), taking into account “miscellaneous” units (i.e., units with sample sizes too small to receive a report or that were labeled by health authority representatives as a unit that was not of study interest). This weight was then used to create a final higher-order weight which adjusted the sample for each health authority to match the distribution of the population by facility. Since all facilities were accounted for within health authorities, no further adjustments/weight calculations were necessary. The final weight was normalized such that the sum of the weights across all health authorities matched the total number of surveys obtained. The resulting weight can be used for all levels of analysis. This is illustrated in Figure 3-1.

Separate weights were not created for generation of subsector reports, in part, because reliable information on patient subsectors was not always identified in the discharge data, and membership in some subsectors was only confirmed by completing the survey. Assuming that ineligibility rates and non-response rates are similar amongst members of the different subsector groups and are generally similar across units and facilities, the weighting by unit and facility should provide a generally representative distribution of patients by subsector group.

Both the final weight variable (*Weights*), which is an expanded weight that sums across all surveys to represent the total discharge population, and the normalized version of the weights (*Weights\_Normal*) are included in the delivered data file.

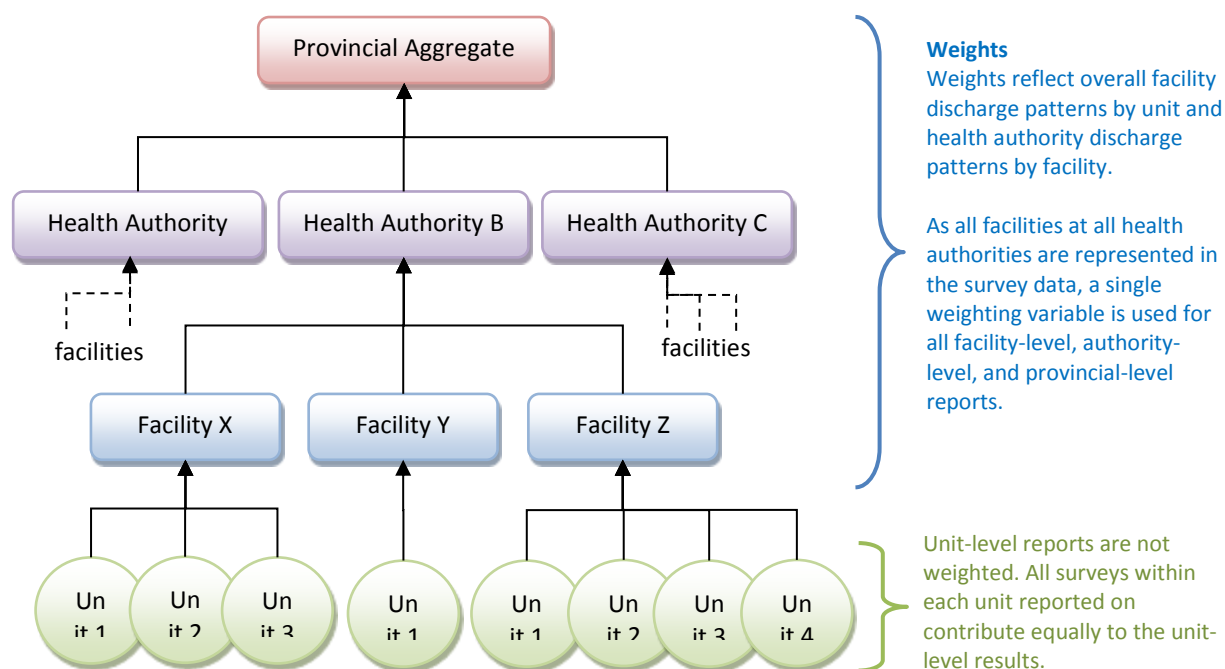
**Figure 3-1:** Acute Inpatient Sector Survey Levels of Reporting and Applicable Weights

Table 3-5 shows the multiple reports for all subsectors of the Acute Inpatient Sector Survey and which reports are weighted, as applicable. For all of the reports that are weighted, the final weight (*Weights*) was used to generate the survey results. It may be noted that unit reports, which present unweighted results for each individual unit, also include comparisons to the survey results for unit peer groups (the health authority and provincial averages for all units of a similar type). For these reports, the averages for the unit peer groups are weighted. The facility reports also include comparisons to facility peer groups (the health authority and provincial averages for all facilities of a similar type). The comparison statistics in the facility reports are weighted.

**Table 3-5: Acute Inpatient Sector Survey Reports and Application of Data Weighting**

Report	All IP Sectors	Subsector Reports				
	Combined Reports	IP	Maternity	Pediatric	Rehab	Aboriginal
Level	Weighted	Weighted	Weighted	Weighted	Weighted	Weighted
Unit*	×	<i>Reports are not generated for subsectors within individual units</i>				
Facility	✓	<i>Reports are not generated for subsectors within individual facilities</i>				
HA	✓	<i>Reports are not generated for subsectors within individual facilities</i>				
Province	✓	✓	✓	✓	✓	✓

\*Note: All weighted reports have been generated using the same universal weighting scheme (unit-and-facility based weighting). For unit-level reports, the comparison peer group health authority and provincial averages are weighted averages.

The code used to calculate weights in *R* is described in Appendix J.

### 3.5 Final Reports

Using data from British Columbia's 2016/17 *Acute Inpatient Sector Survey*, Malatest provided the Ministry with provincial, subsector (including an Aboriginal report), health authority, facility, and unit level reports and storyboards. These reports provide a snapshot of patient experiences with inpatient hospital care received between September 1, 2016 and March 31, 2017. All reports had at minimum two main sections: Key Findings and Frequency Tables. In addition to Key Findings and Frequency Tables, the unit-level reports also included patient comments which were presented by content theme and valence.

The Key Findings section included five (5) sets of analyses:

- Global Rating Question scores;
- Key Driver Questions scores;
- Top 10 scoring questions (facility strengths);
- Bottom 10 scoring questions (facility areas of improvement); and,
- Dimension scores



**Table 3-6: 2016/17 Acute Inpatient Sector Survey Final Reports**

Report Type	Report Description	Surveys Completed
<b>PROVINCIAL</b>		<b>24,279</b>
SUBSECTOR	Inpatient + Maternity + Pediatric	23,574
SUBSECTOR	Inpatient	19,155
SUBSECTOR	Maternity	3,151
SUBSECTOR	Pediatric	1,268
SUBSECTOR	Rehabilitation	705
SUBSECTOR	Aboriginal	865
<b>HEALTH AUTHORITY</b>	<b>FRASER HEALTH AUTHORITY</b>	<b>4,359</b>
<b>FACILITY</b>	<b>Abbotsford Regional Hospital</b>	<b>573</b>
UNIT	AB-2BAKER	46
UNIT	AB-2CHEAM	43
UNIT	AB-2CHEAMA	26
UNIT	AB-2YCCU	92
UNIT	AB-3BAKER	108
UNIT	AB-3CHEAM	38
UNIT	AB-3CHEAMA	58
UNIT	AB-4BAKER	64
UNIT	AB-4CHEAM	72
<b>FACILITY</b>	<b>Burnaby Hospital</b>	<b>553</b>
UNIT	BH-1A/BH-1C	87
UNIT	BH-2A	27
UNIT	BH-2B	39
UNIT	BH-2C	31
UNIT	BH-3B	37
UNIT	BH-3C	42
UNIT	BH-3D	38
UNIT	BH-4BA	62
UNIT	BH-4C	74
UNIT	BH-4D	50
UNIT	BH-4WB	26
UNIT	BH-5A	40
<b>FACILITY</b>	<b>Chilliwack General Hospital</b>	<b>286</b>
UNIT	CG-DJ3N	62
UNIT	CG-DJ3S	40
UNIT	CG-DJ4N	67
UNIT	CG-DJ4S	48
UNIT	CG-DJ5N	53
UNIT	CG-DJ5S	16
<b>FACILITY</b>	<b>Delta Hospital</b>	<b>141</b>
UNIT	DH-1N	65
UNIT	DH-2N/ DH-2S	76

Report Type	Report Description	Surveys Completed
FACILITY	Eagle Ridge Hospital	204
UNIT	ER-2BC	48
UNIT	ER-2WA	100
UNIT	ER-2WB	47
FACILITY	Fraser Canyon Hospital	38
FACILITY	Langley Memorial Hospital	385
UNIT	LM-2N	115
UNIT	LM-2S	68
UNIT	LM-3N	57
UNIT	LM-3S	36
UNIT	LM-4S	61
UNIT	LM-4SC	48
FACILITY	Mission Memorial Hospital	97
FACILITY	Peace Arch Hospital	371
UNIT	PA-2	91
UNIT	PA-3OBS	52
UNIT	PA-4MED	47
UNIT	PA-5GAT	55
UNIT	PA-5N	46
UNIT	PA-6N	40
FACILITY	Ridge Meadows Hospital	249
UNIT	RM-2N	78
UNIT	RM-2W	36
UNIT	RM-3W	76
UNIT	RM-AM	42
FACILITY	Royal Columbian Hospital	816
UNIT	RC-HC3C	55
UNIT	RC-HC3E	73
UNIT	RC-T2N	74
UNIT	RC-T2S	97
UNIT	RC-T3N	67
UNIT	RC-T3S	90
UNIT	RC-T4N	79
UNIT	RC-T4S	78
UNIT	RC-T5N	45
UNIT	RC-T5S	46
UNIT	RC-T6N	49
UNIT	RC-T6S	49
UNIT	QP-3E	14
FACILITY	Surrey Memorial Hospital	646
UNIT	SM-3E	50
UNIT	SM-3W	38

Report Type	Report Description	Surveys Completed
UNIT	SM-5E	32
UNIT	SM-LPR	10
UNIT	SM-N41	36
UNIT	SM-N43	53
UNIT	SM-N51	38
UNIT	SM-N53	13
UNIT	SM-S1CYS1/SM-S1CYS2	62
UNIT	SM-S2FBU1/SM-S2FBU2/SM-S2FBU3	112
UNIT	SM-S3S1/SM-S3S2	95
UNIT	SM-S3S3/SM-S3S4	100
<b>HEALTH AUTHORITY</b>	<b>INTERIOR HEALTH AUTHORITY</b>	<b>6,669</b>
FACILITY	100 Mile District Hospital	88
UNIT	OMH-1st Floor	60
UNIT	OMH-Emergency Dept Overflow	24
FACILITY	Arrow Lakes Hospital	28
FACILITY	Boundary Hospital	73
UNIT	BDH -1st Floor	55
UNIT	BDH -Emergency Dept Overflow	18
FACILITY	Cariboo Memorial Hospital	217
UNIT	CMH-2nd Floor	84
UNIT	CMH-Emergency Dept Overflow	37
UNIT	CMH-Obstetrics	95
FACILITY	Creston Valley Hospital	100
FACILITY	Dr Helmcken Memorial Hospital	38
UNIT	DHH - 1st Floor	29
UNIT	DHH - Emergency Dept Overflow	9
FACILITY	East Kootenay Regional Hospital	441
UNIT	EKH-2nd Floor	183
UNIT	EKH-3rd Floor	93
UNIT	EKH-Emergency Dept Overflow	33
UNIT	EKH-Obstetrics	64
UNIT	EKH-Pediatrics	20
UNIT	EKH-Surgical Daycare Overflow	42
FACILITY	Elk Valley Hospital	96
FACILITY	Golden and District Hospital	83
UNIT	GDH - 1st Floor	50
UNIT	GDH - 1st Floor Overflow	33
FACILITY	Invermere and District Hospital	69
FACILITY	Kelowna General Hospital	1,865
UNIT	KGHA-Rehabilitation Unit	106
UNIT	KGHC-1C	101
UNIT	KGHC-2C	62

Report Type	Report Description	Surveys Completed
UNIT	KGHC-6 West	104
UNIT	KGHC-ED Overflow	56
UNIT	KGHI-Day Care Surgery Extended	124
UNIT	KGHI-PAR	19
UNIT	KGHI-Perinatal Unit	126
UNIT	KGHR-4A	143
UNIT	KGHR-4B	83
UNIT	KGHR-5B	60
UNIT	KGHR-IntensiveCareCardiacUnit	35
UNIT	KGHR-IntensiveCareUnit A	7
UNIT	KGHS-3rd Floor East	156
UNIT	KGHS-4th Floor East	47
UNIT	KGHS-4th Floor West	203
UNIT	KGHS-4th Flr South Pediatrics	72
UNIT	KGHS-Cardiac 2E Monitoring	154
UNIT	KGHS-Cardiac 2W Surgery IP	183
<b>FACILITY</b>	<b>Kootenay Boundary Regional Hospital</b>	<b>366</b>
UNIT	KBH-2nd Floor West Surgery	141
UNIT	KBH-3rd Floor Medical & Rehab	95
UNIT	KBH-4th Floor East Obstetrics	68
UNIT	KBH-4th Floor West Pediatrics	40
UNIT	KBH-Emergency Dept Overflow	21
<b>FACILITY</b>	<b>Kootenay Lake Hospital</b>	<b>197</b>
UNIT	KLH-2nd Floor Med/Surg	55
UNIT	KLH-3rd Floor Med/Surg	79
UNIT	KLH-Emergency Dept Overflow	15
UNIT	KLH-Obstetrics	48
<b>FACILITY</b>	<b>Lillooet District Hospital</b>	<b>31</b>
<b>FACILITY</b>	<b>Nicola Valley General Hospital</b>	<b>55</b>
<b>FACILITY</b>	<b>Penticton Regional Hospital</b>	<b>712</b>
UNIT	PRH-ED Overflow	35
UNIT	PRH-Gynecology	81
UNIT	PRH-Hospital Overflow	68
UNIT	PRH-Medical South	47
UNIT	PRH-Obstetrics	89
UNIT	PRH-Pediatrics	71
UNIT	PRH-Rehabilitation Unit	49
UNIT	PRH-South Pavilion 2 Surgical	171
UNIT	PRH-South Pavilion 3 Med/Surg	101
<b>FACILITY</b>	<b>Princeton General Hospital</b>	<b>36</b>
<b>FACILITY</b>	<b>Queen Victoria Hospital</b>	<b>70</b>
<b>FACILITY</b>	<b>Royal Inland Hospital</b>	<b>960</b>

Report Type	Report Description	Surveys Completed
UNIT	RIH-3rd Floor West Obstetrics	132
UNIT	RIH-4th Floor North	77
UNIT	RIH-5 South Pediatrics	58
UNIT	RIH-5th Floor North	53
UNIT	RIH-6S High Observation Unit	23
UNIT	RIH-6th Floor North	119
UNIT	RIH-6th Floor South	98
UNIT	RIH-7th Floor North	59
UNIT	RIH-7th Floor North Cardiac	98
UNIT	RIH-Day Care Surgery Inpatient	74
UNIT	RIH-ED Overflow	71
UNIT	RIH-Obstetrics LD	24
UNIT	RIH-Post Anesthetic Recovery	31
UNIT	RIH-Same Day Admits	25
<b>FACILITY</b>	<b>Shuswap Lake Hospital</b>	<b>306</b>
UNIT	SLH-ED Overflow	48
UNIT	SLH-Level 2 Nursing Unit	62
UNIT	SLH-Level 4	80
UNIT	SLH-Level 4 OverFlow	35
UNIT	SLH-Obstetrics	77
<b>FACILITY</b>	<b>South Okanagan General Hospital</b>	<b>101</b>
<b>FACILITY</b>	<b>Vernon Jubilee Hospital</b>	<b>737</b>
UNIT	VJH-2nd Floor	114
UNIT	VJH-3rd Floor	199
UNIT	VJH-Cardiac Care Unit	61
UNIT	VJH-ED Overflow	40
UNIT	VJH-Level 6	105
UNIT	VJH-Level 7	82
UNIT	VJH-WCHS	124
<b>HEALTH AUTHORITY</b>	<b>PROVINCIAL HEALTH SERVICES AUTHORITY</b>	<b>1,040</b>
<b>FACILITY</b>	<b>BC Children's Hospital</b>	<b>463</b>
UNIT	2B-CH	34
UNIT	3B-CH	36
UNIT	3F-CH	81
UNIT	3M-CH	116
UNIT	3R-CH	160
<b>FACILITY</b>	<b>BC Women's Hospital</b>	<b>577</b>
UNIT	ARB	129
UNIT	BAL	118
UNIT	DOG	141
UNIT	EVE	74
UNIT	NICU	18

Report Type	Report Description	Surveys Completed
UNIT	CED	90
<b>HEALTH AUTHORITY</b>	<b>VANCOUVER ISLAND HEALTH AUTHORITY</b>	<b>4,934</b>
FACILITY	Campbell River & District Hospital	238
UNIT	2N-CRH	38
UNIT	2S-CRH	47
UNIT	3N-CRH	41
UNIT	3S-CRH	112
FACILITY	Cormorant Island Health Centre	11
FACILITY	Cowichan District Hospital	458
UNIT	2EST-CDH	48
UNIT	2WST-CDH	41
UNIT	3EST-CDH	136
UNIT	3NTHSSU-CD	68
UNIT	3WST-CDH	54
UNIT	MAT-CDH	51
UNIT	PED-CDH	59
FACILITY	Lady Minto Hospital	68
FACILITY	Nanaimo Regional General Hospital	790
UNIT	1-NRG	128
UNIT	3-NRG	127
UNIT	4-NRG	57
UNIT	5-NRG	62
UNIT	6E-NRG/6W-NRG	130
UNIT	EDMEDOF-NR	55
UNIT	PALL-NRG	17
UNIT	PED-NRG	52
UNIT	PNU-NRG	92
UNIT	REH-NRG	33
UNIT	TRANS-NRG	37
FACILITY	Port Hardy Hospital	44
FACILITY	Port McNeill Hospital	28
FACILITY	Royal Jubilee Hospital	1,294
UNIT	3NE-RJH	52
UNIT	3NW-RJH	47
UNIT	3SE-RJH/3SW-RJH	186
UNIT	4NW-RJH	44
UNIT	4SE-RJH/4SW-RJH	83
UNIT	6NW-RJH	49
UNIT	6SE-RJH/6SW-RJH	224
UNIT	7NE-RJH/7NW-RJH	225
UNIT	7SE-RJH/7SW-RJH	188
UNIT	8NE-RJH/8NW-RJH	85

Report Type	Report Description	Surveys Completed
UNIT	8SE-RJH/8SW-RJH	110
FACILITY	Saanich Peninsula Hospital	152
UNIT	CENT-SPH	109
UNIT	PCU-SPH	26
UNIT	SOUT-SPH	17
FACILITY	St. Joseph's General Hospital	421
UNIT	MED-SJH	49
UNIT	INPOF-SJH	34
UNIT	MCH-SJH	103
UNIT	SURG-SJH	165
UNIT	TCU-SJH	10
UNIT	TEL-SJH	60
FACILITY	Tofino General Hospital	40
FACILITY	Victoria General Hospital	1,244
UNIT	AP-VGH	33
UNIT	N5-VGH	33
UNIT	N6C-VGH	63
UNIT	N6D-VGH	43
UNIT	P4CN-VGH	58
UNIT	P4DN-VGH	53
UNIT	S3AB-VGH	141
UNIT	S4A-VGH	70
UNIT	S4B-VGH	56
UNIT	S5A-VGH	141
UNIT	S5B-VGH	52
UNIT	S6A-VGH	140
UNIT	S6B-VGH	51
UNIT	S7A-VGH	167
UNIT	S7B-VGH	139
FACILITY	West Coast General Hospital	146
UNIT	LDR-WCG	35
UNIT	MSA-WCG/ MSB-WCG	111
HEALTH AUTHORITY	VANCOUVER COASTAL HEALTH AUTHORITY	5,393
FACILITY	Bella Coola General Hospital	15
FACILITY	Squamish General Hospital	119
FACILITY	Lions Gate Hospital	846
UNIT	2E/ECC	87
UNIT	3E/3PO	71
UNIT	3W/LD	78
UNIT	4E	65
UNIT	4W	31
UNIT	5E	48



Report Type	Report Description	Surveys Completed
UNIT	6E/6W/SCO	246
UNIT	7E/NCU	104
UNIT	7W	14
UNIT	EIP	90
UNIT	ICU	7
FACILITY	Powell River General Hospital	112
UNIT	PMAT	39
UNIT	PER/INPT, PICU, PMSP	73
FACILITY	Richmond Hospital	528
UNIT	R2S	98
UNIT	R3BC	99
UNIT	R3N	8
UNIT	R3S	46
UNIT	R3SP	7
UNIT	R4N	108
UNIT	R6N	56
UNIT	REMR	64
UNIT	HAU/ICU	16
UNIT	RSSP	18
FACILITY	Sechelt General Hospital	145
UNIT	2A/3A/CCU	80
UNIT	EA-SM	47
UNIT	MAT-SM	18
FACILITY	UBC Hospital	315
UNIT	UK1S	299
UNIT	UK1T	16
FACILITY	Vancouver General Hospital	2,008
UNIT	BTHA	24
UNIT	C10A/CCU1/CSI	198
UNIT	C10D/C10H	33
UNIT	C7A/C7C/C7E/C7G	51
UNIT	C8AB/C8E	30
UNIT	C8D	25
UNIT	C9A/C9B/C9C	132
UNIT	EMRG	8
UNIT	T10C/T10H/T10S	116
UNIT	T11A/T11D	84
UNIT	T12A/T12B/T12S	132
UNIT	T14G	85
UNIT	T14H	31
UNIT	T15A/T15B	48
UNIT	T16A	6

Report Type	Report Description	Surveys Completed
UNIT	T4C/T4F	207
UNIT	T4D	42
UNIT	T5A/T5B/T5S/T5T/T6A/T6B	231
UNIT	T7A/T7D	126
UNIT	T8A/T8AS/T8B/T8S	183
UNIT	T9A/T9AS/T9B/T9D/T9S	205
<b>FACILITY</b>	<b>G.F. Strong Rehabilitation Centre</b>	<b>33</b>
UNIT	SF2A	6
UNIT	SF3	10
UNIT	SF4	17
<b>FACILITY</b>	<b>Holy Family Hospital</b>	<b>57</b>
UNIT	HRB1	39
UNIT	HRB2	18
<b>FACILITY</b>	<b>Mount Saint Joseph Hospital</b>	<b>203</b>
UNIT	M3B	45
UNIT	M3C	45
UNIT	M4E	27
UNIT	M4W	86
<b>FACILITY</b>	<b>St. Paul's Hospital</b>	<b>1,009</b>
UNIT	10A/10B	140
UNIT	10C	32
UNIT	10D	7
UNIT	3MC	108
UNIT	5A	134
UNIT	5B	138
UNIT	6B	76
UNIT	7A	45
UNIT	7B	59
UNIT	7C	51
UNIT	7D	53
UNIT	8A	44
UNIT	9C/9D	122
<b>HEALTH AUTHORITY</b>	<b>NORTHERN HEALTH AUTHORITY</b>	<b>1,884</b>
<b>FACILITY</b>	<b>Bulkley Valley District Hospital</b>	<b>87</b>
UNIT	MAT-BVDH	28
UNIT	MED/SURG-B	53
<b>FACILITY</b>	<b>Chetwynd General Hospital</b>	<b>15</b>
<b>FACILITY</b>	<b>Dawson Creek and District Hospital</b>	<b>205</b>
UNIT	2E-DCDH/2W-DCDH	116
UNIT	ICU-DCDH	8
UNIT	INPT-ER-DC	23
UNIT	MAT-DCDH	58

Report Type	Report Description	Surveys Completed
FACILITY	Fort Nelson General Hospital	26
FACILITY	Fort St. John Hospital and Health Centre	210
UNIT	BIRTH CTR	84
UNIT	ICU-FJN	27
UNIT	INPT UNIT	66
UNIT	INPT-ER-FJ	33
FACILITY	GR Baker Memorial Hospital	140
UNIT	2N-GRB	28
UNIT	ICU-GRB	26
UNIT	INPT-ACUTE	86
FACILITY	Kitimat General Hospital	90
UNIT	INPT-ER-KG	7
UNIT	MAT-KGH	9
UNIT	MED/SURG-K	74
FACILITY	Lakes District Hospital	57
FACILITY	MacKenzie and District Hospital	11
FACILITY	Northern Haida Gwaii Hospital	5
FACILITY	Mills Memorial Hospital	142
UNIT	ICU-MMH	15
UNIT	INPT-ER-MM	11
UNIT	MAT/GYN-MM	46
UNIT	MED/SURG-M	70
FACILITY	University Hospital of Northern BC	659
UNIT	FMU-UHNBC	46
UNIT	HIGH ACUIT	43
UNIT	ICU-UHNBC	8
UNIT	IMU-UHNBC	98
UNIT	INPT-ER-UH	10
UNIT	MAT-UHNBC	39
UNIT	PEDS-UHNBC	53
UNIT	PSCU-UHNBC	23
UNIT	REHAB-UHNB	42
UNIT	SN-UHNBC	138
UNIT	SSMU-UHNBC	49
UNIT	SS-UHNBC	108
FACILITY	Prince Rupert Regional Hospital	110
FACILITY	Haida Gwaii Hospital	8
FACILITY	St. John Hospital	83
FACILITY	Stuart Lake Hospital	15
FACILITY	Wrinch Memorial Hospital	19

<sup>1</sup> Does not include Providence Health Care findings

<sup>2</sup> The following reporting units did not receive a final report due to low sample size (<5 completions): 100 Mile District Hospital (OMH – Obstetrics); Kelowna General Hospital (KGHR – IntensiveCareUnit B); Vernon Jubilee Hospital (VJH-3rd Floor North); Victoria General Hospital (N7D-VGH); Richmond Hospital (RTBU).

<sup>3</sup> The following facilities did not receive a final report due to low sample size (<5 completions): R.W. Large Memorial Hospital and McBride and District Hospital.

### 3.6 Dynamic Analysis and Reporting Tool (DART)

The DART is an online resource that was developed by Malatest to provide users the ability to continually track the experience and health-related quality of life of patients on a 24/7 basis. Approved health authority, facility and Acute IP unit staff are able to access the DART from an approved IP address by logging onto: **[www.bccm.com/DART](http://www.bccm.com/DART)**.

**Figure 3-2:** DART Landing Page



The DART is a complement to the static final reports, allowing frontline clinicians and leaders the ability to closely monitor the outcome of local quality improvement efforts and accurately target future efforts for improvement.

DART features include:

- Close to real-time quantitative and qualitative data at the unit, facility, health authority, and provincial levels;
- Account features for provincial-level and Health Authority “Super Users” allows for the activation and deactivation of users as well as the capacity to set a user’s privilege level (i.e. how far a user can either “drill-down” or “roll-up” the data);
- Ability to create analytical reports and query functions for various patient demographics and item responses; and,
  - Follow trends (patterns in key performance metrics over time);
  - Print tables/graphs/charts;
- Access to a searchable database of narrative comments gathered from patients that can be retrieved by theme.

## SECTION 4: LIMITATIONS AND RECOMMENDATIONS

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### 4.1 De-duplication Adjustment

The de-duplication process that was carried out for the *2016/17 Acute Inpatient Sector Survey* was arguably too stringent and resulted in adversely impacting the available sample for BC's Freestanding Rehabilitation Centres. Typically, patients who are admitted to G.F. Strong Rehabilitation Centre or Holy Family Hospital, the two (2) Freestanding Rehabilitation facilities in the province, transfer from another facility (i.e. have experienced a prior discharge). The de-duplication process in the current study meant that it was much harder for patients to complete the survey as a result of a Freestanding Rehabilitation facility discharge given that these discharges typically follow a discharge form an Acute Inpatient facility. As a result, the number of completions for these two facilities was much lower than in the 2011/12 version of the survey.

**Recommendation:** Since all other units/facilities had sufficient valid study universes from which to sample, it is recommended that future surveys de-duplicate at a study level except in the case of Rehabilitation facilities, which should not be de-duplicated unless the patient had already been sampled for a stay within the same rehabilitation facility.

### 4.2 Back Sampling

The *2016/17 Acute Inpatient Sector Survey* did experience significant back sampling for some sites/health authorities (see Appendix D). While the reason for late patient record submissions is usually out of the hands of those submitting files, back sample has a negative impact on response rates and MOEs. Back sampling, particularly when months have passed between discharges and when contact is made, introduces potential recall biases that could affect patients' responses and may also be upsetting to families who have, in the time that has passed, since lost a family member. . Privacy Officers shared that they experienced an increase in calls and interactions with upset family members during periods of back sampling.

**Recommendation:** Given that back sampling will likely occur in future surveys, it is recommended that a cut-off for accepting late patient records submissions is established, and adhered to, prior to going to field.

### 4.3 Sample Reconciliation

While Health Authorities did submit Facility Information Sheets (FISH), consensus on critical information about facility units was not achieved prior to data collection. As a result, sample management and reporting were adversely affected. At study start, it was still not completely clear which units were eligible for sampling, what types of service(s) were delivered on each eligible unit, and which units would ultimately be combined into a single report. Reconciliation of these elements was not finalized and agreed upon until April 2017. However, by that time, the majority of the data had already been collected. Even after all FISH information had been submitted, there were many

cases where the unit names provided on the FISH documents did not match the unit names on the files submitted by the health authorities. Sections 4.3.1 – 4.3.3 highlight specific sample management issues that arose due to incomplete or inaccurate facility information.

#### **4.3.1 Census Sampling**

Given the incomplete state of the FISH documents at the beginning of the project, a census sample approach was adopted for the first two waves of data collection. This approach ensured that the project started on time and that units did not run the risk of being under sampled (an event that cannot be corrected for once it has occurred). However, census sampling did result in oversampling for many units as well as the unnecessary sampling of some units which, in the end, should never have been submitted to Malatest. The use of census sampling for the first two cohorts resulted in a data collection imbalance over time, with more data collected for September 2016 discharges than other time periods (with the exception of facilities that were back sampled).

#### **4.3.2 Oversampling of Same Program Units**

Malatest was first informed of which units should be combined and reported together based on the type of care provided (e.g. same facility program) in April 2017, with the reconciliation and resubmission of the FISH forms. Prior to this, all units were treated as separate entities and sampled accordingly to ensure that the minimum contractual MOE targets would be achieved. This unfortunately resulted in the oversampling of units that ultimately belong to the same program. For example, units T5A, T5B, T5S, T5T, T6A, T6B at Vancouver General Hospital, were all treated as separate entities throughout the project. As a result, too much sample was fielded as, once these units were combined, the total number of completions achieved well exceeded what was necessary for achieving the contractual MOE target.

#### **4.3.3 Rehabilitation Module**

Identification of rehabilitation units province-wide only became possible once the FISH documentation had been fully developed. It was at that point that Malatest noticed that files submitted by the health authorities for the majority of rehabilitation patients were not flagged with the rehabilitation service indicator (Table 4-1). As a result, the rehabilitation module was erroneously not administered to these patients. Once the error was detected, Malatest, with approval from the Ministry, back sampled recent study participants in an attempt to collect information for the rehabilitation questions (back sample highlighted in blue in Table 4-1). Regardless, patient responses to the rehabilitation module questions are not considered representative.

**Table 4-1:** Rehabilitation Units with Accurate Service Indicator Information

	C1	C2	C3	C4	C5	C6	C7	C8	C9	C10	C11	C12	C13	C14
2N-CRH	-	-	-	-	-	-	-	-	-	-	-	-	-	-
5E	-	-	-	-	-	-	-	-	-	-	-	-	-	-
6NW-RJH	-	-	-	-	-	-	-	-	-	-	-	-	-	-
HRB1	✓	-	-	-	-	-	-	-	-	-	-	-	-	-
HRB2	✓	-	-	-	-	-	-	-	-	-	-	-	-	-
KGHA-Rehabilitation Unit	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
N5-VGH	-	-	-	-	-	-	-	-	-	-	-	-	-	-
PRH-Rehabilitation Unit	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
REHAB-UHNB	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓	✓
REH-NRG	-	-	-	-	-	-	-	-	-	-	-	-	-	-
RM-AM	-	-	-	-	-	-	-	-	-	-	-	-	-	-
S4B-VGH	-	-	-	-	-	-	-	-	-	-	-	-	-	-
S5B-VGH	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SF2A	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SF3	-	-	-	-	-	-	-	-	-	-	-	-	-	-
SF4	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TCU-SJH	-	-	-	-	-	-	-	-	-	-	-	-	-	-
TRANS-NRG	-	-	-	-	-	-	-	-	-	-	-	-	-	-
UK1T	-	-	-	-	-	-	-	-	-	-	-	-	-	-

Units with patient discharges accurately identified as rehabilitation (✓).

**Recommendation:** To avoid the issues identified in Section 4.3, future surveys should ensure all facility information that is critical to the study is agreed upon early in the survey planning stage, and unquestionably, prior to going to field.

#### 4.4 Mode of Survey Administration

2016/17 marked the first time that the Acute Inpatient survey was administered by telephone with an online option, instead of by mail with an online option. In an attempt to optimize response rates, given the length of the survey, respondents were able to pause/stop responding at any time throughout the survey (i.e. at the end of any question). If the survey was being completed over the phone, the surveyor would arrange another time to call the respondent back or give them the option to complete the rest of the questions online. Alternatively if the survey was being completed online, the respondent had the ability to log in and out of the survey at their leisure and complete the survey at their own pace with no time constraints.

The survey completion modes were not identified as a required variable for the final deliverable. The breakdown of surveys by completion mode noted in this report was determined from analysis of CATI/CAWI variables that indicated starting mode and ending mode, yielding three primary modes of completion, including telephone-only, online-only, and mixed mode (either started on telephone and completed online, or started online and completed via telephone). For a small proportion of

cases it was not possible to accurately identify the survey mode. The survey completion mode for each survey case was not included in the final data deliverable.

It may also be noted that the measurement of the number of minutes to complete each survey was not always reliable (particularly for surveys with multiple accesses, those for which the respondent left the survey browser window open while doing other things, and mixed-mode cases). Thus the information on the average time it took to complete the online survey was based on only survey cases for which the survey was completed in a single sitting.

**Recommendation:** To be able to adjust for the effects of mode of survey administration, such as recall bias, interviewer bias, and social desirability, future surveys could consider including the mode of survey completion as part of the final survey dataset, with appropriate programming to consistently capture this information. Due to limitations in how the duration of the survey may be recorded for cases with multiple accesses, we consider it acceptable that statistics on the survey duration be computed based on a sample of completed surveys. Mixed-mode survey administration is recommended as it maximizes response rates.



## APPENDIX A: CODING SCHEME FOR OPEN ENDED QUESTIONS

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Code	LABEL	Definition	Example
Amenities	AMENITIES	Comments related to patients having access to amenities such as toiletries, hygiene products; physical comfort involving the surroundings and environment where care is given, as well as the availability of things for patients to do.	<i>Make it so it is not so boring. Take clocks out of the room that your bed is facing. Larger TV in the TV Room that I could actually see. Something in the TV Room, like reading things or puzzle something more interesting, something to make the time go by quicker. Something more interesting, one minute seems like ten hours.</i>
Food	FOOD	Comments related to patients' food, including the quality of the food, the amount of food received, the accuracy of the meal plan, and dietician or food service staff comments.	<i>I know it is not a health issue, but the food that was served at the most was only passable!! Some days totally inedible as far as I was concerned. I ordered a Hamburger on lunch and got a bun and a patty---nothing to put on it.</i>
Physical Environment	PHYS_ENV	Comments related to the physical state of the hospital building, distance to get around the hospital, size of the hospital room, general appearance, and lighting.	<i>General update of facilities, seems dark, cramped and gloomy in most areas. Needs to be brightened up to help brighten the mood of those in recovery.</i>
Parking	PARKING	Comments related to the patient and visitors availability to park, the cost of parking, the distance to parking lot, availability of handicapped parking, transportation to the facility, and parking lot size.	<i>provide free or low-cost parking</i>
Bathrooms	BTHRMS	Comments related to the availability, size, cleanliness, and distance to the bathroom.	<i>bathroom was just cleaned once, I don't know if it was cleaned before</i>
Cleanliness of Rooms/ Hospital	CLEAN	Comments related to the extent to which the hospital and rooms were swept, dusted, mopped, and the frequency and amount of cleanliness.	<i>That semi- private room was not comfortable, it was very dirty.</i>
Privacy	PRIVACY	Comments related to the extent to which patients have 'personal' comforts such as curtains, privacy, and patients of different genders.	<i>I would not want to share my room with a male patient, for the sake my and his privacy.</i>
Noise	NOISE	Comments related to the extent of noise from	<i>Control the Noise level, sometimes it was</i>

Code	LABEL	Definition	Example
		equipment, staff, family, visitors, and other patients.	<i>impossible to sleep at night.</i>
Physical Comfort/Pain Management	PHYS_COM	Comments related to pain management.	<i>My pain medication wore off after four hours and the Nurses would not give me more in this eight hour period.</i>
Medications	MED	Comments related to medication, prescriptions, dosage, amount of medication, and comments related to hospital pharmacy services.	<i>Pain Killers: over medicated, a lot of side effects. Dulled awareness from meds. No options seemed available. Patients should be able to refuse it. Unpleasant dullness for hours at a time.</i>
Medical Equipment	MED_EQUIP	Comments related to machines or equipment used in the hospital.	<i>Get rid of those stupid iron wheel chairs, most uncomfortable. If you are worried by theft then put a chip on them, cheap, less than \$10 ea.</i>
Tests/ Procedures	TEST_PROC	Comments related to the types, amount, and wait times of tests.	<i>shorten wait time for cts scan after operation</i>
Access/ Coordination of Care	COORD_CARE	Comments related to the extent to which clinical services were coordinated, communication between members of the clinical team, availability of services at the appropriate time, and the availability of rooms.	<i>Private recovery rooms would have been ideal to allow for a little more sleep/ rest</i>
Communication: Hospital Staff	COMM_STAFF	Comments related to the communication between doctors, nurses, midwives, cleaners, and/or receptionists.	<i>there should always be good communication between emergency also receptionist and ward doctor said it was nothing sent me home but the nurse called and said that there was a crack. I kept calling and no one responded so I waited for 3 weeks and finally then back to the hospital</i>
Communication: Family	COMM_FAM	Comments related to the communication between hospital staff and family members, as well as allowing patients to communicate with their	<i>When i had my family try to phone me , they made it very difficult for me to talk with my family. I was very upset about it.</i>

Code	LABEL	Definition	Example
		families.	
Communication: Patient	COMM_PT	Comments related to communication to the patient regarding their stay, and information about pre- & post-operation.	<i>Need to update pre-surgical information which they mail out before surgery. It clearly states that jello is a clear fluid and should be stopped 4 hours before surgical time. Hence I gave my child jello 4 hours before the operation. However, the recommendations were changed and we were not informed. As a result the operation had to be rescheduled.</i>
Information: Education	INFO_EDUC	Comments related to information and/or education given to the patient/family about the status and progress of the patient's condition, test results and discussions explained in a way that patient and family can understand.	<i>I received NO oral or written info about how to take my prescribed meds. As I had never had narcotics before, I did not understand the instructions, and took BOTH narcotics daily, instead of starting with the strongest one and transitioning to the second strongest in a few weeks.</i>
Involvement of Family/Friends/ Supporters	FAM_INVOLVE	Comments related to accommodations, support, and recognition given to family and friends as part of the treatment process.	<i>I think the hospital should enforce their visiting hours.</i>
Discharge Preparation/ Continuity of Care After Discharge	DC_PREP	Comments relating to preparing the patient (and family, if appropriate) for discharge, and adequacy of that preparation as experienced by the patient post discharge.	<i>On being discharged, I was given a prescription run down/letter which the hospital faxed to the pharmacy. Unfortunately the info on the discharge thing was in error in more than one place. Some prescriptions had nothing to do with my condition or problems. The hospital needs to be careful error checking their discharge documents/prescriptions.</i>
Emotional Support	EMOT_SUPP	Comments relating to the anxiety felt by patients and family, as well as knowledge and availability of clinical staff to address emotional concerns.	<i>Basically, the Children's Hospital is very good, you feel safe to put your kids there, if they are sick. There is very little time to see the doctor, if you have questions sometimes you have to wait. Those kinds of things make parents very</i>

Code	LABEL	Definition	Example
			<i>anxious, if they can't see the doctor. If the doctor can spend more time explaining the diagnosis, what they are thinking, it will make parents feel much better.</i>
Hospital Staff: General	STAFF_GEN	Comments relating to hospital staff in general.	<i>Staff were excellent!</i>
Responsiveness of Staff	STAFF_RESP	Comments relating to attentiveness and responsiveness of staff, wait times for attention to call bells, requests to see physicians, nursing staff, nurse manager, midwives, and requests for medications or pain relief.	<i>I felt that most of my care on the unit was initiated when I pressed the call bell. I didn't want to be a bother to the nurses, so I didn't press it often, but I would have preferred being checked on without having to ring the bell for everything.</i>
Hospital Staff: Nice/Helpful	STAFF_NICE	Comments relating to the hospital staff as nice, helpful, going above-and-beyond, caring, friendly, empathetic, compassionate, and culturally sensitive.	<i>The nurses were not caring as patient's arm was hurting. So I requested antibiotic and it was not given.</i>
Hospital Staff: Professional	STAFF_PROF	Comments relating to the hospital staff's professional demeanor, appearance, respect of patient, and professional honesty.	<i>More compassion from some of the nurses. The male nurse lied about my medication and that I had to wait till the next day to get my medication before I left the hospital. The next day in the morning a female nurse gave me pain meds and reported the other nurse for lying about my pain meds. when I was in need of those medications. It discouraged me when the nurse lied about my meds and I wrote a letter to the hospital I don't trust the nurse.</i>
Hospital Staff: Knowledgeable	STAFF_KNOW	Comments relating to the hospital staff's knowledge of tests, procedures, condition, medications, prescriptions, and overall health.	<i>I felt confident in [Doctor's Name]'s experience in his field, and was sorry that he is on the island, and not near my home, so I could continue care with him.</i>
Hospital Staff: Quantity	STAFF_QUANT	Comments related to the number of hospital staff.	<i>The hospital should have more nurses, staff, and doctors. The shortage of doctors inhibits</i>

Code	LABEL	Definition	Example
			<i>some things like, the time the doctors have with each patient is limited by the number of doctors available.</i>
Doctor/ Physician	DOCTOR	Comments related to physician care.	<i>The surgeons are excellent highly qualified, 99% are excellent 1% tend to make mistake, they took my sugar test which is not supposed to be.</i>
Nurse(s)/ Midwives	NURSE_MW	Comments related to care from nurses and/or midwives.	<i>I had a midwife involved in the delivery at Kelowna General Hospital and she was very good. Maybe Kelowna should consider having more midwives involved in maternity care.</i>
Transfers: Within Hospital	XFR_WITHIN	Comments related to the transfer of patients from one department to another, or from ER to getting a room.	<i>I was only in the hallway for only two hours and I was transferred to very a nice room for myself</i>
Transfers: Between Hospitals	XFR_BW	Comments related to the transfer of patients from one facility to another, including ambulance and air transfers.	<i>Communication was a big problem when I left the hospital , I was to be transferred to Vernon from Royal, when Vernon phoned what time I left the Royal Inland hospital person who answered the phone at Royal Inland said the incorrect time , so they discharged me earlier than intended time and had to go back to emergency again at 1:30 am to get admitted.</i>
Admission/ Registration Process	ADMIT_REG	Comments related to patient admission wait times, information, ID requirements, registering, and next steps.	<i>My only complaint was in the slow attentiveness for check-in. It is slow to check-in and to receive overall care</i>
Discharge Process	DC_PROC	Comments related to patient discharge wait times, information, ID requirements, and next steps.	<i>DISCHARGE TIME WAS CHANGED, HUSBAND HAD TO LEAVE WORK 4 HOURS EARLY AS A RESULT</i>
Spiritual Care	SPIRITUAL	Comments related to pastoral care, the hospital's religious affiliation, amenities for spiritual reflection	<i>I liked that my pastor could come in and talk to me even though it made it seem more real</i>

Code	LABEL	Definition	Example
		(chapel) or spirituality (smudging or other space for First Nations spiritual care) or general spiritual care/support comments.	<i>that I was close to dying.</i>
Costs/Billing	PAY_BILL	Comments related to out of pocket costs for treatment at this facility.	<i>They didn't have enough specialist doctors on hand; we had to go too far like Kelowna or Victoria quite often. It was very expensive for us as we have limited coverage.</i>
Overall Impression	OVERALL	Comments related to the patient's overall stay at this facility.	<i>I had a good experience and I am very happy with the hospital and staff.</i>
Other	OTHER	Comments that do not apply to any above-mentioned category.	<i>I have now been diagnosed with Lung Cancer</i>
Other – Emergency Department	OTHER_ED	Comments related specifically to the Emergency Department.	<i>The wait time in Emergency Room was too long.</i>

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**APPENDIX B: 2016/17 ACUTE INPATIENT SECTOR SURVEY INSTRUMENT**

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# British Columbia 2016 Acute Inpatient Hospital Care Survey

## Telephone Survey Script

### CPES-IC, *EQ-5D*<sup>™</sup>, VR12, & BC Sub-Sector Modules



#### Attributions:

The **Canadian Patient Experience Survey – Inpatient Care (CPES-IC)** is a PREM comprised of two sets of questions:

- Questions 1 to 22 are from the HCAHPS (Hospital Consumer assessment of Healthcare Providers and Systems) questionnaire from the US Centre for Medicare & Medicaid Services;
- Questions 23 to 41 were adapted and/or developed by the Canadian Institute for Health Information (CIHI) in consultation with the pan-Canadian Interjurisdictional Patient Experience Committee (IJ-PEC) of patient experience measurement experts, including British Columbia. Script formatting and prompts for the CPES-IC were adapted by CIHI from the HCAHPS Quality Assurance Guidelines and the Alberta Health Services (AHS) Canadian HCAHPS program.

**“Made-in-BC” PREMS modules** added to this survey have been developed or adapted by the BC Patient Centred Measurement Working Group (BCPCMWG). The response scales for questions that were developed and used by the BCPCMWG prior to 2016 have been modified following cognitive testing in BC in 2015 to be consistent with the CPES-IC/HCAHPS response options. Script formatting and prompts for telephone administration were developed by the BC PCMWG in 2016.

- Questions 42 to 54 are **BC’s Continuity across Transitions in Care module**. Developed and tested between 2014-16. To be fielded for the first time with the CPES-IC in 2016.
- Questions M1 to M21 are **BC’s Maternity module**; these questions were developed and tested in 2005 and have been fielded in BC in 2005, 2008, 2011/12. The questions were further tested by the Ontario Hospital Association in 2015 and will now be used with the OHA changes in both provinces.
- Questions S1 to S5 are **BC’s Surgical module**; these questions were first developed and tested in 2005 and have been fielded in BC in 2005, 2008, 2011/12. The BC Provincial Surgical Executive Council endorsed the questions in this module (Oct 23, 2015) with one wording change.
- Questions P1 to P10 are **BC’s Pediatrics module** sent to parents/guardians of those under the age of 13; with wording changes the same module is sent to Youth between 13 and 18, who receive the survey directly (Y1 to Y10); these questions were developed and tested in 2005 and have been fielded in BC in 2005, 2008, 2011/12.
- Questions R1 to R15 are **BC’s Rehabilitation module**; these questions were developed and tested in 2011 were fielded in BC in 2011/12.

Questions 59 to 68 are **BC’s Patient Safety module (hand hygiene and medication reconciliation)**; these questions were first developed and tested in 2008 and have been fielded in BC in 2008, and 2011/12; these questions were revalidated in 2015 with input from BC’s HH Working Group and BC’s Medication Reconciliation Clinical Expert Group.\*

**EQ-5D<sup>™</sup>** is a trade mark of the EuroQol Group. Permission to use the EQ-5D-5L PROM survey free of charge has been granted to BC as pilot for one year, starting 12-8-2016.

- Questions 73 to 78 are the EQ-5D-5L survey.
- Script formatting and prompts were provided by the EuroQol Research Foundation,

The **Veterans RAND 12 Item Health Survey (VR-12)** is a PROM developed from the Veterans RAND 36 Item Health Survey which was developed and modified from the original RAND version of the 36-item Health Survey version 1.0 (also known as the "MOS SF-36").

- Questions 79 to 87 are the VR-12 survey.

Script formatting and prompts were provided by Dr. Lewis Kazis, developer of the VR-12, for phone administration of the VR-12 and were taken from the Canadian Community Health Survey.

Questions 69 to 72 are BC and 88 to 91 are CPES-IC demographic questions.

Question 92 is a BC open ended question to solicit narrative feedback from patients.

## INTRODUCTION

Hello, my name is \_\_\_\_\_. I am calling from R.A. Malatest and Associates Ltd. on behalf of the <INSERT NAME OF HA OR AFFILIATE>. We are doing a survey about healthcare. Is this <FName> <LName>?

Yes..... 1 → SKIP TO PARTICIPANT REACHED  
No ..... 2

May I please speak with <FName> <LName>?

Yes..... 1 → SKIP TO PARTICIPANT REACHED  
No ..... 2 → SKIP TO [Set callback time]

## PARTICIPANT REACHED

I am calling today to talk with you about the care you received from <INSERT NAME OF HOSP> during your hospital stay that ended on <INSERT DISCHARGE DATE (Day/Month/Year)>. You have been randomly chosen from a group of people who were recently in hospital. Your opinions are very important, because the results of this survey will be used to improve the care and services provided in our Hospitals. May I continue?

The survey may take about 30 minutes to complete. Is now a good time to speak with you?

Yes, I consent to continue ..... 1 → SKIP TO LANGINTRO  
How did you get my name? ..... 2 → SKIP TO I3A  
Do I have to complete this survey? ..... 3 → SKIP TO I3B  
Will I see the results? ..... 4 → SKIP TO I3C  
No – set callback time..... 5 → SKIP TO [Set callback time]  
No – does not want to do survey via phone..... 6 → SKIP TO ONLINE OPTION I4

**A.** Our firm has been contracted to conduct surveys with people who were recently in hospital. The names and contact information of patients discharged from hospitals in the last two weeks were provided to us by the Hospital and your name was randomly selected to be surveyed. Please rest assured that at all times your personal information is protected and will only be used as authorized under the BC Freedom of Information and Protection Privacy Act. No information about you will be identified in the results.

**B.** Your participation in this survey is voluntary, and any information you provide will be confidential. You may stop the interview at any time. If there are any questions you feel uncomfortable answering, please let me know and I will move on to the next one. Your decision to do the interview will not affect the health care services you receive. The results of this survey will be used to improve the care and services provided in our hospitals

**C.** Results of this survey will be posted on the Ministry of Health and health authority public websites at the end of the study. This is a 6 month study and results are expected to be available in the spring of 2017. Your name and any other personal information about you will not be published. At all times your personal information is protected and will only be used as authorized under the BC Freedom of Information and Protection Privacy Act.

## ONLINE OPTION

You may also complete the survey online. This would allow you to complete the survey at your convenience. Again, this option may take about 30 minutes, and it does not need to be completed all at once. Would you be interested in this option?

Yes..... 1 ➔ SKIP TO WEBSITE

No ..... 2 ➔ SKIP TO END0

### WEBSITE

In order for you to complete the survey online, all you need to do is to log onto the website shown in the letter you received in the mail. The letter provides your password and instructions to begin the survey. Would you prefer to do the survey online?

Yes – wants to do survey online ..... 1 ➔ SKIP TO END0

Yes – has lost/misplaced letter with login ID  
and wants this emailed ..... 2 ➔ SKIP TO I5A

No – does not want to do survey online either ..... 3 ➔ SKIP TO END0

## END0

**A.** To email a link to the secure online survey to you with your password, I will need your email address. We will only use your email address for the purpose of sending you a link to this survey. At all times your personal information is protected and will only be used as authorized under the BC Freedom of Information and Protection of Privacy Act. Do you wish to provide me with your email address?

- **Yes** [SURVEYOR NOTE: re-read email address back to respondent using NATO phonetic alphabet as needed to clarify individual letters.] We will keep your email address for up to 18 days in order to send a reminder message to you. The email will include an unsubscribe function. If activated, this function will auto-delete your email address from our database.
- **No** [SURVEYOR NOTE: Offer to provide web address/URL and survey unique access code for online completion of the survey over the phone and/or schedule a time for a follow-up call to complete the survey via a phone interview]

**Thank you for your time. Goodbye.**

## LANGINTRO

### Are you comfortable completing the survey in English?

- Yes (survey in English)..... 1  
No (choose language preference and SKIP TO SET CALLBACK):  
French ..... 2  
Punjabi ..... 3  
Chinese (traditional and simplified)..... 4  
German ..... 5  
Vietnamese ..... 6  
Spanish..... 7  
Korean..... 8

Please note your participation in this survey is voluntary and any information you provide is confidential. <INSERT NAME OF HA> collects health information in accordance with the BC Freedom of Information and Privacy Protection Act for the purpose of providing health services or any other purpose authorized under the Act. If you have any questions or concerns regarding the collection, use or disclosure of your information for this survey, please let me know and I can provide you with the contact information for the project lead.

[SURVEYOR NOTE: If person would like contact information READ: Lena Cuthbertson, Provincial Director, Patient-Centred Performance Measurement and Improvement (604 612 0005).]

Any information you provide is voluntary and you can stop the interview at any time. If there are any questions you feel uncomfortable answering, please let me know and I will move on to the next one. Your decision to do the interview will not affect the health care or health care benefits you receive. Your information will be used to improve care and services in BC hospitals and nationally through the Canadian Institute for Health Information. Your information will not be used to identify or contact you after your participation in the survey. The questions should take between 25 and 30 minutes to answer. We will NOT record this interview, however, this call may be monitored by my supervisor for Quality Control purposes.

**The results of this survey will be posted on the Ministry of Health and health authority public websites in the spring of 2017 and will be used to improve the care and services provided in our hospitals.**

**Your name and any other personal information about you will not be published. As mentioned, at all times your personal information is protected and will only be used as authorized under the BC Freedom of Information and Protection of Privacy Act.**

### Would you like to do the survey?

- Yes..... 1 =>/SURVEYINTRO  
No ..... 2 =>/END1

**END1**

**Thank you for your time. Goodbye.**



## SURVEY START

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### SURVEYINTRO

Please answer the questions in this survey about your experience at <INSERT NAME OF HOSP> when you were discharged on <INSERT DISCHARGE DATE (Day/Month/Year)>. When thinking about your answers, do not include any other hospital stays. The first questions are about the care you received from nurses during this hospital stay.

[SURVEYOR NOTE: IF THE PATIENT ANSWERS OUTSIDE OF THE ANSWER CATEGORIES PROVIDED, PROBE THE PATIENT BY REPEATING THE ANSWER CATEGORIES ONLY; DO NOT INTERPRET FOR THE PATIENT.]

### [DO NOT READ] BEGINNING OF CPES-IC

The first questions are about the care you received from nurses at <INSERT NAME OF HOSP>.

**Q1. During this hospital stay, how often did the nurses treat you with courtesy and respect?**

**Would you say [READ OPTIONS]**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q2. During this hospital stay, how often did the nurses listen carefully to you? Would you say...**

**[READ OPTIONS]**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q3. During this hospital stay, how often did the nurses explain things in a way you could understand? Would you say... [READ OPTIONS]**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it? Would you say.... [READ OPTIONS]**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 77 ...You never pressed the call button
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

#### **Q5INTRO**

The next questions are about the care you received from doctors at <INSERT NAME OF HOSP>.

[SURVEYOR NOTE: IF PATIENT INDICATES HE/SHE DID NOT SEE DOCTOR: ENCOURAGE PATIENT TO USE SCALE, BUT IF THEY CAN'T, CODE AS DON'T KNOW.]

**Q5. During this hospital stay, how often did the doctors treat you with courtesy and respect? Would you say....**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q6. During this hospital stay, how often did the doctors listen carefully to you? Would you say....**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q7. During this hospital stay, how often did the doctors explain things in a way you could understand? Would you say....**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

## Q8INTRO

The next questions are about the hospital environment of <INSERT NAME OF HOSP>.

**Q8. During this hospital stay, how often were your room and bathroom kept clean? Would you say....**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q9. During this hospital stay, how often was the area around your room quiet at night? Would you say....**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

## Q10INTRO

The next questions are about your experiences at <INSERT NAME OF HOSP>.

**Q10. During this hospital stay, did you need help from nurses or other hospital staff in getting to the bathroom or in using a bedpan?**

- 1 .....Yes
- 2 .....No..... → SKIP TO Q12
- 98 ...[DO NOT READ] Don't Know ..... → SKIP TO Q12
- 99 ...[DO NOT READ] Prefer not to answer..... → SKIP TO Q12

**Q11. How often did you get help in getting to the bathroom or in using the bedpan as soon as you wanted? Would you say....**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 97 ...[DO NOT READ] Not Applicable
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q12. During this hospital stay, did you need medicine for pain?**

1 .....Yes

2 .....No..... → SKIP TO Q15

98 ...[DO NOT READ] Don't Know ..... → SKIP TO Q15

99 ...[DO NOT READ] Prefer not to answer..... → SKIP TO Q15

**Q13. During this hospital stay, how often was your pain well controlled? Would you say....**

1 .....Never

2 .....Sometimes

3 .....Usually

4 .....Always

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer

**Q14. During this hospital stay, how often did the hospital staff do everything they could to help you with your pain? Would you say....**

1 .....Never

2 .....Sometimes

3 .....Usually

4 .....Always

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer

**Q15. During this hospital stay, were you given any medicine that you had not taken before?**

1 .....Yes

2 .....No..... → SKIP TO Q18INTRO

98 ...[DO NOT READ] Don't Know ..... → SKIP TO Q18INTRO

99 ...[DO NOT READ] Prefer not to answer..... → SKIP TO Q18INTRO

**Q16. Before giving you any new medicine, how often did hospital staff tell you what the medicine was for? Would you say....**

1 .....Never

2 .....Sometimes

3 .....Usually

4 .....Always

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer



**Q17. Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand? Would you say....**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

#### **Q18INTRO**

**The next questions are about when you left <INSERT NAME OF HOSP>.**

**Q18. After you left the hospital, did you go directly to....**

- 1 .....Your Own Home
- 2 .....Someone Else's Home
- 3 .....Another Health Facility ..... → SKIP TO Q21
- 98 ...[DO NOT READ] Don't Know/Missing ..... → SKIP TO Q21
- 99 ...[DO NOT READ] Prefer not to answer..... → SKIP TO Q21

**[SURVEYOR NOTE: IF RESPONDENT INDICATES HE/SHE IS HOMELESS OR WAS DISCHARGED TO A SHELTER, RECORD RESPONSE AS 98 DON'T KNOW/MISSING]**

**Q19. During your hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?**

- 1 .....Yes
- 2 .....No
- 97 ...[DO NOT READ] Not Applicable
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q20. During this hospital stay, did you get information in writing about what symptoms or health problems to look out for after you left the hospital?**

- 1 .....Yes
- 2 .....No
- 97 ...[DO NOT READ] Not Applicable
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q21. We want to know your overall rating of your stay at <INSERT NAME OF HOSP>. This is the stay that ended around <INSERT DISCHARGE DATE (Day/Month/Year)>. Please do not include any other hospital stays in your answer.**

**Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?**

0 .....Worst Hospital Possible

1 .....

2 .....

3 .....

4 .....

5 .....

6 .....

7 .....

8 .....

9 .....

10 ...Best Hospital Possible

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer

**Q22. Would you recommend <INSERT NAME OF HOSP> to your friends and family? Would you say....**

1 .....Definitely No

2 .....Probably No

3 .....Probably Yes

4 .....Definitely Yes

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer

### **Q23INTRO**

**The next questions are about your arrival at <INSERT NAME OF HOSP>.**

**Q23. When you arrived at the hospital, did you go to the Emergency Department?**

1 .....Yes ..... → SKIP TO Q26

2 .....No

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer

**Q24. Before coming to the hospital, did you have enough information about what was going to happen during the admission process?**

1 .....Not At All

2 .....Partly

3 .....Quite a Bit

4 .....Completely

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer

**Q25. Was your admission into the hospital organized?**

- 1 .....Not At All..... → SKIP TO Q30
- 2 .....Partly ..... → SKIP TO Q30
- 3 .....Quite a Bit ..... → SKIP TO Q30
- 4 .....Completely ..... → SKIP TO Q30
- 98 ...[DO NOT READ] Don't Know ..... → SKIP TO Q30
- 99 ...[DO NOT READ] Prefer not to answer..... → SKIP TO Q30

**Q26. When you were in the Emergency Department, did you get enough information about your condition and treatment?**

- 1 .....Not At All
- 2 .....Partly
- 3 .....Quite a Bit
- 4 .....Completely
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q27. Were you given enough information about what was going to happen during your admission to the hospital?**

**[SURVEYOR NOTE: IF NECESSARY, STATE THAT THIS QUESTION IS ASKING ABOUT THEIR ADMISSION THROUGH THE EMERGENCY DEPARTMENT]**

- 1 .....Not At All
- 2 .....Partly
- 3 .....Quite a Bit
- 4 .....Completely
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q28. After you knew that you needed to be admitted to a hospital bed, did you have to wait too long before getting there?**

- 1 .....Yes
- 2 .....No
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q29. Was your transfer from the Emergency Department into the hospital bed organized?**

- 1 .....Not At All
- 2 .....Partly
- 3 .....Quite a Bit
- 4 .....Completely
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

## **Q30INTRO**

The next set of questions is about your stay in <INSERT NAME OF HOSP>.

**Q30. Do you feel that there was good communication about your care between doctors, nurses and other hospital staff?**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q31. How often did doctors, nurses and other hospital staff seem informed and up-to-date about your hospital care?**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q32. How often were tests and procedures done when you were told they would be done?**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 77 ...I did not have any tests or procedures
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q33. During this hospital stay, did you get all the information you needed about your condition and treatment?**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q34. Did you get the support you needed to help with any anxieties, fears, or worries you had during this hospital stay?**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 77 ...Not Applicable
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q35. Were you involved as much as you wanted to be in decisions about your care and treatment during this hospital stay?**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q36. During your hospital stay, were your family or friends involved as much as you wanted in decisions about your care and treatment?**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 5 .....You did not want them involved
- 6 .....You did not have family or friends to be involved
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

#### **Q37INTRO**

**The next questions are about your experiences when you left <INSERT NAME OF HOSP>.**

**Q37. Before you left the hospital, did you have a clear understanding about all of your prescribed medications, including those you were taking before your hospital stay?**

- 1 .....Not At All
- 2 .....Partly
- 3 .....Quite a Bit
- 4 .....Completely
- 77 ...[DO NOT READ] Not Applicable
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q38. Did you receive enough information from hospital staff about what to do if you were worried about your condition or treatment after you left the hospital?**

1 .....Not At All

2 .....Partly

3 .....Quite a Bit

4 .....Completely

77 ...[DO NOT READ] Not Applicable

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer

**Q39. When you left the hospital, did you have a better understanding of your condition than when you entered?**

1 .....Not At All

2 .....Partly

3 .....Quite a Bit

4 .....Completely

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer

#### **Q40INTRO**

**The next questions are about your experiences in <INSERT NAME OF HOSP>.**

**Q40. Overall, on a scale of 0 to 10, do you feel you were helped by your hospital stay? Please answer on a scale where 0 is "not helped at all" and 10 is "helped completely." [DO NOT READ SCALE]**

0 .....Not helped at all

1 .....

2 .....

3 .....

4 .....

5 .....

6 .....

7 .....

8 .....

9 .....

10 ...Helped completely

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer

**Q41. On a scale of 0 to 10, what was your overall experience with your hospital stay? Please answer on a scale where 0 is “I very had a poor experience” and 10 is “I had a very good experience.” [DO NOT READ SCALE]**

0 .....I had a very poor experience

1 .....

2 .....

3 .....

4 .....

5 .....

6 .....

7 .....

8 .....

9 .....

10 ...I had a very good experience

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer

**[DO NOT READ] BC CONTINUITY OF CARE MODULE**

**Q42INTRO**

**The next set of questions is about your experiences when your care changed.**

**Q42. During this hospital stay, did doctors tell you what would happen next during your care?**

1 .....Not At All

2 .....Partly

3 .....Quite a Bit

4 .....Completely

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer

**Q43. During this hospital stay, did nurses tell you what would happen next during your care?**

1 .....Not At All

2 .....Partly

3 .....Quite a Bit

4 .....Completely

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer

**Q44. During this hospital stay, did you get consistent information from your doctors, nurses and other hospital staff?**

1 .....Never

2 .....Sometimes

3 .....Usually

4 .....Always

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer

- Q45. During your hospital stay, when your doctors changed, did the next doctor seem up-to-date on your care?**  
1 .....Never  
2 .....Sometimes  
3 .....Usually  
4 .....Always  
77 ...There were no changes in the doctors treating me  
98 ...[DO NOT READ] Don't Know  
99 ...[DO NOT READ] Prefer not to answer
- Q46. During this hospital stay, when your doctors changed, did you have confidence in the care the next doctor provided?**  
1 .....Never  
2 .....Sometimes  
3 .....Usually  
4 .....Always  
77 ...There were no changes in the doctors treating me  
98 ...[DO NOT READ] Don't Know  
99 ...[DO NOT READ] Prefer not to answer
- Q47. During this hospital stay, when your nurses changed, did the next nurse seem up-to-date about your care?**  
1 .....Never  
2 .....Sometimes  
3 .....Usually  
4 .....Always  
98 ...[DO NOT READ] Don't Know  
99 ...[DO NOT READ] Prefer not to answer
- Q48. During this hospital stay, when your nurses changed, did you have confidence in the care the next nurse provided?**  
1 .....Never  
2 .....Sometimes  
3 .....Usually  
4 .....Always  
98 ...[DO NOT READ] Don't Know  
99 ...[DO NOT READ] Prefer not to answer
- Q49. Before you left the hospital, did the doctors, nurses or other hospital staff give your family or someone close to you enough information to help care for you?**  
1 .....Not At All  
2 .....Partly  
3 .....Quite a Bit  
4 .....Completely  
5 .....I did not want information provided to anyone  
6 .....I did not need information provided to anyone  
7 .....I had no family or friends involved  
98 ...[DO NOT READ] Don't Know



99 ...[DO NOT READ] Prefer not to answer

**Q50. Before you left the hospital, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you went home?**

1 .....Not At All

2 .....Partly

3 .....Quite a Bit

4 .....Completely

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer

**Q51. Before you left the hospital, did you get enough information from hospital staff about appointments and tests you needed after you left the hospital?**

1 .....Not At All

2 .....Partly

3 .....Quite a Bit

4 .....Completely

77 ...I did not need appointments or tests after I left the hospital

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer

**Q52. Before you left the hospital, were you told when you can resume your regular daily activities?**

1 .....Not At All

2 .....Partly

3 .....Quite a Bit

4 .....Completely

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer

**Q53. After you left the hospital, did someone from the hospital contact you to see how you were doing?**

1 .....Yes – Someone from the hospital

2 .....Yes – Someone from my doctor's office

3 .....Yes – Someone else

4 .....No

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer

**Q54. After you left the hospital, did the doctors or other staff who usually provide your medical care seem informed and up-to-date about the care you received in the hospital?**

1 .....Not At All

2 .....Partly

3 .....Quite a Bit

4 .....Completely

5 .....I did not need care after I left the hospital

6 .....I do not have a place where I usually receive medical care

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer

## **MODULE SCREENER**

**If DOB is 2003 or later (age greater than or equal to 11 days and less than 13) → SKIP TO PEDIATRICS MODULE**

**If between 1999 and 2003 (age between 13 and 17) → SKIP TO YOUTH MODULE**

**If <SERVICE INDICATOR> FLAG – MATERNITY → SKIP TO MATERNITY MODULE**

**If <SERVICE INDICATOR> FLAG – REHAB → SKIP TO REHAB MODULE**

**[DO NOT READ] BC PEDIATRICS MODULE**

## **P1INTRO**

**The next set of questions are about your experiences with the care provided to your child.**

**P1. During this hospital stay, did the nurses pay enough attention to your experiences and suggestions in caring for your child?**

1 .....Not At All

2 .....Partly

3 .....Quite a Bit

4 .....Completely

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer

**P2. During this hospital stay, did you feel welcome to stay with your child as much as you wanted?**

1 .....Not At All

2 .....Partly

3 .....Quite a Bit

4 .....Completely

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer

**P3. During this hospital stay, did someone on the hospital staff teach you what you needed to know to care for your child at home?**

- 1 .....Not At All
- 2 .....Partly
- 3 .....Quite a Bit
- 4 .....Completely
- 77 ...Not Applicable
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**P4. During this hospital stay, was your child ever in any pain?**

- 1 .....Yes
- 2 .....No..... → SKIP TO P6
- 98 ...[DO NOT READ] Don't Know ..... → SKIP TO P6
- 99 ...[DO NOT READ] Prefer not to answer..... → SKIP TO P6

**P5. During this hospital stay, did a doctor or nurse ask your child questions about his or her pain?**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 77 ...Child is too young
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**P6. During this hospital stay, were nurses available to answer your questions or concerns when you needed them?**

- 1 .....Not At All
- 2 .....Partly
- 3 .....Quite a Bit
- 4 .....Completely
- 77 ...I had no questions or concerns
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**P7. During this hospital stay, was information about his or her condition discussed with your child in a way he or she could understand?**

- 1 .....Not At All
- 2 .....Partly
- 3 .....Quite a Bit
- 4 .....Completely
- 77 ...Child is too young/could not understand
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

- P8. During this hospital stay, do you feel you had a doctor or nurse that had a good understanding of your child's condition and treatment?**  
1 .....Not At All  
2 .....Partly  
3 .....Quite a Bit  
4 .....Completely  
98 ...[DO NOT READ] Don't Know  
99 ...[DO NOT READ] Prefer not to answer
- P9. During this hospital stay, when you or your child used the call button to get help, was the response quick enough?**  
1 .....Never  
2 .....Sometimes  
3 .....Usually  
4 .....Always  
77 ...We did not use the call button  
98 ...[DO NOT READ] Don't Know  
99 ...[DO NOT READ] Prefer not to answer
- P10. During this hospital stay, did your child receive the care he or she needed when he or she needed it?**  
1 .....Never  
2 .....Sometimes  
3 .....Usually  
4 .....Always  
98 ...[DO NOT READ] Don't Know  
99 ...[DO NOT READ] Prefer not to answer

**[DO NOT READ] BC YOUTH MODULE**

- Y1. During this hospital stay, did the nurses pay enough attention to your experiences and suggestions in caring for you?**  
1 .....Not At All  
2 .....Partly  
3 .....Quite a Bit  
4 .....Completely  
98 ...[DO NOT READ] Don't Know  
99 ...[DO NOT READ] Prefer not to answer

- Y2. During this hospital stay, did your family and friends feel welcome to stay with you as much as you wanted?**
- 1 .....Not At All  
 2 .....Partly  
 3 .....Quite a Bit  
 4 .....Completely  
 77 ...I had no family or friends involved  
 98 ...[DO NOT READ] Don't Know  
 99 ...[DO NOT READ] Prefer not to answer
- Y3. During this hospital stay, did someone on the hospital staff teach you what you needed to know to care for yourself at home?**
- 1 .....Not At All  
 2 .....Partly  
 3 .....Quite a Bit  
 4 .....Completely  
 77 ...Not Applicable  
 98 ...[DO NOT READ] Don't Know  
 99 ...[DO NOT READ] Prefer not to answer
- Y4. During this hospital stay, were you ever in any pain?**
- 1 .....Yes  
 2 .....No..... → SKIP TO Y6  
 98 ...[DO NOT READ] Don't Know ..... → SKIP TO Y6  
 99 ...[DO NOT READ] Prefer not to answer..... → SKIP TO Y6
- Y5. During this hospital stay, did a doctor or nurse ask you questions about your pain?**
- 1 .....Never  
 2 .....Sometimes  
 3 .....Usually  
 4 .....Always  
 98 ...[DO NOT READ] Don't Know  
 99 ...[DO NOT READ] Prefer not to answer
- Y6. During this hospital stay, were the nurses available to answer your questions or concerns when you needed them?**
- 1 .....Not At All  
 2 .....Partly  
 3 .....Quite a Bit  
 4 .....Completely  
 77 ...I had no questions or concerns  
 98 ...[DO NOT READ] Don't Know  
 99 ...[DO NOT READ] Prefer not to answer

**Y7. During this hospital stay, was information about your condition discussed with you in a way you could understand?**

- 1 .....Not At All
- 2 .....Partly
- 3 .....Quite a Bit
- 4 .....Completely
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Y8. During this hospital stay, do you feel you had a doctor or nurse that had a good understanding of your condition and treatment?**

- 1 .....Not At All
- 2 .....Partly
- 3 .....Quite a Bit
- 4 .....Completely
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Y9. During this hospital stay, when you used the call button to get help, was the response quick enough?**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 77 ...I did not use the call button
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Y10. During this hospital stay, did you receive the care you needed when you needed it?**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**[DO NOT READ] BC/ONTARIO MATERNITY MODULE**

**M1. Was your most recent stay at this hospital for a childbirth experience?**

- 1 .....Yes
- 2 .....No.....CHECK FLAG FOR REHAB, IF APPLICABLE GO TO REHAB MODULE, OTHERWISE S1 (Surgery module)

**M2INTRO**

The next set of questions are about the care you received related to your recent stay for a childbirth experience.

- M2. While in the hospital, did your doctor, midwife or nurse answer your questions about your childbirth in a way you could understand?**
- 1 .....Not At All
  - 2 .....Partly
  - 3 .....Quite a Bit
  - 4 .....Completely
  - 77 ...I did not have questions
  - 98 ...[DO NOT READ] Don't Know
  - 99 ...[DO NOT READ] Prefer not to answer
- M3. While in the hospital, were you given enough information about what to expect about your own physical recovery after birth?**
- 1 .....Not At All
  - 2 .....Partly
  - 3 .....Quite a Bit
  - 4 .....Completely
  - 77 ...I did not have questions
  - 98 ...[DO NOT READ] Don't Know
  - 99 ...[DO NOT READ] Prefer not to answer
- M4. While in the hospital, were you given enough information about any emotional changes you might experience after the birth?**
- 1 .....Not At All
  - 2 .....Partly
  - 3 .....Quite a Bit
  - 4 .....Completely
  - 98 ...[DO NOT READ] Don't Know
  - 99 ...[DO NOT READ] Prefer not to answer
- M5. While in the hospital, did your doctor, midwife, or nurse discuss different options for pain control during the labour and delivery with you?**
- 1 .....Not At All
  - 2 .....Partly
  - 3 .....Quite a Bit
  - 4 .....Completely
  - 98 ...[DO NOT READ] Don't Know
  - 99 ...[DO NOT READ] Prefer not to answer

**M6. Overall was your pain well controlled? Please answer on a scale where 0 is “Not controlled at all” and 10 is “Controlled completely.”**

0 .....Not Controlled at All

1 .....

2 .....

3 .....

4 .....

5 .....

6 .....

7 .....

8 .....

9 .....

10 ...Controlled Completely

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer

**M7. While in the hospital, did you get enough information about caring for your baby?**

1 .....Not At All

2 .....Partly

3 .....Quite a Bit

4 .....Completely

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer

**M8. While in the hospital, did you get enough information to support your decision to breast or bottle feed your baby?**

1 .....Not At All

2 .....Partly

3 .....Quite a Bit

4 .....Completely

77 ...Not applicable

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer

**M9. While in the hospital, did doctors, midwives or nurses give you the assistance and support you needed to help you breast feed your baby?**

1 .....Not At All

2 .....Partly

3 .....Quite a Bit

4 .....Completely

77 ...Not applicable

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer



**M10. While in the hospital, did you get enough information about bathing your baby?**

- 1 .....Not At All
- 2 .....Partly
- 3 .....Quite a Bit
- 4 .....Completely
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**M11. Newborn screening is a blood test done shortly after birth to test for treatable diseases that are not usually apparent in the newborn period. While in the hospital, were you offered a newborn screening test for your baby?**

- 1 .....Yes
- 2 .....No
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**M12. While in the hospital, did you get the information you needed about immunizations for your baby?**

- 1 .....Not At All
- 2 .....Partly
- 3 .....Quite a Bit
- 4 .....Completely
- 77 ...Not applicable
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**M13. While in the hospital, did you get enough information about caring for yourself?**

- 1 .....Not At All
- 2 .....Partly
- 3 .....Quite a Bit
- 4 .....Completely
- 77 ...Not applicable
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**M14. After the birth of your baby, were other family members or those close to you able to stay with you as much as you wanted?**

- 1 .....Never
- 2 .....Partly Sometimes
- 3 .....Usually
- 4 .....Always
- 5 .....No family or friends were involved
- 6 .....[DO NOT READ] Don't Know
- 7 .....[DO NOT READ] Prefer not to answer

**M15. While in the hospital, did doctors, midwives, or nurses respect your wishes for labour and delivery in the care that was provided?**

1 .....Not At All

2 .....Partly

3 .....Quite a Bit

4 .....Completely

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer

**M16. Before you left the hospital, did hospital staff tell you what symptoms to watch for in your baby?**

1 .....Not At All

2 .....Partly

3 .....Quite a Bit

4 .....Completely

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer

**M17. Before you left the hospital, were you given enough information about support services available in your community for you and your baby?**

1 .....Not At All

2 .....Partly

3 .....Quite a Bit

4 .....Completely

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer

**M18. Before you left the hospital, did you get enough information from hospital staff about appointments and tests you and your baby needed after you left the hospital?**

1 .....Not At All

2 .....Partly

3 .....Quite a Bit

4 .....Completely

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer

**M19. When you first brought your baby home, how confident did you feel about caring for your baby?**

1 .....Not At All

2 .....Partly

3 .....Quite a Bit

4 .....Completely

98 ...[DO NOT READ] Don't Know

99 ...[DO NOT READ] Prefer not to answer

**M20. After you left the hospital, did you receive a visit from a nurse at your home?**

- 1 .....Yes
- 2 .....No
- 3 .....No, and I needed one
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**M21. Did your prenatal care prepare you for your labour and delivery at the hospital?**

- 1 .....Not At All
- 2 .....Partly
- 3 .....Quite a Bit
- 4 .....Completely
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**M22. Was this your first childbirth experience?**

- 1 .....Yes
- 2 .....No
- 99 ...[DO NOT READ] Prefer not to answer

**[DO NOT READ] BC REHABILITATION MODULE**

**R1. During this hospital stay, how often did therapists treat you with courtesy and respect?**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 98 ...Don't Know
- 99 ...Prefer not to answer

**R2. During this hospital stay, how often did therapists listen carefully to you?**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 98 ...Don't Know
- 99 ...Prefer not to answer

**R3. During this hospital stay, how often did therapists explain things in a way you could understand?**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 98 ...Don't Know
- 99 ...Prefer not to answer

- R4. During this hospital stay, did your therapists, nurses and doctors work well together?**  
1 .....Not At All  
2 .....Partly  
3 .....Quite a Bit  
4 .....Completely  
98 ...[DO NOT READ] Don't Know  
99 ...[DO NOT READ] Prefer not to answer
- R5. During this hospital stay, were you encouraged to participate in setting your goals?**  
1 .....Not At All  
2 .....Partly  
3 .....Quite a Bit  
4 .....Completely  
98 ...[DO NOT READ] Don't Know  
99 ...[DO NOT READ] Prefer not to answer
- R6. During this hospital stay, was your therapy program explained to you in a way that you could understand?**  
1 .....Not At All  
2 .....Partly  
3 .....Quite a Bit  
4 .....Completely  
98 ...[DO NOT READ] Don't Know  
99 ...[DO NOT READ] Prefer not to answer
- R7. During this hospital stay, were you kept well-informed about your progress in areas that were important to you?**  
1 .....Not At All  
2 .....Partly  
3 .....Quite a Bit  
4 .....Completely  
98 ...[DO NOT READ] Don't Know  
99 ...[DO NOT READ] Prefer not to answer
- R8. During this hospital stay, were your family/friends involved in your rehabilitation as much as you wanted?**  
1 .....Not At All  
2 .....Partly  
3 .....Quite a Bit  
4 .....Completely  
77 ...Not Applicable  
98 ...[DO NOT READ] Don't Know  
99 ...[DO NOT READ] Prefer not to answer

- R9. During this hospital stay, did you accomplish what you expected in your rehabilitation program?**
- 1 .....Not At All
  - 2 .....Partly
  - 3 .....Quite a Bit
  - 4 .....Completely
  - 98 ...[DO NOT READ] Don't Know
  - 99 ...[DO NOT READ] Prefer not to answer
- R10. During this hospital stay, did the program staff make changes to your program as necessary?**
- 1 .....Not At All
  - 2 .....Partly
  - 3 .....Quite a Bit
  - 4 .....Completely
  - 98 ...[DO NOT READ] Don't Know
  - 99 ...[DO NOT READ] Prefer not to answer
- R11. During this hospital stay, did you learn what you needed to know in order to manage your condition?**
- 1 .....Not At All
  - 2 .....Partly
  - 3 .....Quite a Bit
  - 4 .....Completely
  - 77 ...Not Applicable
  - 98 ...[DO NOT READ] Don't Know
  - 99 ...[DO NOT READ] Prefer not to answer
- R12. During this hospital stay, did your care staff tell you what to expect about how you might progress in regaining your abilities?**
- 1 .....Not At All
  - 2 .....Partly
  - 3 .....Quite a Bit
  - 4 .....Completely
  - 98 ...[DO NOT READ] Don't Know
  - 99 ...[DO NOT READ] Prefer not to answer
- R13. During this hospital stay, were you given adequate information about support services in the community?**
- 1 .....Not At All
  - 2 .....Partly
  - 3 .....Quite a Bit
  - 4 .....Completely
  - 77 ...I did not require support services
  - 98 ...[DO NOT READ] Don't Know
  - 99 ...[DO NOT READ] Prefer not to answer

**R14. Before you left the hospital, did hospital staff make referrals for home care nurses?**

- 1 .....Yes
- 2 .....No
- 77 ...I did not require home care nurses
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**R15. Before you left the hospital, did hospital staff make referrals for community therapists/outpatient therapy?**

- 1 .....Yes
- 2 .....No
- 77 ...I did not require community therapists/outpatient therapy
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**[DO NOT READ] BC SURGICAL MODULE [ALL RESPONDENTS TO RECEIVE S1 TO BE SCREENED FOR MODULE]**

**S1. [ASK ALL RESPONDENTS] During your stay in hospital, did you have an operation?**

- 1 .....Yes
- 2 .....No..... → SKIP TO Q56INTRO
- 98 ...[DO NOT READ] Don't Know ..... → SKIP TO Q56INTRO
- 99 ...[DO NOT READ] Prefer not to answer..... → SKIP TO Q56INTRO

**S2. The next set of questions are about the care you received related to your operation. Before your operation, did hospital staff and/or doctors explain the risks and benefits of the operation in a way you could understand?**

- 1 .....Not At All
- 2 .....Partly
- 3 .....Quite a Bit
- 4 .....Completely
- 77 ...I did not want an explanation
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**S3. Before your operation, did hospital staff answer your questions about the operation in a way you could understand?**

- 1 .....Not At All
- 2 .....Partly
- 3 .....Quite a Bit
- 4 .....Completely
- 77 ...I did not have any questions
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**S4. Before your operation, were you told how you could expect to feel after you had the operation?**

- 1 .....Not At All
- 2 .....Partly
- 3 .....Quite a Bit
- 4 .....Completely
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**S5. After your operation, did hospital staff explain how the operation had gone in a way you could understand?**

- 1 .....Not At All
- 2 .....Partly
- 3 .....Quite a Bit
- 4 .....Completely
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**[DO NOT READ] BC PATIENT SAFETY MODULE**

**Q55INTRO**

The next set of questions are about your medications and ways hospitals try to keep you safe.

**Q59. Patients may take prescription and non-prescription medicines, including vitamins, herbal medicines, and over-the-counter medicines. When you arrived at the hospital, did a doctor, nurse, [INSERT "midwife," if M1=1] or pharmacist ask you about all the medicines you had been taking at home?**

- 1 .....Yes
- 2 .....No
- 98 ...Don't Remember
- 99 ...[DO NOT READ] Prefer not to answer

**Q60. Before leaving the hospital patients should receive information in writing about what medicines to stop, change or start taking. Was the written information you received about your medicines easy to understand?**

- 1 .....Not At All
- 2 .....Partly
- 3 .....Quite a Bit
- 4 .....Completely
- 5 .....I didn't need any medicine
- 6 .....I didn't receive any written information
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q61. During this hospital stay, did staff check your identification band before giving you medications, treatments, or tests?**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

#### **Q62INTRO**

**Cleaning your hands is the single most important thing you, your care providers, your family member and your visitors can do to prevent infections. All care providers are expected to clean their hands before caring for you. Hand cleaning includes washing with soap and water or using an alcohol-based hand rub.**

**Q62. During this hospital stay, did you notice your doctor(s) wash or clean their hands before caring for you?**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q63. During this hospital stay, did you notice other care providers wash or clean their hands before caring for you?**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q64. During this hospital stay, did hospital staff tell you about the the importance of washing or cleaning your own hands?**



- 1 .....Not At All
- 2 .....Partly
- 3 .....Quite a Bit
- 4 .....Completely
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q65. During this hospital stay, did hospital staff show you how to properly wash or clean your own hands?**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q66. During this hospital stay, did hospital staff tell you about products available for you to wash or clean your own hands?**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q67. During this hospital stay, would you have been comfortable asking your care providers if they had washed or cleaned their hands before caring for you?**

- 1 .....Never
- 2 .....Sometimes
- 3 .....Usually
- 4 .....Always
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q68. During this hospital stay, do you believe you or your family members suffered personal injury or harm, which resulted from a medical error or mistake?**

- 1 .....Not At All
- 2 .....Partly
- 3 .....Quite a Bit
- 4 .....Completely
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q69. Do you feel your spiritual needs are an important part of your overall care?**

- 1 .....Yes
- 2 .....No..... → SKIP TO Q71
- 77 ...I do not have spiritual needs..... → SKIP TO Q71
- 98 ...[DO NOT READ] Don't Know ..... → SKIP TO Q71
- 99 ...[DO NOT READ] Prefer not to answer..... → SKIP TO Q71

**Q70. During this hospital stay, were your spiritual needs met?**

- 1 .....Not At All
- 2 .....Partly
- 3 .....Quite a Bit
- 4 .....Completely
- 77 ...I did not want spiritual care
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q71. During this hospital stay, do you feel you were treated with compassion?**

- 1 .....Not At All
- 2 .....Partly
- 3 .....Quite a Bit
- 4 .....Completely
- 5. ....[DO NOT READ] Don't Know
- 6 .....[DO NOT READ] Prefer not to answer

**Q72. During this hospital stay, do you feel that your care providers were respectful of your culture and traditions?**

- 1 .....Not At All
- 2 .....Partly
- 3 .....Quite a Bit
- 4 .....Completely
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**[DO NOT READ] EQ-5D**

**[PROGRAMMING NOTE: Alternate ordering of administration of EQ-5D and VR-12 with every other respondent. Respondent 1 gets EQ-5D first; respondent 2 gets VR-12 first...etc.]**

**Q73. The next set of questions is about how your health is today. We would like to know how good or bad your health is TODAY. On a scale numbers from 0 to 100, where 100 means the best health you can imagine and 0 means the worst health you can imagine, where would you say your health is at TODAY?**

- 1 .....[OPEN TEXT FIELD WITH PARAMETERS ACCEPTING VALUES 0 to 100 ONLY]
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q74. For each of the following statements, please specify which one best describes your health TODAY. (Select one)**

- 1 .....I have no problems in walking about
- 2 .....I have slight problems in walking about
- 3 .....I have moderate problems in walking about
- 4 .....I have severe problems in walking about
- 5 .....I am unable to walk about

**Q75. For each of the following statements, please specify which one best describes your health TODAY. (Select one)**

- 1 .....I have no problems in washing or dressing myself
- 2 .....I have slight problems in washing or dressing myself
- 3 .....I have moderate problems in washing or dressing myself
- 4 .....I have severe problems in washing or dressing myself
- 5 .....I am unable to wash or dress myself

**Q76. For each of the following statements, please specify which one best describes your health TODAY. (Select one)**

- 1 .....I have no problems doing my usual activities (e.g., work, study, housework, family or leisure activities)
- 2 .....I have slight problems doing my usual activities (e.g., work, study, housework, family or leisure activities)
- 3 .....I have moderate problems doing my usual activities (e.g., work, study, housework, family or leisure activities)
- 4 .....I have severe problems doing my usual activities (e.g., work, study, housework, family or leisure activities)
- 5 .....I am unable to do my usual activities (e.g., work, study, housework, family or leisure activities)

**Q77. For each of the following statements, please specify which one best describes your health TODAY. (Select one)**

- 1 .....I have no pain or discomfort
- 2 .....I have slight pain or discomfort
- 3 .....I have moderate pain or discomfort
- 4 .....I have severe pain or discomfort
- 5 .....I have extreme pain or discomfort

**Q78. For each of the following statements, please specify which one best describes your health TODAY. (Select one)**

- 1 .....I am not anxious or depressed
- 2 .....I am slightly anxious or depressed
- 3 .....I am moderately anxious or depressed
- 4 .....I am severely anxious or depressed
- 5 .....I am extremely anxious or depressed

[DO NOT READ] VR-12

#### Q79INTRO

This set of questions asks for your views about your health. This information will help keep track of how you feel and how well you are able to do your usual activities. If you are unsure how to answer a question, please give the best answer you can.

**Q79. In general, would you say your health is....?**

[READ ORDER OF RESPONSES FROM EXCELLENT TO POOR]

- 1 .....Excellent
- 2 .....Very good
- 3 .....Good
- 4 .....Fair
- 5 .....Poor
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q80. The following questions are about activities you might do during a typical day. As I read each item, please tell me if your health now limits you a lot, limits you a little, or does not limit you at all.**

Q80a. **Moderate activities**, such as moving a table, pushing a vacuum cleaner, bowling, or playing golf?

[READ CATAGORIES TO RESPONDENTS]

- 1 .....Limited a lot
- 2 .....Limited a little
- 3 .....Not at all limited
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

Q80b. Climbing **several** flights of stairs?

[READ CATAGORIES TO RESPONDENTS]

- 1 .....Limited a lot
- 2 .....Limited a little
- 3 .....Not at all limited
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q81. During the past week, have you had any of the following problems with your work or other regular activities as a result of your physical health?**

Q81a. **Accomplished less** than you would like.

[READ CATAGORIES TO RESPONDENTS]

- 1 .....None of the time
- 2 .....A little of the time
- 3 .....Some of the time
- 4 .....Most of the time
- 5 .....All of the time
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

Q81b. Were limited in the **kind** of work or other activities.

[READ CATAGORIES TO RESPONDENTS]

- 1 .....None of the time
- 2 .....A little of the time
- 3 .....Some of the time
- 4 .....Most of the time
- 5 .....All of the time
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q82. During the past week, had any of the following problems with your work or other regular daily activities as a result of any emotional problems (such as feeling depressed or anxious)?**

Q82a. **Accomplished less** than you would like.

[READ CATAGORIES TO RESPONDENTS]

- 1 .....None of the time
- 2 .....A little of the time
- 3 .....Some of the time
- 4 .....Most of the time
- 5 .....All of the time
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

Q82b. Didn't do work or other activities as **carefully as** usual.

[READ CATAGORIES TO RESPONDENTS]

- 1 .....None of the time
- 2 .....A little of the time
- 3 .....Some of the time
- 4 .....Most of the time
- 5 .....All of the time
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q83. During the past week, how much did pain interfere with your normal work (including both work outside the home and house work)?**

[READ CATAGORIES TO RESPONDENTS]

- 1 .....Not at all
- 2 .....A little bit
- 3 .....Moderately
- 4 .....Quite a bit
- 5 .....Extremely
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q84. These questions are about how you feel and how things have been with you during the past week. For each question, please give the one answer that comes closest to the way you have been feeling.**

Q84a. Have you felt **calm and peaceful**?

[READ CATAGORIES TO RESPONDENTS]

- 1 .....All of the time
- 2 .....Most of the time
- 3 .....A good bit of the time
- 4 .....Some of the time
- 5 .....A little of the time
- 6 .....None of the time
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

Q84b. Did you have **a lot of energy**?

[READ CATAGORIES TO RESPONDENTS]

- 1 .....All of the time
- 2 .....Most of the time
- 3 .....A good bit of the time
- 4 .....Some of the time
- 5 .....A little of the time
- 6 .....None of the time
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

Q84c. Have you felt **downhearted and blue**?

[READ CATAGORIES TO RESPONDENTS]

- 1 .....All of the time
- 2 .....Most of the time
- 3 .....A good bit of the time
- 4 .....Some of the time
- 5 .....A little of the time
- 6 .....None of the time
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q85. During the past week, how much of the time has your physical health or emotional problems interfered with your social activities (like visiting with friends, relatives, etc.)?**

[READ CATAGORIES TO RESPONDENTS]

- 1 .....All of the time
- 2 .....Most of the time
- 3 .....Some of the time
- 4 .....A little of the time
- 5 .....None of the time
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q86. Now we'd like to ask you some questions about how your health may have changed. Compared to one year ago, how would you rate your physical health in general now?**

[READ CATAGORIES TO RESPONDENTS]

- 1 .....Much better
- 2 .....Slightly better
- 3 .....About the same
- 4 .....Slightly worse
- 5 .....Much worse
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q87. Compared to one year ago, how would you rate your emotional problems (such as feeling anxious, depressed or irritable) now?**

[READ CATAGORIES TO RESPONDENTS]

- 1 .....Much better
- 2 .....Slightly better
- 3 .....About the same
- 4 .....Slightly worse
- 5 .....Much worse
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**[DO NOT READ] CPES-IC CONTINUED**

**Q88INTRO**

**The last few questions are about you. This information will only be used to group our results.**

**Q88. In general, how would you rate your overall physical health?**

- 1 .....Excellent
- 2 .....Very good
- 3 .....Good
- 4 .....Fair
- 5 .....Poor
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q89. In general, how would you rate your overall mental or emotional health?**

- 1 .....Excellent
- 2 .....Very good
- 3 .....Good
- 4 .....Fair
- 5 .....Poor
- 98 ...[DO NOT READ] Don't Know



99 ...[DO NOT READ] Prefer not to answer

**Q90. What is the highest grade or level of school that you have completed?**

**[SURVEYOR NOTE: ACADEMIC TRAINING BEYOND A HIGH SCHOOL DIPLOMA THAT DOES NOT LEAD TO A BACHELORS DEGREE SHOULD BE CODED AS “Undergraduate degree or some university”. IF THE RESPONDENT DESCRIBES NON-ACADEMIC TRAINING, SUCH AS TRADE SCHOOL, PROBE TO FIND OUT IF S/HE HAS A HIGH SCHOOL DIPLOMA AND CODE “ High school or high school equivalency certificate” OR “ Some high school, but did not graduate”, AS APPROPRIATE.]**

- 1 .....8<sup>th</sup> grade or less
- 2 .....Some high school, but did not graduate
- 3 .....High school or high school equivalency certificate
- 4 .....College, CEGEP or other non-university certificate or diploma
- 5 .....Undergraduate degree or some university
- 6 .....Post-graduate degree or professional designation
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**Q91. The following question will help us to better understand the communities that we serve. Do you consider yourself to be...? (Select all that apply)**

**[SURVEYOR NOTE: READ OPTIONS UNTIL OPTION IS SELECTED, BUT CONTINUE TO READ ALL RACE CATEGORIES PAUSING AT EACH RACE CATEGORY TO ALLOW THE RESPONDENT TO REPLY TO EACH RACE CATEGORY (FOR MULTI-RACIAL INDIVIDUALS).**

**IF THE RESPONDENT REPLIES, “WHY ARE YOU ASKING MY RACE?”:**

**We ask about your race for demographic purposes. We want to be sure that the people we survey accurately represent the racial diversity in this country.**

**IF THE RESPONDENT REPLIES, “I ALREADY TOLD YOU MY RACE”:**

**I understand, however the survey requires me to ask about all races so results can include people who are multiracial. If the race does not apply to you please answer no. Thanks for your patience. ]**

- 1 .....White
- 2 .....Chinese
- 3 .....First Nation
- 4 ....Inuit
- 5 .....Métis
- 6 .....Indigenous/Aboriginal (not included elsewhere)
- 7 .....South Asian (for example, East Indian, Pakistani, Sri Lankan, etc.)
- 8 .....Black
- 9 .....Filipino
- 10 ...Latin American
- 11 ...Southeast Asian (for example, Vietnamese, Cambodian, Malaysian, Laotian, etc.)
- 12 ...Korean
- 13 ...Japanese
- 14 ...Other
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**APL1. [NHA Aboriginal Self Identified Patients Only] Were you visited by the Aboriginal Patient Liaison during this hospital stay?**

- 1 .....Yes → Continue to APL2
- 2 .....Did not visit → Skip to Q92
- 3 .....No, but would have liked visit → Skip to Q92
- 97 ...[DO NOT READ] Not applicable → Skip to Q92

**APL2. Did the visit(s) by the Aboriginal Patient Liaison help meet your needs?**

- 1 .....Not at all
- 2 .....Partly
- 3 .....Quite a bit
- 4 .....Completely
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**APL3. Do you feel your cultural needs are an important part of your hospital care?**

- 1 .....Yes → Continue to APL4
- 2 .....No → Skip to Q92
- 3 .....I do not have cultural needs → Skip to Q92
- 98 ...[DO NOT READ] Don't Know → Skip to Q92
- 99 ...[DO NOT READ] Prefer not to answer → Skip to Q92

**APL4. Do you feel that the hospital staff was respectful of your culture?**

- 1 .....Not at all
- 2 .....Partly
- 3 .....Quite a bit
- 4 .....Completely
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

**[DO NOT READ] FINAL OPEN-ENDED QUESTION**

**Q92INTRO**

**My final question is to ask you if there is anything else you would like to tell us about your hospital experience. We would like to know...**

**Q92. What is the most important change we could make on this hospital unit? We welcome your additional comments.**

- 1 .....[ENTER COMMENT]
- 2 .....No
- 98 ...[DO NOT READ] Don't Know
- 99 ...[DO NOT READ] Prefer not to answer

## **SURVEY END**

**[READ ONLY IF RESPONDENT ASKS]** If you would like to speak with someone regarding your care experience, please contact the Patient Care Quality Office at [toll free number inserted based on HA]

**[READ]** Thank you for taking the time to complete this survey. Your answers are greatly appreciated. The results will be posted on the Ministry of Health and health authority public websites in the Spring of 2017.

**Have a nice evening / good day. Goodbye.**

## ***APPENDIX C: 2016/17 ACUTE INPATIENT SECTOR SURVEY CODEBOOK***

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Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
Canadian Patient Experiences Survey - Inpatient Care							
CARE FROM NURSES							
During this hospital stay, how often did nurses treat you with courtesy and respect?	Nurses show courtesy and respect	Q1	1	Never	No	No	521
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, how often did nurses listen carefully to you?	Nurses listen carefully	Q2	1	Never	No	No	521
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, how often did nurses explain things in a way you could understand?	Nurses explain things	Q3	1	Never	No	No	521
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?	Call button help	Q4	1	Never	No	No	522
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			77	I never pressed the call button	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
CARE FROM DOCTORS							
During this hospital stay, how often did doctors treat you with courtesy	Doctors show courtesy and respect	Q5	1	Never	No	No	521
			2	Sometimes	No	No	

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
and respect?			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, how often did doctors listen carefully to you?	Doctors listen carefully	Q6	1	Never	No	No	521
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, how often did doctors explain things in a way you could understand?	Doctors explain things	Q7	1	Never	No	No	521
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
HOSPITAL ENVIRONMENT							
During this hospital stay, how often were your room and bathroom kept clean?	Cleanliness	Q8	1	Never	No	No	522
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, how often was the area around your room quiet at night?	Quietness	Q9	1	Never	No	No	522
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
HOSPITAL EXPERIENCES							
During this hospital stay, did you need	Patients who required	Q10	1	Yes	*	*	599

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
help from nurses or other hospital staff in getting to the bathroom or in using a bedpan? If No, DK/NA/PNTA, go to Q12	bathroom assistance during their stay		2	No	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?	Bathroom help	Q11	1	Never	No	No	522
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			97	Not Applicable	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, did you need medicine for pain? If No, DK/PNTA, go to Q15	Patients who required medicine for pain during their stay	Q12	1	Yes	*	*	599
			2	No	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, how often was your pain well controlled? Would you say....	Pain controlled	Q13	1	Never	No	No	522
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, how often did the hospital staff do everything they could to help you with your pain? Would you say....	Help with pain	Q14	1	Never	No	No	522
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, were you given any medicine that you had <u>not taken</u> before? If No, DK/PNTA, go to Q18INTRO	Patients who received medicine not previously taken while in hospital	Q15	1	Yes	*	*	599
			2	No	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	



Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
Before giving you any <u>new</u> medicine, how often did hospital staff tell you what the medicine was for? Would you say....	Explain new medicine	Q16	1	Never	No	No	521
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Before giving you any <u>new</u> medicine, how often did hospital staff describe possible side effects in a way you could understand? Would you say....	Explain possible side-effects of medication	Q17	1	Never	No	No	521
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
LEAVING HOSPITAL							
After you left the hospital, did you go directly to.... If Another Health Authority, DK/PNTA, go to Q21	After discharge, patients went directly to ...	Q18	1	Your Own Home	*	*	599
			2	Someone Else's Home	*	*	
			3	Another Health Facility	*	*	
			98	Don't Know/Missing	*	*	
			99	Prefer not to answer	*	*	
During your hospital stay, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you left the hospital?	Confirmed post discharge needs	Q19	1	Yes	Yes	Yes	520
			2	No	No	No	
			97	Not Applicable	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, did you get information <u>in writing</u> about what symptoms or health problems to look out for after you left the hospital?	Post-discharge health issue signs	Q20	1	Yes	Yes	Yes	520
			2	No	No	No	
			97	Not Applicable	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
OVERALL RATING OF HOSPITAL							
Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?	Hospital Rating	Q21	0	Worst Hospital Possible	No	No	523
			1		No	No	
			2		No	No	
			3		No	No	
			4		No	No	
			5		No	No	
			6		Yes	No	
			7		Yes	No	
			8		Yes	No	
			9		Yes	Yes	
			10	Best Hospital Possible	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Would you recommend <INSERT NAME OF HOSP> to your friends and family? Would you say....	Intent to recommend hospital	Q22	1	Definitely No	No	No	523
			2	Probably No	No	No	
			3	Probably Yes	Yes	No	
			4	Definitely Yes	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
HOSPITAL ARRIVAL							
When you arrived at the hospital, did you go to the Emergency Department? If Yes, go to Q26	Patients who went to the Emergency Department upon admission	Q23	1	Yes	*	*	523
			2	No	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Before coming to the hospital, did you have enough information about what was going to happen during the admission process?	Enough information given about admission process, prior to arrival (Direct Admission)	Q24	1	Not At All	No	No	520
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
			99	Prefer not to answer	*	*	
Was your admission into the hospital organized? For all responses, go to Q30	Admission into the hospital organized (Direct Admission)	Q25	1	Not At All	No	No	520
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
When you were in the Emergency Department, did you get enough information about your condition and treatment?	Enough information given about condition and treatment in ED (Admission through ED)	Q26	1	Not At All	No	No	521
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Were you given enough information about what was going to happen during your admission to the hospital?	Enough information given about admission to the hospital (Admission through ED)	Q27	1	Not At All	No	No	521
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
After you knew that you needed to be admitted to a hospital bed, did you have to wait too long before getting there?	Waiting too long in ED for a hospital bed (Admission through ED)	Q28	1	Yes	No	No	520
			2	No	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Was your transfer from the Emergency Department into the hospital bed organized?	Transfer from ED to hospital bed organized (Admission through ED)	Q29	1	Not At All	No	No	520
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
DURING HOSPITAL STAY							

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
Do you feel that there was good communication about your care between doctors, nurses and other hospital staff?	Communication among care providers	Q30	1	Never	No	No	520
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
How often did doctors, nurses and other hospital staff seem informed and up-to-date about your hospital care?	Staff informed about patient care	Q31	1	Never	No	No	520
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
How often were tests and procedures done when you were told they would be done?	Tests and procedures performed	Q32	1	Never	No	No	520
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			77	I did not have any tests or procedures	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, did you get all the information you needed about your condition and treatment?	Received information about condition and treatment	Q33	1	Never	No	No	521
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Did you get the support you needed to help with any anxieties, fears, or worries you had during this hospital stay?	Emotional support	Q34	1	Never	No	No	521
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
			77	Not Applicable	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Were you involved as much as you wanted to be in decisions about your care and treatment during this hospital stay?	Involvement in care decisions	Q35	1	Never	No	No	521
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During your hospital stay, were your family or friends involved as much as you wanted in decisions about your care and treatment?	Family and friends involvement in care decisions	Q36	1	Never	No	No	521
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			5	Did not want them involved	*	*	
			6	Did not have family or friends to be involved	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
LEAVING HOSPITAL							
Before you left the hospital, did you have a clear understanding about all of your prescribed medications, including those you were taking before your hospital stay?	Clear understanding of prescribed medications at discharge	Q37	1	Not At All	No	No	520
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			77	Not Applicable	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Did you receive enough information from hospital staff about what to do if you were worried about your condition or treatment <u>after</u> you left	Information if worried about condition or treatment after discharge	Q38	1	Not At All	No	No	520
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
the hospital?			77	Not Applicable	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
When you left the hospital, did you have a better understanding of your condition than when you entered?	Understanding about condition	Q39	1	Not At All	No	No	520
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			77	Not Applicable	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
OVERALL RATINGS							
Overall, on a scale of 0 to 10, do you feel you were helped by your hospital stay? Please answer on a scale where 0 is "not helped at all" and 10 is "helped completely."	Hospital Stay Helpful	Q40	0	Not helped at all	No	No	523
			1		No	No	
			2		No	No	
			3		No	No	
			4		No	No	
			5		No	No	
			6		Yes	No	
			7		Yes	No	
			8		Yes	No	
			9		Yes	Yes	
			10	Helped completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
On a scale of 0 to 10, what was your overall experience with your hospital stay? Please answer on a scale where 0 is "I had a poor experience" and 10 is "I had a very good experience."	Hospital Experience	Q41	0	I had a very poor experience	No	No	523
			1		No	No	
			2		No	No	
			3		No	No	
			4		No	No	

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
			5		No	No	
			6		Yes	No	
			7		Yes	No	
			8		Yes	No	
			9		Yes	Yes	
			10	I had a very good experience	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
CONTINUITY ACROSS TRANSITIONS IN CARE							
During this hospital stay, did doctors tell you what would happen next during your care?	While in hospital, doctors informed patients about what would happen next in their care	Q42	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, did nurses tell you what would happen next during your care?	While in hospital, nurses informed patients about what would happen next in their care	Q43	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, did you get consistent information from your doctors, nurses and other hospital staff?	Patients received consistent information from doctors, nurses, and other hospital staff	Q44	1	Never	No	No	599
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
During your hospital stay, when your doctors changed, did the next doctor seem up-to-date on your care?	Following a change in doctors, patients perceived the next doctor to be up-to-date on their care	Q45	1	Never	No	No	599
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			77	There were no changes in the doctors	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, when your doctors changed, did you have confidence in the care the next doctor provided?	Following a change in doctors, patients were confident in the care provided by the next doctor	Q46	1	Never	No	No	599
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			77	There were no changes in the doctors	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, when your nurses changed, did the next nurse seem up-to-date about your care?	Following a change in nurses, patients perceived the next nurse to be up-to-date on their care	Q47	1	Never	No	No	599
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, when your nurses changed, did you have confidence in the care the next nurse provided?	Following a change in nurses, patients were confident in the care provided by the next nurse	Q48	1	Never	No	No	599
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Before you left the hospital, did the doctors, nurses or other hospital staff	Prior to discharge, doctors, nurses, or	Q49	1	Not At All	No	No	599
			2	Partly	No	No	



Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
give your family or someone close to you enough information to help care for you?	other hospital staff provided families/supports with adequate care information		3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			5	Did not want information provided to anyone	*	*	
			6	Did not need information provided to anyone	*	*	
			7	Had no family or friends involved	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Before you left the hospital, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you went home?	Prior to discharge, doctors, nurses, or other hospital staff asked patients whether they had help at home	Q50	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Before you left the hospital, did you get enough information from hospital staff about appointments and tests you needed after you left the hospital?	Prior to discharge, doctors, nurses, or other hospital staff received enough information about upcoming appointments and tests	Q51	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			77	Did not need appointments or tests after leaving the hospital	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Before you left the hospital, were you told when you can resume your regular daily activities?	Prior to discharge, patients were told when they could resume regular daily	Q52	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
	activities		98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
After you left the hospital, did someone from the hospital contact you to see how you were doing?	Patients were contacted by a hospital staff member after discharge to see how they were doing	Q53	1	Yes - Someone from the hospital	Yes	Yes	599
			2	Yes - Someone from my doctor's office	Yes	Yes	
			3	Yes - Someone else	Yes	Yes	
			4	No	No	No	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
After you left the hospital, did the doctors or other staff who usually provide your medical care seem informed and up-to-date about the care you received in the hospital?	After leaving the hospital, doctors or other staff who usually provide medical care seemed informed and up-to-date about care received while in hospital	Q54	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			5	Did not need care after leaving the hospital	*	*	
			6	Did not have a place where usually receive medical care	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
BC PAEDIATRICS							
PAEDIATRICS							
During this hospital stay, did the nurses pay enough attention to your experiences and suggestions in caring for your child?	Nurses paid enough attention to parent experiences and suggestions in caring for their child	P1	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, did you feel	Parents felt welcome to	P2	1	Not At All	No	No	599

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
welcome to stay with your child as much as you wanted?	stay with their children as much as they wanted		2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, did someone on the hospital staff teach you what you needed to know to care for your child at home?	Hospital staff taught parents what they needed to know to care for their children at home	P3	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			77	Not Applicable	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, was your child ever in any pain? If No, DK/PNA go to P6	Parents who reported their child was in pain while in hospital	P4	1	Yes	*	*	599
			2	No	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, did a doctor or nurse ask your child questions about his or her pain?	Doctor or nurse asked child questions about pain	P5	1	Never	No	No	599
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			77	Child is too young	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, were nurses available to answer your questions or concerns when you needed them?	Nurses were available to answer parent questions or concerns	P6	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			77	Had no questions or concerns	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
During this hospital stay, was information about his or her condition discussed with your child in a way he or she could understand?	Information about condition was explained to children in a way they could understand	P7	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			77	Child is too young/could not understand	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, do you feel you had a doctor or nurse that had a good understanding of your child's condition and treatment?	Parents felt that the care team had a good understanding of child's condition/treatment	P8	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, when you or your child used the call button to get help, was the response quick enough?	Help was received promptly after parent or child pressed the call button	P9	1	Never	No	No	599
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			77	Did not use the call button	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, did your child receive the care he or she needed when he or she needed it?	Child received the care they needed when they needed it	P10	1	Never	No	No	599
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
YOUTH							
During this hospital stay, did the nurses pay enough attention to your	Nurses paid attention to the experiences and	Y1	1	Not At All	No	No	599
			2	Partly	No	No	

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
experiences and suggestions in caring for you?	suggestions of youth when caring for them		3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, did your family and friends feel welcome to stay with you as much as you wanted?	Family/friends felt welcome to stay with youth as much as they wanted	Y2	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			77	Had no family or friends involved	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, did someone on the hospital staff teach you what you needed to know to care for yourself at home?	Hospital staff taught youth what they needed to know to care for themselves at home	Y3	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			77	Not Applicable	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, were you ever in any pain? If No, DK/PNA go to Y6	Youth who reported being in pain while in hospital	Y4	1	Yes	*	*	599
			2	No	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, did a doctor or nurse ask you questions about your pain?	Doctor or nurse asked youth questions about their pain	Y5	1	Never	No	No	599
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, were the nurses available to answer your questions or concerns when you	Nurses were available to answer questions or concerns of youth	Y6	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
needed them?			4	Completely	Yes	Yes	
			77	Had no questions or concerns	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, was information about your condition discussed with you in a way you could understand?	Information about condition was explained to youth in a way they could understand	Y7	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, do you feel you had a doctor or nurse that had a good understanding of your condition and treatment?	Youth felt that the care team had a good understanding of their condition/treatment	Y8	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, when you used the call button to get help, was the response quick enough?	Youth received help promptly after pressing the call button	Y9	1	Never	No	No	599
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			77	Did not use the call button	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, did you receive the care you needed when you needed it?	Youth received the care they needed when they needed it	Y10	1	Never	No	No	599
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
MATERNITY							

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
Was your most recent stay at this hospital for a childbirth experience?	Hospital stay was for a childbirth experience	M1	1	Yes	*	*	599
			2	No	*	*	
While in the hospital, did your doctor, midwife or nurse answer your questions about your childbirth in a way you could understand?	Questions about childbirth were answered in an understandable way	M2	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			77	Did not have questions	*	*	
			98	Don't Know	*	*	
While in the hospital, were you given enough information about what to expect about your own <u>physical recovery</u> after birth?	Patients were provided enough information while in hospital about their physical recovery following childbirth	M3	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			77	Did not have questions	*	*	
			98	Don't Know	*	*	
While in the hospital, were you given enough information about any <u>emotional changes</u> you might experience after the birth?	Patients were provided with enough information while in hospital about emotional changes following childbirth	M4	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
While in the hospital, did your doctor, midwife, or nurse discuss different options for pain control during the labour and delivery with you?	Different options for labour and delivery pain control were discussed with patients	M5	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
Overall was your pain well controlled? Please answer on a scale where 0 is "Not controlled at all" and 10 is "Controlled completely."	Patient childbirth pain was well controlled; on a scale from 0 (not controlled at all) to 10 (controlled completely)	M6	0	Not Controlled at All	No	No	599
			1		No	No	
			2		No	No	
			3		No	No	
			4		No	No	
			5		No	No	
			6		Yes	No	
			7		Yes	No	
			8		Yes	No	
			9		Yes	Yes	
			10	Controlled Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
While in the hospital, did you get enough information about caring for your baby?	While in hospital, patients received adequate information about caring for their babies	M7	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
While in the hospital, did you get enough information to support your decision to breast or bottle feed your baby?	While in hospital, patients received adequate information to support decisions about breast or bottle feeding	M8	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			77	Not applicable	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
While in the hospital, did doctors, midwives or nurses give you the assistance and support you needed to help you breast feed your baby?	While in hospital, patients received adequate breast feeding assistance and support	M9	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			77	Not applicable	*	*	



Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
While in the hospital, did you get enough information about bathing your baby?	While in hospital, patients received adequate information about bathing their babies	M10	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Newborn screening is a blood test done shortly after birth to test for treatable diseases that are not usually apparent in the newborn period. While in the hospital, were you offered a newborn screening test for your baby?	Parents were offered a newborn screening test for their baby	M11	1	Yes	Yes	Yes	599
			2	No	No	No	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
While in the hospital, did you get the information you needed about immunizations for your baby?	While in hospital, patients received adequate information about immunizations for their babies	M12	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			77	Not applicable	*	*	
			98	Don't Know	*	*	
While in the hospital, did you get enough information about caring for yourself?	While in hospital, patients received adequate information about caring for themselves	M13	99	Prefer not to answer	*	*	599
			1	Not At All	No	No	
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			77	Not applicable	*	*	
After the birth of your baby, were other family members or those close to you able to stay with you as much	Family members could stay with patients as much as they wanted	M14	98	Don't Know	*	*	599
			99	Prefer not to answer	*	*	
			1	Never	No	No	
			2	Partly Sometimes	No	No	
			3	Usually	Yes	No	

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
as you wanted?	after delivery		4	Always	Yes	Yes	
			5	No family or friends were involved	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
While in the hospital, did doctors, midwives, or nurses respect your wishes for labour and delivery in the care that was provided?	Delivery team provided labour and delivery care that aligned with the wishes of patients	M15	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Before you left the hospital, did hospital staff tell you what symptoms to watch for in your baby?	Hospital staff provided patients with information on what symptoms to watch for in their babies	M16	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Before you left the hospital, were you given enough information about support services available in your community for you and your baby?	Parents received adequate information about post-partum and newborn community support services	M17	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Before you left the hospital, did you get enough information from hospital staff about appointments and tests <u>you and your baby</u> needed after you left the hospital?	Parents received adequate information about upcoming appointments and tests	M18	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
When you first brought your baby home, how confident did you feel about caring for your baby?	Level of confidence of parents in caring for their newborn after	M19	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
	leaving the hospital		4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
After you left the hospital, did you receive a visit from a nurse at your home?	Patients received a home visit from nurse after discharge	M20	1	Yes	Yes	Yes	599
			2	No	No	No	
			3	No and needed one	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Did your prenatal care prepare you for your labour and delivery at the hospital?	Patients felt that prenatal classes helped prepare them for labour and delivery	M21	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Was this your first childbirth experience?	This was the first childbirth experience for the patient	M22	1	Yes	*	*	599
			2	No	*	*	
			99	Prefer not to answer	*	*	
BC REHABILITATION							
During this hospital stay, how often did therapists treat you with <u>courtesy and respect</u> ?	Therapists treated patients with courtesy and respect	R1	1	Never	No	No	599
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, how often did therapists <u>listen carefully to you</u> ?	Therapists listened carefully to patients	R2	1	Never	No	No	599
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, how often	Therapists explained	R3	1	Never	No	No	599

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
did therapists <u>explain things</u> in a way you could understand?	things in a way that patients could understand		2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, did your therapists, nurses and doctors work well together?	Therapists, nurses and doctors worked well together	R4	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, were you encouraged to participate in setting your goals?	Patients were encouraged to participate in setting their goals	R5	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, was your therapy program explained to you in a way that you could understand?	Therapy program was explained in a way patients could understand	R6	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, were you kept well-informed about your progress in areas that were important to you?	Patients were kept well informed about their progress	R7	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, were your family/friends involved in your	Family/friends were involved in	R8	1	Not At All	No	No	599
			2	Partly	No	No	

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
rehabilitation as much as you wanted?	rehabilitation to the degree patients wanted them to be		3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			77	Not Applicable	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, did you accomplish what you expected in your rehabilitation program?	Patients accomplished what they expected during rehabilitation	R9	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, did the program staff make changes to your program as necessary?	Program staff made changes to patient programs as necessary	R10	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, did you learn what you needed to know in order to manage your condition?	Patients learned what they needed to know in order to manage their condition	R11	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			77	Not Applicable	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, did your care staff tell you what to expect about how you might progress in regaining your abilities?	Care staff told patients what to expect as they regained their abilities	R12	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, were you given adequate information about	Patients received adequate information	R13	1	Not At All	No	No	599
			2	Partly	No	No	

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
support services in the community?	about support services in their community		3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			77	Did not require support services	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Before you left the hospital, did hospital staff make referrals for home care nurses?	Hospital staff made referrals for home care nurses	R14	1	Yes	Yes	Yes	599
			2	No	No	No	
			77	Did not require home care nurses	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Before you left the hospital, did hospital staff make referrals for community therapists/outpatient therapy?	Hospital staff made referrals for community therapists/outpatient therapy	R15	1	Yes	Yes	Yes	599
			2	No	No	No	
			77	Did not require community therapists/outpatient therapy	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
BC SURGICAL							
During your stay in hospital, did you have an operation? If No, DK/PNA go to Q56	Patient had an operation during their stay in hospital	S1	1	Yes	*	*	599
			2	No	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Before your operation, did hospital staff and/or doctors explain the risks and benefits of the operation in a way you could understand?	Doctors/staff explained risks and benefits of operation in a way that patients could understand	S2	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			77	Did not want an explanation	*	*	
			98	Don't Know	*	*	

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
			99	Prefer not to answer	*	*	
Before your operation, did hospital staff answer your questions about the operation in a way you could understand?	Doctors/staff answered questions about operation in a way that patients could understand	S3	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			77	Did not have any questions	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Before your operation, were you told how you could expect to feel after you had the operation?	Patients were told how they could expect to feel after their operation	S4	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
After your operation, did hospital staff explain how the operation had gone in a way you could understand?	Doctors/staff explained how the operation had gone in a way that patients could understand	S5	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
BC PATIENT SAFETY							
MEDICATION RECONCILIATION							
When you arrived at the hospital, did a doctor, nurse, midwife, or pharmacist ask you about all the medicines you had been taking at home?	Upon arrival, patients were asked about any medicines they were taking at home	Q59	1	Yes	Yes	Yes	599
			2	No	No	No	
			98	Don't Remember	*	*	
			99	Prefer not to answer	*	*	
Before leaving the hospital patients should receive information in writing about what medicines to stop, change or start taking. Was the <u>written</u>	Written information provided to patients about medicines was easy to understand	Q60	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
<u>information you received about your medicines</u> easy to understand?			5	Didn't need any medicine	*	*	
			6	Didn't receive any written information	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, did staff check your identification band before giving you medications, treatments, or tests?	Patient identification band was checked by staff before administration of medications, treatments, or tests	Q61	1	Never	No	No	599
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
HYGIENE							
During this hospital stay, did you notice your doctor(s) wash or clean their hands before caring for you?	Patients noticed doctors wash or clean their hands before caring for them	Q62	1	Never	No	No	599
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, did you notice other care providers wash or clean their hands before caring for you?	Patients noticed other care providers wash or clean their hands before caring for them	Q63	1	Never	No	No	599
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, did hospital staff tell you about the importance of washing or <u>cleaning your own hands</u> ?	Hospital staff told patients about the importance of washing/cleaning their own hands	Q64	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, did hospital	Hospital staff showed	Q65	1	Never	No	No	599



Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
staff show you how to properly wash or clean <u>your own hands</u> ?	patients how to properly wash/clean their own hands		2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, did hospital staff tell you about products available for you to wash or clean <u>your own hands</u> ?	Hospital staff told patients about products available for washing/cleaning hands	Q66	1	Never	No	No	599
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, would you have been comfortable asking your care providers if they had washed or cleaned <u>their hands</u> before caring for you?	Patients were comfortable asking care providers whether they had washed their hands prior to caring for them	Q67	1	Never	No	No	599
			2	Sometimes	No	No	
			3	Usually	Yes	No	
			4	Always	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
MEDICAL HARM/ERROR							
During this hospital stay, do you believe you or your family members suffered personal injury or harm, which resulted from a medical error or mistake?	Patients believed they or their family member(s) suffered medical injury or harm due to a medical error/mistake	Q68	1	Not At All	Yes	Yes	599
			2	Partly	No	No	
			3	Quite a Bit	No	No	
			4	Completely	No	No	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
SPIRITUALITY/CULTURE							
Do you feel your spiritual needs are an important part of your overall care? If No, does not have spiritual needs, DK/PNA GO TO Q71	Patients who feel their spiritual needs are an important part of their overall care	Q69	1	Yes	*	*	599
			2	No	*	*	
			77	Does not have spiritual needs	*	*	
			98	Don't Remember	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, were your	Patient spiritual needs	Q70	1	Not At All	No	No	599

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
spiritual needs met?	were met		2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			77	Did not want spiritual care	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, do you feel you were treated with compassion?	Patients felt they were treated with compassion	Q71	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During this hospital stay, do you feel that your care providers were respectful of your culture and traditions?	Care providers were respectful of the culture and traditions of patients	Q72	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
PROMS							
EQ-5D-5L							
Please click the ONE box that best describes your health TODAY. [MOBILITY]	Patient description of health today	EQ5D1	1	No problems in walking about	*	*	599
			2	Slight problems in walking about	*	*	
			3	Moderate problems in walking about	*	*	
			4	Severe problems in walking about	*	*	
			5	Unable to walk about	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
Please click the ONE box that best describes your health TODAY. [SELF-CARE]	Patient description of health today	EQ5D2	1	No problems in washing or dressing myself	*	*	599
			2	Slight problems in washing or dressing myself	*	*	
			3	Moderate problems in washing or dressing myself	*	*	
			4	Severe problems in washing or dressing myself	*	*	
			5	Unable to wash or dress myself	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Please click the ONE box that best describes your health TODAY. [USUAL ACTIVITIES]	Patient description of health today	EQ5D3	1	No problems doing your usual activities	*	*	599
			2	Slight problems doing your usual activities	*	*	
			3	Moderate problems doing your usual activities	*	*	
			4	Severe problems doing your usual activities	*	*	
			5	Unable to do usual activities	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Please click the ONE box that best describes your health TODAY.	Patient description of health today	EQ5D4	1	No pain or discomfort	*	*	599

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
[PAIN/DISCOMFORT]			2	Slight pain or discomfort	*	*	
			3	Moderate pain or discomfort	*	*	
			4	Severe pain or discomfort	*	*	
			5	Extreme pain or discomfort	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Please click the ONE box that best describes your health TODAY. [ANXIETY/DEPRESSION]	Patient description of health today	EQ5D5	1	No anxiety or depression	*	*	599
			2	Slight anxiety or depression	*	*	
			3	Moderate anxiety or depression	*	*	
			4	Severe anxiety or depression	*	*	
			5	Extreme anxiety or depression	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Please click on the scale to indicate how your health is TODAY.		EQ5D6	0	Worst health	*	*	599
			100	Best health	*	*	
VR-12							
In general, would you say your health is....?	Patient description of health today	VR12_1	1	Excellent	*	*	599
			2	Very good	*	*	
			3	Good	*	*	
			4	Fair	*	*	
			5	Poor	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
Moderate activities, such as moving a table, pushing a vacuum cleaner, bowling, or playing golf?	Health limitations on moderate activities today	VR12_2	1	Yes, limited a lot	*	*	599
			2	Yes, limited a little	*	*	
			3	No, not limited at all	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Climbing several flights of stairs?	Health limitations on climbing several flights of stairs today	VR12_3	1	Yes, limited a lot	*	*	599
			2	Yes, limited a little	*	*	
			3	No, not limited at all	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Accomplished less than you would like? (PHYSICAL HEALTH)	Patient accomplished less than they would have liked due to physical health problems during the past week	VR12_4	1	No, none of the time	*	*	599
			2	Yes, a little of the time	*	*	
			3	Yes, some of the time	*	*	
			4	Yes, most of the time	*	*	
			5	Yes, all of the time	*	*	
			98	Don't Know	*	*	
Were limited in the kind of work or other activities?	Physical health problems limited the kinds of work or other activities the patient could do during the past week	VR12_5	1	No, none of the time	*	*	599
			2	Yes, a little of the time	*	*	
			3	Yes, some of the time	*	*	
			4	Yes, most of the time	*	*	
			5	Yes, all of the time	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Accomplished less than you would like? (EMOTIONAL PROBLEMS)	Patient accomplished less than they would have liked due to emotional health problems during the	VR12_6	1	No, none of the time	*	*	599
			2	Yes, a little of the time	*	*	
			3	Yes, some of the time	*	*	
			4	Yes, most of the time	*	*	
			5	Yes, all of the time	*	*	

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
	past week		98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Didn't do work or other activities as carefully as usual?	Patient didn't do work or activities as carefully as usual during the past week	VR12_7	1	No, none of the time	*	*	599
			2	Yes, a little of the time	*	*	
			3	Yes, some of the time	*	*	
			4	Yes, most of the time	*	*	
			5	Yes, all of the time	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During the past week, how much did pain interfere with your normal work (including both work outside the home and house work)?	Pain interfered with normal work during the past week	VR12_8	1	Not at all	*	*	599
			2	A little bit	*	*	
			3	Moderately	*	*	
			4	Quite a bit	*	*	
			5	Extremely	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Have you felt calm and peaceful?	Patient felt calm and peaceful during the past week	VR12_9	1	All of the time	*	*	599
			2	Most of the time	*	*	
			3	A good bit of the time	*	*	
			4	Some of the time	*	*	
			5	A little of the time	*	*	
			6	None of the time	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Did you have a lot of energy?	Patient had a lot of energy during the past week	VR12_10	1	All of the time	*	*	599
			2	Most of the time	*	*	
			3	A good bit of the time	*	*	
			4	Some of the time	*	*	
			5	A little of the time	*	*	
			6	None of the time	*	*	
			98	Don't Know	*	*	

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
			99	Prefer not to answer	*	*	
Have you felt downhearted and blue?	Patient felt downhearted and blue during the past week	VR12_11	1	All of the time	*	*	599
			2	Most of the time	*	*	
			3	A good bit of the time	*	*	
			4	Some of the time	*	*	
			5	A little of the time	*	*	
			6	None of the time	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
During the past week, how much of the time has your physical health or emotional problems interfered with your social activities (like visiting with friends, relatives, etc.)?	Physical health or emotional problems have interfered with patient's social activities	VR12_12	1	All of the time	*	*	599
			2	Most of the time	*	*	
			3	A good bit of the time	*	*	
			4	Some of the time	*	*	
			5	A little of the time	*	*	
			6	None of the time	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Compared to one year ago, how would you rate your physical health in general now?	Patient's physical health now compared to one year ago	VR12_13	1	Much better	*	*	599
			2	Slightly better	*	*	
			3	About the same	*	*	
			4	Slightly worse	*	*	
			5	Much worse	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Compared to one year ago, how would you rate your emotional problems (such as feeling anxious, depressed or irritable) now?	Patient's emotional problems now compared to one year ago	VR12_14	1	Much better	*	*	599
			2	Slightly better	*	*	
			3	About the same	*	*	
			4	Slightly worse	*	*	
			5	Much worse	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
ABOUT YOU							
In general, how would you rate your overall physical health?	Patient's overall physical health	Q88	1	Excellent	*	*	599
			2	Very good	*	*	
			3	Good	*	*	
			4	Fair	*	*	
			5	Poor	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
In general, how would you rate your overall mental or emotional health?	Patient's overall mental or emotional health	Q89	1	Excellent	*	*	599
			2	Very good	*	*	
			3	Good	*	*	
			4	Fair	*	*	
			5	Poor	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
What is the highest grade or level of school that you have completed?	Highest level of education achieved	Q90	1	8 <sup>th</sup> grade or less	*	*	599
			2	Some high school, but did not graduate	*	*	
			3	High school or high school equivalency certificate	*	*	
			4	College, CEGEP or other non-university certificate or diploma	*	*	
			5	Undergraduate degree or some university	*	*	
			6	Post-graduate degree or professional designation	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
The following question will help us to	Ethnicity	Q91	1	White	*	*	599



Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
better understand the communities that we serve. Do you consider yourself to be...? (Select all that apply)			2	Chinese	*	*	
			3	First Nation	*	*	
			4	Inuit	*	*	
			5	Métis	*	*	
			6	Indigenous/Aboriginal (not included elsewhere)	*	*	
			7	South Asian (for example, East Indian, Pakistani, Sri Lankan, etc.)	*	*	
			8	Black	*	*	
			9	Filipino	*	*	
			10	Latin American	*	*	
			11	Southeast Asian (for example, Vietnamese, Cambodian, Malaysian, Laotian, etc.)	*	*	
			12	Korean	*	*	
			13	Japanese	*	*	
			14	Other	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
ABORIGINAL PATIENT LIAISON							
Were you visited by the Aboriginal Patient Liaison during this hospital stay? If DNV, No or NA, go to Q92	Patients were visited by the Aboriginal Patient Liaison during their hospital stay	APL1	1	Yes	Yes	Yes	599
			2	Did not visit	No	No	
			3	No, but would have liked visit	No	No	
			97	Not applicable	*	*	
Did the visit(s) by the Aboriginal Patient Liaison help meet your needs?	Patients felt that visit(s) to Aboriginal Patient	APL2	1	Not at all	No	No	599
			2	Partly	No	No	

Label	Report Text	Question	Value	Scale Label	Positive	Top Box	Dimension **
	Liaison helped meet their needs		3	Quite a bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Do you feel your cultural needs are an important part of your hospital care?	Patients feel that cultural needs are an important part of their hospital care	APL3	1	Not At All	*	*	599
			2	Partly	*	*	
			3	Quite a Bit	*	*	
			4	Completely	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
Do you feel that the hospital staff was respectful of your culture?	Patients felt hospital staff were respectful of their culture	APL4	1	Not At All	No	No	599
			2	Partly	No	No	
			3	Quite a Bit	Yes	No	
			4	Completely	Yes	Yes	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
OPEN ENDED QUESTION							
What is the most important change we could make on this hospital unit? We welcome your additional comments		Q92	1	COMMENT	*	*	599
			2	No	*	*	
			98	Don't Know	*	*	
			99	Prefer not to answer	*	*	
What is the most important change we could make on this hospital unit? We welcome your additional comments	We welcome your additional comments	Q92_COMMENT					

\*= Invalid response

\*\*= Dimensions Key

Sector Code	Subsector Code	Dimension Code	Dimension Description
IP	CORE	520	Continuity of Care
IP	CORE	521	Communication, Participation, and Partnership
IP	CORE	522	Physical Comfort
IP	CORE	523	Overall Global Measures
IP	MAT	520	Continuity of Care
IP	MAT	521	Communication, Participation, and Partnership
IP	MAT	522	Physical Comfort
IP	MAT	523	Overall Global Measures
IP	PAED	520	Continuity of Care
IP	PAED	521	Communication, Participation, and Partnership
IP	PAED	522	Physical Comfort
IP	PAED	523	Overall Global Measures
IP	REHAB	520	Continuity of Care
IP	REHAB	521	Communication, Participation, and Partnership
IP	REHAB	522	Physical Comfort
IP	REHAB	523	Overall Global Measures

**APPENDIX D: HEALTH AUTHORITIES/FACILITIES  
THAT EXPERIENCED BACK SAMPLING**

---

Facility	Unit	Submission Number	Date records DUE	Date records SUBMITTED to Malatest	Reason for back sample
<b>FRASER HEALTH AUTHORITY</b>					
All	All	1	September 20, 2016	November 14, 2016	Health Authority Process Delay
All	All	2	October 5, 2016	November 14, 2016	Health Authority Process Delay
All	All	3	October 19, 2016	November 14, 2016	Health Authority Process Delay
All	All	4	November 3, 2016	November 14, 2016	Failure to pass data quality check
<b>VANCOUVER COASTAL HEALTH AUTHORITY</b>					
Lions Gate Hospital	All	1	September 20, 2016	October 7, 2016	Health Authority Process Delay
Squamish General Hospital	All	1	September 20, 2016	October 7, 2016	Health Authority Process Delay
Bella Coola Hospital	All	2	October 5, 2016	October 21, 2016	Health Authority Process Delay
Bella Coola Hospital	All	3	November 3, 2016	November 7, 2016	Health Authority Process Delay
Powell River General Hospital	All	1	September 20, 2016	December 21, 2016	Health Authority Process Delay
Powell River General Hospital	All	2	October 5, 2016	December 21, 2016	Health Authority Process Delay
Powell River General Hospital	All	3	October 19, 2016	December 21, 2016	Health Authority Process Delay
Powell River General Hospital	All	4	November 3, 2016	December 21, 2016	Health Authority Process Delay
Powell River General Hospital	All	5	November 18, 2016	December 21, 2016	Health Authority Process Delay
Powell River General Hospital	All	6	December 5, 2016	December 21, 2016	Health Authority Process Delay
R.W. Large General Hospital	All	1	September 20, 2016	February 9, 2017	Health Authority Process Delay
R.W. Large General Hospital	All	2	October 5, 2016	February 9, 2017	Health Authority Process Delay
Sechelt General Hospital	All	1	September 20, 2016	January 16, 2017	Health Authority Process Delay
Sechelt General Hospital	All	2	October 5, 2016	January 16, 2017	Health Authority Process Delay
Sechelt General Hospital	All	3	October 19, 2016	January 16, 2017	Health Authority Process Delay
Sechelt General Hospital	All	4	November 3, 2016	January 16, 2017	Health Authority Process Delay
Sechelt General Hospital	All	5	November 18, 2016	January 16, 2017	Health Authority Process Delay
Sechelt General Hospital	All	6	December 5, 2016	January 16, 2017	Health Authority Process Delay
Sechelt General Hospital	All	7	January 5, 2017	January 16, 2017	Health Authority Process Delay
<b>VANCOUVER ISLAND HEALTH AUTHORITY</b>					
Campbell River & District Hospital	All	1	September 20, 2016	December 15, 2016	Health Authority Process Delay
Campbell River & District Hospital	All	2	October 5, 2016	December 15, 2016	Health Authority Process Delay
Campbell River & District Hospital	All	3	October 19, 2016	December 15, 2016	Health Authority Process Delay
Campbell River & District Hospital	All	4	November 3, 2016	December 15, 2016	Health Authority Process Delay
Campbell River & District Hospital	All	5	November 18, 2016	December 15, 2016	Health Authority Process Delay
Campbell River & District Hospital	All	6	December 5, 2016	December 15, 2016	Health Authority Process Delay

Facility	Unit	Submission Number	Date records DUE	Date records SUBMITTED to Malatest	Reason for back sample
Royal Jubilee Hospital	3NW-RJH	1	September 20, 2016	December 15, 2016	Failure to pass data quality check
Royal Jubilee Hospital	3NW-RJH	2	October 5, 2016	December 15, 2016	Failure to pass data quality check
Royal Jubilee Hospital	3NW-RJH	3	October 19, 2016	December 15, 2016	Failure to pass data quality check
Royal Jubilee Hospital	3NW-RJH	4	November 3, 2016	December 15, 2016	Failure to pass data quality check
Royal Jubilee Hospital	3NW-RJH	5	November 18, 2016	December 15, 2016	Failure to pass data quality check
Royal Jubilee Hospital	3NW-RJH	6	December 5, 2016	December 15, 2016	Failure to pass data quality check
Nanaimo Regional General Hospital	6W-NGH	1	September 20, 2016	December 15, 2016	Failure to pass data quality check
Nanaimo Regional General Hospital	6W-NGH	2	October 5, 2016	December 15, 2016	Failure to pass data quality check
Nanaimo Regional General Hospital	6W-NGH	3	October 19, 2016	December 15, 2016	Failure to pass data quality check
Nanaimo Regional General Hospital	6W-NGH	4	November 3, 2016	December 15, 2016	Failure to pass data quality check
Nanaimo Regional General Hospital	6W-NGH	5	November 18, 2016	December 15, 2016	Failure to pass data quality check
Nanaimo Regional General Hospital	6W-NGH	6	December 5, 2016	December 15, 2016	Failure to pass data quality check
St. Joseph's General Hospital	FFIU-SJH	1	September 20, 2016	December 15, 2016	Failure to pass data quality check
St. Joseph's General Hospital	FFIU-SJH	2	October 5, 2016	December 15, 2016	Failure to pass data quality check
St. Joseph's General Hospital	FFIU-SJH	3	October 19, 2016	December 15, 2016	Failure to pass data quality check
St. Joseph's General Hospital	FFIU-SJH	4	November 3, 2016	December 15, 2016	Failure to pass data quality check
St. Joseph's General Hospital	FFIU-SJH	5	November 18, 2016	December 15, 2016	Failure to pass data quality check
St. Joseph's General Hospital	FFIU-SJH	6	December 5, 2016	December 15, 2016	Failure to pass data quality check
<b>NORTHERN HEALTH AUTHORITY</b>					
Haida Gwaii Hospital	All	11	February 20, 2017	April 24, 2017	Health Authority Process Delay
Haida Gwaii Hospital	All	12	March 3, 2017	April 24, 2017	Health Authority Process Delay
Haida Gwaii Hospital	All	13	March 20, 2017	April 24, 2017	Health Authority Process Delay
Haida Gwaii Hospital	All	14	April 5, 2017	April 24, 2017	Health Authority Process Delay
<b>PROVINCIAL HEALTH SERVICES AUTHORITY</b>					
BC Women's Hospital	NICU	13	March 20, 2017	April 4, 2017	Health Authority Process Delay

## **APPENDIX E: SURVEY NOTIFICATION LETTER TEMPLATE (ADULT & YOUTH)**

---



[FIRST] [LAST]  
 [ADDRESS 1]  
 [ADDRESS 2]  
 [CITY] [PROV] [POSTAL]  
 [MAILING DATE]

Dear [FIRST] [LAST]:

At Providence Health Care, we strive to provide the highest quality of care possible for all patients cared for in our hospitals. To ensure we're doing just that, we need to know what we're doing right and what may need improvement. Who better to provide us with this information than our patients, including you?

Your name has been selected to provide feedback about the quality of your care. Your participation is very important to us, because **your feedback will be used to improve how we provide care.**

R.A. Malatest and Associates Ltd., an independent research company, has been selected to conduct the survey that asks questions about your most recent hospital stay at [FACILITY NAME], ending on [DISCHARGE DATE]. Completion of the survey is completely voluntary.

The survey can be completed by phone or online. Regardless of the format you choose, we hope you will feel free to express your opinions frankly and be assured that your responses will be held in the strictest confidence. At all times your personal information is protected and will only be used as authorized under the BC Freedom of Information and Protection of Privacy Act.

You may complete a web version of the survey at [www.IPSurvey.malatest.com](http://www.IPSurvey.malatest.com). Your password for the web survey is [SURVEY ID]. You may ask a family member or friend for any assistance you might need to complete the survey online. The survey is available online in English, French, Chinese, Punjabi, German, Vietnamese, Spanish, and Korean.

Or, you may wait for a call from Malatest to complete the survey over the phone or call Malatest directly to schedule a convenient time for your interview in any of the languages listed by calling 1-855-412-1943 (toll free).

If you have any questions about the survey or wish to be removed from the survey, please call Nicole Carlin, Patient Relations Office, 604-682-2344 ext. 62377.

By completing this survey you will help us provide better care to all our patients.

Yours sincerely,

Dianne Doyle

**To complete the survey in another language call**

Si vous souhaitez remplir ce questionnaire en français, veuillez appeler

如妳需要國語(普通話)或粵語(廣東話)來完成本次調查,請致電

如你需要國語(普通話)或粵語(廣東話)來完成本次調查,請致電

한국어 설문지를 원하시면 다음 번호로 연락하십시오

Si usted desea completar esta encuesta en español, sírvase llamar a

ਤੁਹਾਨੂੰ ਪੰਜਾਬੀ ਵਿਚ ਇਸ ਸਰਵੇਖਣ ਨੂੰ ਪੂਰਾ ਕਰਨ ਲਈ ਚਾਹੁੰਦੇ ਹੋ ਕਾਲ ਕਰੋ

Nếu quý vị muốn điền bản thăm dò này bằng tiếng Việt, xin gọi

Wenn Sie möchten, dass diese Umfrage in Deutsch zu vervollständigen, rufen Sie bitte die folgende Nummer an

**1-855-412-1943 (toll-free)**

**To complete the survey online go to:**

**[www.IPSurvey.malatest.com](http://www.IPSurvey.malatest.com)**

**Your password is [SURVEY ID]**

**To schedule an interview to complete the survey by phone, call:**

**R.A. Malatest 1-855-412-1943 (toll free)**



President and Chief Executive Officer  
Providence Health Care



[FIRST] [LAST]  
[ADDRESS 1]  
[ADDRESS 2]  
[CITY] [PROV] [POSTAL]

[MAILING DATE]

Dear [FIRST] [LAST]:

**To complete the survey online go to:**  
**[www.IPSurvey.malatest.com](http://www.IPSurvey.malatest.com)**  
**Your password is [SURVEY ID]**

**To schedule an interview to complete the survey by phone, call:**  
**R.A. Malatest 1-855-412-1943 (toll free)**

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Your name has been selected to provide feedback about the quality of your care. Your participation is very important to us, because **your feedback will be used to improve how we provide care.**

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The survey can be completed by phone or online. Regardless of the format you choose, we hope you will feel free to express your opinions frankly and be assured that your responses will be held in the strictest confidence. At all times your personal information is protected and will only be used as authorized under the BC Freedom of Information and Protection of Privacy Act.

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Or, you may wait for a call from Malatest to complete the survey over the phone or call Malatest directly to schedule a convenient time for your interview in any of the languages listed by calling 1-855-412-1943 (toll free).

If you have any questions about the survey or wish to be removed from the survey, please call Nicole Carlin, Patient Relations Office, 604-682-2344 ext. 62377.

By completing this survey you will help us provide better care to all our patients.

Yours sincerely,

Dianne Doyle  
President and Chief Executive Officer  
Providence Health Care

**To complete the survey in another language call**

Si vous souhaitez remplir ce questionnaire en français, veuillez appeler

如妳需要國語(普通話)或粵語(廣東話)來完成本次調查, 請致電

如你需要國語(普通話)或粵語(廣東話)來完成本次調查, 請致電

한국어 설문지를 원하시면 다음 번호로 연락하십시오

Si usted desea completar esta encuesta en español, sírvase llamar a

ਤੁਹਾਨੂੰ ਪੰਜਾਬੀ ਵਿਚ ਇਸ ਸਰਵੇਖਣ ਨੂੰ ਪੂਰਾ ਕਰਨ ਲਈ ਚਾਹੁੰਦੇ ਹੋ ਕਾਲ ਕਰੋ  
Nếu quý vị muốn điền bản thăm dò này bằng tiếng Việt, xin gọi

Wenn Sie möchten, dass diese Umfrage in Deutsch zu vervollständigen, rufen Sie bitte die folgende Nummer an  
**1-855-412-1943 (toll free)**

---

**APPENDIX F: PATIENT REMOVAL REQUEST FORM (FAX)**

## CONFIDENTIAL FAX

**RE: Removal of Patient from BC Acute *Inpatient* Care Sector Survey**

Date: \_\_\_\_\_

To: **R.A. MALATEST & ASSOCIATES LTD.**

FAX: **1-888-384-2774**

Phone: 1-800-665-5848

From: \_\_\_\_\_

FAX: \_\_\_\_\_

(HOSPITAL)

Phone: \_\_\_\_\_

(Name and Title)

Urgent: ☒

Confidential: ☒

**Attention:** This facsimile is directed in confidence and is intended for use only by the individual in the position for which it is specifically addressed. Any other distribution, copy, or disclosure is strictly prohibited. The contents of this facsimile may also be subject to privilege and all rights to that privilege are expressly claimed and not waived. If you have received this facsimile in error, please notify the sender immediately by telephone. Thank you.

---

**For Hospital Contact Use:** On their request, please remove the following patient from the British Columbia acute care inpatient survey:

First Name: \_\_\_\_\_

Last Name: \_\_\_\_\_

\* Survey ID: \_\_\_\_\_

Facility Name: \_\_\_\_\_

Health Authority: \_\_\_\_\_

\*The patient's SurveyID, which is a unique identifier for that patient, is the best way to process a removal. A unique identifier is assigned exclusively to each patient who has received a survey. It is found on the cover letter mailed to the patient and is called a **Survey ID**. Each **Survey ID** will be formatted according to the following: BIPNNLLNL (where N = number and L = letter).

**Reason for Removal:**

- ☐ Patient deceased
- ☐ Privacy concerns
- ☐ Declined to participate

- ☐ Unknown
- ☐ Other, please specify:

**For Malatest Use:**

- ☐ Patient identified and removed from sample
- ☐ Date: \_\_\_\_\_
- ☐ Patient removed prior to mailing of follow-up survey
- ☐ Facility contact advised of removal status

**\*\*\*Important\*\*\***

**To receive a return faxed confirmation of this removal, please be sure to include your fax number above.**

---

**APPENDIX G: SURVEY DISPOSITION RESULTS**

## Definitions

**Discharges:** Total volume of patient records received from the health authorities.

**Study Universe:** Remaining records after removal of cases that did not meet the eligibility criteria (e.g. missing or foreign contact information, infants under 11 days, missing birthdates or PHNs) as well as within and between cohort de-duplications.

**Sampled:** Volume of records that were sampled (sent to field).

**Invalid:** Records coded as non-qualifying given information learned after calling the household (e.g. contact information provided by the health authorities was outdated/invalid; patients had deceased in the time between a facility discharge and when a notification letter arrived in the mail; patients were unable to complete a survey due to severe illness/incapacitation). This category also includes patients who requested a survey in a language other than English but could not complete the survey as translated surveys were not made available to the vendor.

**Valid Sample:**  $\text{Valid Sample} = \text{Sample} - \text{Invalid}$

**Valid Study Universe:**  $\text{Valid Study Universe} = \text{Study Universe} - \text{Invalid}$

**Surveys Completed:** Number of surveys in which a respondent consented to participation and answered at least one study question (Q1).

**Response Rate:**  $\text{Response Rate} = \frac{\text{Surveys Completed}}{\text{Valid Sample}}$

**Margin of Error:** The maximum number of percentage points a statistical value may differ from the true population value due to error associated with randomly selecting a survey sample from the larger population, at a 95% confidence level, or 19 times out of 20. This data quality indicator was calculated using the formula for margin of error with finite population correction factor, using the valid study universe (the universe after removal of duplicates and ineligible cases) as the population size (N).

	Discharges	Study Universe	Sampled	Invalid	Valid Sample	Valid Study Universe	Surveys Completed	Response Rate	Margin of Error
PROVINCIAL TOTAL	170,517	122,205	64,634	12,850	51,784	109,355	24,279	46.9%	0.6%
FRASER HEALTH AUTHORITY	45,090	33,422	15,297	3,718	11,579	29,704	4,359	37.6%	1.4%
Abbotsford Regional Hospital	6,289	4,477	1,899	460	1,439	4,017	573	39.8%	3.8%

	Discharges	Study Universe	Sampled	Invalid	Valid Sample	Valid Study Universe	Surveys Completed	Response Rate	Margin of Error
AB-2BAKER	545	329	176	65	111	264	46	41.4%	13.2%
AB-2CHEAM	331	216	169	68	101	148	43	42.6%	12.6%
AB-2CHEAMA	159	102	102	34	68	68	26	38.2%	15.2%
AB-2YCCU	627	443	190	27	163	416	92	56.4%	9.0%
AB-3BAKER	1,485	1,041	317	46	271	995	108	39.9%	8.9%
AB-3CHEAM	253	162	137	46	91	116	38	41.8%	13.1%
AB-3CHEAMA	383	275	187	57	130	218	58	44.6%	11.0%
AB-4BAKER	557	434	200	16	184	418	64	34.8%	11.3%
AB-4CHEAM	1,638	1,311	258	23	235	1,288	72	30.6%	11.2%
<i>Non Reporting Unit(s)</i>	<i>311</i>	<i>164</i>	<i>163</i>	<i>78</i>	<i>85</i>	<i>86</i>	<i>26</i>	<i>n/a</i>	<i>n/a</i>
Burnaby Hospital	5,373	4,144	2,168	637	1,531	3,507	553	36.1%	3.8%
BH-1A/BH-1C	918	800	307	33	274	767	87	31.8%	9.9%
BH-2A	190	137	131	62	69	75	27	39.1%	15.2%
BH-2B	257	181	172	68	104	113	39	37.5%	12.8%
BH-2C	222	162	151	62	89	100	31	34.8%	14.7%
BH-3B	325	223	163	57	106	166	37	34.9%	14.2%
BH-3C	491	351	174	40	134	311	42	31.3%	14.1%
BH-3D	282	222	212	85	127	137	38	29.9%	13.6%
BH-4BA	785	619	168	25	143	594	62	43.4%	11.8%
BH-4C	716	594	168	20	148	574	74	50.0%	10.6%
BH-4D	574	442	169	29	140	413	50	35.7%	13.0%
BH-4WB	210	150	146	63	83	87	26	31.3%	16.2%
BH-5A	403	263	207	93	114	170	40	35.1%	13.6%
Chilliwack General Hospital	3,056	2,213	912	197	715	2,016	286	40.0%	5.4%

	Discharges	Study Universe	Sampled	Invalid	Valid Sample	Valid Study Universe	Surveys Completed	Response Rate	Margin of Error
CG-DJ3N	495	347	177	35	142	312	62	43.7%	11.2%
CG-DJ3S	598	461	157	14	143	447	40	28.0%	14.8%
CG-DJ4N	1,162	876	168	20	148	856	67	45.3%	11.5%
CG-DJ4S	309	202	161	49	112	153	48	42.9%	11.8%
CG-DJ5N	387	249	171	44	127	205	53	41.7%	11.6%
CG-DJ5S	105	78	78	35	43	43	16	37.2%	19.7%
Delta Hospital	919	659	450	111	339	548	141	41.6%	7.1%
DH-1N	368	270	182	39	143	231	65	45.5%	10.3%
DH-2N/ DH-2S	551	389	268	72	196	317	76	38.8%	9.8%
Eagle Ridge Hospital	2,124	1,516	631	140	491	1,376	204	41.5%	6.3%
ER-2BC	429	282	181	50	131	232	48	36.6%	12.6%
ER-2WA	1,234	933	237	29	208	904	100	48.1%	9.2%
ER-2WB	432	280	191	57	134	223	47	35.1%	12.7%
<i>Non Reporting Unit(s)</i>	29	21	22	4	18	17	9	<i>n/a</i>	<i>n/a</i>
Fraser Canyon Hospital	211	148	147	49	98	99	38	38.8%	12.6%
Langley Memorial Hospital	3,863	2,949	1,095	202	893	2,747	385	43.1%	4.6%
LM-2N	1,164	971	224	17	207	954	115	55.6%	8.6%
LM-2S	667	420	196	45	151	375	68	45.0%	10.8%
LM-3N	892	793	199	11	188	782	57	30.3%	12.5%
LM-3S	217	146	125	44	81	102	36	44.4%	13.2%
LM-4S	555	376	175	38	137	338	61	44.5%	11.4%
LM-4SC	368	243	176	47	129	196	48	37.2%	12.3%
Mission Memorial Hospital	570	362	325	106	219	256	97	44.3%	7.9%
Peace Arch Hospital	3,229	2,502	1,234	286	948	2,216	371	39.1%	4.6%

	Discharges	Study Universe	Sampled	Invalid	Valid Sample	Valid Study Universe	Surveys Completed	Response Rate	Margin of Error
PA-2	1,075	831	223	30	193	801	91	47.2%	9.7%
PA-3OBS	660	561	202	13	189	548	52	27.5%	12.9%
PA-4MED	522	378	174	49	125	329	47	37.6%	13.3%
PA-5GAT	273	199	156	38	118	161	55	46.6%	10.8%
PA-5N	216	157	133	30	103	127	46	44.7%	11.6%
PA-6N	277	208	182	65	117	143	40	34.2%	13.2%
<i>Non Reporting Unit(s)</i>	206	168	164	61	103	107	40	<i>n/a</i>	<i>n/a</i>
Ridge Meadows Hospital	1,893	1,530	867	173	694	1,357	249	35.9%	5.6%
RM-2N	528	461	273	18	255	443	78	30.6%	10.1%
RM-2W	212	164	156	59	97	105	36	37.1%	13.3%
RM-3W	836	677	224	22	202	655	76	37.6%	10.6%
RM-AM	210	137	123	19	104	118	42	40.4%	12.2%
<i>Non Reporting Unit(s)</i>	107	91	91	55	36	36	17	<i>n/a</i>	<i>n/a</i>
Royal Columbian Hospital	8,663	6,220	2,593	543	2,050	5,677	816	39.8%	3.2%
RC-HC3C	386	312	181	13	168	299	55	32.7%	12.0%
RC-HC3E	1,714	1,481	222	17	205	1,464	73	35.6%	11.2%
RC-T2N	654	434	210	39	171	395	74	43.3%	10.3%
RC-T2S	732	505	217	31	186	474	97	52.2%	8.9%
RC-T3N	609	411	186	28	158	383	67	42.4%	10.9%
RC-T3S	1,104	796	285	31	254	765	90	35.4%	9.7%
RC-T4N	755	524	217	35	182	489	79	43.4%	10.1%
RC-T4S	800	536	216	46	170	490	78	45.9%	10.2%
RC-T5N	321	212	187	71	116	141	45	38.8%	12.1%
RC-T5S	345	260	187	65	122	195	46	37.7%	12.7%



	Discharges	Study Universe	Sampled	Invalid	Valid Sample	Valid Study Universe	Surveys Completed	Response Rate	Margin of Error
RC-T6N	657	399	214	61	153	338	49	32.0%	13.0%
RC-T6S	435	270	189	67	122	203	49	40.2%	12.2%
QP-3E	151	82	82	39	43	43	14	32.6%	21.8%
Surrey Memorial Hospital	8,900	6,702	2,976	814	2,162	5,888	646	29.9%	3.6%
SM-3E	770	487	290	124	166	363	50	30.1%	12.9%
SM-3W	411	287	203	88	115	199	38	33.0%	14.3%
SM-5E	641	374	190	75	115	299	32	27.8%	16.4%
SM-LPR	83	54	51	19	32	35	10	31.3%	26.6%
SM-N41	342	243	180	56	124	187	36	29.0%	14.7%
SM-N43	439	325	202	51	151	274	53	35.1%	12.1%
SM-N51	377	212	150	43	107	169	38	35.5%	14.0%
SM-N53	137	106	101	50	51	56	13	25.5%	24.0%
SM-S1CYS1/SM-S1CYS2	838	707	261	29	232	678	62	26.7%	11.9%
SM-S2FBU1/SM-S2FBU2/SM-S2FBU3	2,334	2,000	505	76	429	1,924	112	26.1%	9.0%
SM-S3S1/SM-S3S2	1,310	998	399	62	337	936	95	28.2%	9.5%
SM-S3S3/SM-S3S4	1,108	830	376	101	275	729	100	36.4%	9.1%
<i>Non Reporting Unit(s)</i>	110	79	68	40	28	39	7	<i>n/a</i>	<i>n/a</i>
<b>INTERIOR HEALTH AUTHORITY</b>	<b>38,798</b>	<b>28,467</b>	<b>15,503</b>	<b>2,739</b>	<b>12,764</b>	<b>25,728</b>	<b>6,669</b>	<b>52.2%</b>	<b>1.0%</b>
100 Mile District Hospital	347	222	189	41	148	181	88	59.5%	7.5%
OMH-1st Floor	212	145	121	25	96	120	60	62.5%	9.0%
OMH-Emergency Dept Overflow	114	62	58	14	44	48	24	54.5%	14.3%
<i>Non Reporting Unit(s)</i>	21	15	10	2	8	13	4	<i>n/a</i>	<i>n/a</i>
Arrow Lakes Hospital	89	62	59	19	40	43	28	70.0%	11.0%
Boundary Hospital	276	195	190	53	137	142	73	53.3%	8.0%

	Discharges	Study Universe	Sampled	Invalid	Valid Sample	Valid Study Universe	Surveys Completed	Response Rate	Margin of Error
BDH -1st Floor	215	151	147	46	101	105	55	54.5%	9.1%
BDH -Emergency Dept Overflow	61	44	43	7	36	37	18	50.0%	16.8%
Cariboo Memorial Hospital	1,075	817	521	82	439	735	217	49.4%	5.6%
CMH-2nd Floor	507	373	209	42	167	331	84	50.3%	9.3%
CMH-Emergency Dept Overflow	194	138	110	22	88	116	37	42.0%	13.4%
CMH-Obstetrics	368	299	199	18	181	281	95	52.5%	8.2%
<i>Non Reporting Unit(s)</i>	6	7	3	0	3	7	1	<i>n/a</i>	<i>n/a</i>
Creston Valley Hospital	478	313	244	53	191	260	100	52.4%	7.7%
Dr Helmcken Memorial Hospital	142	96	92	20	72	76	38	52.8%	11.3%
DHH - 1st Floor	111	74	70	15	55	59	29	52.7%	13.1%
DHH - Emergency Dept Overflow	31	22	22	5	17	17	9	52.9%	23.1%
East Kootenay Regional Hospital	2,461	1,875	961	107	854	1,768	441	51.6%	4.0%
EKH-2nd Floor	1,158	935	337	22	315	913	183	58.1%	6.5%
EKH-3rd Floor	603	391	213	49	164	342	93	56.7%	8.7%
EKH-Emergency Dept Overflow	116	75	71	10	61	65	33	54.1%	12.1%
EKH-Obstetrics	319	274	173	4	169	270	64	37.9%	10.7%
EKH-Pediatrics	80	58	56	6	50	52	20	40.0%	17.4%
EKH-Surgical Daycare Overflow	158	122	99	16	83	106	42	50.6%	11.8%
<i>Non Reporting Unit(s)</i>	27	20	12	0	12	20	6	<i>n/a</i>	<i>n/a</i>
Elk Valley Hospital	444	287	241	45	196	242	96	49.0%	7.8%
Golden and District Hospital	290	203	181	31	150	172	83	55.3%	7.8%
GDH - 1st Floor	204	146	127	23	104	123	50	48.1%	10.7%
GDH - 1st Floor Overflow	86	57	54	8	46	49	33	71.7%	9.9%
Invermere and District Hospital	246	190	176	38	138	152	69	50.0%	8.7%

	Discharges	Study Universe	Sampled	Invalid	Valid Sample	Valid Study Universe	Surveys Completed	Response Rate	Margin of Error
Kelowna General Hospital	11,965	8,877	4,067	668	3,399	8,209	1,865	54.9%	2.0%
KGHA-Rehabilitation Unit	563	427	219	34	185	393	106	57.3%	8.1%
KGHC-1C	460	365	218	31	187	334	101	54.0%	8.2%
KGHC-2C	563	379	162	27	135	352	62	45.9%	11.3%
KGHC-6 West	697	479	254	62	192	417	104	54.2%	8.3%
KGHC-ED Overflow	503	250	203	52	151	198	56	37.1%	11.1%
KGHI-Day Care Surgery Extended	624	515	250	14	236	501	124	52.5%	7.6%
KGHI-PAR	45	35	35	3	32	32	19	59.4%	14.6%
KGHI-Perinatal Unit	1,153	979	324	30	294	949	126	42.9%	8.1%
KGHR-4A	999	782	278	36	242	746	143	59.1%	7.4%
KGHR-4B	675	382	225	68	157	314	83	52.9%	9.2%
KGHR-5B	468	290	173	49	124	241	60	48.4%	11.0%
KGHR-IntensiveCareCardiacUnit	70	52	52	6	46	46	35	76.1%	8.2%
KGHR-IntensiveCareUnit A	57	39	38	16	22	23	7	31.8%	31.6%
KGHS-3rd Floor East	774	568	274	32	242	536	156	64.5%	6.6%
KGHS-4th Floor East	559	287	163	66	97	221	47	48.5%	12.7%
KGHS-4th Floor West	1,468	1,291	322	29	293	1,262	203	69.3%	6.3%
KGHS-4th Flr South Pediatrics	505	414	212	16	196	398	72	36.7%	10.5%
KGHS-Cardiac 2E Monitoring	887	663	274	34	240	629	154	64.2%	6.9%
KGHS-Cardiac 2W Surgery IP	585	589	303	29	274	560	183	66.8%	5.9%
<i>Non Reporting Unit(s)</i>	<i>310</i>	<i>91</i>	<i>88</i>	<i>34</i>	<i>54</i>	<i>57</i>	<i>24</i>	<i>n/a</i>	<i>n/a</i>
Kootenay Boundary Regional Hospital	1,876	1,414	789	96	693	1,318	366	52.8%	4.4%
KBH-2nd Floor West Surgery	811	636	280	30	250	606	141	56.4%	7.2%
KBH-3rd Floor Medical & Rehab	591	399	218	41	177	358	95	53.7%	8.6%

	Discharges	Study Universe	Sampled	Invalid	Valid Sample	Valid Study Universe	Surveys Completed	Response Rate	Margin of Error
KBH-4th Floor East Obstetrics	268	220	151	12	139	208	68	48.9%	9.8%
KBH-4th Floor West Pediatrics	120	108	92	8	84	100	40	47.6%	12.1%
KBH-Emergency Dept Overflow	72	47	47	5	42	42	21	50.0%	15.3%
<i>Non Reporting Unit(s)</i>	<i>14</i>	<i>4</i>	<i>1</i>	<i>0</i>	<i>1</i>	<i>4</i>	<i>1</i>	<i>n/a</i>	<i>n/a</i>
Kootenay Lake Hospital	906	645	464	80	384	565	197	51.3%	5.6%
KLH-2nd Floor Med/Surg	151	125	104	4	100	121	55	55.0%	9.8%
KLH-3rd Floor Med/Surg	514	329	205	50	155	279	79	51.0%	9.4%
KLH-Emergency Dept Overflow	85	58	56	24	32	34	15	46.9%	19.2%
KLH-Obstetrics	154	133	99	2	97	131	48	49.5%	11.3%
<i>Non Reporting Unit(s)</i>	<i>2</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>n/a</i>	<i>n/a</i>
Lillooet District Hospital	149	107	105	35	70	72	31	44.3%	13.4%
Nicola Valley General Hospital	197	142	138	40	98	102	55	56.1%	9.0%
Penticton Regional Hospital	3,689	2,672	1,679	312	1,367	2,360	712	52.1%	3.1%
PRH-ED Overflow	172	95	90	19	71	76	35	49.3%	12.2%
PRH-Gynecology	314	244	175	28	147	216	81	55.1%	8.6%
PRH-Hospital Overflow	313	235	170	26	144	209	68	47.2%	9.8%
PRH-Medical South	360	215	165	73	92	142	47	51.1%	11.7%
PRH-Obstetrics	377	319	207	17	190	302	89	46.8%	8.7%
PRH-Pediatrics	443	341	206	26	180	315	71	39.4%	10.3%
PRH-Rehabilitation Unit	210	149	119	25	94	124	49	52.1%	10.9%
PRH-South Pavilion 2 Surgical	952	705	309	36	273	669	171	62.6%	6.5%
PRH-South Pavilion 3 Med/Surg	547	368	237	61	176	307	101	57.4%	8.0%
<i>Non Reporting Unit(s)</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>1</i>	<i>0</i>	<i>0</i>	<i>0</i>	<i>n/a</i>	<i>n/a</i>
Princeton General Hospital	142	96	94	26	68	70	36	52.9%	11.4%

	Discharges	Study Universe	Sampled	Invalid	Valid Sample	Valid Study Universe	Surveys Completed	Response Rate	Margin of Error
Queen Victoria Hospital	270	186	182	34	148	152	70	47.3%	8.6%
Royal Inland Hospital	6,329	4,708	2,328	392	1,936	4,316	960	49.6%	2.8%
RIH-3rd Floor West Obstetrics	1,173	933	343	44	299	889	132	44.1%	7.9%
RIH-4th Floor North	520	340	206	62	144	278	77	53.5%	9.5%
RIH-5 South Pediatrics	478	376	163	19	144	357	58	40.3%	11.8%
RIH-5th Floor North	210	157	135	39	96	118	53	55.2%	10.0%
RIH-6S High Observation Unit	60	52	50	3	47	49	23	48.9%	15.0%
RIH-6th Floor North	1,025	847	232	23	209	824	119	56.9%	8.3%
RIH-6th Floor South	794	574	218	23	195	551	98	50.3%	9.0%
RIH-7th Floor North	375	251	177	58	119	193	59	49.6%	10.7%
RIH-7th Floor North Cardiac	497	379	210	25	185	354	98	53.0%	8.4%
RIH-Day Care Surgery Inpatient	251	204	138	13	125	191	74	59.2%	8.9%
RIH-ED Overflow	524	322	224	50	174	272	71	40.8%	10.0%
RIH-Obstetrics LD	119	78	72	5	67	73	24	35.8%	16.5%
RIH-Post Anesthetic Recovery	125	76	69	8	61	68	31	50.8%	13.0%
RIH-Same Day Admits	77	50	49	5	44	45	25	56.8%	13.2%
<i>Non Reporting Unit(s)</i>	<i>101</i>	<i>69</i>	<i>42</i>	<i>15</i>	<i>27</i>	<i>54</i>	<i>18</i>	<i>n/a</i>	<i>n/a</i>
Shuswap Lake Hospital	1,553	1,061	764	151	613	910	306	49.9%	4.6%
SLH-ED Overflow	321	203	159	32	127	171	48	37.8%	12.0%
SLH-Level 2 Nursing Unit	414	263	181	48	133	215	62	46.6%	10.5%
SLH-Level 4	401	252	171	48	123	204	80	65.0%	8.6%
SLH-Level 4 OverFlow	100	79	76	12	64	67	35	54.7%	11.5%
SLH-Obstetrics	307	257	171	11	160	246	77	48.1%	9.3%
<i>Non Reporting Unit(s)</i>	<i>10</i>	<i>7</i>	<i>6</i>	<i>0</i>	<i>6</i>	<i>7</i>	<i>4</i>	<i>n/a</i>	<i>n/a</i>

	Discharges	Study Universe	Sampled	Invalid	Valid Sample	Valid Study Universe	Surveys Completed	Response Rate	Margin of Error
South Okanagan General Hospital	528	342	271	91	180	251	101	56.1%	7.6%
Vernon Jubilee Hospital	5,346	3,957	1,768	325	1,443	3,632	737	51.1%	3.2%
VJH-2nd Floor	762	490	317	86	231	404	114	49.4%	7.8%
VJH-3rd Floor	1,647	1,353	387	36	351	1,317	199	56.7%	6.4%
VJH-Cardiac Care Unit	150	125	107	10	97	115	61	62.9%	8.6%
VJH-ED Overflow	294	152	124	26	98	126	40	40.8%	12.8%
VJH-Level 6	869	595	257	52	205	543	105	51.2%	8.6%
VJH-Level 7	468	317	206	52	154	265	82	53.2%	9.0%
VJH-WCHS	1,001	849	294	18	276	831	124	44.9%	8.1%
<i>Non Reporting Unit(s)</i>	155	76	76	45	31	31	12	<i>n/a</i>	<i>n/a</i>
<b>PROVINCIAL HEALTH SERVICES AUTHORITY</b>	<b>8,312</b>	<b>6,331</b>	<b>2,514</b>	<b>237</b>	<b>2,277</b>	<b>6,094</b>	<b>1,040</b>	<b>45.7%</b>	<b>2.8%</b>
BC Children's Hospital	3,603	2,571	1,045	92	953	2,479	463	48.6%	4.1%
2B-CH	234	106	90	8	82	98	34	41.5%	13.6%
3B-CH	216	93	86	14	72	79	36	50.0%	12.1%
3F-CH	463	323	185	10	175	313	81	46.3%	9.4%
3M-CH	1,186	886	272	23	249	863	116	46.6%	8.5%
3R-CH	1,377	1,090	340	29	311	1,061	160	51.4%	7.1%
<i>Non Reporting Unit(s)</i>	127	73	72	8	64	65	36	<i>n/a</i>	<i>n/a</i>
BC Women's Hospital	4,709	3,760	1,469	145	1,324	3,615	577	43.6%	3.7%
ARB	1,162	1,033	338	38	300	995	129	43.0%	8.1%
BAL	851	771	290	26	264	745	118	44.7%	8.3%
DOG	1,180	1,029	336	33	303	996	141	46.5%	7.7%
EVE	482	348	202	18	184	330	74	40.2%	10.0%

	Discharges	Study Universe	Sampled	Invalid	Valid Sample	Valid Study Universe	Surveys Completed	Response Rate	Margin of Error
NICU	96	56	52	9	43	47	18	41.9%	18.3%
CED	878	510	241	21	220	489	90	40.9%	9.3%
<i>Non Reporting Unit(s)</i>	<i>60</i>	<i>13</i>	<i>10</i>	<i>0</i>	<i>10</i>	<i>13</i>	<i>7</i>	<i>n/a</i>	<i>n/a</i>
<b>VANCOUVER ISLAND HEALTH AUTHORITY</b>	<b>28,311</b>	<b>19,953</b>	<b>11,468</b>	<b>1,806</b>	<b>9,662</b>	<b>18,147</b>	<b>4,934</b>	<b>51.1%</b>	<b>1.2%</b>
Campbell River & District Hospital	1,316	1,016	670	115	555	901	238	42.9%	5.5%
2N-CRH	186	128	123	50	73	78	38	52.1%	11.5%
2S-CRH	290	234	154	20	134	214	47	35.1%	12.7%
3N-CRH	240	172	132	25	107	147	41	38.3%	13.0%
3S-CRH	600	482	261	20	241	462	112	46.5%	8.1%
Cormorant Island Health Centre	47	34	31	9	22	25	11	50.0%	22.5%
Cowichan District Hospital	2,376	1,672	1,092	167	925	1,505	458	49.5%	3.8%
2EST-CDH	262	173	129	30	99	143	48	48.5%	11.6%
2WST-CDH	188	124	111	30	81	94	41	50.6%	11.5%
3EST-CDH	634	493	252	21	231	472	136	58.9%	7.1%
3NTHSSU-CD	361	233	150	19	131	214	68	51.9%	9.8%
3WST-CDH	234	161	136	25	111	136	54	48.6%	10.4%
MAT-CDH	272	207	145	19	126	188	51	40.5%	11.7%
PED-CDH	396	274	163	23	140	251	59	42.1%	11.2%
<i>Non Reporting Unit(s)</i>	<i>29</i>	<i>7</i>	<i>6</i>	<i>0</i>	<i>6</i>	<i>7</i>	<i>1</i>	<i>n/a</i>	<i>n/a</i>
Lady Minto Hospital	277	166	162	39	123	127	68	55.3%	8.1%
Nanaimo Regional General Hospital	5,266	3,741	1,916	285	1,631	3,456	790	48.4%	3.1%
1-NRG	901	606	269	25	244	581	128	52.5%	7.7%
3-NRG	979	720	281	31	250	689	127	50.8%	7.9%

	Discharges	Study Universe	Sampled	Invalid	Valid Sample	Valid Study Universe	Surveys Completed	Response Rate	Margin of Error
4-NRG	298	192	142	36	106	156	57	53.8%	10.4%
5-NRG	398	247	171	37	134	210	62	46.3%	10.5%
6E-NRG/6W-NRG	847	676	271	39	232	637	130	56.0%	7.7%
EDMEDOF-NR	235	157	118	18	100	139	55	55.0%	10.3%
PALL-NRG	94	55	54	26	28	29	17	60.7%	15.4%
PED-NRG	361	266	168	9	159	257	52	32.7%	12.2%
PNU-NRG	850	625	272	15	257	610	92	35.8%	9.4%
REH-NRG	122	75	74	22	52	53	33	63.5%	10.5%
TRANS-NRG	181	123	96	27	69	96	37	53.6%	12.7%
Port Hardy Hospital	175	110	108	22	86	88	44	51.2%	10.5%
Port McNeill Hospital	97	69	68	13	55	56	28	50.9%	13.2%
Royal Jubilee Hospital	6,809	4,523	2,818	456	2,362	4,067	1,294	54.8%	2.2%
3NE-RJH	314	188	131	30	101	158	52	51.5%	11.2%
3NW-RJH	485	202	70	7	63	195	47	74.6%	12.5%
3SE-RJH/3SW-RJH	894	603	344	36	308	567	186	60.4%	5.9%
4NW-RJH	224	162	153	48	105	114	44	41.9%	11.6%
4SE-RJH/4SW-RJH	541	345	258	56	202	289	83	41.1%	9.1%
6NW-RJH	273	185	134	29	105	156	49	46.7%	11.6%
6SE-RJH/6SW-RJH	972	777	434	42	392	735	224	57.1%	5.5%
7NE-RJH/7NW-RJH	913	650	392	32	360	618	225	62.5%	5.2%
7SE-RJH/7SW-RJH	1,060	730	361	34	327	696	188	57.5%	6.1%
8NE-RJH/8NW-RJH	457	292	233	65	168	227	85	50.6%	8.4%
8SE-RJH/8SW-RJH	608	355	276	58	218	297	110	50.5%	7.4%
Non Reporting Unit(s)	68	34	32	19	13	15	1	n/a	n/a



	Discharges	Study Universe	Sampled	Invalid	Valid Sample	Valid Study Universe	Surveys Completed	Response Rate	Margin of Error
Saanich Peninsula Hospital	885	588	363	86	277	502	152	54.9%	6.6%
CENT-SPH	708	465	241	42	199	423	109	54.8%	8.1%
PCU-SPH	116	78	78	26	52	52	26	50.0%	13.7%
SOUT-SPH	61	45	44	18	26	27	17	65.4%	14.9%
St. Joseph's General Hospital	2,106	1,523	991	150	841	1,373	421	50.1%	4.0%
MED-SJH	339	195	126	33	93	162	49	35.0%	12.3%
INPOF-SJH	173	118	104	23	81	95	34	42.0%	13.8%
MCH-SJH	509	403	265	19	246	384	103	52.0%	8.3%
SURG-SJH	808	610	313	33	280	577	165	58.9%	6.6%
TCU-SJH	101	69	68	27	41	42	10	24.4%	27.5%
TEL-SJH	176	128	115	15	100	113	60	60.0%	8.9%
Tofino General Hospital	199	134	129	37	92	97	40	43.5%	11.9%
Victoria General Hospital	7,997	5,882	2,754	377	2,377	5,505	1,244	52.3%	2.4%
AP-VGH	139	101	95	7	88	94	33	37.5%	13.8%
N5-VGH	90	70	67	17	50	53	33	66.0%	10.6%
N6C-VGH	324	212	172	40	132	172	63	47.7%	9.9%
N6D-VGH	279	194	123	36	87	158	43	49.4%	12.8%
P4CN-VGH	470	323	169	13	156	310	58	37.2%	11.6%
P4DN-VGH	397	290	136	11	125	279	53	42.4%	12.1%
S3AB-VGH	1,802	1,422	404	35	369	1,387	141	38.2%	7.8%
S4A-VGH	394	255	168	33	135	222	70	51.9%	9.7%
S4B-VGH	362	233	158	36	122	197	56	45.9%	11.1%
S5A-VGH	660	491	241	31	210	460	141	67.1%	6.9%
S5B-VGH	219	160	102	15	87	145	52	59.8%	10.9%

	Discharges	Study Universe	Sampled	Invalid	Valid Sample	Valid Study Universe	Surveys Completed	Response Rate	Margin of Error
S6A-VGH	496	410	226	22	204	388	140	68.6%	6.6%
S6B-VGH	333	230	111	21	90	209	51	56.7%	12.0%
S7A-VGH	1,098	837	298	27	271	810	167	61.6%	6.8%
S7B-VGH	922	646	276	29	247	617	139	56.3%	7.3%
<i>Non Reporting Unit(s)</i>	12	8	8	4	4	4	4	<i>n/a</i>	<i>n/a</i>
West Coast General Hospital	761	497	366	50	316	447	146	46.2%	6.7%
LDR-WCG	166	116	114	10	104	106	35	33.7%	13.6%
MSA-WCG/ MSB-WCG	595	381	252	40	212	341	111	52.4%	7.7%
<b>VANCOUVER COASTAL HEALTH AUTHORITY</b>	<b>40,557</b>	<b>27,163</b>	<b>14,986</b>	<b>3,421</b>	<b>11,565</b>	<b>23,742</b>	<b>5,393</b>	<b>46.6%</b>	<b>1.2%</b>
Bella Coola General Hospital	73	38	39	8	31	30	15	48.4%	18.3%
Squamish General Hospital	491	377	302	55	247	322	119	48.2%	7.1%
Lions Gate Hospital	6,781	4,991	2,213	435	1,778	4,556	846	47.6%	3.0%
2E/ECC	638	470	204	35	169	435	87	51.5%	9.4%
3E/3PO	510	389	205	20	185	369	71	38.4%	10.5%
3W/LD	1,040	889	257	21	236	868	78	33.1%	10.6%
4E	677	401	211	60	151	341	65	43.0%	11.0%
4W	211	165	157	79	78	86	31	39.7%	14.2%
5E	192	144	123	32	91	112	48	52.7%	10.7%
6E/6W/SCO	1,940	1,477	481	60	421	1,417	246	58.4%	5.7%
7E/NCU	570	457	230	32	198	425	104	52.5%	8.4%
7W	144	85	84	41	43	44	14	32.6%	21.9%
EIP	809	479	229	45	184	434	90	48.9%	9.2%
ICU	37	27	22	9	13	18	7	53.8%	30.0%

	Discharges	Study Universe	Sampled	Invalid	Valid Sample	Valid Study Universe	Surveys Completed	Response Rate	Margin of Error
<i>Non Reporting Unit(s)</i>	13	8	10	1	9	7	5	n/a	n/a
Powell River General Hospital	694	472	354	70	284	402	112	39.4%	7.9%
PMAT	205	159	109	13	96	146	39	40.6%	13.5%
PER/INPT, PICU, PMSP	481	313	245	57	188	256	73	38.8%	9.7%
<i>Non Reporting Unit(s)</i>	8	0	0	0	0	0	0	n/a	n/a
RW Large Memorial Hospital	19	12	12	4	8	8	3	n/a*	n/a*
Richmond Hospital	6,068	3,557	1,668	419	1,249	3,138	528	42.3%	3.9%
R2S	1,008	540	269	63	206	477	98	47.6%	8.8%
R3BC	1,184	883	313	64	249	819	99	39.8%	9.2%
R3N	161	62	59	29	30	33	8	26.7%	30.6%
R3S	617	281	193	70	123	211	46	37.4%	12.8%
R3SP	135	51	48	29	19	22	7	36.8%	31.2%
R4N	1,655	1,092	299	47	252	1,045	108	42.9%	8.9%
R6N	653	305	204	62	142	243	56	39.4%	11.5%
REMR	425	242	174	38	136	204	64	47.1%	10.2%
HAU/ICU	68	35	34	7	27	28	16	59.3%	16.2%
RSSP	102	53	49	10	39	43	18	46.2%	17.8%
<i>Non Reporting Unit(s)</i>	60	13	26	0	26	13	8	n/a	n/a
Sechelt General Hospital	1,087	617	501	78	423	539	145	34.3%	7.0%
2A/3A/CCU	584	360	283	55	228	305	80	35.1%	9.4%
EA-SM	320	174	135	18	117	156	47	40.2%	12.0%
MAT-SM	176	81	81	5	76	76	18	23.7%	20.3%
<i>Non Reporting Unit(s)</i>	7	2	2	0	2	2	0	n/a	n/a
UBC Hospital	2,287	1,885	641	50	591	1,835	315	53.3%	5.0%

	Discharges	Study Universe	Sampled	Invalid	Valid Sample	Valid Study Universe	Surveys Completed	Response Rate	Margin of Error
UK1S	2,220	1,834	590	41	549	1,793	299	54.5%	5.2%
UK1T	67	51	51	9	42	42	16	38.1%	19.5%
Vancouver General Hospital	13,032	8,326	5,527	1,286	4,241	7,040	2,008	47.3%	1.8%
BTHA	91	64	61	15	46	49	24	52.2%	14.4%
C10A/CCU1/CSI	1,220	762	418	60	358	702	198	55.3%	5.9%
C10D/C10H	274	164	158	79	79	85	33	41.8%	13.4%
C7A/C7C/C7E/C7G	553	278	255	131	124	147	51	41.1%	11.1%
C8AB/C8E	389	211	202	105	97	106	30	30.9%	15.2%
C8D	144	101	100	22	78	79	25	32.1%	16.3%
C9A/C9B/C9C	516	369	263	29	234	340	132	56.4%	6.7%
EMRG	57	38	37	15	22	23	8	36.4%	28.5%
T10C/T10H/T10S	995	582	368	110	258	472	116	45.0%	7.9%
T11A/T11D	941	458	329	110	219	348	84	38.4%	9.3%
T12A/T12B/T12S	690	440	314	51	263	389	132	50.2%	6.9%
T14G	537	321	226	46	180	275	85	47.2%	8.9%
T14H	145	87	83	20	63	67	31	49.2%	13.0%
T15A/T15B	189	112	102	21	81	91	48	59.3%	9.8%
T16A	69	39	39	23	16	16	6	37.5%	32.8%
T4C/T4F	1,470	1,058	495	77	418	981	207	49.5%	6.1%
T4D	207	144	121	24	97	120	42	43.3%	12.3%
T5A/T5B/T5S/T5T/T6A/T6B	1,361	930	597	100	497	830	231	46.5%	5.5%
T7A/T7D	824	556	339	66	273	490	126	46.2%	7.5%
T8A/T8AS/T8B/T8S	1,102	753	453	75	378	678	183	48.4%	6.2%
T9A/T9AS/T9B/T9D/T9S	1,140	797	510	85	425	712	205	48.2%	5.8%

	Discharges	Study Universe	Sampled	Invalid	Valid Sample	Valid Study Universe	Surveys Completed	Response Rate	Margin of Error
<i>Non Reporting Unit(s)</i>	118	62	57	22	35	40	11	n/a	n/a
G.F. Strong Rehabilitation Centre	232	81	76	18	58	63	33	56.9%	11.9%
SF2A	72	25	20	6	14	19	6	42.9%	33.8%
SF3	77	28	27	7	20	21	10	50.0%	22.9%
SF4	83	29	29	5	24	24	17	70.8%	13.1%
Holy Family Hospital	283	171	161	44	117	127	57	48.7%	9.7%
HRB1	155	95	90	21	69	74	39	56.5%	10.9%
HRB2	128	76	71	23	48	53	18	37.5%	18.9%
Mount Saint Joseph Hospital	1,820	1,227	766	296	470	931	203	43.2%	6.1%
M3B	468	304	193	82	111	222	45	40.5%	13.1%
M3C	429	287	188	72	116	215	45	38.8%	13.0%
M4E	166	140	140	78	62	62	27	43.5%	14.3%
M4W	757	496	245	64	181	432	86	47.5%	9.5%
St. Paul's Hospital	7,690	5,408	2,726	658	2,068	4,750	1,009	48.8%	2.7%
10A/10B	1,496	1,111	327	53	274	1,058	140	51.1%	7.7%
10C	283	162	151	60	91	102	32	35.2%	14.4%
10D	75	45	43	21	22	24	7	31.8%	31.8%
3MC	990	804	292	30	262	774	108	41.2%	8.8%
5A	755	522	255	47	208	475	134	64.4%	7.2%
5B	748	530	252	34	218	496	138	63.3%	7.1%
6B	353	254	177	35	142	219	76	53.5%	9.1%
7A	441	250	185	69	116	181	45	38.8%	12.7%
7B	456	292	206	67	139	225	59	42.4%	11.0%
7C	394	247	177	63	114	184	51	44.7%	11.7%

	Discharges	Study Universe	Sampled	Invalid	Valid Sample	Valid Study Universe	Surveys Completed	Response Rate	Margin of Error
7D	437	277	194	58	136	219	53	39.0%	11.7%
8A	366	236	180	61	119	175	44	37.0%	12.8%
9C/9D	896	677	287	60	227	617	122	53.7%	8.0%
<b>NORTHERN HEALTH AUTHORITY</b>	<b>9,449</b>	<b>6,869</b>	<b>4,866</b>	<b>929</b>	<b>3,937</b>	<b>5,940</b>	<b>1,884</b>	<b>47.9%</b>	<b>1.9%</b>
Bulkley Valley District Hospital	268	211	189	29	160	182	87	54.4%	7.6%
MAT-BVDH	53	53	53	5	48	48	28	58.3%	12.1%
MED/SURG-B	199	146	126	22	104	124	53	51.0%	10.2%
<i>Non Reporting Unit(s)</i>	<i>16</i>	<i>12</i>	<i>10</i>	<i>2</i>	<i>8</i>	<i>10</i>	<i>6</i>	<i>n/a</i>	<i>n/a</i>
Chetwynd General Hospital	70	39	37	8	29	31	15	51.7%	18.5%
Dawson Creek and District Hospital	790	618	489	75	414	543	205	49.5%	5.4%
2E-DCDH/2W-DCDH	466	342	268	48	220	294	116	52.7%	7.1%
ICU-DCDH	39	28	28	10	18	18	8	44.4%	26.6%
INPT-ER-DC	88	64	60	8	52	56	23	44.2%	15.8%
MAT-DCDH	197	184	133	9	124	175	58	46.8%	10.6%
Fort Nelson General Hospital	121	87	86	21	65	66	26	40.0%	15.1%
Fort St. John Hospital and Health Centre	925	716	524	81	443	635	210	47.4%	5.5%
BIRTH CTR	324	296	184	15	169	281	84	49.7%	9.0%
ICU-FJN	84	67	65	10	55	57	27	49.1%	13.8%
INPT UNIT	374	238	168	38	130	200	66	50.8%	9.9%
INPT-ER-FJ	143	116	107	18	89	98	33	37.1%	14.0%
GR Baker Memorial Hospital	576	429	355	67	288	362	140	48.6%	6.5%
2N-GRB	97	75	72	17	55	58	28	50.9%	13.4%
ICU-GRB	98	68	66	12	54	56	26	48.1%	14.2%
INPT-ACUTE	381	286	217	38	179	248	86	48.0%	8.6%

	Discharges	Study Universe	Sampled	Invalid	Valid Sample	Valid Study Universe	Surveys Completed	Response Rate	Margin of Error
Kitimat General Hospital	317	247	228	35	193	212	90	46.6%	7.9%
INPT-ER-KG	29	26	25	1	24	25	7	29.2%	32.1%
MAT-KGH	20	19	19	3	16	16	9	56.3%	22.3%
MED/SURG-K	268	202	184	31	153	171	74	48.4%	8.6%
Lakes District Hospital	220	154	150	37	113	117	57	50.4%	9.3%
MacKenzie and District Hospital	47	34	33	4	29	30	11	37.9%	23.9%
Northern Haida Gwaii Hospital	55	36	35	11	24	25	5	20.8%	40.0%
McBride and District Hospital	24	16	16	9	7	7	2	n/a*	n/a*
Mills Memorial Hospital	794	537	383	71	312	466	142	45.5%	6.9%
ICU-MMH	70	46	44	10	34	36	15	44.1%	19.7%
INPT-ER-MM	36	24	23	2	21	22	11	52.4%	21.4%
MAT/GYN-MM	194	169	126	15	111	154	46	41.4%	12.1%
MED/SURG-M	494	297	190	44	146	253	70	47.9%	10.0%
University Hospital of Northern BC	4,030	2,897	1,712	336	1,376	2,561	659	47.9%	3.3%
FMU-UHNBC	299	197	155	47	108	150	46	42.6%	12.1%
HIGH ACUIT	264	172	147	43	104	129	43	41.3%	12.3%
ICU-UHNBC	48	35	35	10	25	25	8	32.0%	29.2%
IMU-UHNBC	578	383	224	47	177	336	98	55.4%	8.3%
INPT-ER-UH	60	32	31	8	23	24	10	43.5%	24.1%
MAT-UHNBC	123	112	84	4	80	108	39	48.8%	12.6%
PEDS-UHNBC	228	185	137	17	120	168	53	44.2%	11.2%
PSCU-UHNBC	94	67	64	9	55	58	23	41.8%	16.0%
REHAB-UHNB	190	129	110	19	91	110	42	46.2%	12.0%
SN-UHNBC	1,107	833	321	52	269	781	138	51.3%	7.6%

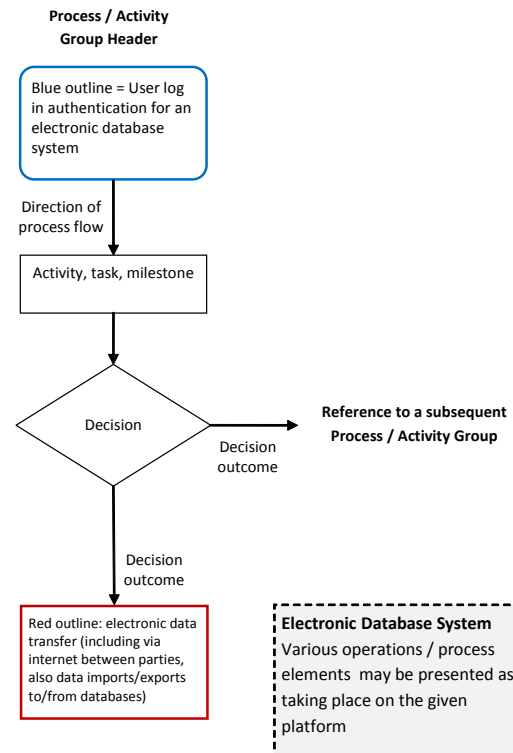
	Discharges	Study Universe	Sampled	Invalid	Valid Sample	Valid Study Universe	Surveys Completed	Response Rate	Margin of Error
SSMU-UHNBC	237	155	132	38	94	117	49	52.1%	10.7%
SS-UHNBC	774	577	253	37	216	540	108	50.0%	8.4%
<i>Non Reporting Unit(s)</i>	28	20	19	5	14	15	2	<i>n/a</i>	<i>n/a</i>
Prince Rupert Regional Hospital	667	461	271	51	220	410	110	50.0%	8.0%
Haida Gwaii Hospital	41	26	24	6	18	20	8	44.4%	27.6%
St. John Hospital	334	245	220	47	173	198	83	48.0%	8.2%
Stuart Lake Hospital	52	41	41	17	24	24	15	62.5%	15.8%
Wrinch Memorial Hospital	118	76	73	24	49	52	19	38.8%	18.0%

\* Response rates and MOEs not reported as these facilities did not receive a final report due to low sample size

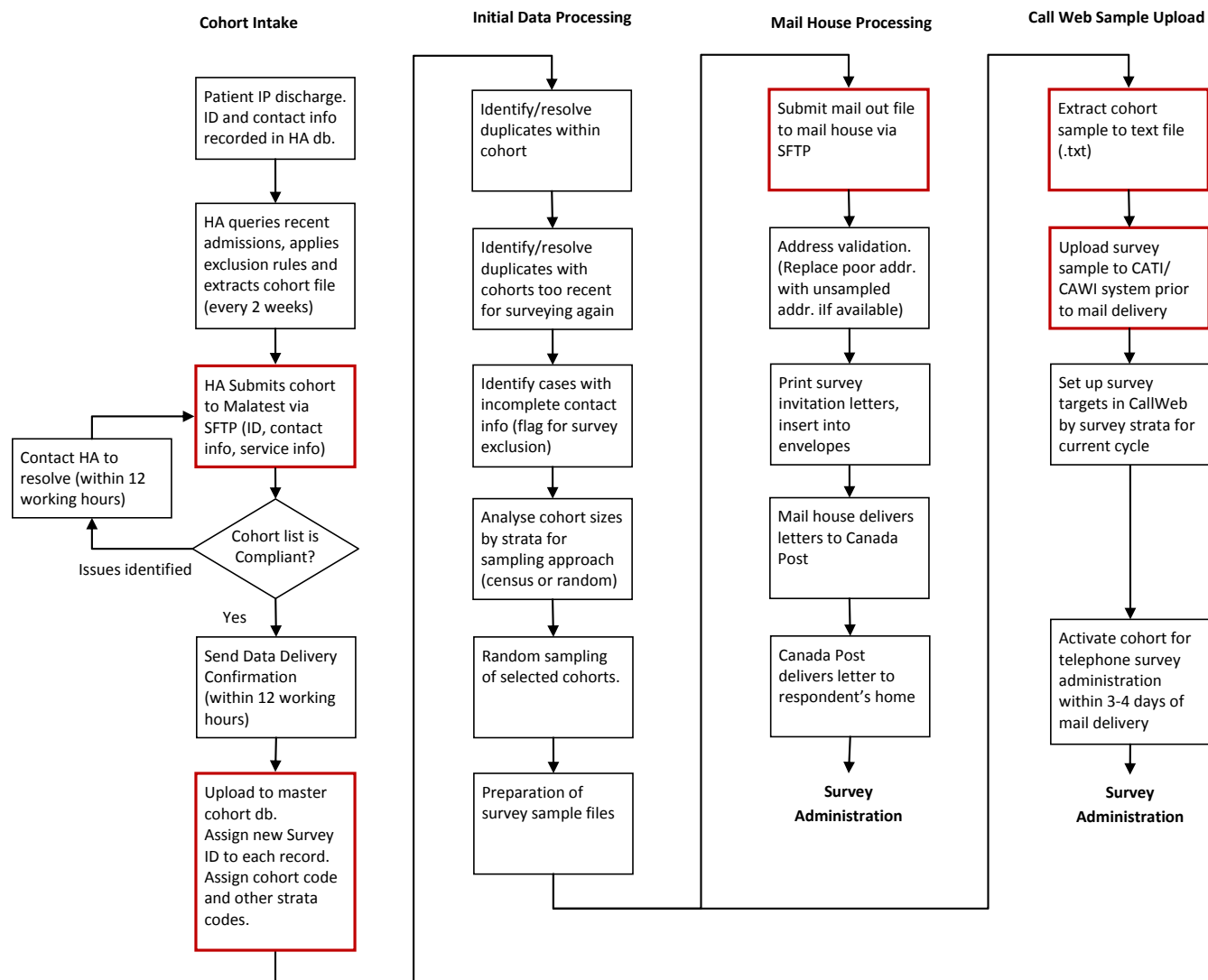


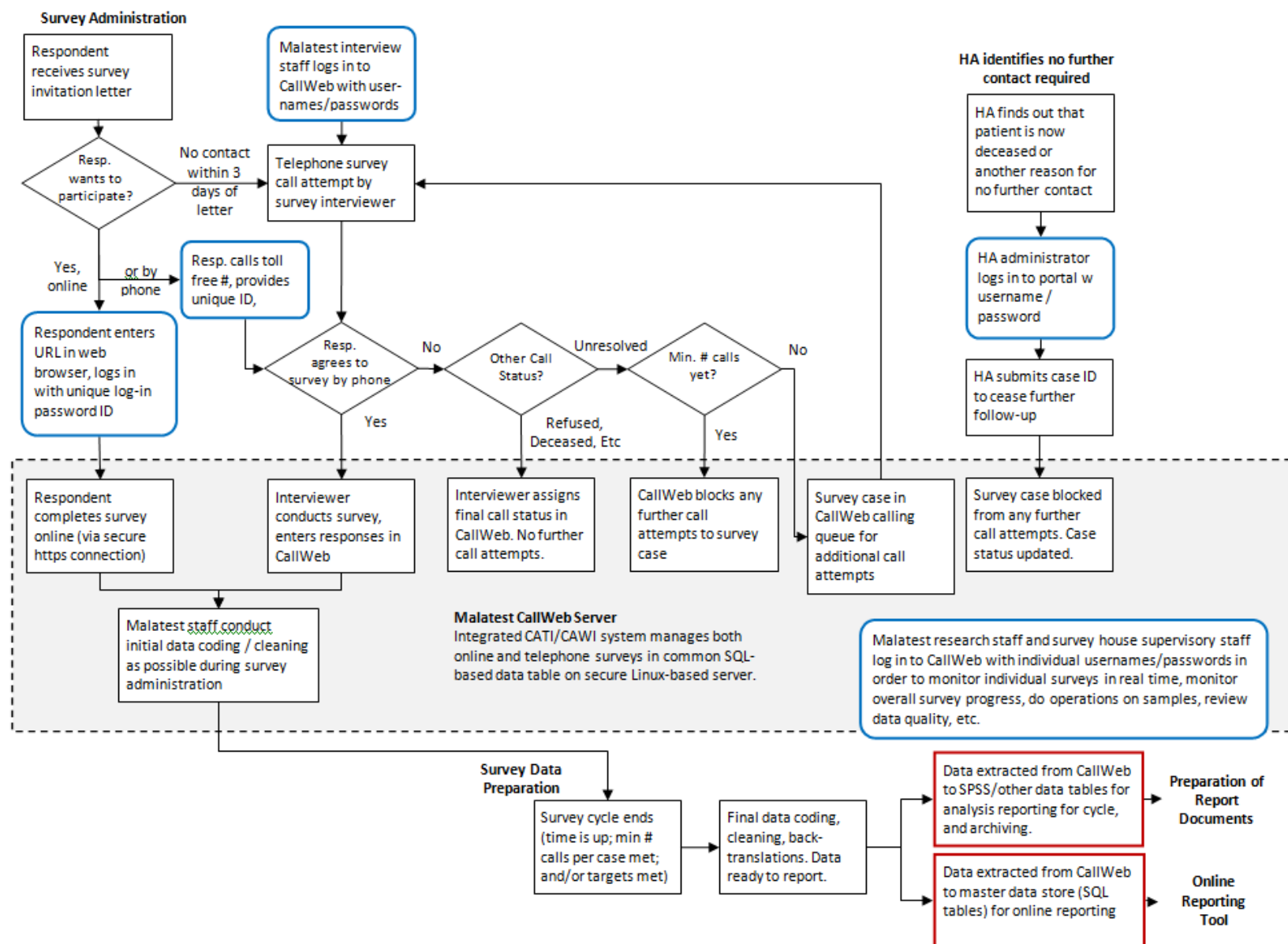
## **APPENDIX H: PROJECT FLOWCHART**

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**Legend****Abbreviations / Terminology:**

HA	Health Authority (individual facility or service provider may be involved in the task)
IP	inpatient services
SFTP	Secure File Transfer Protocol
CATI/CAWI	Computer Assisted Telephone/Web Interview System
CallWeb	Name of Malatest's CATI/CAWI system
ID	Identifier (e.g., a unique identifier associated with a patient; or, a unique identifier associated with a survey case)
Addr.	Address (mailing address)
Resp.	Survey respondent
URL	Universal Resource Locator (web address)
Https	A protocol for secure communication over the internet (more secure than http)
SPSS	Name of a common statistical analysis package





## **APPENDIX I: DRIVER ANALYSIS RESULTS**

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## Driver Analysis Results

Pearson product-moment correlation coefficients were computed to assess the relationships between the global rating questions. Results showed that all four of the global rating questions are moderately to highly correlated with one another. Table one presents the results in descending order of association.

**Table 1.** Correlations between global rating questions

Questions		Pearson's r
Q.21 (Best to worst hospital)	Q.41 (Overall experience)	.673***
Q.21 (Best to worst hospital)	Q.22 (Likelihood to rec'mend)	.607***
Q.21 (Best to worst hospital)	Q.40 (Helped by hospital stay)	.567***
Q.40 (Helped by hospital stay)	Q.41 (Overall experience)	.567***
Q.22 (Likelihood to rec'mend)	Q.40 (Helped by hospital stay)	.490***
Q.22 (Likelihood to rec'mend)	Q.41 (Overall experience)	.467***

\*\*\*= p<.001

Correlations between each of these dependent variables were then calculated against the eligible experience-based questions from the survey (independent variables). Table 2 shows the Pearson correlation coefficients and is colour coded to indicate question overlap between the lists for the four dependent variables.

**Table 2.** Most strongly correlated survey questions with each Global Rating Question

Q21 Best to worst hospital		Q22 Likelihood to rec'mend		Q40 Helped by hospital stay		Q41 Overall experience	
Survey question	Pearson's r	Survey question	Pearson's r	Survey question	Pearson's r	Survey question	Pearson's r
Q30	.524***	Q34	.508***	Q34	.485***	Q30	.472***
Q34	.501***	Q30	.506***	Q30	.480***	Q34	.451***
Q31	.483***	Q71	.481***	Q33	.470***	Q31	.439***
Q2	.475***	Q2	.474***	Q44	.462***	Q44	.431***
Q71	.471***	Q31	.464***	Q31	.453***	Q71	.422***
Q48	.457***	Q1	.458***	Q71	.436***	Q2	.415***
Q44	.456***	Q48	.454***	Q35	.433***	Q48	.410***
Q47	.441***	Q44	.450***	Q39	.430***	Q33	.403***
Q33	.432***	Q33	.428***	Q46	.422***	Q47	.398***
Q1	.430***	Q46	.417***	Q48	.417***	Q43	.386***

**Source:** 2016-2017 Acute IP Survey (March 23, 2017 data extraction)

\*\*\*= p<.001

Blue                      Question is found in all 4 lists  
 Orange                Question is found in 3 of the lists  
 Green                  Question is found in 2 of the lists  
 Yellow                 Question is found in only 1 list

Q21 has the most overlap with the other global rating questions, sharing 9 out of 10 questions with Q22 and 9 out of 10 questions with Q41. Q40 has the most unique list. It is the only global rating

question that has a top-10 association with questions Q35, and Q39. In rank order of overlap, Q21 has the most overlap with the other dependent variables followed by Q22, Q41 and lastly, Q40.

Question 41 was initially eliminated from further analysis due to lower Pearson correlations. Subsequently it was determined that statistics and practice/theory need to be considered in light of the desire to see an overall experience rating included in the determination of key drivers. Correlations for questions 21, 22, 40, and 41 were then run against ALL evaluative survey questions in the CPES-IC using the following rules to select the key drivers for the final reports:

**RULE #1:**

Questions were selected only if correlations were  $r > .300^{***}$  on at least two of the global rating variables;

**RULE #2:**

Questions were selected only if they were drivers of patients' global ratings with a Top-box score lower than 70%.

The key driver analysis was conducted five (5) separate times in an attempt to determine whether key drivers could be different for different subsectors. The five (5) analysis groups were:

1. Main population (admitted for acute medical care, no special subgroup indicated)
2. Pediatric/Youth group
3. Maternity group
4. Surgical group
5. Rehabilitation group

Ultimately, three (3) distinct key driver lists were generated for three different groups/subsectors:

1. Medical, Surgical, or Maternity
2. Pediatric/Youth
3. Rehabilitation

Key driver questions for each subsector of the Acute Inpatient survey are shown in the tables below, along with decisions on how these distinct lists were generated.

**DECISION #1:** Questions Recommended for MEDICAL UNITS, SURGICAL UNITS, & MEDICAL/SURGICAL UNITS

**TABLE 3:** Questions Recommended for MEDICAL UNITS, SURGICAL UNITS, & MEDICAL/SURGICAL UNITS

Question		r (Q21)	r(Q22)	r(Q40)	Top-box Score
Q45 Continuity Module	During your hospital stay, when your doctors changed, did the next doctor seem up-to-date on your care	.396***	.399***	.417***	48%
Q46 Continuity Module	During this hospital stay, when your doctors changed, did you have confidence in the care the next doctor provided	.396***	.417***	.422***	48%

Q17 HCAHPS q	Before giving you any <u>new</u> medicine, how often did hospital staff describe possible side effects in a way you could understand?	.342***	.306***	.282***	54%
Q34 CPES-IC a	Did you get the support you needed to help with any anxieties, fears, or worries you had during this hospital stay?	.501***	.508***	.485***	61%
Q52 Continuity Module	Before you left the hospital, were you told when you could resume your regular daily activities?	.312***	.293***	.329***	62%
<del>Q27 CPES-IC q</del>	<del>Were you given enough information about what was going to happen during your admission to the hospital?</del>	<del>.373***</del>	<del>.365***</del>	<del>.391***</del>	<del>67%</del>
<del>Q26</del>	<del>When you were in the Emergency Department, did you get enough information about your condition and treatment?</del>	<del>.343***</del>	<del>.34***</del>	<del>.359***</del>	<del>67%</del>
Q4 HCAHPS q	During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?	.399***	.386***	.347***	67%
Q51 Continuity Module	Before you left the hospital, did you get enough information from hospital staff about appointments and tests you needed after you left the hospital?	.342***	.35***	.377***	69%
Q50 Continuity Module	Before you left the hospital, did doctors, nurses or other hospital staff talk with you about whether you would have the help you needed when you went home?	.327***	.322***	.342***	69%

\*\*\*= p<.001

Note: Q26 and Q27 omitted, was not relevant to all patients; not all patients admitted via the ED.

**DECISION #2:** Questions Recommended for SURGICAL UNITS

None of the SURGICAL module questions satisfied rule number 1; as such, it was recommended that the questions for Surgical units default to Medical Unit questions.

**DECISION #3:** Questions Recommended for MEDICAL/SURGICAL (combined) UNITS

It was recommended that the questions for Medical/Surgical units default to the Medical Unit questions.

**DECISION #4:** Questions Recommended for PEDIATRIC UNITS

**TABLE 4.** Questions Recommended for PEDIATRIC UNITS

Question		r (Q21)	r(Q22)	r(Q40)	Top-box Score
Q45 Continuity Module	During your hospital stay, when your doctors changed, did the next doctor seem up-to-date on your care?	.396***	.399***	.417***	48%
Q46 Continuity	During this hospital stay, when your doctors changed, did you have confidence in the care	.396***	.417***	.422***	48%



Module	the next doctor provided?				
Q17 HCAHPS q	Before giving you any <u>new</u> medicine, how often did hospital staff describe possible side effects in a way you could understand?	.342***	.306***	.282***	54%
QP5* Peds Mod	During this hospital stay, did a doctor or nurse ask your child questions about his or her pain?	.393***	.374***	.288***	57%
QP3 Peds Module	During this hospital stay, did someone on the hospital staff teach you what you needed to know to care for your child at home?	.392***	.414***	.483***	57%
QY3 Youth Modules	During this hospital stay, did someone on the hospital staff teach you what you needed to know to care for yourself at home?	.484***	.333***	.521***	61%
Q34 CPES-IC	Did you get the support you needed to help with any anxieties, fears, or worries you had during this hospital stay?	.501***	.508***	.485***	61%
Q52 Continuity Module	Before you left the hospital, were you told when you could resume your regular daily activities?	.312***	.293***	.329***	62%
QP9 Peds Module	During this hospital stay, when you or your child used the call button to get help, was the response quick enough?	.345***	.356***	.309***	63%
QY9 Youth Module	During this hospital stay, when you used the call button to get help, was the response quick enough?	.376***	.347***	.272***	64%
<del>Q27 CPES-IC</del>	<del>Were you given enough information about what was going to happen during your admission to the hospital?</del>	<del>.373***</del>	<del>.365***</del>	<del>.391***</del>	<del>67%</del>
<del>Q26 CPES-IC</del>	<del>When you were in the Emergency Department, did you get enough information about your condition and treatment?</del>	<del>.343***</del>	<del>.34***</del>	<del>.359***</del>	<del>67%</del>

\*\*\*= p<.001

Note: Q26 and Q27 omitted, as not relevant to all patients; not all patients admitted via the ED.

\*QP5: Note that the Youth version of this question is not included as a driver as the % positive for this question is very high; this suggests that doctors and nurses are performing well in terms of asking youth about their pain level. However, parents of younger children are reporting that doctors and nurses aren't asking their children about pain.

#### **DECISION #5:** Questions Recommended for MATERNITY UNITS

None of the MATERNITY questions that had at least a .300 correlation with the experience questions were poor performers (all Top-box scores were >70% - and usually well above 70%). As such, it is recommended that MATERNITY units to get the same questions as **MEDICAL, SURGICAL and MED/SURG Units**.

**DECISION #6:** Questions Recommended for REHABILITATION UNITS**Table 5:** Questions Recommended for REHABILITATION UNITS

Question		r (Q21)	r(Q22)	r(Q40)	Top-box Score
QR13 Rehab Module	During this hospital stay, were you given adequate information about support services in the community?	.338***	.319***	.32***	28%
QR9 Rehab Module	During this hospital stay, did you accomplish what you expected in your rehabilitation program?	.403***	.414***	.429***	44%
Q45 Continuity Module	During your hospital stay, when your doctors changed, did the next doctor seem up-to-date on your care	.396***	.399***	.417***	48%
Q46 Continuity Module	During this hospital stay, when your doctors changed, did you have confidence in the care the next doctor provided	.396***	.417***	.422***	48%
QR12 Rehab Module	During this hospital stay, did your care staff tell you what to expect about how you might progress in regaining your abilities?	.329***	.298***	.316***	48%
QR4 Rehab Module	During this hospital stay, did your therapists, nurses and doctors work well together?	.31***	.284***	.354***	50%
Q17 HCAHPS q	Before giving you any <u>new</u> medicine, how often did hospital staff describe possible side effects in a way you could understand?	.342***	.306***	.282***	54%
QR11 Rehab Module	During this hospital stay, did you learn what you needed to know in order to manage your condition?	.452***	.373***	.441***	57%
QR7 Rehab Module	During this hospital stay, were you kept well-informed about your progress in areas that were important to you?	.426***	.339***	.398***	58%
Q34 CPES-IC q	Did you get the support you needed to help with any anxieties, fears, or worries you had during this hospital stay?	.501***	.508***	.485***	61%

\*\*\*= p&lt;.001

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## APPENDIX J: DATA WEIGHTING CODE

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## Data Weighting Code in R

The survey post-stratification weights were calculated in two stages using R *survey* and *srvyr* packages.

### Stage 1: Compute weights at the unit level

The initial first-stage weights were calculated to account for the population discharge volume of each of the units with discharged patients who participated in the survey. This was only undertaken for facilities which had more than one unit. These first-stage weights could have been used to report results for any given facility, but would not be appropriate to report results at the health authority level as they would not necessarily be balanced by total facility population (e.g., in the case of facilities with small units where no surveys were completed). The first-stage weights were intermediate weights used in the calculation of the final weights.

The R code used to compute weights at the unit level is shown below:

```
svy.weighted.0 <- toweight_df %>% as_survey_design(ids=1)
ps.svy.weighted.0 <- try(postStratify(svy.weighted.0, strata = ~strata, population =
set_unit_universe_df, partial = TRUE))
toweight_df$unit_weight <- 1/ps.svy.weighted.0$prob
```

The first line of code defines a new simple random sample survey object in R from the cleaned survey data file. In the weighting command on the second line, the units that define the strata and the population are the total discharge volume of each unit. These are used to calculate the post-stratification weights.

### Stage 2: Compute final weights at the facility level

Second-stage weights were calculated to account for a small number of units which were not included in the final sample due to non-response (i.e., for units with very small numbers of eligible discharges that yielded no survey completions at all) or other reasons (i.e., no discharges eligible for surveying). The second stage weights were calculated so that the sum of the weights for the surveyed units would match the total population of discharges for each facility. In effect, the second-stage weights scale up the unit-level weights to compensate for any units missed in surveying. For facilities where all units had survey data, the final survey weights are the same as the unit-level weights. Of note, the weight computed at this stage is not a multiplicative factor, but an end product that replaces the first-stage unit-level weight.

The R code used to compute final weights at the facility level is shown below:

```
svy.weighted.1 <- toweight_df %>% as_survey_design(ids = 1, weights = unit_weight)
ps.svy.weighted.1 <- try(postStratify(svy.weighted.1, strata = ~strata, population =
set_unit_universe_df, partial = TRUE, weights = unit_weight))
toweight_df$unit_fac_weight <- 1/ps.svy.weighted.1$prob
```

The first line of code defines a new survey object in R, being initially weighted using the unit-level first-stage weights calculated above. In the weighting code, the facilities define the strata and the population is the total discharge volume of each facility. These are used to calculate the post-stratification weights.

The weight created in this step may be considered an ‘expansion weight,’ in that it expands the data to represent total population. As a final step, a normalized version of the second-stage weights was computed, which normalized (or scaled) the weights so that the sum of the survey weights equalled the total number of surveys collected. As all facilities from all health authorities were represented, no further adjustment was required in order to represent the full sample universe of all facilities and health authorities included in the provincial sample frame.

Both the original and normalized versions of the final weights are included in the delivered data file, (and are named *Weights* and *Weights\_Normal*, respectively). Both weighting variables will produce the same percentage distributions and averages in the final survey results, but, for the *Weights* variable, the sum of the weights represents discharge totals, while for the *Weights\_Normal* variable, the sum of the weights across all surveys represents the total number of survey completions.