



Date: Sept 1, 2016 - March 31, 2017 Discharges
Surveys Completed: 24279

PROVINCIAL FINAL REPORT

Response Rate: 46.9%

MOE: $\pm 0.5\%$

Using the Patient Experience to Transform Health Care:

British Columbia Patient-Centred Measurement, Reporting and Improvement

ACUTE INPATIENT SECTOR SURVEY 2016/17

The results of British Columbia's 2016/17 Acute Inpatient sector survey provide a snapshot of patient experiences with inpatient hospital care received between September 1, 2016 and March 31, 2017. Over 24,000 patients in BC completed a survey. This report presents the provincial results. Where applicable, provincial scores are presented alongside the average (mean) scores for each peer group (type of facility) and the average for different subsectors. Statistically significant percentage differences from the provincial average score are indicated where appropriate.

This report is organized into two sections:

Section 1: Key Findings

This section presents results from analyses conducted using patient responses to the questions on the Canadian Patient Experiences Survey for Inpatient Care (CPES-IC). There are 5 sets of analyses in this section:

1. Global Rating Question scores;
2. Key Driver Questions scores;
3. Top 10 scoring questions (provincial strengths);
4. Bottom 10 scoring questions (provincial areas of improvement); and
5. Dimension scores.

This section is divided into two parts. Part 1 reports provincial and peer group scores while Part 2 reports provincial and subsector scores.

Section 2: Frequency Tables

This section presents every question on the CPES-IC, showing the results across all response categories. Tables are grouped into the following sections: CPES-IC questions, Made-In-BC Modules (BC's Continuity across Transitions in Care, Patient Safety (Hand Hygiene, Medication Reconciliation), and Maternity, Pediatrics, Surgery, or Rehab, as applicable), and patient demographics.

Terminology

Key Drivers: Questions that reflect aspects of care and service shown to statistically have the greatest influence on the global rating indicator questions.

n: The number of patients who completed at least one survey question. Inclusion of all patient responses, regardless of whether the entire survey was completed, is consistent with an "Every Voice Counts" research approach.

Peer Group: Type of facility (Tertiary, Community, Small). A definition of each facility type and a list of facilities belonging to the three peer groups is presented in Appendix A.

Statistical Significance: Indicates a result where the difference between two scores is unlikely to have occurred due to chance.

Top Box score: The percentage of respondents/patients who selected the most positive response category to a survey question.

Total Valid: The number of patients who reported a valid answer for the question.

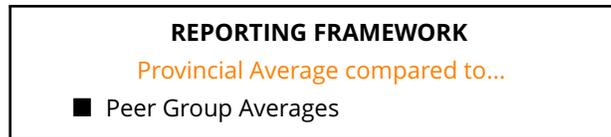
Valid Percent: The percentage of responses based on the Total Valid (i.e., excluding missing and not applicable responses).



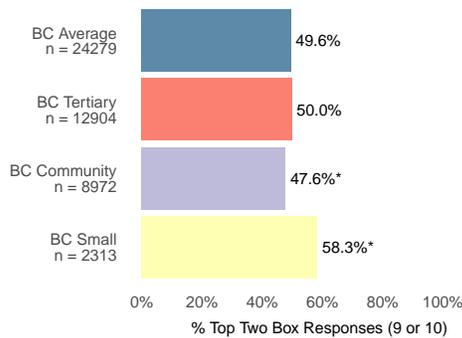
Section 1: Key Findings

PART 1: Peer Group Comparisons

1.1 Global Rating Indicators (Top Box Scores): Graphs 1.1-A through 1.1-D show the results of the four overall rating (also called global rating) questions on the CPES-IC. Provincial results are compared to the average (mean) scores for each peer group (type of facility). Statistically significant percentage differences from the provincial average score are indicated where appropriate.

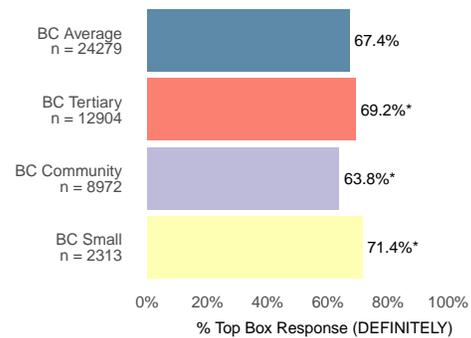


Graph 1.1-A. Q21. Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital during your stay?



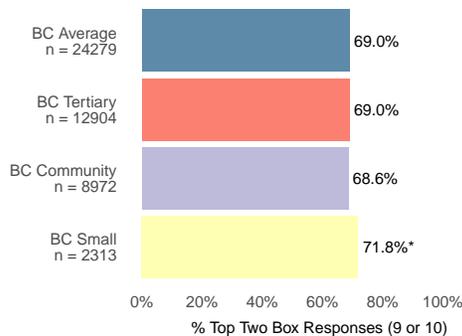
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Provincial scores are weighted
 Note: * denotes statistically significant difference (p<.05).

Graph 1.1-B. Q22. Would you recommend the hospital you stayed at to your friends and family?



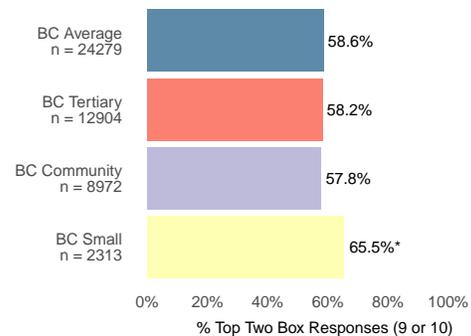
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Provincial scores are weighted
 Note: * denotes statistically significant difference (p<.05).

Graph 1.1-C. 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."



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Provincial scores are weighted
 Note: * denotes statistically significant difference (p<.05).

Graph 1.1-D. 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 had a poor experience" and 10 is "I had a very good experience."



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Provincial scores are weighted
 Note: * denotes statistically significant difference (p<.05).



1.2 Key Drivers scores

Patients who report higher scores for the Key Driver questions are also more likely to rate their overall experience of care more positively. Determination of Key Driver questions involved analyses of survey results from over 20,000 patients who experienced care in BC hospitals between September 2016 and February 2017. Driver selection was based on the relationship strength of each question on the survey with the four rating questions and each question's Top Box score. Improvement work on the Key Drivers is likely to lead to more positive global ratings of care by patients.

Table 1.2 shows the percentage of patients who scored a Key Driver question with the highest scoring category (Top Box Score). Provincial results are compared to the average (mean) scores for each peer group (type of facility). Statistically significant percentage differences from the provincial average score are indicated where appropriate.

Table 1.2. Percentage of patients who reported a top box score for key drivers

Percentage of patients who ...	BC Average n = 24279	BC Tertiary n = 12904	BC Community n = 8972	BC Small n = 2313
Q51. Reported that before leaving the hospital, they received enough information from hospital staff about appointments and tests they needed after they left the hospital. (COMPLETELY)	68.8%	69.1%	68.4%	67.8%
Q46. Reported that when their doctors changed, they had confidence in the care the next doctor provided. (ALWAYS)	62.7%	62.6%	62.0%	68.0%
Q45. Reported that when their doctors changed, the next doctor seemed up-to-date on their care. (ALWAYS)	57.6%	57.5%	56.8%	63.4%
Q34. Reported receiving the support they needed to help with any anxieties, fears, or worries they had during their hospital stay. (ALWAYS)	55.6%	54.9%	55.4%	62.8%
Q4. Received help as soon as they wanted it after pressing the call button. (ALWAYS)	55.4%	54.2%*	56.0%	64.1%
Q50. Reported that before leaving the hospital, the doctors, nurses or other hospital staff talked with them about whether they would have the help they needed when they went home. (COMPLETELY)	54.8%	54.7%	55.2%	53.0%
Q52. Reported that before leaving the hospital, they were told when they could resume regular daily activities. (COMPLETELY)	47.2%	46.5%	47.8%	49.6%
Q17. Reported that hospital staff described possible side effects of any new medicine before it was administered. (ALWAYS)	36.3%	35.8%	36.0%	43.3%

Source: British Columbia Patient-Centred Measurement, Reporting and Improvement Acute Inpatient Sector Survey, 2016/17.

Note: Provincial scores are weighted.

* denotes a statistically significant difference (p<.05).



1.3 Top 10 Strengths

Table 1.3 shows the 10 questions that received the highest Top Box scores from patients who stayed in a provincial facility between September 2016 and March 2017 who also completed a survey; these high-scoring questions reflect areas of strength (when compared to other areas covered by the survey). Provincial results are compared to the average (mean) scores for each peer group (type of facility). Statistically significant percentage differences from the provincial average score are indicated where appropriate.

Table 1.3. Ten Highest Scoring Questions

Percentage of patients who ...	BC Average n = 24279	BC Tertiary n = 12904	BC Community n = 8972	BC Small n = 2313
Q59. Reported that when they arrived at the hospital, a doctor, nurse, midwife, or pharmacist, asked them about all the medicines they had been taking at home.	92.4%	92.1%	93.0%	91.9%
Q68. Reported that they believed they or their family members suffered personal injury or harm which resulted from a medical error or mistake. (NOT AT ALL)	90.7%	90.4%	90.7%	92.8%*
Q5. Reported doctors treated them with courtesy and respect. (ALWAYS)	82.6%	81.6%*	83.4%	86.1%*
Q72. Reported that their care providers were respectful of their culture and traditions. (COMPLETELY)	82.6%	82.3%	82.9%	84.4%*
Q19. Reported that doctors, nurses or other hospital staff talked with them about whether they would have the help they needed when they left the hospital.	79.7%	80.4%	79.4%	74.7%*
Q1. Reported nurses treated them with courtesy and respect. (ALWAYS)	78.5%	77.4%*	79.2%	84.6%*
S3. Reported that hospital staff answered their questions about the operation in a way they could understand. (COMPLETELY)	78.4%	77.8%	79.3%	80.2%*
S2. Reported that hospital staff explained the risks and benefits of the operation in a way they could understand. (COMPLETELY)	76.8%	76.5%	77.3%	77.6%
Q25. Reported their admission into the hospital was organized. (COMPLETELY)	75.5%	74.4%*	78.0%*	73.7%
Q37. Reported they had a clear understanding about all of their prescribed medications before leaving the hospital. (COMPLETELY)	74.0%	73.8%	73.9%	77.6%*

Source: British Columbia Patient-Centred Measurement, Reporting and Improvement Acute Inpatient Sector Survey, 2016/17.

Note: Provincial scores are weighted.

* denotes a statistically significant difference (p<.05).



1.4 Top 10 Areas of Improvement

Table 1.4 shows the 10 questions that received the lowest Top Box scores from patients who stayed in a provincial facility between September 2016 and March 2017 who also completed a survey. Patient scores for these questions indicate possible areas of improvement. Provincial results are compared to the average (mean) scores for each peer group (type of facility). Statistically significant percentage differences from the provincial average score are indicated where appropriate.

Table 1.4. Ten Lowest Scoring Questions

Percentage of patients who ...	BC Average n = 24279	BC Tertiary n = 12904	BC Community n = 8972	BC Small n = 2313
Q65. Reported that hospital staff showed them how to properly clean their own hands. (ALWAYS)	10.4%	10.4%	9.6%*	14.3%*
Q66. Reported that hospital staff told them about products available for them to wash or clean their own hands. (ALWAYS)	13.0%	12.7%	12.5%	18.4%*
Q64. Reported that hospital staff told them about the importance of washing or cleaning their own hands. (COMPLETELY)	29.8%	29.5%	29.3%	34.5%*
Q67. Reported that they would have been comfortable asking their care providers if they had washed or cleaned their hands before caring for them. (ALWAYS)	34.4%	34.4%	33.5%	39.2%*
Q17. Reported that hospital staff described possible side effects of any new medicine before it was administered. (ALWAYS)	36.3%	35.8%	36.0%	43.3%*
Q9. Reported that the area around their room was quiet at night. (ALWAYS)	38.1%	38.3%	36.5%*	47.4%*
Q26. Reported receiving enough information about their condition and treatment while in the Emergency Department. (COMPLETELY)	40.7%	38.3%*	41.2%	52.4%*
Q27. Reported receiving enough information about what was going to happen during their admission to the hospital. (COMPLETELY)	42.3%	40.3%*	42.6%	52.2%*
Q53. Reported that someone contacted them to see how they were doing after they left the hospital.	44.9%	46.2%*	42.8%*	44.9%
Q43. Reported nurses told them what would happen next during their care. (COMPLETELY)	45.5%	45.8%	44.9%	46.9%

Source: British Columbia Patient-Centred Measurement, Reporting and Improvement Acute Inpatient Sector Survey, 2016/17.

Note: Provincial scores are weighted.

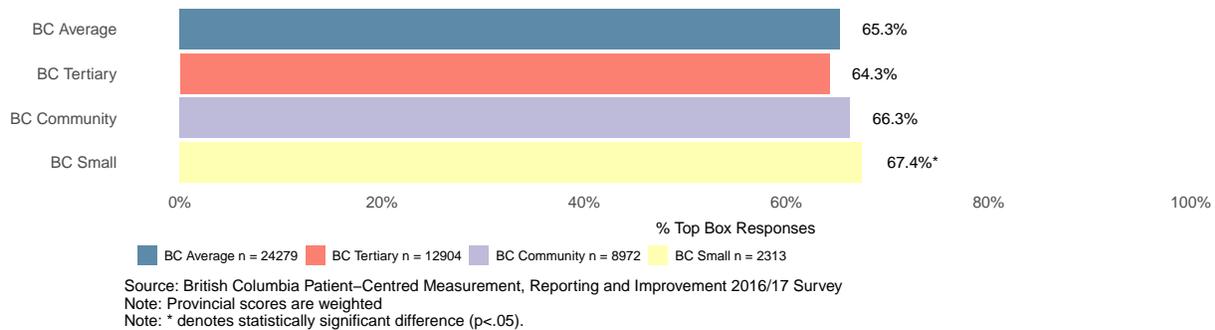
* denotes a statistically significant difference ($p < .05$).



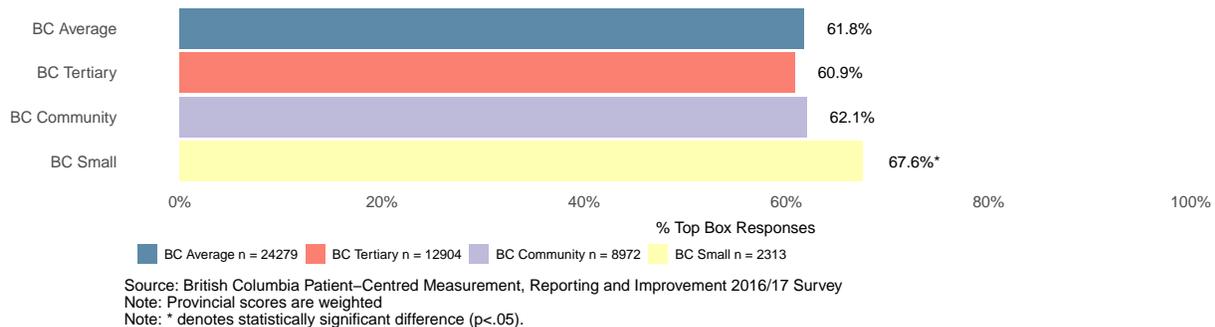
1.5 CPES-IC Dimension and Made-in-BC Module Scores

This section presents patient scores for the CPES-IC dimensions of Continuity of Care; Communication, Participation and Partnership; and, Physical Comfort (Graph 1.5-A). Scores for the CPES-IC sub-dimensions and associated survey questions are shown in Graphs 1.5-B through 1.5-H. Graphs 1.5-I through 1.5-L present patient scores for the BC Continuity across Transition in Care and Patient Safety modules (Hand Hygiene and Medication Reconciliation) as well as the scores for the individual survey questions included in each module. In each graph, provincial results are compared to the average (mean) scores for each peer group (type of facility). Statistically significant percentage differences from the provincial average score are indicated where appropriate.

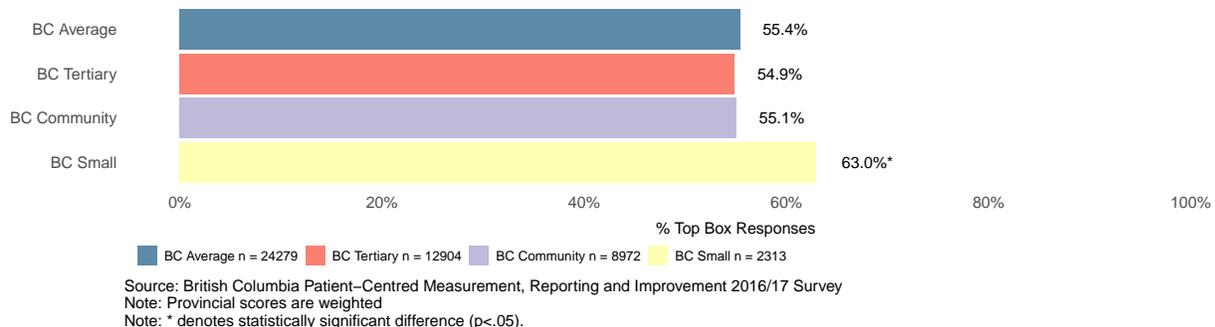
Graph 1.5-A. CPES-IC Dimension Scores - Continuity of Care



Graph 1.5-A. CPES-IC Dimension Scores - Communication, Participation, and Partnership



Graph 1.5-A. CPES-IC Dimension Scores - Physical Comfort

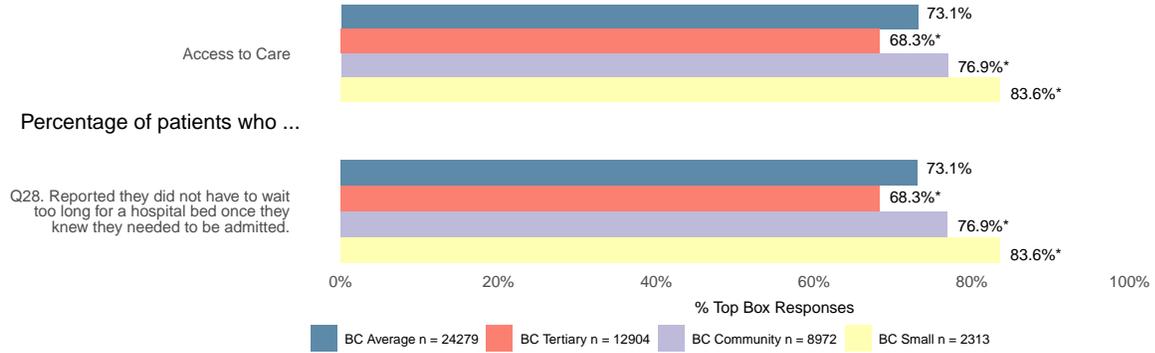




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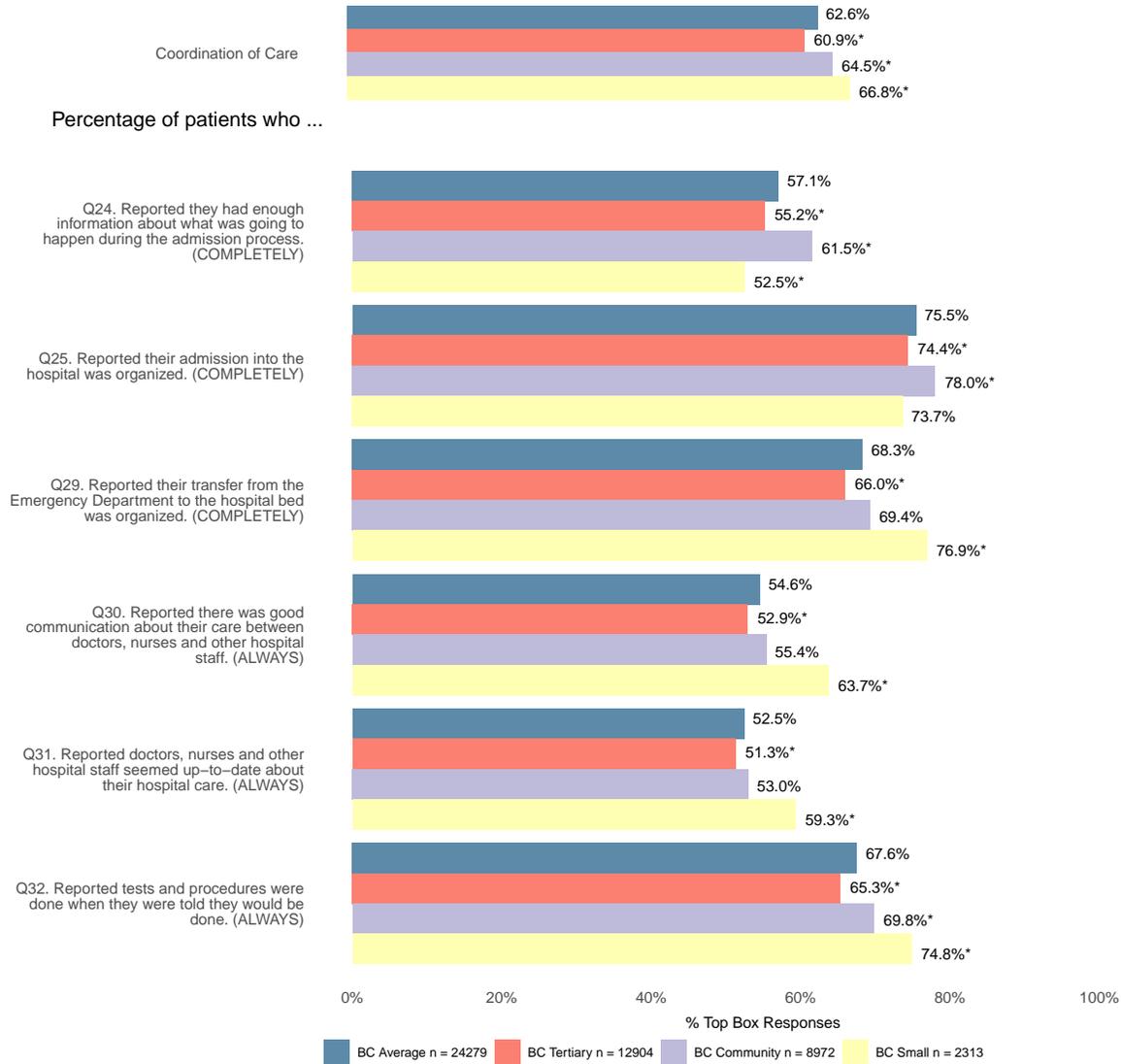
Graph 1.5-B. CPES-IC Subdimensions Continuity of Care: Access to Care



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
Note: Provincial scores are weighted
Note: * denotes statistically significant difference (p<.05).



Graph 1.5-C. CPES-IC Subdimensions
Continuity of Care: Coordination of Care

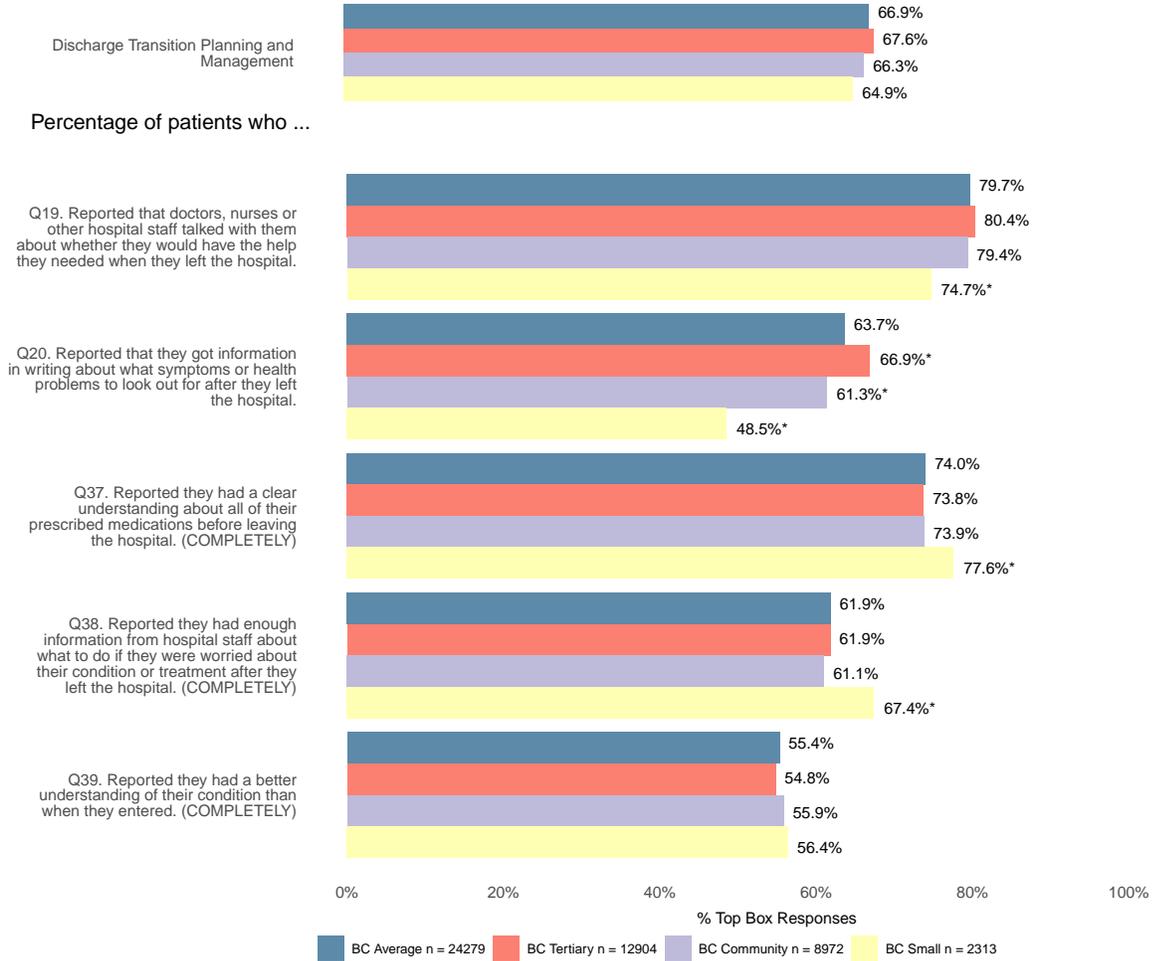


Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
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Graph 1.5-D. CPES-IC Subdimensions

Continuity of Care: Discharge Transition Planning and Management

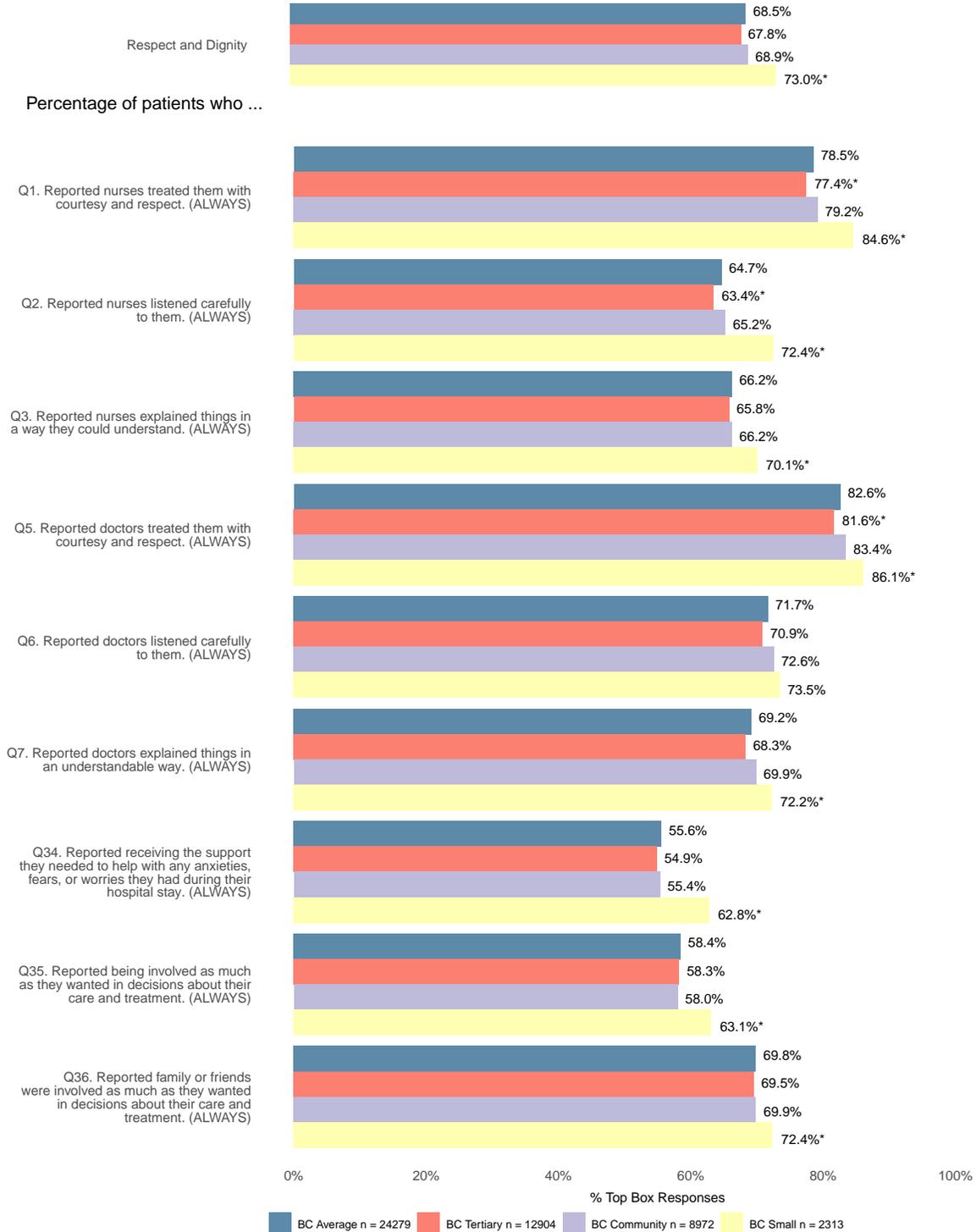


Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Provincial scores are weighted
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Graph 1.5-E. CPES-IC Subdimensions

Communication, Participation and Partnership: Respect and Dignity

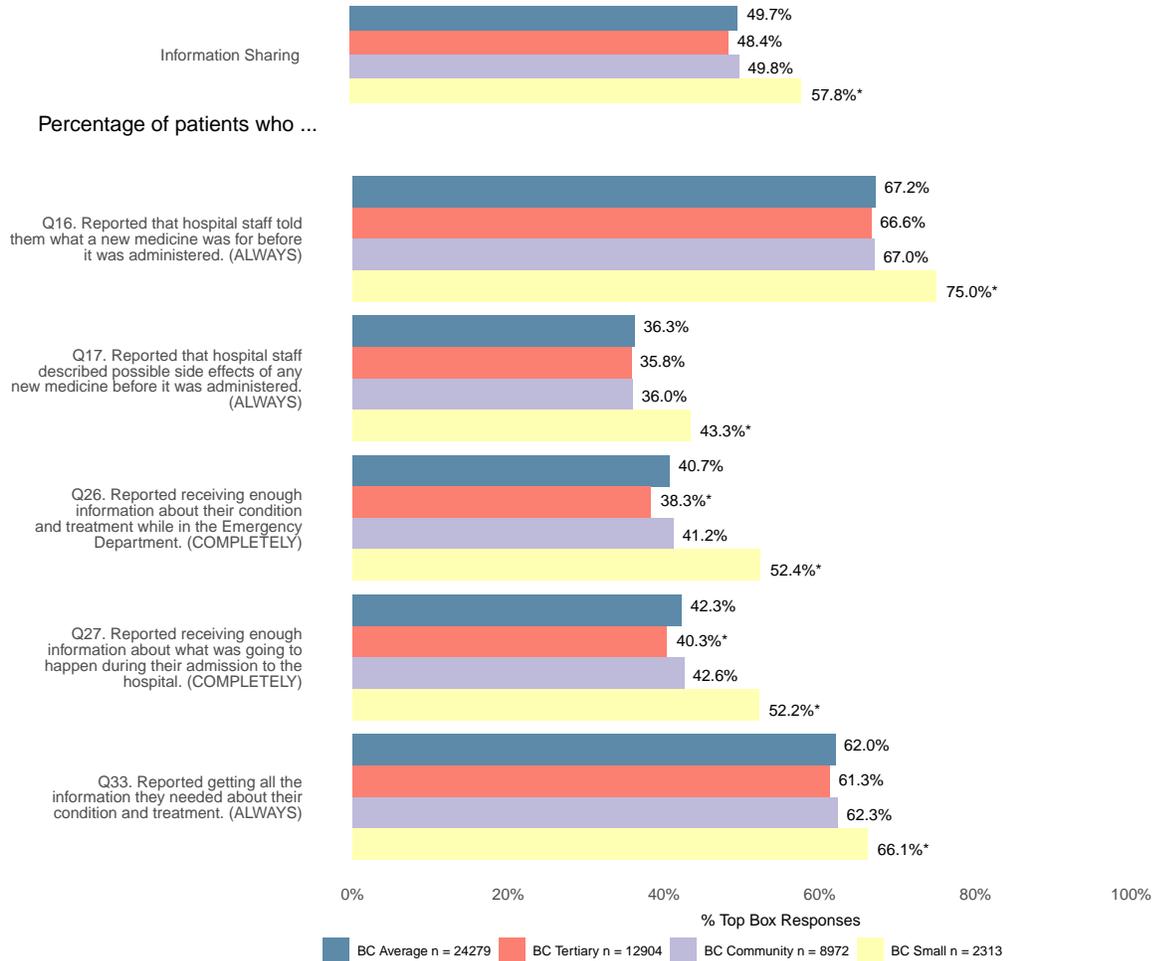


Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Provincial scores are weighted
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Graph 1.5-F. CPES-IC Subdimensions

Communication, Participation and Partnership: Information Sharing



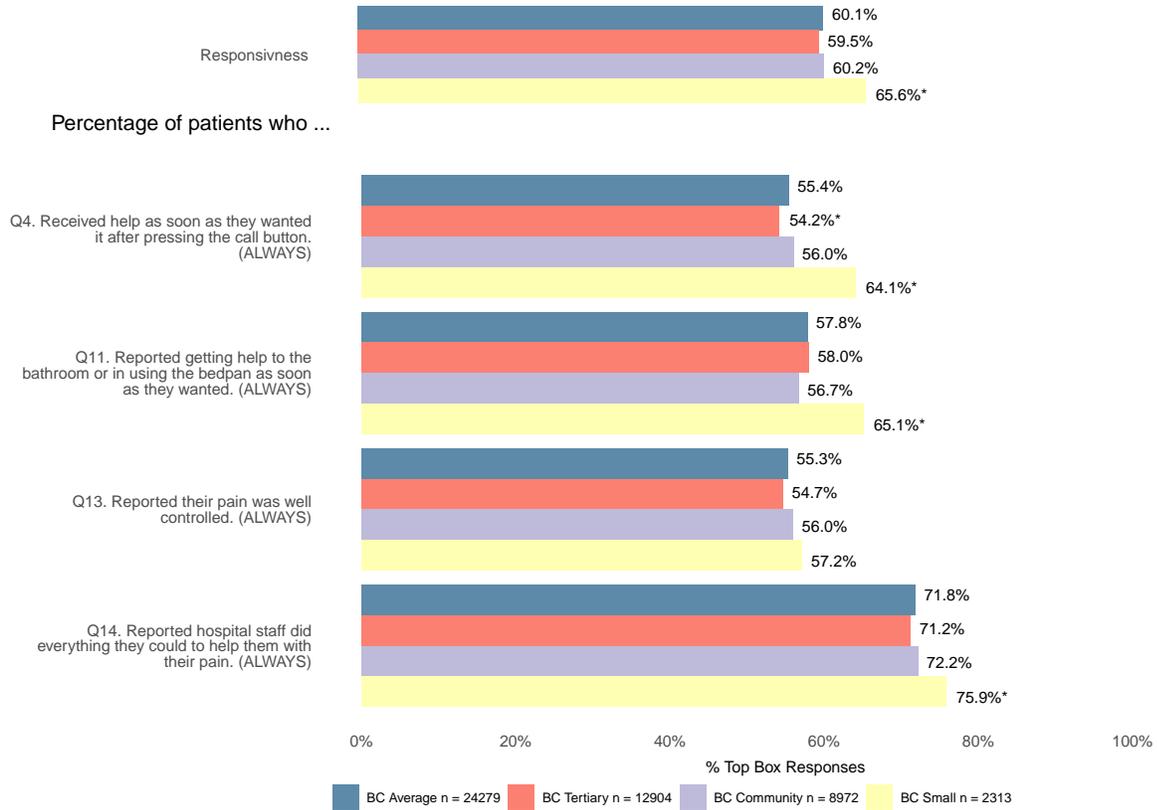
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Provincial scores are weighted
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Graph 1.5-G. CPES-IC Subdimensions
Physical Comfort: Responsiveness



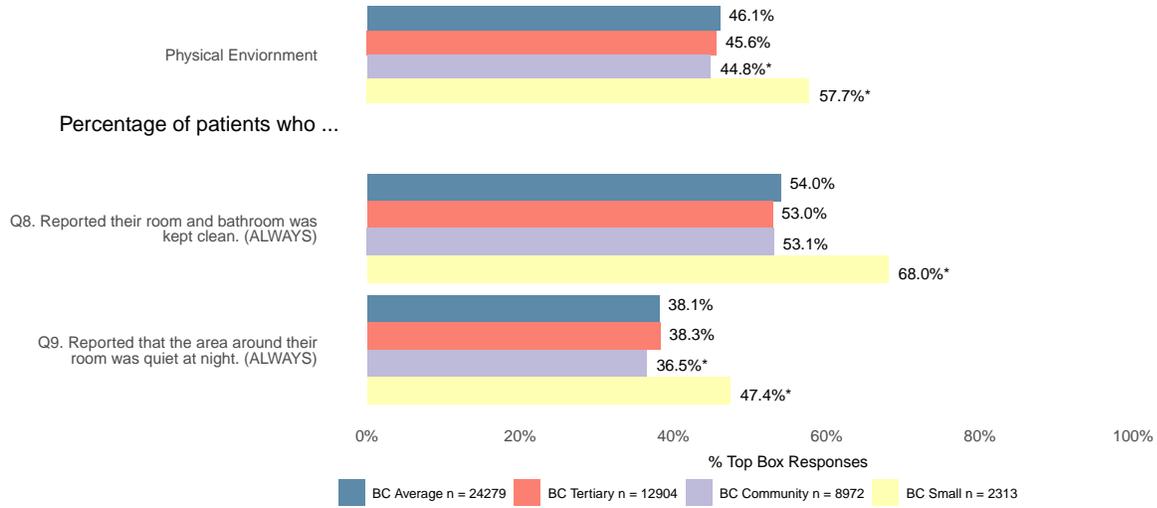
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Provincial scores are weighted
 Note: * denotes statistically significant difference (p<.05).



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Graph 1.5-H. CPES-IC Subdimensions Physical Comfort: Physical Environment



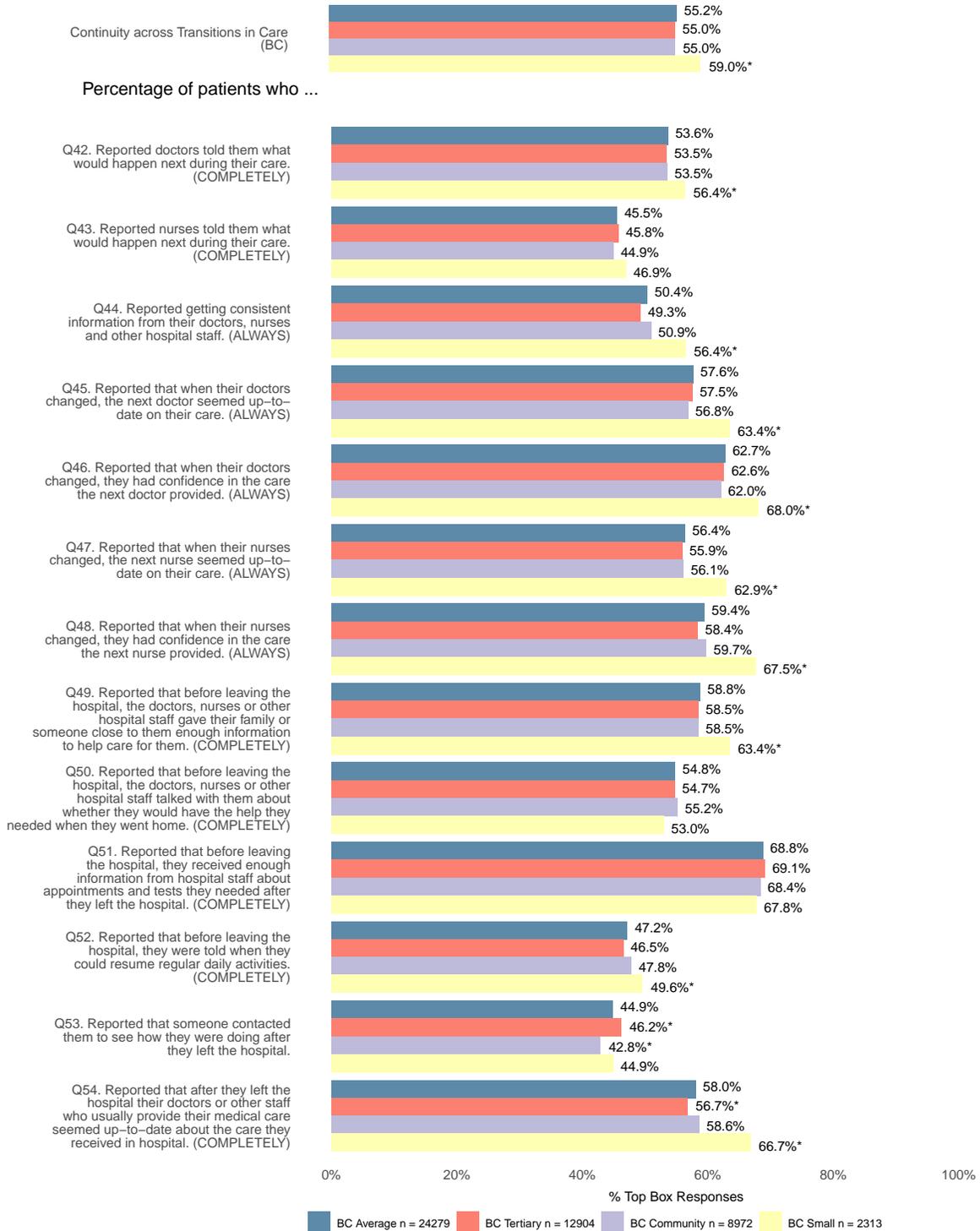
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
Note: Provincial scores are weighted
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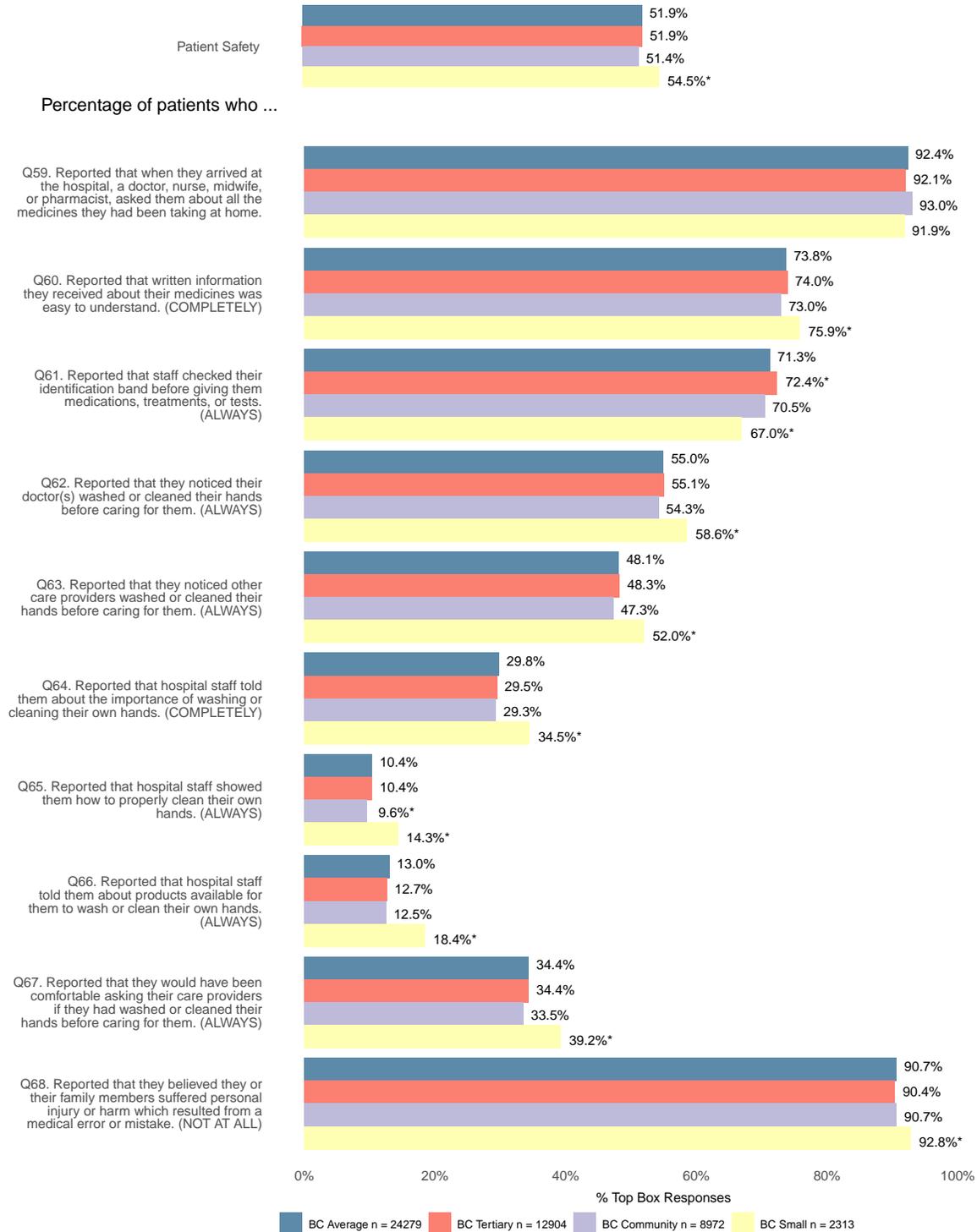
Graph 1.5-I. Made-In-BC Modules
BC's Continuity across Transitions in Care



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Provincial scores are weighted
 Note: * denotes statistically significant difference (p<.05).



Graph 1.5-J. Made-In-BC Modules
Patient Safety



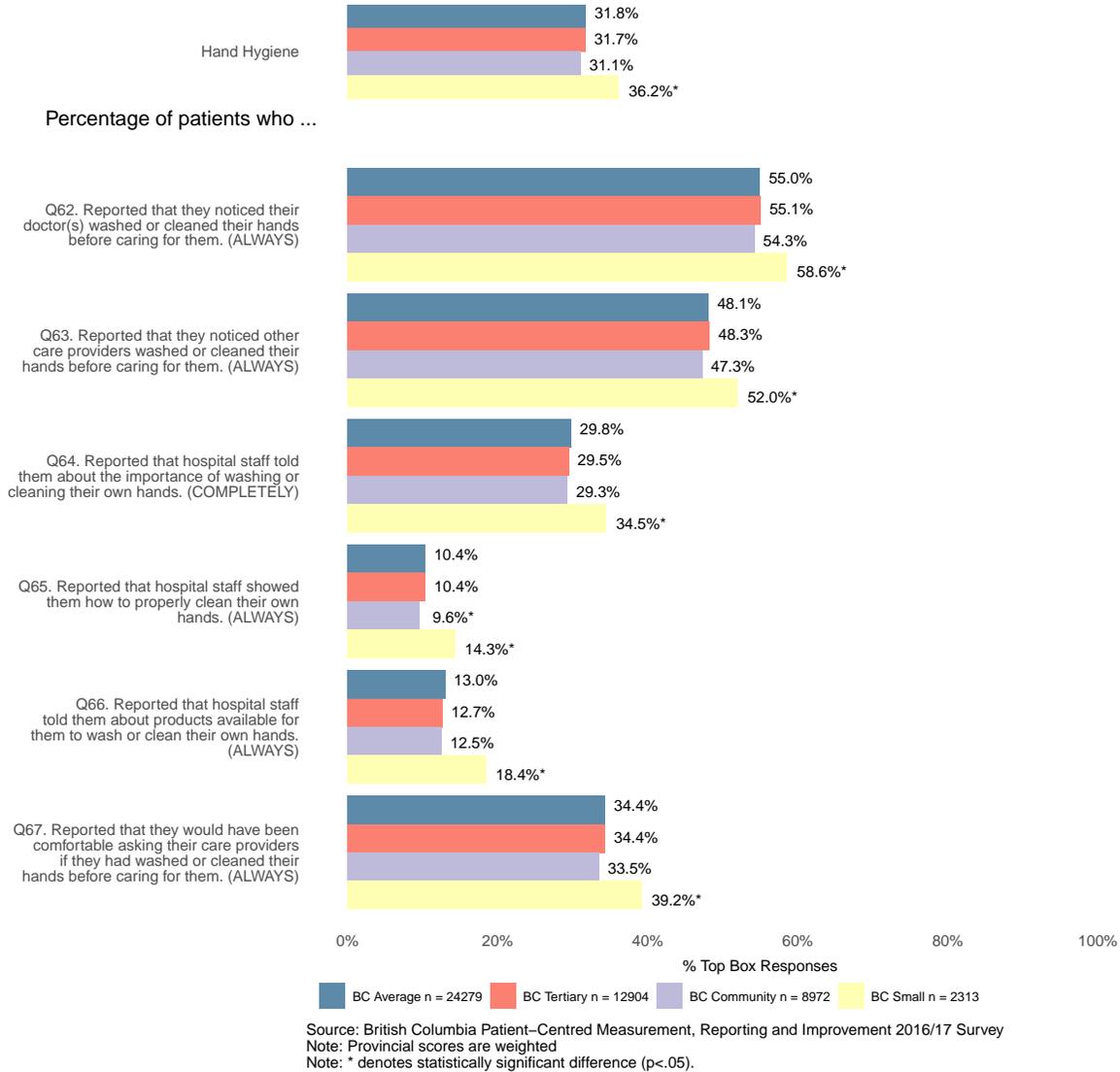
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Provincial scores are weighted
 Note: * denotes statistically significant difference (p<.05).



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Graph 1.5-K. Made-In-BC Modules
Patient Safety: Hand Hygiene





Graph 1.5-L. Made-In-BC Modules
Patient Safety: Medication Reconciliation



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Provincial scores are weighted
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PART 2: Subsector Comparisons

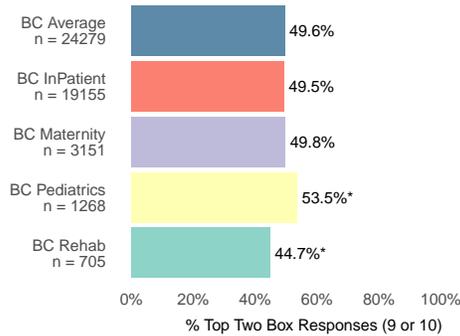
1.6 Global Rating Indicators (Top Box Scores): Graphs 1.6-A through 1.6-D show the results of the four overall rating (also called global rating) questions on the CPES-IC. Provincial results are compared to the average for different subsectors. Statistically significant percentage differences from the provincial average score are indicated where appropriate.

REPORTING FRAMEWORK

Provincial Average compared to...

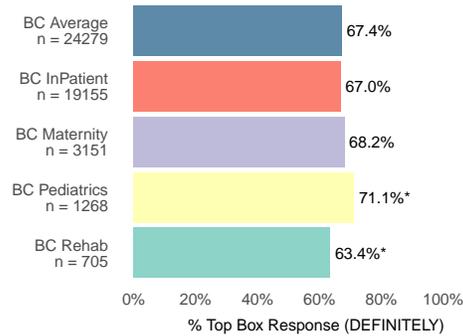
■ Subsector Averages

Graph 1.6-A. 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?



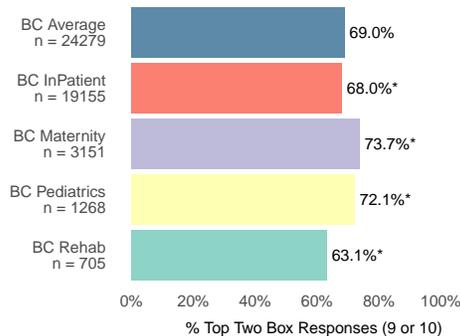
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Provincial scores are weighted
 Note: * denotes statistically significant difference (p<.05).

Graph 1.6-B. Q22. Would you recommend the hospital you stayed at to your friends and family?



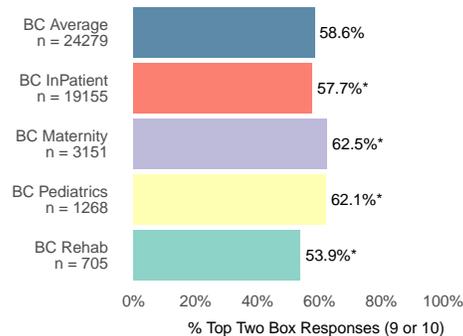
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Provincial scores are weighted
 Note: * denotes statistically significant difference (p<.05).

Graph 1.6-C. 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."



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Provincial scores are weighted
 Note: * denotes statistically significant difference (p<.05).

Graph 1.6-D. 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 had a poor experience" and 10 is "I had a very good experience."



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Provincial scores are weighted
 Note: * denotes statistically significant difference (p<.05).



1.7 Key Drivers scores

Patients who report higher scores for the Key Driver questions are also more likely to rate their overall experience of care more positively. Determination of Key Driver questions involved analyses of survey results from over 20,000 patients who experienced care in BC hospitals between September 2016 and February 2017. Driver selection was based on the relationship strength of each question on the survey with the four rating questions and each question's Top Box score. Improvement work on the Key Drivers is likely to lead to more positive global ratings of care by patients.

Table 1.7 shows the percentage of patients who scored a Key Driver question with the highest scoring category (Top Box Score). Provincial results are compared to the average (mean) scores for different subsectors. Statistically significant percentage differences from the provincial average score are indicated where appropriate.

Table 1.7. Percentage of patients who reported a top box score for key drivers

Percentage of patients who ...	BC Average n = 24279	BC InPatient n = 19155	BC Maternity n = 3151	BC Pediatrics n = 1268	BC Rehab n = 705
Q51. Reported that before leaving the hospital, they received enough information from hospital staff about appointments and tests they needed after they left the hospital. (COMPLETELY)	68.8%	68.3%	71.6%	70.7%	60.5%*
Q46. Reported that when their doctors changed, they had confidence in the care the next doctor provided. (ALWAYS)	62.7%	61.8%	67.2%	63.4%	58.7%*
Q45. Reported that when their doctors changed, the next doctor seemed up-to-date on their care. (ALWAYS)	57.6%	56.8%	62.4%	58.5%	49.0%*
Q34. Reported receiving the support they needed to help with any anxieties, fears, or worries they had during their hospital stay. (ALWAYS)	55.6%	54.3%*	61.0%	57.0%	49.1%*
Q4. Received help as soon as they wanted it after pressing the call button. (ALWAYS)	55.4%	54.0%*	63.2%	56.2%	38.0%*
Q50. Reported that before leaving the hospital, the doctors, nurses or other hospital staff talked with them about whether they would have the help they needed when they went home. (COMPLETELY)	54.8%	53.2%*	62.0%	58.4%	50.1%*
Q52. Reported that before leaving the hospital, they were told when they could resume regular daily activities. (COMPLETELY)	47.2%	45.8%*	51.5%	60.2%	30.2%*
Q17. Reported that hospital staff described possible side effects of any new medicine before it was administered. (ALWAYS)	36.3%	34.5%*	43.7%	42.4%	27.7%*

Source: British Columbia Patient-Centred Measurement, Reporting and Improvement Acute Inpatient Sector Survey, 2016/17.

Note: Provincial scores are weighted.

* denotes a statistically significant difference (p<.05).



1.8 Top 10 Strengths

Table 1.8 shows the 10 questions that received the highest Top Box scores from patients who stayed in a provincial facility between September 2016 and March 2017 who also completed a survey; these high-scoring questions reflect areas of strength (when compared to other areas covered by the survey). Provincial results are compared to the average (mean) scores for different subsectors. Statistically significant percentage differences from the provincial average score are indicated where appropriate.

Table 1.8. Ten Highest Scoring Questions

Percentage of patients who ...	BC Average n = 24279	BC InPatient n = 19155	BC Maternity n = 3151	BC Pediatrics n = 1268	BC Rehab n = 705
Q59. Reported that when they arrived at the hospital, a doctor, nurse, midwife, or pharmacist, asked them about all the medicines they had been taking at home.	92.4%	92.8%	90.9%*	92.3%	86.3%*
Q68. Reported that they believed they or their family members suffered personal injury or harm which resulted from a medical error or mistake. (NOT AT ALL)	90.7%	91.0%	89.7%	89.1%	89.6%
Q5. Reported doctors treated them with courtesy and respect. (ALWAYS)	82.6%	82.4%	85.1%*	80.0%*	78.1%*
Q72. Reported that their care providers were respectful of their culture and traditions. (COMPLETELY)	82.6%	82.3%	84.2%*	84.7%	78.6%*
Q19. Reported that doctors, nurses or other hospital staff talked with them about whether they would have the help they needed when they left the hospital.	79.7%	78.3%*	85.7%*	77.8%	84.8%*
Q1. Reported nurses treated them with courtesy and respect. (ALWAYS)	78.5%	78.9%	76.9%*	81.4%*	71.3%*
S3. Reported that hospital staff answered their questions about the operation in a way they could understand. (COMPLETELY)	78.4%	78.3%	79.5%	81.2%*	63.6%*
S2. Reported that hospital staff explained the risks and benefits of the operation in a way they could understand. (COMPLETELY)	76.8%	77.7%*	72.1%*	79.5%*	60.7%*
Q25. Reported their admission into the hospital was organized. (COMPLETELY)	75.5%	80.3%*	64.9%*	70.9%*	71.7%*
Q37. Reported they had a clear understanding about all of their prescribed medications before leaving the hospital. (COMPLETELY)	74.0%	73.2%*	79.7%*	75.4%	64.7%*

Source: British Columbia Patient-Centred Measurement, Reporting and Improvement Acute Inpatient Sector Survey, 2016/17.

Note: Provincial scores are weighted.

* denotes a statistically significant difference (p<.05).



1.9 Top 10 Areas of Improvement

Table 1.9 shows the 10 questions that received the lowest Top Box scores from patients who stayed in a provincial facility between September 2016 and March 2017 who also completed a survey. Patient scores for these questions indicate possible areas of improvement. Provincial results are compared to the average (mean) scores for different subsectors. Statistically significant percentage differences from the provincial average score are indicated where appropriate.

Table 1.9. Ten Lowest Scoring Questions

Percentage of patients who ...	BC Average n = 24279	BC InPatient n = 19155	BC Maternity n = 3151	BC Pediatrics n = 1268	BC Rehab n = 705
Q65. Reported that hospital staff showed them how to properly clean their own hands. (ALWAYS)	10.4%	10.5%	9.3%	9.8%	15.4%*
Q66. Reported that hospital staff told them about products available for them to wash or clean their own hands. (ALWAYS)	13.0%	13.0%	11.7%*	15.3%*	16.6%*
Q64. Reported that hospital staff told them about the importance of washing or cleaning their own hands. (COMPLETELY)	29.8%	30.1%	27.8%*	28.9%	36.5%*
Q67. Reported that they would have been comfortable asking their care providers if they had washed or cleaned their hands before caring for them. (ALWAYS)	34.4%	33.3%*	38.8%*	40.0%*	28.4%*
Q17. Reported that hospital staff described possible side effects of any new medicine before it was administered. (ALWAYS)	36.3%	34.5%*	43.7%*	42.4%*	27.7%*
Q9. Reported that the area around their room was quiet at night. (ALWAYS)	38.1%	34.6%*	52.2%*	48.8%*	30.8%*
Q70. Reported that their spiritual needs were met. (COMPLETELY)	39.4%	37.9%*	51.1%*	44.2%*	37.9%
Q26. Reported receiving enough information about their condition and treatment while in the Emergency Department. (COMPLETELY)	40.7%	40.0%	53.5%*	36.9%*	34.2%*
Q27. Reported receiving enough information about what was going to happen during their admission to the hospital. (COMPLETELY)	42.3%	41.2%*	54.5%*	43.8%	31.8%*
Q53. Reported that someone contacted them to see how they were doing after they left the hospital.	44.9%	39.9%*	68.8%*	41.1%*	48.4%

Source: British Columbia Patient-Centred Measurement, Reporting and Improvement Acute Inpatient Sector Survey, 2016/17.

Note: Provincial scores are weighted.

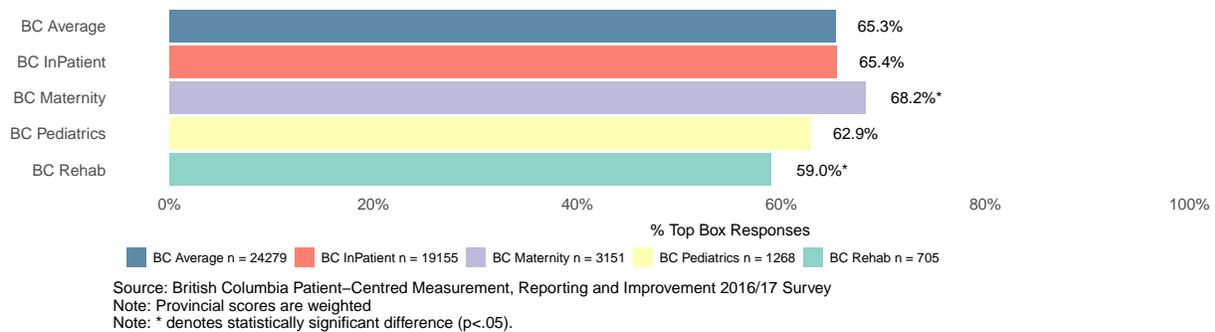
* denotes a statistically significant difference (p<.05).



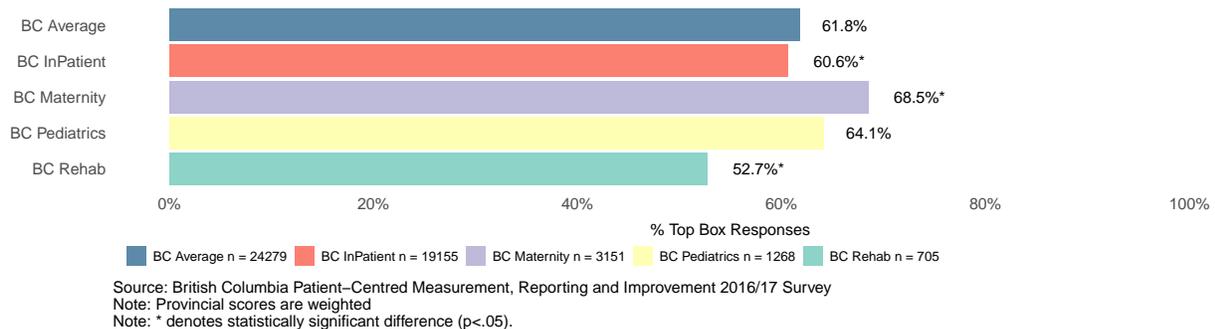
1.10 CPES-IC Dimension and Made-in-BC Module Scores

This section presents patient scores for the CPES-IC dimensions of Continuity of Care; Communication, Participation and Partnership; and, Physical Comfort (Graph 1.10-A). Scores for the CPES-IC sub-dimensions and associated survey questions are shown in Graphs 1.10-B through 1.10H. Graphs 1.10-I through 1.10-L present patient scores for the BC Continuity across Transition in Care and Patient Safety modules (Hand Hygiene and Medication Reconciliation) as well as the scores for the individual survey questions included in each module. In each graph, provincial results are compared to the average (mean) scores for different subsectors. Statistically significant percentage differences from the provincial average score are indicated where appropriate.

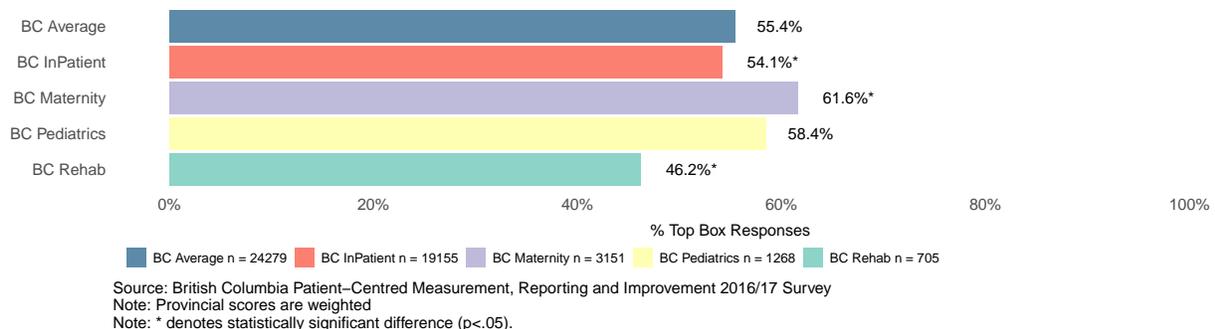
Graph 1.10-A. CPES-IC Dimension Scores - Continuity of Care



Graph 1.10-A. CPES-IC Dimension Scores - Communication, Participation, and Partnership



Graph 1.10-A. CPES-IC Dimension Scores - Physical Comfort

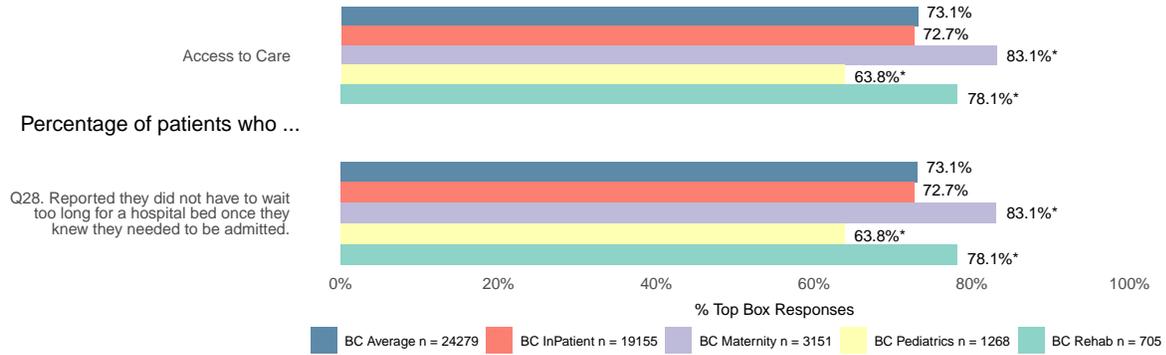




Date: Sept 1, 2016 - March 31, 2017 Discharges
Surveys Completed: 24279

PROVINCIAL FINAL REPORT
Response Rate: 46.9%
MOE: ±0.5%

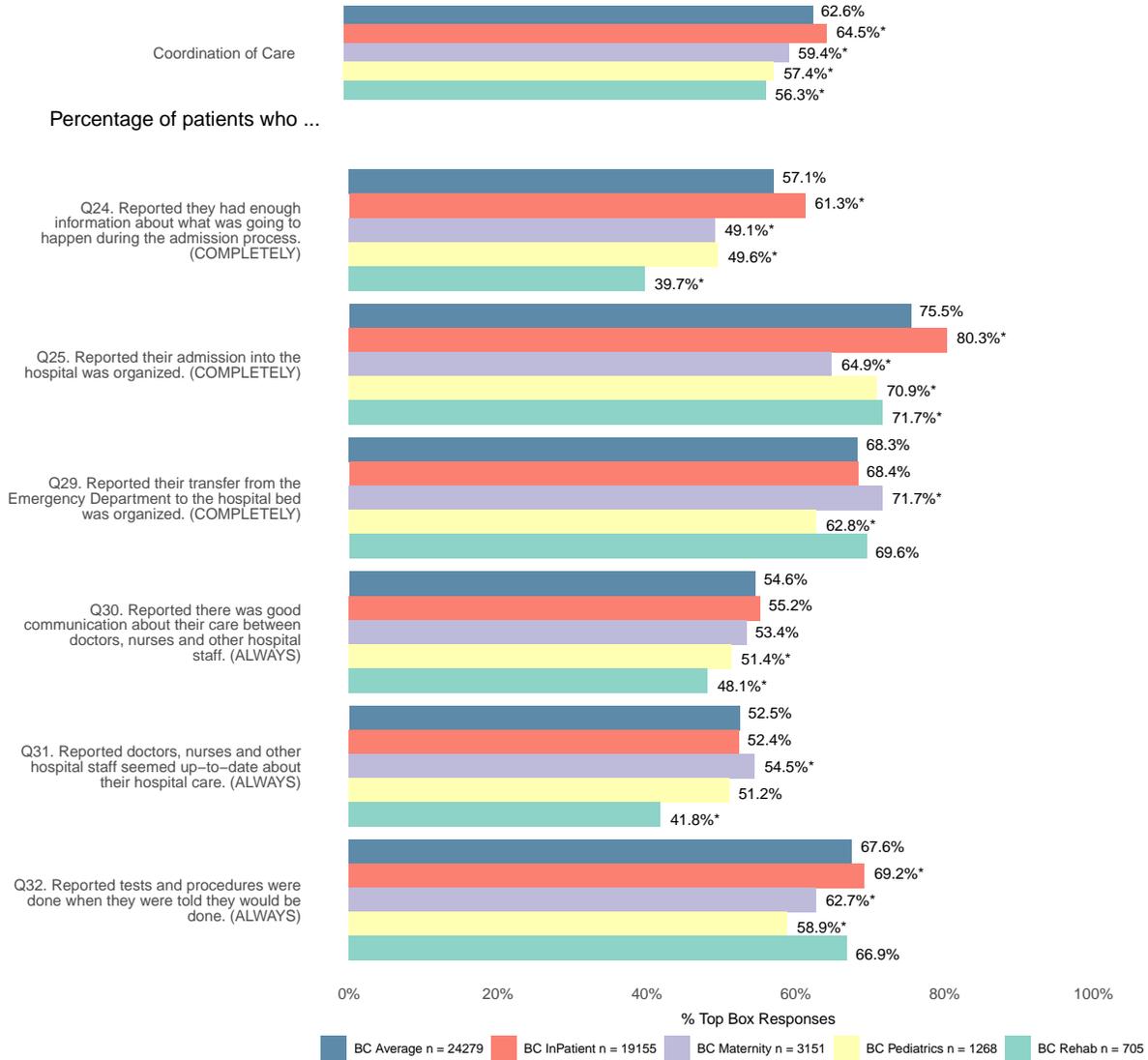
Graph 1.10-B. CPES-IC Subdimensions Continuity of Care: Access to Care



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
Note: Provincial scores are weighted
Note: * denotes statistically significant difference (p<.05).



Graph 1.10-C. CPES-IC Subdimensions
Continuity of Care: Coordination of Care

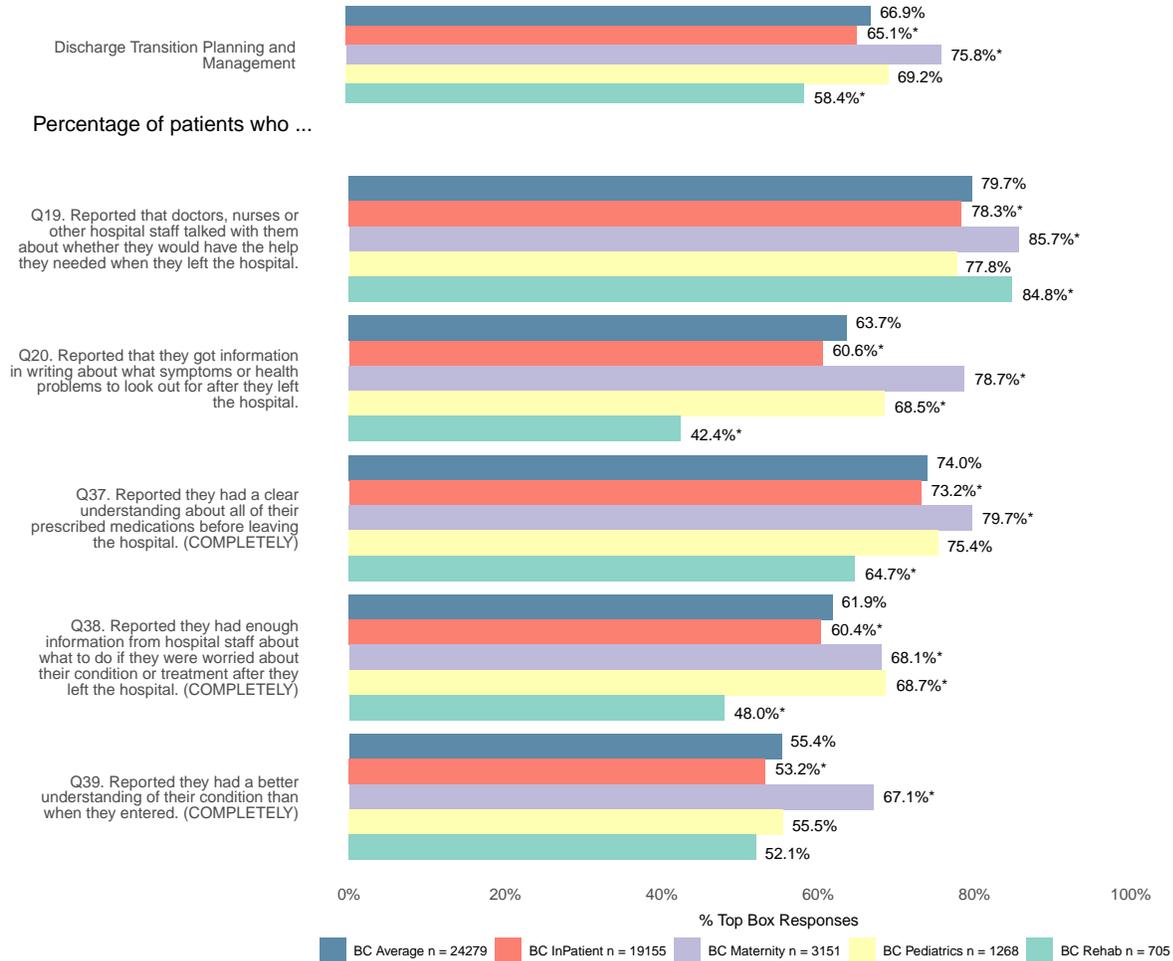


Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Provincial scores are weighted
 Note: * denotes statistically significant difference (p<.05).



Graph 1.10-D. CPES-IC Subdimensions

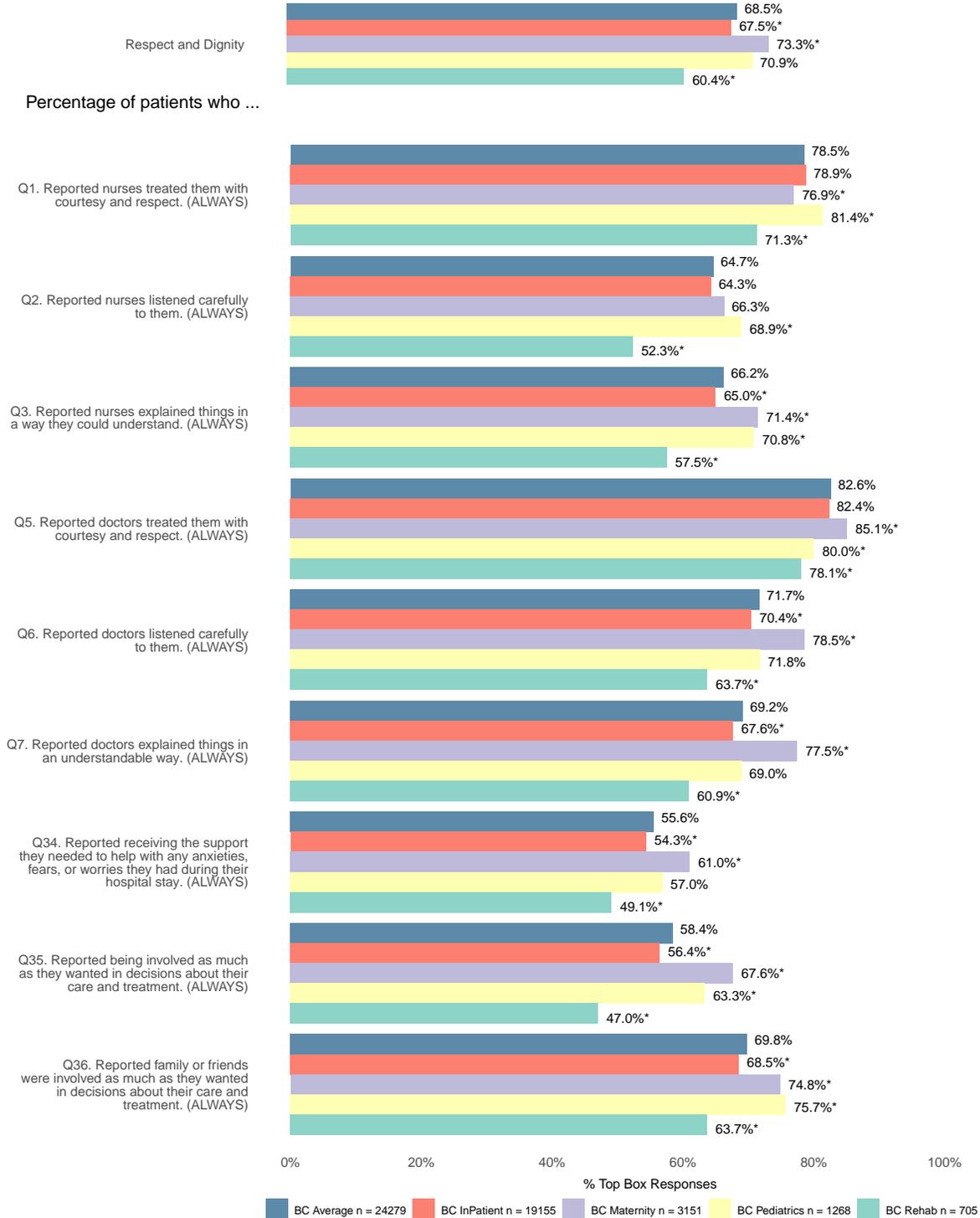
Continuity of Care: Discharge Transition Planning and Management



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Provincial scores are weighted
 Note: * denotes statistically significant difference (p<.05).



Graph 1.10-E. CPES-IC Subdimensions
Communication, Participation and Partnership: Respect and Dignity



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Provincial scores are weighted
 Note: * denotes statistically significant difference (p<.05).

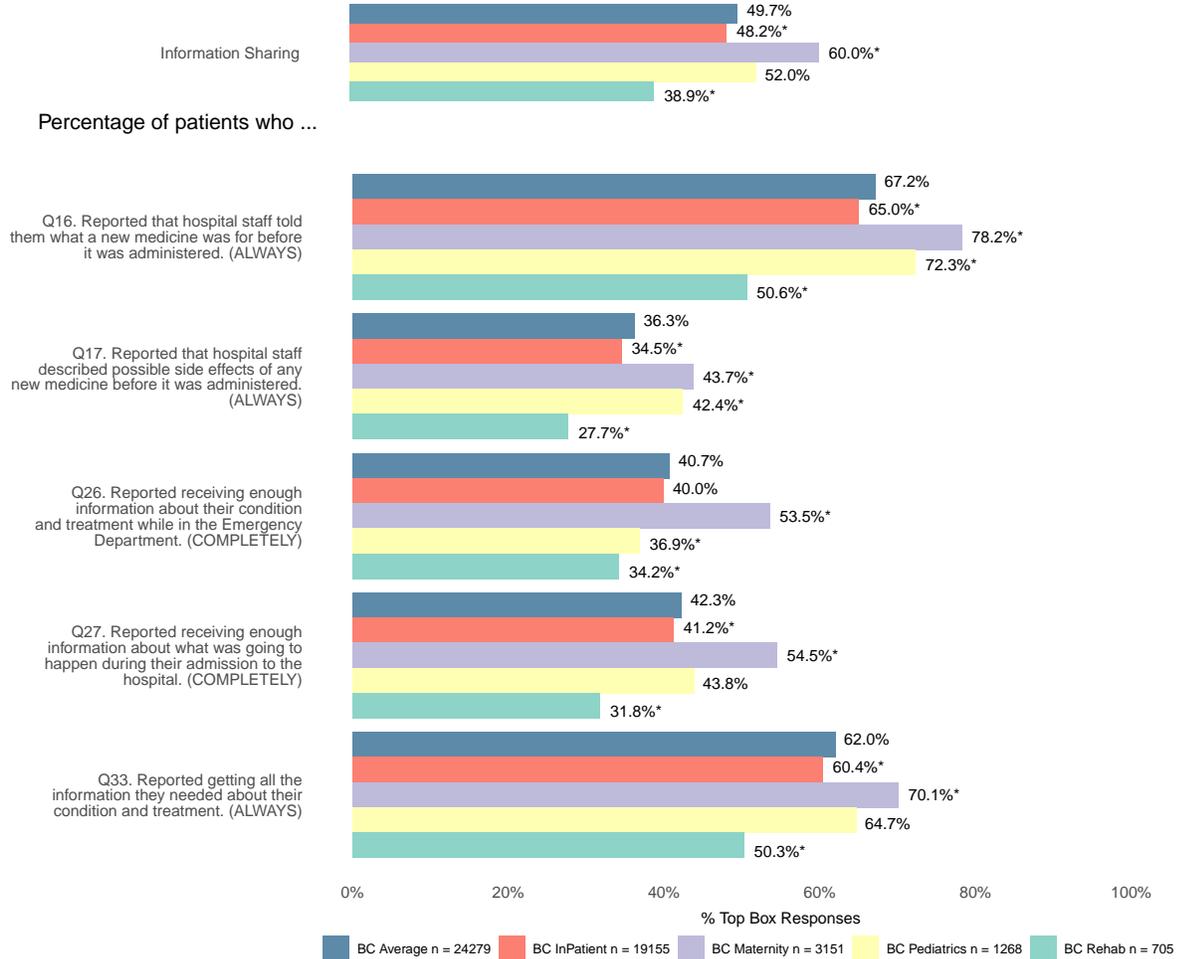


Date: Sept 1, 2016 - March 31, 2017 Discharges
 Surveys Completed: 24279

PROVINCIAL FINAL REPORT
 Response Rate: 46.9%
 MOE: ±0.5%

Graph 1.10-F. CPES-IC Subdimensions

Communication, Participation and Partnership: Information Sharing



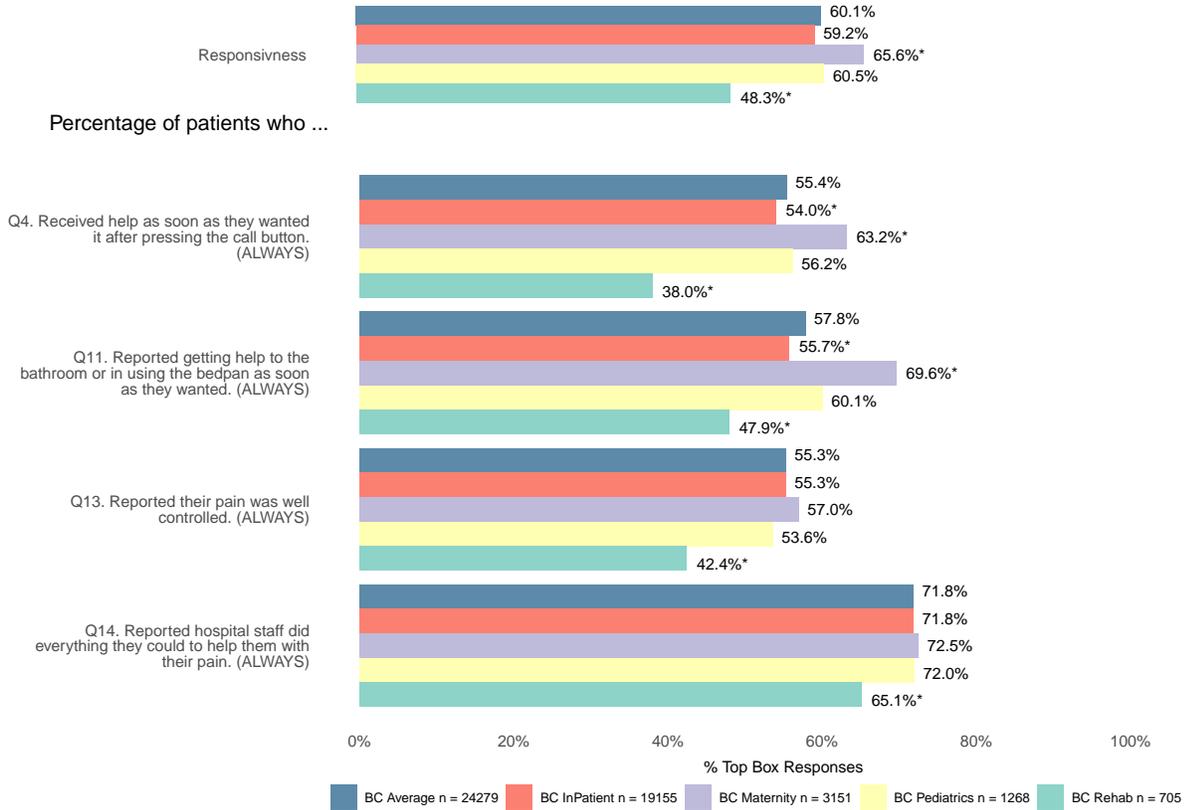
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Provincial scores are weighted
 Note: * denotes statistically significant difference (p<.05).



Date: Sept 1, 2016 - March 31, 2017 Discharges
 Surveys Completed: 24279

PROVINCIAL FINAL REPORT
 Response Rate: 46.9%
 MOE: ±0.5%

Graph 1.10-G. CPES-IC Subdimensions
Physical Comfort: Responsiveness



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey

Note: Provincial scores are weighted

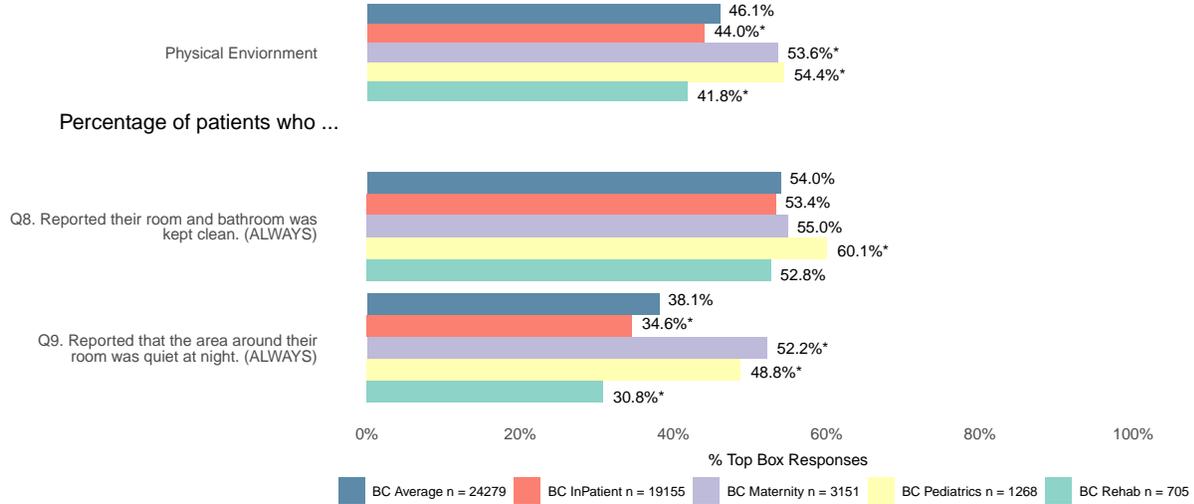
Note: * denotes statistically significant difference (p<.05).



Date: Sept 1, 2016 - March 31, 2017 Discharges
 Surveys Completed: 24279

PROVINCIAL FINAL REPORT
 Response Rate: 46.9%
 MOE: ±0.5%

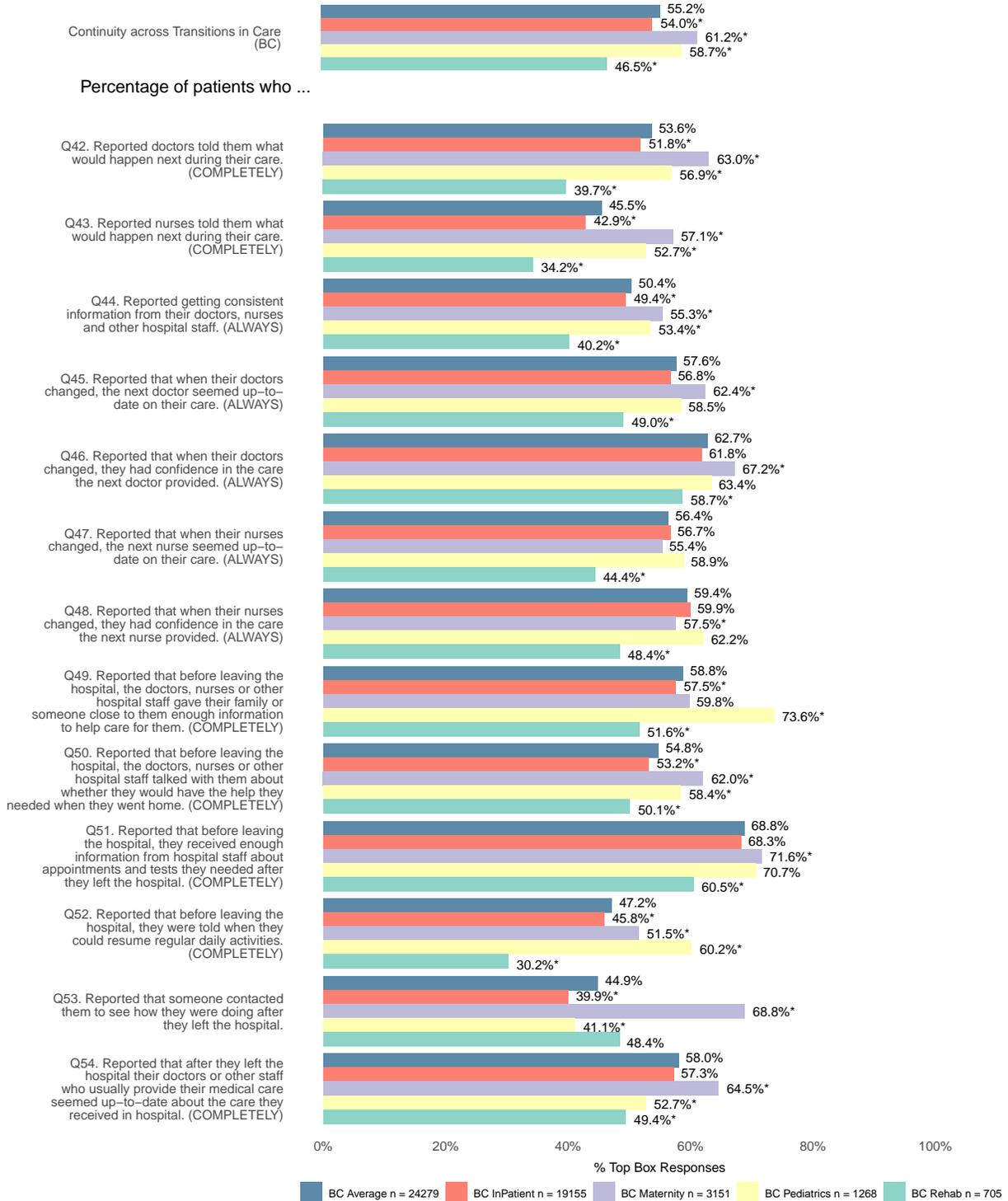
Graph 1.10-H. CPES-IC Subdimensions
Physical Comfort: Physical Environment



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Provincial scores are weighted
 Note: * denotes statistically significant difference (p<.05).



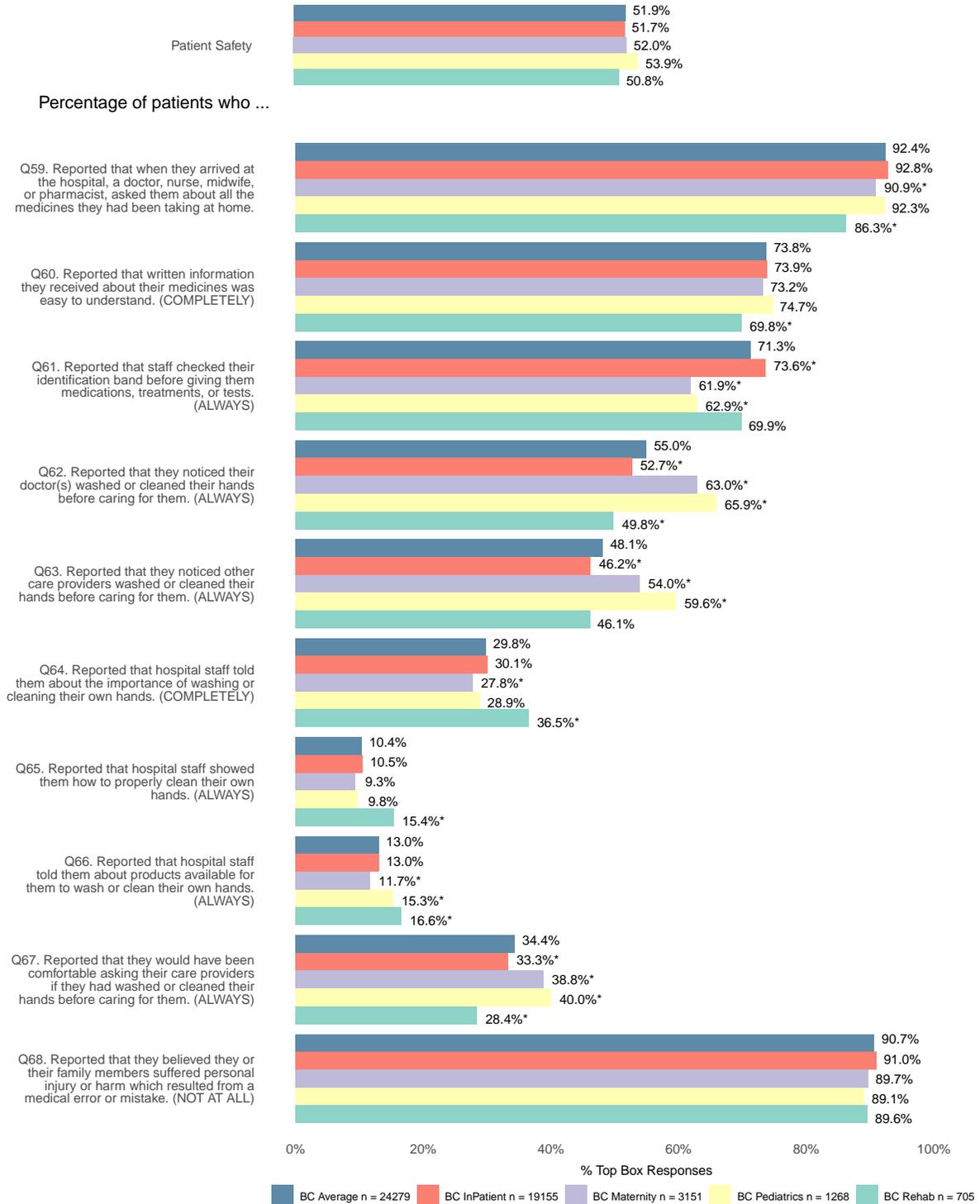
Graph 1.10-I. Made-In-BC Modules
BC's Continuity across Transitions in Care



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Provincial scores are weighted
 Note: * denotes statistically significant difference (p<.05).



Graph 1.10-J. Made-In-BC Modules
Patient Safety



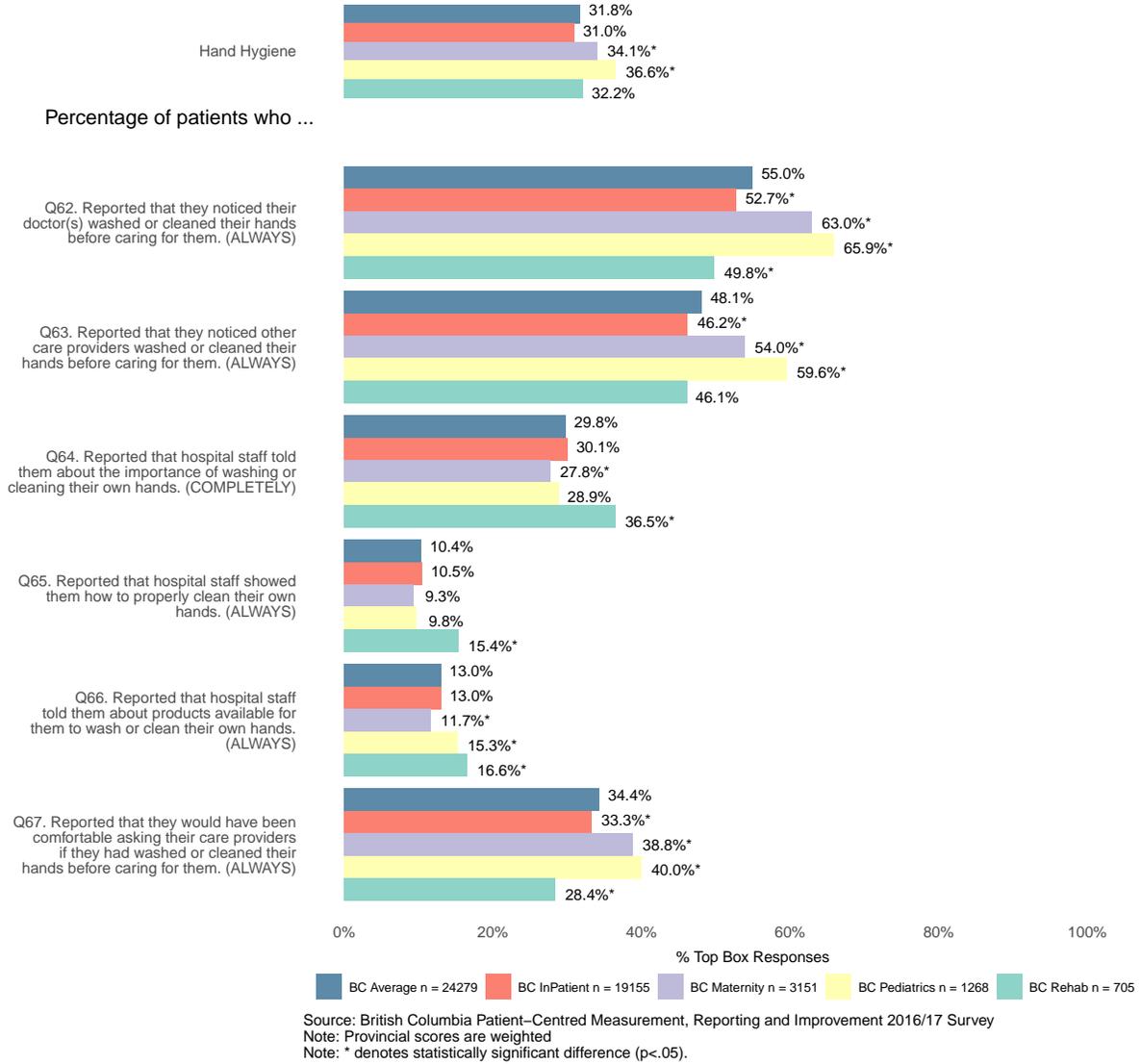
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Provincial scores are weighted
 Note: * denotes statistically significant difference (p<.05).



Date: Sept 1, 2016 - March 31, 2017 Discharges
 Surveys Completed: 24279

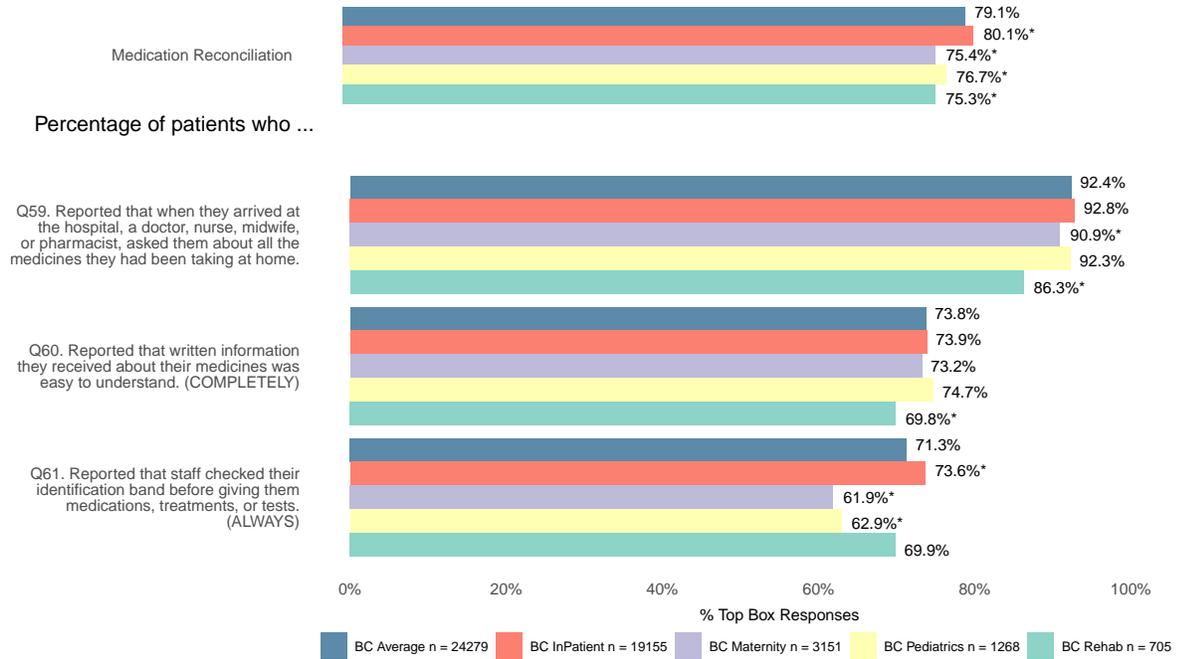
PROVINCIAL FINAL REPORT
 Response Rate: 46.9%
 MOE: ±0.5%

Graph 1.10-K. Made-In-BC Modules
Patient Safety: Hand Hygiene





Graph 1.10-L. Made-In-BC Modules
Patient Safety: Medication Reconciliation



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2016/17 Survey
 Note: Provincial scores are weighted
 Note: * denotes statistically significant difference (p<.05).



Section 2: Frequency Tables

This section presents survey responses chosen by patients who stayed in a provincial facility between September 2016 and March 2017 who also completed a survey. Sections 2A and 2B display patient responses to CPES-IC questions and Made-in-BC module questions respectively. Section 2C displays demographic characteristics for patients who participated in the survey.

Tips for reading the frequency tables: The n size reflects the number of participants who answered a given survey question. The total n size for Q1 matches the value reported on the cover sheet. Some of the survey questions were not intended for all participants. In these situations, the total n size will, at times, appear much smaller than for other survey questions. The total n size for Q68 reflects the number of survey participants who completed all of the core (non-demographic) questions of the Acute IP survey. The valid percent column is arguably the best statistic for reporting purposes as it excludes those for whom the question was not applicable, and those who weren't sure of or didn't know the answer to the question.

Section 2A. CPES-IC Questions

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	95	699	0.4	0.4	0.4
Sometimes	1068	8024	4.7	4.7	5.1
Usually	3766	27904	16.3	16.4	21.5
Always	19275	133999	78.3	78.5	100.0
Total Valid	24204	170624	99.7		
Don't Know	46	359	0.2		
Prefer not to answer	29	179	0.1		
Total	24279	171162	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	206	1456	0.9	0.9	0.9
Sometimes	1853	13711	8.0	8.1	8.9
Usually	6182	44762	26.2	26.4	35.3
Always	15803	109641	64.2	64.7	100.0
Total Valid	24044	169570	99.3		
Don't Know	133	896	0.5		
Prefer not to answer	37	239	0.1		
Total	24214	170705	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
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PROVINCIAL FINAL REPORT
 Response Rate: 46.9%
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Q3. During this hospital stay, how often did the nurses explain things in a way you could understand?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	411	2889	1.7	1.7	1.7
Sometimes	1830	13517	7.9	8.0	9.7
Usually	5698	40609	23.8	24.1	33.8
Always	15989	111725	65.6	66.2	100.0
Total Valid	23928	168740	99.1		
Don't Know	161	1119	0.7		
Prefer not to answer	75	482	0.3		
Total	24164	170340	100.0		

Q4. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	274	1963	1.2	1.5	1.5
Sometimes	2063	15570	9.2	11.9	13.4
Usually	5630	40653	23.9	31.1	44.6
Always	10316	72324	42.5	55.4	100.0
Total Valid	18283	130510	76.8		
You never pressed the call button	5578	37694	22.2		
Don't Know	208	1470	0.9		
Prefer not to answer	50	359	0.2		
Total	24119	170033	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
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PROVINCIAL FINAL REPORT

Response Rate: 46.9%

MOE: ±0.5%

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	184	1332	0.8	0.8	0.8
Sometimes	1026	7706	4.5	4.6	5.4
Usually	2768	20053	11.8	12.0	17.4
Always	19727	137970	81.3	82.6	100.0
Total Valid	23705	167060	98.4		
Don't Know	238	1736	1.0		
Prefer not to answer	137	949	0.6		
Total	24080	169746	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	333	2376	1.4	1.4	1.4
Sometimes	1674	12134	7.2	7.3	8.8
Usually	4557	32342	19.1	19.5	28.3
Always	16924	118615	70.0	71.7	100.0
Total Valid	23488	165467	97.6		
Don't Know	398	2869	1.7		
Prefer not to answer	164	1214	0.7		
Total	24050	169551	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
 Surveys Completed: 24279

PROVINCIAL FINAL REPORT

Response Rate: 46.9%

MOE: ±0.5%

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	411	2896	1.7	1.7	1.7
Sometimes	1771	12649	7.5	7.6	9.4
Usually	5036	35641	21.1	21.5	30.8
Always	16336	114751	67.8	69.2	100.0
Total Valid	23554	165938	98.0		
Don't Know	294	2165	1.3		
Prefer not to answer	168	1196	0.7		
Total	24016	169300	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	862	6586	3.9	4.1	4.1
Sometimes	3046	22946	13.6	14.2	18.3
Usually	6250	44598	26.4	27.7	46.0
Always	12690	87106	51.5	54.0	100.0
Total Valid	22848	161236	95.4		
Don't Know	1000	6929	4.1		
Prefer not to answer	133	850	0.5		
Total	23981	169015	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	1576	11310	6.7	6.8	6.8
Sometimes	4690	33800	20.0	20.4	27.2
Usually	8236	57616	34.2	34.7	61.9
Always	9054	63355	37.6	38.1	100.0
Total Valid	23556	166081	98.5		
Don't Know	313	2173	1.3		
Prefer not to answer	67	435	0.3		
Total	23936	168690	100.0		



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?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	11066	79312	47.1	47.5	47.5
No	12612	87544	51.9	52.5	100.0
Total Valid	23678	166856	99.0		
Don't Know	155	1106	0.7		
Prefer not to answer	85	596	0.4		
Total	23918	168558	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	240	1735	2.2	2.2	2.2
Sometimes	1411	10727	13.5	13.7	15.9
Usually	2872	20604	26.0	26.3	42.2
Always	6416	45360	57.2	57.8	100.0
Total Valid	10939	78426	98.9		
Not Applicable	0	0	0.0		
Don't Know	82	554	0.7		
Prefer not to answer	43	322	0.4		
Total	11064	79303	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	17308	123699	73.4	74.8	74.8
No	6132	41584	24.7	25.2	100.0
Total Valid	23440	165283	98.1		
Don't Know	431	2948	1.7		
Prefer not to answer	32	226	0.1		
Total	23903	168457	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
 Surveys Completed: 24279

PROVINCIAL FINAL REPORT

Response Rate: 46.9%

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Q13. During this hospital stay, how often was your pain well controlled?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	251	1758	1.4	1.4	1.4
Sometimes	1715	12843	10.4	10.5	11.9
Usually	5598	40283	32.6	32.8	44.7
Always	9610	67870	54.9	55.3	100.0
Total Valid	17174	122754	99.3		
Not Applicable	0	0	0.0		
Don't Know	81	584	0.5		
Prefer not to answer	41	267	0.2		
Total	17296	123604	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	142	998	0.8	0.8	0.8
Sometimes	1085	8186	6.6	6.7	7.5
Usually	3450	25350	20.5	20.7	28.2
Always	12493	88142	71.4	71.8	100.0
Total Valid	17170	122675	99.4		
Not Applicable	0	0	0.0		
Don't Know	71	537	0.4		
Prefer not to answer	38	261	0.2		
Total	17279	123473	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	13614	95733	57.0	63.3	63.3
No	7874	55408	33.0	36.7	100.0
Total Valid	21488	151141	89.9		
Don't Know	2322	16593	9.9		
Prefer not to answer	41	317	0.2		
Total	23851	168051	100.0		



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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	641	4651	4.9	5.0	5.0
Sometimes	1382	10029	10.5	10.7	15.7
Usually	2288	16052	16.8	17.1	32.8
Always	8994	62879	65.7	67.2	100.0
Total Valid	13305	93611	97.8		
Not Applicable	0	0	0.0		
Don't Know	269	1855	1.9		
Prefer not to answer	33	220	0.2		
Total	13607	95686	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	3414	24330	25.5	27.0	27.0
Sometimes	2106	15422	16.1	17.1	44.1
Usually	2560	17725	18.5	19.7	63.7
Always	4732	32693	34.2	36.3	100.0
Total Valid	12812	90170	94.4		
Not Applicable	0	0	0.0		
Don't Know	702	4854	5.1		
Prefer not to answer	79	533	0.6		
Total	13593	95557	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Your Own Home	20810	147611	88.0	88.6	88.6
Someone Else's Home	1374	9254	5.5	5.6	94.2
Another Health Facility	1446	9649	5.8	5.8	100.0
Total Valid	23630	166514	99.3		
Don't Know/Missing	111	725	0.4		
Prefer not to answer	64	444	0.3		
Total	23805	167683	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
 Surveys Completed: 24279

PROVINCIAL FINAL REPORT

Response Rate: 46.9%

MOE: ±0.5%

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?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	15490	110295	70.4	79.7	79.7
No	4018	28051	17.9	20.3	100.0
Total Valid	19508	138346	88.3		
Not Applicable	1995	13484	8.6		
Don't Know	610	4510	2.9		
Prefer not to answer	51	369	0.2		
Total	22164	156709	100.0		

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?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	12543	91200	58.2	63.7	63.7
No	7682	51923	33.2	36.3	100.0
Total Valid	20225	143123	91.4		
Not Applicable	1019	6925	4.4		
Don't Know	857	6209	4.0		
Prefer not to answer	46	336	0.2		
Total	22147	156593	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
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PROVINCIAL FINAL REPORT

Response Rate: 46.9%

MOE: ±0.5%

Q21. We want to know your overall rating of your stay at [the facility]. Please do not include any other hospital stays in your answer.

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Worst Hospital Possible (0)	189	1387	0.8	0.8	0.8
1	132	960	0.6	0.6	1.4
2	184	1314	0.8	0.8	2.2
3	314	2348	1.4	1.4	3.6
4	424	3049	1.8	1.8	5.5
5	990	6997	4.2	4.2	9.7
6	1043	7714	4.6	4.6	14.3
7	2592	18979	11.4	11.4	25.8
8	5707	40803	24.4	24.6	50.4
9	5286	37116	22.2	22.4	72.7
Best Hospital Possible (10)	6692	45247	27.1	27.3	100.0
Total Valid	23553	165915	99.2		
Don't Know	120	788	0.5		
Prefer not to answer	68	496	0.3		
Total	23741	167199	100.0		

Q22. Would you recommend the hospital you stayed at to your friends and family?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Definitely No	570	4157	2.5	2.5	2.5
Probably No	969	7248	4.3	4.4	7.0
Probably Yes	5842	41934	25.1	25.7	32.6
Definitely Yes	15804	110036	65.8	67.4	100.0
Total Valid	23185	163374	97.8		
Don't Know	321	2219	1.3		
Prefer not to answer	224	1529	0.9		
Total	23730	167123	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
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PROVINCIAL FINAL REPORT

Response Rate: 46.9%

MOE: ±0.5%

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	14168	97023	58.1	59.6	59.6
No	8941	65880	39.5	40.4	100.0
Total Valid	23109	162903	97.6		
Don't Know	571	3888	2.3		
Prefer not to answer	25	165	0.1		
Total	23705	166956	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	718	5092	7.3	7.6	7.6
Partly	993	7361	10.5	10.9	18.5
Quite a Bit	2181	16406	23.5	24.4	42.9
Completely	5238	38375	54.9	57.1	100.0
Total Valid	9130	67236	96.2		
Don't Know	343	2215	3.2		
Prefer not to answer	55	412	0.6		
Total	9528	69862	100.0		

Q25. Was your admission into the hospital organized?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	201	1584	2.3	2.4	2.4
Partly	591	4621	6.6	6.9	9.2
Quite a Bit	1371	10279	14.7	15.3	24.5
Completely	6998	50783	72.7	75.5	100.0
Total Valid	9161	67267	96.4		
Don't Know	329	2289	3.3		
Prefer not to answer	32	259	0.4		
Total	9522	69814	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
 Surveys Completed: 24279

PROVINCIAL FINAL REPORT

Response Rate: 46.9%

MOE: ±0.5%

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	1114	8029	8.3	8.9	8.9
Partly	2596	18283	18.9	20.4	29.3
Quite a Bit	3926	26913	27.8	30.0	59.3
Completely	5491	36557	37.7	40.7	100.0
Total Valid	13127	89783	92.6		
Don't Know	905	6234	6.4		
Prefer not to answer	126	928	1.0		
Total	14158	96945	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	1311	9243	9.5	10.2	10.2
Partly	2524	17865	18.4	19.6	29.8
Quite a Bit	3729	25456	26.3	28.0	57.7
Completely	5739	38483	39.7	42.3	100.0
Total Valid	13303	91048	94.0		
Don't Know	764	5304	5.5		
Prefer not to answer	74	481	0.5		
Total	14141	96832	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	3427	24628	25.5	26.9	26.9
No	9960	67068	69.3	73.1	100.0
Total Valid	13387	91696	94.8		
Don't Know	609	4174	4.3		
Prefer not to answer	127	847	0.9		
Total	14123	96717	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
 Surveys Completed: 24279

PROVINCIAL FINAL REPORT

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	607	4220	4.4	4.7	4.7
Partly	1175	8581	8.9	9.5	14.2
Quite a Bit	2231	15745	16.3	17.5	31.7
Completely	9143	61556	63.8	68.3	100.0
Total Valid	13156	90101	93.3		
Don't Know	759	5244	5.4		
Prefer not to answer	182	1184	1.2		
Total	14097	96529	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	585	4350	2.6	2.7	2.7
Sometimes	2467	18187	11.0	11.3	14.0
Usually	7020	50669	30.5	31.5	45.4
Always	12804	87899	52.9	54.6	100.0
Total Valid	22876	161105	97.0		
Don't Know	662	4633	2.8		
Prefer not to answer	47	334	0.2		
Total	23585	166072	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	417	3038	1.8	1.9	1.9
Sometimes	2571	18928	11.4	11.7	13.6
Usually	7709	54941	33.1	34.0	47.5
Always	12283	84868	51.2	52.5	100.0
Total Valid	22980	161776	97.6		
Don't Know	503	3581	2.2		
Prefer not to answer	66	466	0.3		
Total	23549	165823	100.0		



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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	273	1993	1.2	1.4	1.4
Sometimes	1343	10110	6.1	6.9	8.3
Usually	4881	35397	21.4	24.2	32.4
Always	14305	98965	59.8	67.6	100.0
Total Valid	20802	146465	88.5		
You did not have any tests or procedures	1998	14011	8.5		
Don't Know	631	4513	2.7		
Prefer not to answer	79	552	0.3		
Total	23510	165541	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	664	4698	2.8	2.9	2.9
Sometimes	2337	16817	10.2	10.3	13.2
Usually	5685	40337	24.4	24.8	38.0
Always	14400	100827	61.0	62.0	100.0
Total Valid	23086	162678	98.4		
Don't Know	308	2088	1.3		
Prefer not to answer	84	577	0.3		
Total	23478	165344	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	1181	8563	5.2	6.9	6.9
Sometimes	2067	15219	9.2	12.3	19.2
Usually	4346	31284	19.0	25.3	44.4
Always	9931	68820	41.7	55.6	100.0
Total Valid	17525	123886	75.1		
Not Applicable	5574	38679	23.4		
Don't Know	239	1718	1.0		
Prefer not to answer	93	680	0.4		
Total	23431	164962	100.0		



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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	1119	7989	4.9	5.0	5.0
Sometimes	2354	17208	10.5	10.8	15.9
Usually	5754	40769	24.8	25.7	41.6
Always	13348	92792	56.4	58.4	100.0
Total Valid	22575	158757	96.4		
Don't Know	637	4663	2.8		
Prefer not to answer	180	1239	0.8		
Total	23392	164659	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	941	6574	4.0	4.9	4.9
Sometimes	1361	9959	6.1	7.4	12.4
Usually	3385	23864	14.5	17.8	30.2
Always	13345	93414	56.9	69.8	100.0
You did not want them involved	2033	14736	9.0		
You did not have family or friends to be involved	1673	11465	7.0		
Total Valid	19032	133811	81.5		
Don't Know	366	2616	1.6		
Prefer not to answer	236	1637	1.0		
Total	23340	164266	100.0		

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?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	797	5610	3.4	3.9	3.9
Partly	1509	10811	6.6	7.5	11.3
Quite a Bit	2988	21215	12.9	14.6	26.0
Completely	15305	107343	65.5	74.0	100.0
Total Valid	20599	144978	88.4		
Not Applicable	2496	17602	10.7		
Don't Know	164	1124	0.7		
Prefer not to answer	42	288	0.2		
Total	23301	163993	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
 Surveys Completed: 24279

PROVINCIAL FINAL REPORT

Response Rate: 46.9%

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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?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	2012	14066	8.6	9.6	9.6
Partly	2127	15381	9.4	10.4	20.0
Quite a Bit	3710	26689	16.3	18.1	38.1
Completely	12998	91101	55.7	61.9	100.0
Total Valid	20847	147237	90.0		
Not Applicable	2097	14228	8.7		
Don't Know	263	1834	1.1		
Prefer not to answer	48	345	0.2		
Total	23255	163644	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	1783	12442	7.6	8.0	8.0
Partly	2521	17559	10.7	11.3	19.4
Quite a Bit	5575	39160	24.0	25.3	44.6
Completely	12240	85761	52.5	55.4	100.0
Total Valid	22119	154922	94.8		
Don't Know	649	4960	3.0		
Prefer not to answer	464	3602	2.2		
Total	23232	163484	100.0		



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".

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not helped at all (0)	222	1552	1.0	1.0	1.0
1	78	568	0.3	0.4	1.3
2	139	1008	0.6	0.6	1.9
3	203	1554	1.0	1.0	2.9
4	233	1628	1.0	1.0	3.9
5	684	4703	2.9	2.9	6.8
6	602	4411	2.7	2.7	9.6
7	1450	10532	6.5	6.5	16.1
8	3336	23936	14.7	14.9	31.0
9	3651	25679	15.7	15.9	46.9
Helped completely (10)	12321	85595	52.5	53.1	100.0
Total Valid	22919	161168	98.8		
Don't Know	177	1307	0.8		
Prefer not to answer	97	709	0.4		
Total	23193	163183	100.0		

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 had a poor experience" and 10 is "I had a very good experience".

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
I had a very poor experience (0)	487	3473	2.1	2.1	2.1
1	106	789	0.5	0.5	2.6
2	214	1624	1.0	1.0	3.6
3	314	2205	1.4	1.4	5.0
4	353	2625	1.6	1.6	6.6
5	917	6348	3.9	3.9	10.5
6	880	6619	4.1	4.1	14.6
7	1979	14531	8.9	9.0	23.6
8	4060	28798	17.7	17.8	41.4
9	4007	28887	17.7	17.8	59.3
I had a very good experience (10)	9677	65953	40.5	40.7	100.0
Total Valid	22994	161854	99.3		
Don't Know	81	523	0.3		
Prefer not to answer	87	594	0.4		
Total	23162	162971	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
Surveys Completed: 24279

PROVINCIAL FINAL REPORT

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	2070	14516	8.9	9.4	9.4
Partly	2769	19645	12.1	12.7	22.1
Quite a Bit	5335	37666	23.2	24.3	46.4
Completely	11849	83097	51.1	53.6	100.0
Total Valid	22023	154925	95.3		
Don't Know	816	5799	3.6		
Prefer not to answer	270	1828	1.1		
Total	23109	162551	100.0		



Section 2B. Made-In-BC Module Questions

BC's Continuity Across Transitions in Care Module

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	2253	15702	9.7	10.0	10.0
Partly	3348	23851	14.7	15.2	25.2
Quite a Bit	6481	45899	28.3	29.3	54.5
Completely	10186	71352	44.0	45.5	100.0
Total Valid	22268	156804	96.6		
Don't Know	620	4261	2.6		
Prefer not to answer	188	1248	0.8		
Total	23076	162313	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	856	6105	3.8	3.8	3.8
Sometimes	2999	21698	13.4	13.6	17.5
Usually	7183	51158	31.6	32.2	49.6
Always	11574	80095	49.4	50.4	100.0
Total Valid	22612	159056	98.2		
Don't Know	311	2201	1.4		
Prefer not to answer	109	754	0.5		
Total	23032	162011	100.0		

Q45. During your hospital stay, when your doctors changed, did the next doctor seem up-to-date on your care?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	449	3257	2.0	3.5	3.5
Sometimes	1351	10145	6.3	11.0	14.6
Usually	3511	25511	15.8	27.8	42.4
Always	7564	52939	32.7	57.6	100.0
Total Valid	12875	91851	56.8		
There were no changes in the doctors treating me	9367	64480	39.9		
Don't Know	631	4552	2.8		
Prefer not to answer	128	907	0.6		
Total	23001	161790	100.0		



Q46. During this hospital stay, when your doctors changed, did you have confidence in the care the next doctor provided?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	394	2913	1.8	3.2	3.2
Sometimes	1232	9159	5.7	10.1	13.3
Usually	2999	21810	13.5	24.0	37.3
Always	8122	57075	35.3	62.7	100.0
Total Valid	12747	90957	56.3		
There were no changes in the doctors treating me	9645	66454	41.1		
Don't Know	428	3082	1.9		
Prefer not to answer	157	1140	0.7		
Total	22977	161634	100.0		

Q47. During this hospital stay, when your nurses changed, did the next nurse seem up-to-date on your care?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	442	3294	2.0	2.1	2.1
Sometimes	2290	17086	10.6	10.8	12.9
Usually	6830	48795	30.2	30.8	43.6
Always	12952	89316	55.3	56.4	100.0
Total Valid	22514	158491	98.2		
Don't Know	387	2619	1.6		
Prefer not to answer	47	300	0.2		
Total	22948	161410	100.0		

Q48. During this hospital stay, when your nurses changed, did you have confidence in the care the next nurse provided?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	367	2759	1.7	1.7	1.7
Sometimes	2224	16601	10.3	10.4	12.2
Usually	6297	45275	28.1	28.4	40.6
Always	13764	94702	58.7	59.4	100.0
Total Valid	22652	159337	98.8		
Don't Know	206	1446	0.9		
Prefer not to answer	69	472	0.3		
Total	22927	161255	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
 Surveys Completed: 24279

PROVINCIAL FINAL REPORT

Response Rate: 46.9%

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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?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	1727	12499	7.8	10.4	10.4
Partly	1630	11703	7.3	9.7	20.1
Quite a Bit	3544	25561	15.9	21.2	41.2
Completely	10120	70875	44.0	58.8	100.0
I did not want information provided to anyone	231	1651	1.0		
I did not need information provided to anyone	3722	25464	15.8		
I had no family or friends involved	1342	9136	5.7		
Total Valid	17021	120638	75.0		
Don't Know	422	3064	1.9		
Prefer not to answer	139	952	0.6		
Total	22877	160905	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	3404	23336	14.5	15.4	15.4
Partly	2368	16923	10.5	11.1	26.5
Quite a Bit	3939	28433	17.7	18.7	45.2
Completely	11865	83242	51.9	54.8	100.0
Total Valid	21576	151935	94.6		
Don't Know	825	5821	3.6		
Prefer not to answer	430	2779	1.7		
Total	22831	160535	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
 Surveys Completed: 24279

PROVINCIAL FINAL REPORT

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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?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	1396	9697	6.1	7.4	7.4
Partly	1636	11696	7.3	8.9	16.3
Quite a Bit	2722	19542	12.2	14.9	31.2
Completely	12853	90101	56.2	68.8	100.0
Total Valid	18607	131035	81.8		
I did not need appointments or tests after I left the hospital	3810	26580	16.6		
Don't Know	260	1864	1.2		
Prefer not to answer	111	750	0.5		
Total	22788	160229	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	4329	30307	18.9	20.3	20.3
Partly	2832	20195	12.6	13.5	33.8
Quite a Bit	3990	28504	17.8	19.1	52.8
Completely	10109	70512	44.1	47.2	100.0
Total Valid	21260	149517	93.4		
Don't Know	1019	7266	4.5		
Prefer not to answer	484	3234	2.0		
Total	22763	160017	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
 Surveys Completed: 24279

PROVINCIAL FINAL REPORT

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes - Someone from the hospital	3171	22327	14.0	14.6	14.6
Yes - Someone from my doctor's office	3532	23709	14.8	15.6	30.2
Yes - Someone else	2797	22378	14.0	14.7	44.9
No	12224	84051	52.6	55.1	100.0
Total Valid	21724	152464	95.4		
Don't Know	912	6642	4.2		
Prefer not to answer	110	791	0.5		
Total	22746	159898	100.0		

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?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	1575	11386	7.1	9.4	9.4
Partly	2039	14683	9.2	12.1	21.5
Quite a Bit	3474	24789	15.5	20.4	42.0
Completely	10141	70364	44.1	58.0	100.0
I did not need care after I left the hospital	3342	23226	14.6		
I do not have a place where I usually receive medical care	544	3684	2.3		
Total Valid	17229	121222	75.9		
Don't Know	1374	9926	6.2		
Prefer not to answer	219	1564	1.0		
Total	22708	159623	100.0		



Section 2B. Made-In-BC Module Questions
BC's Maternity Module

QM1. Was your most recent stay at this hospital for a childbirth experience?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	2126	20198	81.7	81.7	81.7
No	756	4515	18.3	18.3	100.0
Total Valid	2882	24713	100.0		
Total	2882	24713	100.0		

QM2. While in the hospital, did your doctor, midwife or nurse answer your questions about your childbirth in a way you could understand?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	15	163	0.8	0.8	0.8
Partly	62	594	3.0	3.1	3.9
Quite a Bit	257	2704	13.4	14.0	17.9
Completely	1684	15831	78.6	82.1	100.0
Total Valid	2018	19293	95.8		
I did not have questions	95	782	3.9		
Don't Know	4	39	0.2		
Prefer not to answer	4	32	0.2		
Total	2121	20147	100.0		

QM3. While in the hospital, were you given enough information about what to expect about your own physical recovery after birth?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	63	623	3.1	3.3	3.3
Partly	246	2456	12.2	13.1	16.5
Quite a Bit	525	5329	26.6	28.5	45.0
Completely	1125	10279	51.2	55.0	100.0
Total Valid	1959	18687	93.1		
I did not have questions	141	1274	6.4		
Don't Know	10	84	0.4		
Prefer not to answer	2	23	0.1		
Total	2112	20068	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
 Surveys Completed: 24279

PROVINCIAL FINAL REPORT

Response Rate: 46.9%

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QM4. While in the hospital, were you given enough information about any emotional changes you might experience after the birth?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	166	1802	9.0	9.1	9.1
Partly	273	2701	13.5	13.7	22.8
Quite a Bit	429	4245	21.2	21.5	44.3
Completely	1213	10997	54.9	55.7	100.0
Total Valid	2081	19745	98.6		
Don't Know	23	240	1.2		
Prefer not to answer	6	49	0.2		
Total	2110	20034	100.0		

QM5. While in the hospital, did your doctor, midwife, or nurse discuss different options for pain control during the labour and delivery with you?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	147	1464	7.3	7.6	7.6
Partly	233	2315	11.6	12.0	19.5
Quite a Bit	362	3616	18.1	18.7	38.2
Completely	1293	11950	59.7	61.8	100.0
Total Valid	2035	19344	96.6		
Don't Know	34	324	1.6		
Prefer not to answer	39	353	1.8		
Total	2108	20021	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
Surveys Completed: 24279

PROVINCIAL FINAL REPORT

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QM6. Overall was your pain well controlled? Please answer on a scale where 0 is "Not controlled at all" and 10 is "Controlled completely."

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not Controlled at All (0)	77	795	4.0	4.1	4.1
1	16	165	0.8	0.8	4.9
2	38	445	2.2	2.3	7.2
3	34	363	1.8	1.9	9.1
4	45	420	2.1	2.2	11.3
5	100	886	4.4	4.6	15.8
6	99	1000	5.0	5.1	21.0
7	211	2146	10.7	11.0	32.0
8	357	3404	17.0	17.5	49.5
9	283	2664	13.3	13.7	63.2
Controlled Completely (10)	781	7158	35.8	36.8	100.0
Total Valid	2041	19447	97.3		
Don't Know	24	214	1.1		
Prefer not to answer	39	335	1.7		
Total	2104	19996	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
 Surveys Completed: 24279

PROVINCIAL FINAL REPORT

Response Rate: 46.9%

MOE: ±0.5%

QM7. While in the hospital, did you get enough information about caring for your baby?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	32	317	1.6	1.6	1.6
Partly	200	2147	10.7	10.9	12.5
Quite a Bit	642	6314	31.6	32.0	44.4
Completely	1203	10983	55.0	55.6	100.0
Total Valid	2077	19761	98.9		
Don't Know	3	32	0.2		
Prefer not to answer	22	189	0.9		
Total	2102	19981	100.0		

QM8. While in the hospital, did you get enough information to support your decision to breast or bottle feed your baby?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	98	1088	5.5	5.9	5.9
Partly	226	2380	11.9	12.9	18.8
Quite a Bit	404	3834	19.2	20.7	39.5
Completely	1201	11181	56.0	60.5	100.0
Total Valid	1929	18482	92.6		
Not Applicable	145	1262	6.3		
Don't Know	5	51	0.3		
Prefer not to answer	19	158	0.8		
Total	2098	19953	100.0		

QM9. While in the hospital, did doctors, midwives or nurses give you the assistance and support you needed to help you breast feed your baby?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	52	575	2.9	3.1	3.1
Partly	245	2615	13.1	13.9	17.0
Quite a Bit	441	4379	22.0	23.3	40.3
Completely	1216	11193	56.2	59.7	100.0
Total Valid	1954	18762	94.2		
Not Applicable	126	1024	5.1		
Don't Know	3	28	0.1		
Prefer not to answer	11	107	0.5		
Total	2094	19922	100.0		



QM10. While in the hospital, did you get enough information about bathing your baby?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	243	2364	11.9	12.2	12.2
Partly	212	2394	12.0	12.3	24.5
Quite a Bit	392	3891	19.5	20.1	44.6
Completely	1184	10746	54.0	55.4	100.0
Total Valid	2031	19395	97.4		
Don't Know	16	150	0.8		
Prefer not to answer	45	366	1.8		
Total	2092	19911	100.0		

QM11. While in the hospital, were you offered a newborn screening test for your baby?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	1630	15508	77.9	94.0	94.0
No	105	993	5.0	6.0	100.0
Total Valid	1735	16501	82.9		
Don't Know	328	3218	16.2		
Prefer not to answer	28	183	0.9		
Total	2091	19901	100.0		

QM12. While in the hospital, did you get the information you needed about immunizations for your baby?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	352	3219	16.2	17.7	17.7
Partly	294	2860	14.4	15.7	33.4
Quite a Bit	350	3440	17.3	18.9	52.2
Completely	908	8703	43.8	47.8	100.0
Total Valid	1904	18222	91.7		
Not Applicable	98	790	4.0		
Don't Know	77	789	4.0		
Prefer not to answer	10	64	0.3		
Total	2089	19865	100.0		



QM13. While in the hospital, did you get enough information about caring for yourself?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	78	757	3.8	3.9	3.9
Partly	322	3290	16.6	16.9	20.8
Quite a Bit	641	6278	31.7	32.3	53.2
Completely	1005	9094	45.9	46.8	100.0
Total Valid	2046	19419	98.0		
Not Applicable	31	328	1.7		
Don't Know	3	34	0.2		
Prefer not to answer	5	39	0.2		
Total	2085	19820	100.0		

QM14. 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?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	15	162	0.8	0.8	0.8
Partly	91	941	4.8	4.8	5.7
Usually	163	1603	8.1	8.2	13.9
Always	1777	16809	84.9	86.1	100.0
Total Valid	2046	19515	98.6		
No family or friends were involved	26	212	1.1		
Don't Know	2	29	0.1		
Prefer not to answer	8	43	0.2		
Total	2082	19800	100.0		

QM15. While in the hospital, did doctors, midwives, or nurses respect your wishes for labour and delivery in the care that was provided?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	29	310	1.6	1.6	1.6
Partly	82	878	4.4	4.5	6.1
Quite a Bit	270	2777	14.0	14.3	20.4
Completely	1656	15431	77.9	79.6	100.0
Total Valid	2037	19396	98.0		
Don't Know	16	162	0.8		
Prefer not to answer	29	241	1.2		
Total	2082	19800	100.0		



QM16. Before you left the hospital, did hospital staff tell you what symptoms to watch for in your baby?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	141	1409	7.1	7.4	7.4
Partly	243	2508	12.7	13.1	20.5
Quite a Bit	563	5327	26.9	27.8	48.3
Completely	1065	9903	50.1	51.7	100.0
Total Valid	2012	19147	96.8		
Don't Know	44	460	2.3		
Prefer not to answer	23	175	0.9		
Total	2079	19782	100.0		

QM17. Before you left the hospital, were you given enough information about support services available in your community for you and your baby?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	112	1090	5.5	5.6	5.6
Partly	249	2620	13.3	13.5	19.1
Quite a Bit	522	4964	25.1	25.6	44.7
Completely	1156	10726	54.2	55.3	100.0
Total Valid	2039	19401	98.1		
Don't Know	22	258	1.3		
Prefer not to answer	17	115	0.6		
Total	2078	19773	100.0		

QM18. Before you left the hospital, did you get enough information from hospital staff about appointments and tests needed after you left the hospital?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	132	1196	6.1	6.2	6.2
Partly	254	2509	12.7	13.1	19.3
Quite a Bit	440	4388	22.2	22.8	42.1
Completely	1190	11118	56.3	57.9	100.0
Total Valid	2016	19211	97.3		
Don't Know	33	308	1.6		
Prefer not to answer	27	229	1.2		
Total	2076	19748	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
 Surveys Completed: 24279

PROVINCIAL FINAL REPORT

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QM19. When you first brought your baby home, how confident did you feel about caring for your baby?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	38	444	2.2	2.3	2.3
Partly	208	2251	11.4	11.6	13.9
Quite a Bit	715	6845	34.7	35.2	49.0
Completely	1075	9914	50.2	51.0	100.0
Total Valid	2036	19454	98.6		
Don't Know	11	79	0.4		
Prefer not to answer	28	207	1.0		
Total	2075	19739	100.0		

QM20. After you left the hospital, did you receive a visit from a nurse at your home?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	243	2364	11.9	12.2	12.2
Partly	212	2394	12.0	12.3	24.5
Quite a Bit	392	3891	19.5	20.1	44.6
Completely	1184	10746	54.0	55.4	100.0
Total Valid	2031	19395	97.4		
Don't Know	16	150	0.8		
Prefer not to answer	45	366	1.8		
Total	2092	19911	100.0		

QM21. Did your prenatal care prepare you for your labour and delivery at the hospital?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	129	1313	6.7	7.2	7.2
Partly	241	2250	11.4	12.3	19.5
Quite a Bit	590	5732	29.1	31.4	51.0
Completely	948	8931	45.3	49.0	100.0
Total Valid	1908	18225	92.5		
Don't Know	93	875	4.4		
Prefer not to answer	71	612	3.1		
Total	2072	19713	100.0		



Section 2B. Made-In-BC Module Questions
BC's Surgical Module

QS1. During your stay in hospital, did you have an operation?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	10359	73930	46.6	46.9	46.9
No	12110	83773	52.8	53.1	100.0
Total Valid	22469	157703	99.4		
Don't Know	96	749	0.5		
Prefer not to answer	28	224	0.1		
Total	22593	158676	100.0		

QS2. Before your operation, did hospital staff explain the risks and benefits of the operation in a way you could understand?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	334	2369	3.2	3.3	3.3
Partly	551	4057	5.5	5.7	9.0
Quite a Bit	1378	10067	13.6	14.2	23.2
Completely	7689	54549	73.9	76.8	100.0
Total Valid	9952	71041	96.2		
I did not want an explanation	141	1000	1.4		
Don't Know	226	1601	2.2		
Prefer not to answer	27	177	0.2		
Total	10346	73819	100.0		

QS3. Before your operation, did hospital staff answer your questions about the operation in a way you could understand?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	159	1121	1.5	1.7	1.7
Partly	404	2959	4.0	4.6	6.3
Quite a Bit	1380	9956	13.5	15.3	21.6
Completely	7139	50863	69.0	78.4	100.0
Total Valid	9082	64900	88.0		
I did not have any questions	1075	7571	10.3		
Don't Know	153	1074	1.5		
Prefer not to answer	27	199	0.3		
Total	10337	73745	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
 Surveys Completed: 24279

PROVINCIAL FINAL REPORT

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QS4. Before your operation, were you told how you could expect to feel after you had the operation?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	1075	7590	10.3	10.7	10.7
Partly	1191	8643	11.7	12.2	22.9
Quite a Bit	2403	17091	23.2	24.1	47.0
Completely	5252	37503	50.9	53.0	100.0
Total Valid	9921	70828	96.1		
Don't Know	364	2538	3.4		
Prefer not to answer	50	360	0.5		
Total	10335	73726	100.0		

QS5. After your operation, did hospital staff explain how the operation had gone in a way you could understand?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	644	4630	6.3	6.4	6.4
Partly	837	6248	8.5	8.7	15.1
Quite a Bit	1727	12338	16.7	17.1	32.2
Completely	6897	48824	66.3	67.8	100.0
Total Valid	10105	72040	97.8		
Don't Know	187	1378	1.9		
Prefer not to answer	36	258	0.4		
Total	10328	73676	100.0		



Section 2B. Made-In-BC Module Questions
BC's Pediatric/Youth Modules

QP1. During this hospital stay, did the nurses pay enough attention to your experiences and suggestions in caring for your child?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	25	186	2.8	2.9	2.9
Partly	76	579	8.7	8.9	11.7
Quite a Bit	217	1568	23.7	24.0	35.8
Completely	576	4186	63.2	64.2	100.0
Total Valid	894	6519	98.4		
Don't Know	8	66	1.0		
Prefer not to answer	5	37	0.6		
Total	907	6623	100.0		

QP2. During this hospital stay, did you feel welcome to stay with your child as much as you wanted?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	8	68	1.0	1.0	1.0
Partly	23	168	2.5	2.6	3.6
Quite a Bit	41	311	4.7	4.7	8.3
Completely	829	6032	91.1	91.7	100.0
Total Valid	901	6580	99.4		
Don't Know	3	20	0.3		
Prefer not to answer	3	23	0.3		
Total	907	6623	100.0		

QP3. During this hospital stay, did someone on the hospital staff teach you what you needed to know to care for your child at home?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	40	288	4.4	5.4	5.4
Partly	54	392	5.9	7.4	12.8
Quite a Bit	145	1064	16.1	20.0	32.7
Completely	485	3583	54.3	67.3	100.0
Total Valid	724	5328	80.7		
Not Applicable	173	1216	18.4		
Don't Know	4	35	0.5		
Prefer not to answer	3	25	0.4		
Total	904	6603	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
 Surveys Completed: 24279

PROVINCIAL FINAL REPORT

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QP4. During this hospital stay, was your child ever in any pain?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	627	4631	70.1	75.4	75.4
No	218	1514	22.9	24.6	100.0
Total Valid	845	6145	93.1		
Don't Know	49	396	6.0		
Prefer not to answer	10	63	0.9		
Total	904	6603	100.0		

QP5. During this hospital stay, did a doctor or nurse ask your child questions about his or her pain?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	12	85	1.8	2.8	2.8
Sometimes	37	298	6.4	10.0	12.9
Usually	93	705	15.2	23.7	36.6
Always	259	1887	40.7	63.4	100.0
Total Valid	401	2975	64.2		
Child is too young	223	1632	35.2		
Don't Know	1	7	0.2		
Prefer not to answer	2	17	0.4		
Total	627	4631	100.0		

QP6. During this hospital stay, were nurses available to answer your questions or concerns when you needed them?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	10	71	1.1	1.1	1.1
Partly	60	461	7.0	7.3	8.4
Quite a Bit	216	1596	24.4	25.2	33.7
Completely	583	4196	64.0	66.3	100.0
Total Valid	869	6324	96.5		
I had no questions or concerns	26	203	3.1		
Don't Know	1	7	0.1		
Prefer not to answer	2	19	0.3		
Total	898	6553	100.0		



QP7. During this hospital stay, was information about his or her condition discussed with your child in a way he or she could understand?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	19	143	2.2	4.6	4.6
Partly	47	365	5.6	11.6	16.2
Quite a Bit	124	900	13.7	28.7	44.9
Completely	238	1730	26.4	55.1	100.0
Total Valid	428	3139	47.9		
Child is too young/could not understand	462	3351	51.1		
Don't Know	4	31	0.5		
Prefer not to answer	4	32	0.5		
Total	898	6553	100.0		

QP8. 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?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	22	142	2.2	2.2	2.2
Partly	62	453	7.0	7.0	9.2
Quite a Bit	171	1265	19.4	19.5	28.7
Completely	633	4622	71.0	71.3	100.0
Total Valid	888	6482	99.6		
Don't Know	1	10	0.2		
Prefer not to answer	3	15	0.2		
Total	892	6507	100.0		

QP9. During this hospital stay, when you or your child used the call button to get help, was the response quick enough?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	9	76	1.2	1.7	1.7
Sometimes	45	325	5.0	7.2	8.9
Usually	220	1676	25.8	37.2	46.1
Always	337	2424	37.4	53.9	100.0
Total Valid	611	4502	69.4		
We did not use the call button	272	1932	29.8		
Don't Know	4	34	0.5		
Prefer not to answer	3	20	0.3		
Total	890	6488	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
Surveys Completed: 24279

PROVINCIAL FINAL REPORT

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QP10. During this hospital stay, did your child receive the care he or she needed when he or she needed it?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	3	21	0.3	0.3	0.3
Sometimes	53	403	6.2	6.3	6.6
Usually	197	1463	22.6	22.9	29.5
Always	621	4504	69.5	70.5	100.0
Total Valid	874	6390	98.6		
Don't Know	9	54	0.8		
Prefer not to answer	6	35	0.5		
Total	889	6480	100.0		



QY1. During this hospital stay, did the nurses pay enough attention to your experiences and suggestions in caring for you?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	4	27	1.4	1.4	1.4
Partly	15	102	5.3	5.5	6.9
Quite a Bit	71	509	26.4	27.3	34.1
Completely	171	1230	63.7	65.9	100.0
Total Valid	261	1867	96.8		
Don't Know	7	50	2.6		
Prefer not to answer	2	13	0.7		
Total	270	1929	100.0		

QY2. During this hospital stay, did your family and friends feel welcome to stay with you as much as you wanted?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	2	11	0.6	0.6	0.6
Partly	5	29	1.5	1.6	2.1
Quite a Bit	38	292	15.2	15.5	17.6
Completely	219	1554	80.6	82.4	100.0
Total Valid	264	1887	97.8		
I had no family or friends involved	4	31	1.6		
Don't Know	1	4	0.2		
Prefer not to answer	1	7	0.4		
Total	270	1929	100.0		

QY3. During this hospital stay, did someone on the hospital staff teach you what you needed to know to care for yourself at home?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	20	132	6.8	8.7	8.7
Partly	30	206	10.7	13.6	22.3
Quite a Bit	43	315	16.4	20.9	43.2
Completely	119	858	44.6	56.8	100.0
Total Valid	212	1511	78.5		
Not Applicable	54	394	20.5		
Don't Know	2	13	0.7		
Prefer not to answer	1	6	0.3		
Total	269	1924	100.0		



QY4. During this hospital stay, were you ever in any pain?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	204	1467	76.8	78.8	78.8
No	56	394	20.6	21.2	100.0
Total Valid	260	1861	97.4		
Don't Know	3	20	1.0		
Prefer not to answer	4	30	1.6		
Total	267	1911	100.0		

QY5. During this hospital stay, did a doctor or nurse ask you questions about your pain?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	2	16	1.1	1.1	1.1
Sometimes	8	45	3.0	3.1	4.2
Usually	44	289	19.7	19.8	24.0
Always	148	1109	75.6	76.0	100.0
Total Valid	202	1458	99.4		
Don't Know	2	9	0.6		
Prefer not to answer	0	0	0.0		
Total	204	1467	100.0		

QY6. During this hospital stay, were the nurses available to answer your questions or concerns when you needed them?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	2	9	0.5	0.6	0.6
Partly	12	79	4.1	4.8	5.4
Quite a Bit	77	532	27.8	32.7	38.1
Completely	140	1006	52.6	61.9	100.0
Total Valid	231	1626	85.1		
I had no questions or concerns	36	285	14.9		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	267	1911	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
 Surveys Completed: 24279

PROVINCIAL FINAL REPORT

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QY7. During this hospital stay, was information about your condition discussed with you in a way you could understand?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	5	28	1.5	1.5	1.5
Partly	18	137	7.2	7.2	8.7
Quite a Bit	64	464	24.4	24.6	33.3
Completely	177	1259	66.1	66.7	100.0
Total Valid	264	1888	99.2		
Don't Know	2	16	0.8		
Prefer not to answer	0	0	0.0		
Total	266	1904	100.0		

QY8. During this hospital stay, do you feel you had a doctor or nurse that had a good understanding of your condition and treatment?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	8	44	2.3	2.3	2.3
Partly	13	82	4.3	4.3	6.6
Quite a Bit	52	360	18.9	19.0	25.7
Completely	192	1409	74.0	74.3	100.0
Total Valid	265	1895	99.6		
Don't Know	0	0	0.0		
Prefer not to answer	1	8	0.4		
Total	266	1904	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
 Surveys Completed: 24279

PROVINCIAL FINAL REPORT

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QY9. During this hospital stay, when you used the call button to get help, was the response quick enough?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	0	0	0.0	0.0	0.0
Sometimes	31	240	12.6	16.8	16.8
Usually	77	543	28.5	38.1	54.9
Always	91	642	33.7	45.1	100.0
Total Valid	199	1425	74.9		
I did not use the call button	66	474	24.9		
Don't Know	1	4	0.2		
Prefer not to answer	0	0	0.0		
Total	266	1904	100.0		

QY10. During this hospital stay, did you receive the care you needed when you needed it?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	3	15	0.8	0.8	0.8
Sometimes	19	143	7.5	7.5	8.3
Usually	65	452	23.8	23.9	32.2
Always	177	1284	67.6	67.8	100.0
Total Valid	264	1892	99.6		
Don't Know	1	7	0.4		
Prefer not to answer	0	0	0.0		
Total	265	1900	100.0		



Section 2B. Made-In-BC Module Questions
BC's Rehabilitation Module

QR1. During this hospital stay, how often did therapists treat you with courtesy and respect?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	4	19	1.2	1.3	1.3
Sometimes	18	84	5.4	5.7	7.0
Usually	27	129	8.3	8.7	15.7
Always	252	1246	80.1	84.3	100.0
Total Valid	301	1477	94.9		
Don't Know	6	30	1.9		
Prefer not to answer	10	49	3.1		
Total	317	1556	100.0		

QR2. During this hospital stay, how often did therapists listen carefully to you?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	8	37	2.4	2.5	2.5
Sometimes	27	130	8.4	8.9	11.4
Usually	54	260	16.7	17.7	29.1
Always	211	1039	66.8	70.9	100.0
Total Valid	300	1467	94.3		
Don't Know	8	46	2.9		
Prefer not to answer	9	44	2.8		
Total	317	1556	100.0		

QR3. During this hospital stay, how often did therapists explain things in a way you could understand?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	8	38	2.5	2.6	2.6
Sometimes	22	108	7.0	7.5	10.1
Usually	53	255	16.4	17.6	27.8
Always	213	1046	67.2	72.2	100.0
Total Valid	296	1448	93.1		
Don't Know	11	59	3.8		
Prefer not to answer	10	49	3.1		
Total	317	1556	100.0		



QR4. During this hospital stay, did your therapists, nurses and doctors work well together?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	11	51	3.3	3.9	3.9
Partly	26	128	8.2	9.8	13.7
Quite a Bit	63	305	19.6	23.4	37.1
Completely	165	822	52.8	62.9	100.0
Total Valid	265	1306	84.0		
Don't Know	40	190	12.2		
Prefer not to answer	12	60	3.8		
Total	317	1556	100.0		

QR5. During this hospital stay, were you encouraged to participate in setting your goals?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	43	211	13.6	15.1	15.1
Partly	37	178	11.5	12.8	27.9
Quite a Bit	72	340	21.9	24.4	52.3
Completely	134	665	42.9	47.7	100.0
Total Valid	286	1394	89.8		
Don't Know	20	108	7.0		
Prefer not to answer	10	50	3.2		
Total	316	1552	100.0		

QR6. During this hospital stay, was your therapy program explained to you in a way that you could understand?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	14	69	4.5	4.8	4.8
Partly	30	140	9.0	9.8	14.6
Quite a Bit	71	341	22.0	23.8	38.4
Completely	178	884	57.0	61.6	100.0
Total Valid	293	1435	92.5		
Don't Know	12	63	4.0		
Prefer not to answer	11	54	3.5		
Total	316	1552	100.0		



QR7. During this hospital stay, were you kept well-informed about your progress in areas that were important to you?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	27	128	8.3	8.9	8.9
Partly	45	213	13.7	14.7	23.6
Quite a Bit	84	411	26.5	28.5	52.2
Completely	139	690	44.5	47.8	100.0
Total Valid	295	1442	92.9		
Don't Know	10	53	3.4		
Prefer not to answer	11	57	3.6		
Total	316	1552	100.0		

QR8. During this hospital stay, were your family/friends involved in your rehabilitation as much as you wanted?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	29	141	9.1	13.1	13.1
Partly	22	111	7.1	10.3	23.4
Quite a Bit	42	210	13.5	19.5	42.9
Completely	125	614	39.5	57.1	100.0
Total Valid	218	1075	69.3		
Not Applicable	86	421	27.1		
Don't Know	3	12	0.7		
Prefer not to answer	9	44	2.9		
Total	316	1552	100.0		

QR9. During this hospital stay, did you accomplish what you expected in your rehabilitation program?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	18	89	5.7	6.4	6.4
Partly	74	352	22.7	25.6	32.0
Quite a Bit	91	446	28.8	32.4	64.4
Completely	98	490	31.6	35.6	100.0
Total Valid	281	1376	88.7		
Don't Know	21	101	6.5		
Prefer not to answer	14	74	4.8		
Total	316	1552	100.0		



QR10. During this hospital stay, did the program staff make changes to your program as necessary?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	43	213	13.7	17.1	17.1
Partly	41	197	12.7	15.8	32.9
Quite a Bit	57	280	18.0	22.5	55.4
Completely	113	555	35.8	44.6	100.0
Total Valid	254	1245	80.2		
Don't Know	49	242	15.6		
Prefer not to answer	13	65	4.2		
Total	316	1552	100.0		

QR11. During this hospital stay, did you learn what you needed to know in order to manage your condition?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	22	106	6.9	7.7	7.7
Partly	46	219	14.1	15.8	23.5
Quite a Bit	78	370	23.8	26.7	50.2
Completely	137	690	44.5	49.8	100.0
Total Valid	283	1385	89.3		
Not Applicable	20	104	6.7		
Don't Know	4	18	1.2		
Prefer not to answer	9	44	2.9		
Total	316	1552	100.0		

QR12. During this hospital stay, did your care staff tell you what to expect about how you might progress in regaining your abilities?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	50	244	15.7	17.1	17.1
Partly	55	253	16.3	17.7	34.9
Quite a Bit	102	496	31.9	34.8	69.6
Completely	85	433	27.9	30.4	100.0
Total Valid	292	1425	91.9		
Don't Know	15	82	5.3		
Prefer not to answer	9	44	2.9		
Total	316	1552	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
 Surveys Completed: 24279

PROVINCIAL FINAL REPORT

Response Rate: 46.9%

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QR13. During this hospital stay, were you given adequate information about support services in the community?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	28	135	8.7	11.2	11.2
Partly	44	207	13.4	17.1	28.3
Quite a Bit	59	288	18.5	23.7	52.0
Completely	115	582	37.5	48.0	100.0
Total Valid	246	1213	78.1		
I did not require support services	52	255	16.4		
Don't Know	6	25	1.6		
Prefer not to answer	12	59	3.8		
Total	316	1552	100.0		

QR14. Before you left the hospital, did hospital staff make referrals for home care nurses?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	101	507	32.6	64.7	64.7
No	57	276	17.8	35.3	100.0
Total Valid	158	783	50.5		
I did not require home care nurses	136	660	42.5		
Don't Know	13	65	4.2		
Prefer not to answer	9	44	2.9		
Total	316	1552	100.0		

QR15. Before you left the hospital, did hospital staff make referrals for community therapists/outpatient therapy?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	142	694	44.7	68.4	68.4
No	65	320	20.6	31.6	100.0
Total Valid	207	1014	65.4		
I did not require community therapists or outpatient therapy	85	415	26.7		
Don't Know	13	68	4.4		
Prefer not to answer	11	54	3.5		
Total	316	1552	100.0		



Section 2B. Made-In-BC Module Questions

BC's Patient Safety Module

Q59. 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?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	16049	113233	82.2	92.4	92.4
No	1331	9344	6.8	7.6	100.0
Total Valid	17380	122577	89.0		
Don't Know	1990	14641	10.6		
Prefer not to answer	67	473	0.3		
Total	19437	137692	100.0		

Q60. Was the written information you received about your medicines easy to understand?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	585	4172	3.0	4.8	4.8
Sometimes	875	6360	4.6	7.3	12.1
Usually	1713	12288	8.9	14.1	26.2
Always	9097	64137	46.6	73.8	100.0
I didn't need any medicine	2198	15963	11.6		
I didn't receive any written information	4253	29494	21.4		
Total Valid	12270	86957	63.2		
Don't Know	582	4337	3.2		
Prefer not to answer	121	831	0.6		
Total	19424	137580	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	992	6720	4.3	4.6	4.6
Sometimes	1696	12325	7.8	8.4	13.0
Usually	3239	22847	14.5	15.7	28.7
Always	14853	104052	65.9	71.3	100.0
Total Valid	20780	145943	92.5		
Don't Know	1600	11210	7.1		
Prefer not to answer	98	639	0.4		
Total	22478	157792	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
 Surveys Completed: 24279

PROVINCIAL FINAL REPORT

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	3170	21810	13.8	17.7	17.7
Sometimes	1480	10583	6.7	8.6	26.2
Usually	3289	23177	14.7	18.8	45.0
Always	9680	67916	43.1	55.0	100.0
Total Valid	17619	123486	78.3		
Don't Know	4649	32894	20.9		
Prefer not to answer	201	1337	0.8		
Total	22469	157718	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	2554	17805	11.3	13.9	13.9
Sometimes	2481	17731	11.2	13.8	27.7
Usually	4413	30998	19.7	24.2	51.9
Always	8888	61725	39.2	48.1	100.0
Total Valid	18336	128259	81.4		
Don't Know	4005	28620	18.2		
Prefer not to answer	119	778	0.5		
Total	22460	157657	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	9161	64637	41.0	45.1	45.1
Partly	2077	14915	9.5	10.4	55.5
Quite a Bit	2995	20987	13.3	14.7	70.2
Completely	6174	42703	27.1	29.8	100.0
Total Valid	20407	143242	90.9		
Don't Know	1865	13166	8.4		
Prefer not to answer	182	1198	0.8		
Total	22454	157606	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
 Surveys Completed: 24279

PROVINCIAL FINAL REPORT

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	16468	116423	73.9	79.1	79.1
Sometimes	1115	7759	4.9	5.3	84.3
Usually	1136	7765	4.9	5.3	89.6
Always	2251	15286	9.7	10.4	100.0
Total Valid	20970	147232	93.5		
Don't Know	1146	8101	5.1		
Prefer not to answer	328	2197	1.4		
Total	22444	157530	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	14950	105522	67.0	72.0	72.0
Sometimes	1635	11527	7.3	7.9	79.9
Usually	1491	10393	6.6	7.1	87.0
Always	2822	19080	12.1	13.0	100.0
Total Valid	20898	146523	93.0		
Don't Know	1282	9227	5.9		
Prefer not to answer	258	1736	1.1		
Total	22438	157486	100.0		

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?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	7545	53223	33.8	39.0	39.0
Sometimes	2430	17501	11.1	12.8	51.8
Usually	2739	18855	12.0	13.8	65.6
Always	6818	46892	29.8	34.4	100.0
Total Valid	19532	136470	86.7		
Don't Know	2313	16811	10.7		
Prefer not to answer	586	4145	2.6		
Total	22431	157426	100.0		



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?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	19649	136932	87.0	90.7	90.7
Partly	895	6624	4.2	4.4	95.0
Quite a Bit	352	2667	1.7	1.8	96.8
Completely	660	4815	3.1	3.2	100.0
Total Valid	21556	151038	96.0		
Don't Know	612	4522	2.9		
Prefer not to answer	256	1827	1.2		
Total	22424	157388	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	3315	20428	40.8	65.8	65.8
No	1742	10595	21.2	34.2	100.0
Total Valid	5057	31023	62.0		
I do not have spiritual needs	2818	17239	34.5		
Prefer not to answer	291	1762	3.5		
Total	8166	50024	100.0		

Note: This question was only asked if patients experienced inpatient hospital care within the following health authorities/organizations: Island Health, Northern Health, Providence Health Care, and Vancouver Coastal Health (September 1-October 15 discharges only).

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	662	4152	20.4	29.9	29.9
Partly	318	1962	9.6	14.1	44.0
Quite a Bit	368	2308	11.3	16.6	60.6
Completely	893	5467	26.8	39.4	100.0
Total Valid	2241	13890	68.2		
I did not want spiritual care	839	5055	24.8		
Don't Know	131	858	4.2		
Prefer not to answer	94	564	2.8		
Total	3305	20367	100.0		

Note: This question was only asked if patients experienced inpatient hospital care within the following health authorities/organizations: Island Health, Northern Health, Providence Health Care, and Vancouver Coastal Health (September 1-October 15 discharges only).



Date: Sept 1, 2016 - March 31, 2017 Discharges
 Surveys Completed: 24279

PROVINCIAL FINAL REPORT

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	455	3358	2.1	2.2	2.2
Partly	2050	15292	9.7	9.8	12.0
Quite a Bit	5337	38518	24.5	24.8	36.8
Completely	14327	98304	62.5	63.2	100.0
Don't Know	160	1231	0.8		
Prefer not to answer	86	613	0.4		
Total Valid	22169	155472	98.8		
Total	22415	157316	100.0		

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

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not At All	451	3125	2.0	2.3	2.3
Partly	639	4631	2.9	3.4	5.6
Quite a Bit	2243	16193	10.3	11.7	17.4
Completely	16269	113919	72.5	82.6	100.0
Total Valid	19602	137868	87.7		
Don't Know	2048	14349	9.1		
Prefer not to answer	756	5021	3.2		
Total	22406	157238	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
 Surveys Completed: 24279

PROVINCIAL FINAL REPORT
 Response Rate: 46.9%
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Section 2C. Patient Demographics

Age (at discharge)	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
<6 yrs	710	5247	3.1	3.1	3.1
6-12	320	2285	1.3	1.3	4.4
13-17	284	2018	1.2	1.2	5.6
18-29	1416	11135	6.5	6.5	12.1
30-44	3146	26523	15.5	15.5	27.6
45-54	1973	13790	8.1	8.1	35.6
55-64	4007	27011	15.8	15.8	51.4
65-74	5604	37448	21.9	21.9	73.3
75-84	4441	29657	17.3	17.3	90.6
85+	2376	16036	9.4	9.4	100.0
Total Valid	24277	171150	100.0		
Total	24277	171150	100.0		

Gender	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Male	10642	71642	41.9	41.9	41.9
Female	13637	99520	58.1	58.1	100.0
Transgender	0	0	0.0	0.0	100.0
Total Valid	24279	171162	100.0		
Total	24279	171162	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
 Surveys Completed: 24279

PROVINCIAL FINAL REPORT

Response Rate: 46.9%

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Education Level					
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
8th grade or less	1480	10100	6.5	6.7	6.7
Some high school, but did not graduate	2820	18499	11.9	12.3	19.1
High school or high school equivalency certificate	5021	33987	21.8	22.7	41.8
College, CEGEP or other non-university certificate or diploma	5568	38930	25.0	26.0	67.7
Undergraduate degree or some university	3396	25352	16.3	16.9	84.7
Post-graduate degree or professional designation	3081	22972	14.7	15.3	100.0
Total Valid	21366	149839	96.2		
Don't Know	128	959	0.6		
Prefer not to answer	719	4963	3.2		
Total	22213	155761	100.0		

Ethnicity (self-reported)					
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
White	17188	116491	74.7	76.2	76.2
Chinese	874	7729	5.0	5.1	81.3
Indigenous (First Nations, Métis, Inuit)	865	5359	3.4	3.5	84.8
South Asian	606	5695	3.7	3.7	88.5
Black	93	794	0.5	0.5	89.0
Filipino	324	2762	1.8	1.8	90.9
Latin American	143	1231	0.8	0.8	91.7
Southeast Asian	107	957	0.6	0.6	92.3
Korean	64	602	0.4	0.4	92.7
Japanese	78	622	0.4	0.4	93.1
Other/Multiple Ethnicities	1455	10570	6.8	6.9	100.0
Total Valid	21797	152813	98.1		
Don't know/Prefer not to answer	422	3033	1.9		
Total	22219	155846	100.0		



Date: Sept 1, 2016 - March 31, 2017 Discharges
Surveys Completed: 24279

PROVINCIAL FINAL REPORT
Response Rate: 46.9%
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Appendix A

Peer Group - Facility Type

Tertiary Hospital = an acute hospital that functions as a tertiary provincial or regional referral facility (e.g., provides specialized pediatrics care, neurosciences, cardiac care, trauma care, perinatal care).

Health Authority	Tertiary Hospital
FHA	Royal Columbian Hospital
FHA	Surrey Memorial Hospital
FHA	Abbotsford Regional Hospital
IHA	Kelowna General Hospital
IHA	Royal Inland Hospital
NHA	University Hospital of Northern BC
VCHA	St. Paul's Hospital
PHSA	BC Children's Hospital
PHSA	BC Women's Hospital
VCHA	Vancouver General Hospital
VIHA	Royal Jubilee Hospital
VIHA	Victoria General Hospital
VIHA	Nanaimo Regional General Hospital

Community Hospital = an acute hospital that does not fit the definition of Small Hospital or Tertiary Hospital.

Health Authority	Community Hospital
FHA	Burnaby Hospital
FHA	Chilliwack General Hospital
FHA	Delta Hospital
FHA	Eagle Ridge Hospital
FHA	Langley Memorial Hospital
FHA	Peace Arch Hospital
FHA	Ridge Meadows Hospital
IHA	East Kootenay Regional Hospital
IHA	Kootenay Boundary Regional Hospital
IHA	Penticton Regional Hospital
IHA	Vernon Jubilee Hospital
IHA	Cariboo Memorial Hospital
IHA	Shuswap Lake General Hospital



Date: Sept 1, 2016 - March 31, 2017 Discharges
 Surveys Completed: 24279

PROVINCIAL FINAL REPORT
 Response Rate: 46.9%
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Health Authority	Community Hospital
NHA	Dawson Creek and District Hospital
NHA	Fort St. John Hospital
NHA	G.R. Baker Memorial Hospital
NHA	Mills Memorial Hospital
VCHA	Mount Saint Joseph Hospital
VCHA	Lions Gate Hospital
VCHA	Richmond Hospital
VCHA	University of BC Health Sciences Centre
VIHA	Campbell River & District General Hospital
VIHA	Cowichan District Hospital
VIHA	Saanich Peninsula Hospital
VIHA	St. Joseph's General Hospital
VIHA	West Coast General Hospital

Small Hospital = an acute hospital that admits fewer than 3500 patients annually, has a referral population of fewer than 20,000 people, AND is the only hospital in their community.

Health Authority	Small Hospital
FHA	Fraser Canyon Hospital
FHA	Mission Memorial Hospital
IHA	100 Mile District General Hospital
IHA	Arrow Lakes Hospital
IHA	Boundary Hospital
IHA	Creston Valley Hospital
IHA	Dr. Helmcken Memorial Hospital
IHA	Elk Valley Hospital
IHA	Golden and District Hospital
IHA	Invermere and District Hospital
IHA	Kootenay Lake Hospital
IHA	Lillooet District Hospital
IHA	Nicola Valley Hospital
IHA	Princeton Regional Hospital
IHA	Queen Victoria Hospital
IHA	South Okanagan General Hospital



Date: Sept 1, 2016 - March 31, 2017 Discharges
Surveys Completed: 24279

PROVINCIAL FINAL REPORT

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Health Authority	Small Hospital
NHA	Bulkley Valley District Hospital
NHA	Chetwynd General Hospital
NHA	Fort Nelson General Hospital
NHA	Kitimat General Hospital
NHA	Lakes District Hospital
NHA	Northern Haida Gwaii Hospital
NHA	McBride and District Hospital
NHA	MacKenzie and District Hospital
NHA	Prince Rupert Regional Hospital
NHA	HaidaGwaii Hospital
NHA	St. John Hospital
NHA	Stuart Lake Hospital
NHA	Wrinch Memorial Hospital
VCHA	Bella Coola General Hospital
VCHA	Powell River General
VCHA	R.W. Large Memorial Hospital
VCHA	Squamish General Hospital
VCHA	Sechelt Hospital
VIHA	Cormorant Island Health Centre
VIHA	Lady Minto Gulf Islands Hospital
VIHA	Port Hardy Hospital
VIHA	Port McNeill & District Hospital
VIHA	Tofino General Hospital