


# Island Health Performance Measures

## Acute Patient Experience



Year to Date Performance	<b>93% (2016/17)</b>	Performance Assessment		<b>Baseline</b>
Island Health Target	<b>Greater than 93%</b>	Performance cannot yet be assessed.		

### What do we measure and why?

Acute Patient Experience measures the percentage of patients with a positive response to a survey question asking whether they would recommend the hospital based on their recent acute care experience there.

Patient experience surveys provide us with valuable information about the way patients feel about our services. We use the feedback to identify areas for improvement so that we can continue to provide high quality health care.

### What is the target?

2016/2017 was the initial year for the acute patient experience survey and will serve as a baseline year for future target setting. Island Health's goal is for higher rates (indicating improvement), but no specific future targets have been set.

### How are we doing?

Island Health participated in the provincial Acute Inpatient Sector Survey that was conducted over the months of August 2016 to March 2017.

A total of 93% of patients surveyed indicated that yes they would probably (25%) or definitely (68%) recommend the hospital they visited to their friends and family.

### What actions are we taking?

Information from this survey will be used to: assess patients' satisfaction and experiences with Island Health's acute inpatient care and services; build on identified strengths; promote improvement in areas deemed important by patients; provide information about the performance of the health care system over time.