


<b>Year to Date Performance</b>	<b>59.1%</b> (2023/24)	<b>Performance Assessment</b>	 <b>Red</b>
<b>Island Health Target</b>	<b>Greater than or equal to 61.9%</b>	Performance is significantly outside acceptable range; take action and monitor progress.	

### What do we measure and why?

The Patient Experience – Acute Inpatient measure reports the percentage of people who had an acute inpatient visit and reported they had a very good experience with their hospital stay.

Patient experience surveys give important insights into how patients feel about the care they receive. This feedback is used to identify areas for improvement to meet patients’ needs and provide high-quality health care. Island Health strives for excellence in quality and safety, and exemplary patient experience.

### What is the target?

Island Health’s target for 2023/24 was greater than or equal to 61.9% (which was our result in 2022/23).

Higher rates are better.

### How are we doing?

Island Health’s overall experience measure worsened in 2023/24 (compared to 2022/23) and was lower than the provincial average.

### What actions are we taking?

Island Health recently established a Human Experience Strategy, which will act on learnings from patient experience data.