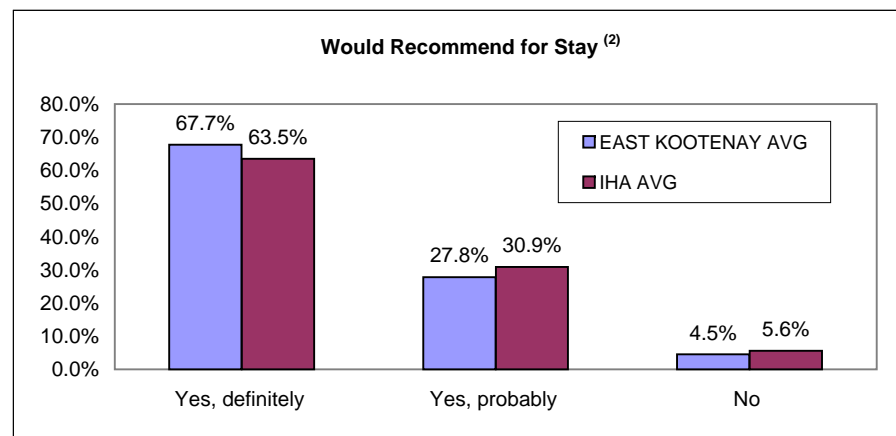
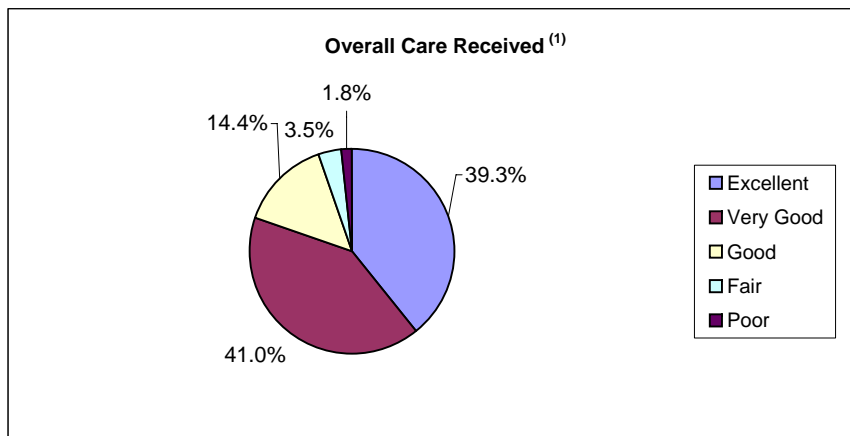




**British Columbia - HSDA - East Kootenay - All Sectors
Acute Care Patient Experience Results - All Dimensions and Overall Ratings**

Report Date: Nov 11, 2009 Survey of Acute Care Patient Experience: October - December, 2008. n = 519 Response Rate = 53.5%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	94.8% East Kootenay Avg 92.1% IHA Avg	Courtesy of Dr	97.0%	Discussed when to resume normal activities	46.0%
Access to Care (IP Can)	83.5%	Courtesy of admission	96.6%	Enough say about treatment	56.2%
Physical Comfort (IP Can)	83.2%	Minutes for help after call button	96.2%	Nurse discussed anxieties/fears	60.4%
Emotional Support (IP Can)	72.2%	Rate how Dr/Nurses worked together	96.0%	Family had enough recovery info	61.6%
Information and Education (IP Can)	77.1%	Courtesy of Nurses	94.8%	Discussed danger signals to watch for	61.9%
Involvement of Family (IP Can)	71.2%	Overall Dr care	94.7%	Overall quality of food	62.4%
Respect for Patient Preferences (IP Can)	79.5%	Explained reason for wait in going to room	89.6%	Family talked w/Dr enough	63.0%
Continuity and Transition (IP Can)	67.9%	Amount of pain medicine received	89.4%	Dr discussed anxieties/fears	66.2%
Coordination of Care (IP Can)	78.5%	Availability of Nurses	89.2%	Discussed medication side effects	66.9%
		Nurses did not talk in front of you as if you weren't there	88.9%	Ease of finding someone to talk to	67.7%



(1) Question 44: Overall, how would you rate the care you received at the hospital?
 Response scale = Poor, Fair, Good, Very Good, Excellent Percent Positive Score = Good+Very Good+ Excellent
 (2) Question 46: Would you recommend this hospital to your friends and family?
 Response scale = Yes, definitely; Yes, probably; No Percent Positive Score = Yes, definitely
 ** Items highlighted in RED have the highest correlation with "IP: Overall care received".