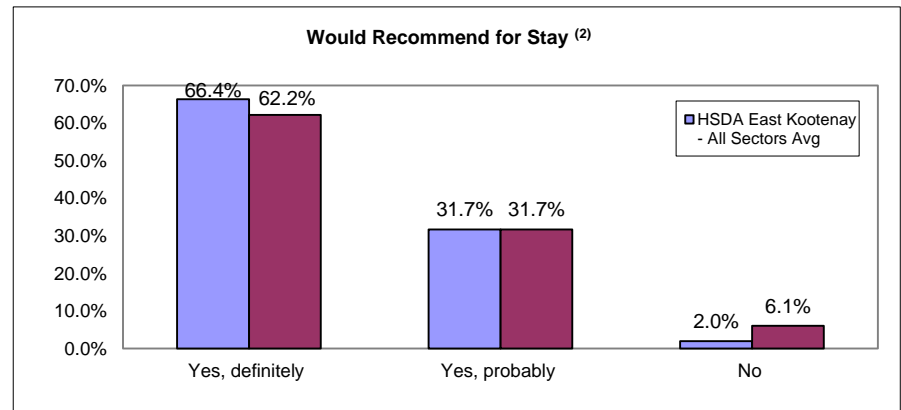
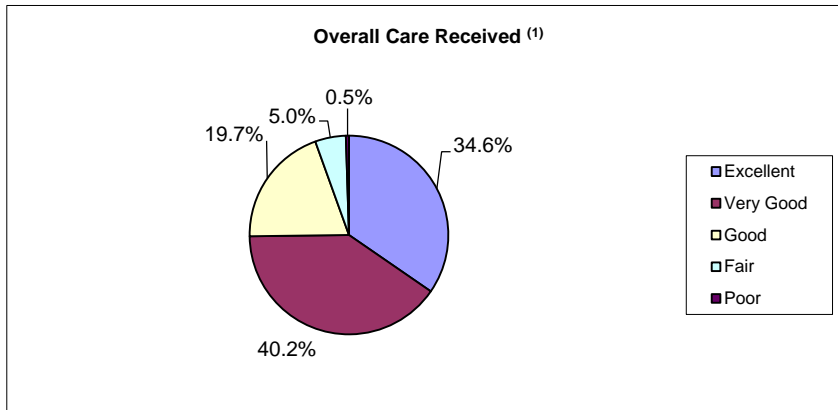




**HSDA East Kootenay - All Sectors Combined**  
**Acute Care Patient Experience-All Dimensions and Overall Ratings**

**Report Date: October 18, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=474, Response Rate= 44.3%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received <sup>(1)</sup>	94.5% HSDA East Kootenay Avg 91.6% IHA Avg	IP: Minutes for help after call button	97.4%	IP: Discussed when to resume normal activities	49.5%
Access to Care (IP Can)	81.8%	IP: Courtesy of admission	97.1%	IP: Enough say about treatment	53.7%
Emotional Support (IP Can)	67.0%	IP: Courtesy of Nurses	95.8%	IP: Overall quality of food	53.8%
Involvement of Family (IP Can)	71.5%	IP: Courtesy of Dr	95.7%	IP: Nurse discussed anxieties/fears	54.1%
Information and Education (IP Can)	75.8%	IP: Rate how Dr/Nurses worked together	95.2%	IP: Family talked w/Dr enough	60.0%
Respect for Patient Preferences (IP Can)	79.0%	IP: Overall Dr care	95.2%	IP: Discussed danger signals to watch for	60.8%
Physical Comfort (IP Can)	82.0%	IP: Drs did not talk in front of you as if you weren't there	93.2%	IP: Ease of finding someone to talk to	63.4%
Continuity and Transition (IP Can)	67.7%	IP: Amount of pain medicine received	90.9%	IP: Discussed medication side effects	63.7%
Coordination of Care (IP Can)	77.4%	IP: Amount of info given to family	90.4%	IP: Dr discussed anxieties/fears	63.8%
		IP: Minutes taken to get pain medicine	90.0%	IP: Family had enough recovery info	64.3%



(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".