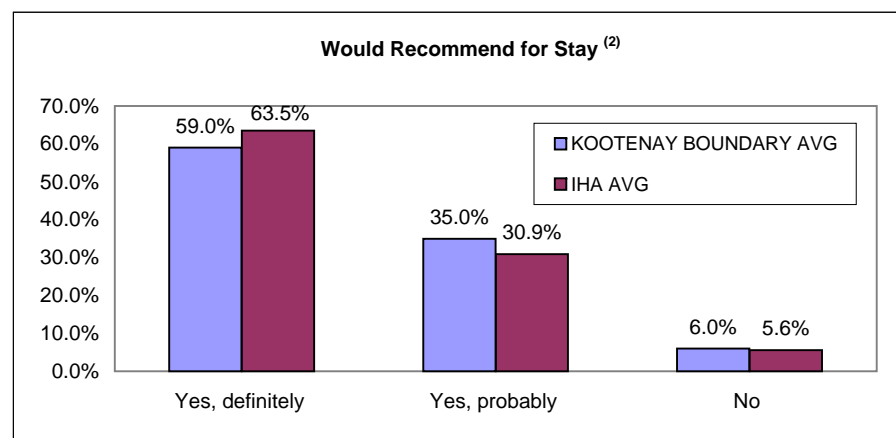
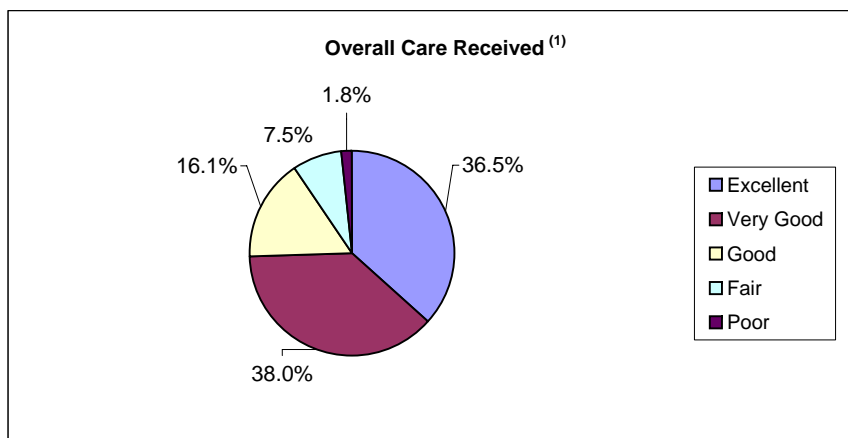




**British Columbia - HSDA - Kootenay Boundary - All Sectors
Acute Care Patient Experience Results - All Dimensions and Overall Ratings**

Report Date: Nov 11, 2009 Survey of Acute Care Patient Experience: October - December 2008. n = 503 Response Rate = 52.9%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	90.6% Kootenay Boundary Avg 92.1% IHA Avg	Minutes for help after call button	97.6%	Discussed when to resume normal activities	47.5%
Access to Care (IP Can)	79.5%	Courtesy of admission	97.0%	Overall quality of food	48.1%
Emotional Support (IP Can)	67.6%	Courtesy of Dr	96.4%	Nurse discussed anxieties/fears	52.8%
Involvement of Family (IP Can)	69.3%	Courtesy of Nurses	94.7%	Discussed danger signals to watch for	57.0%
Physical Comfort (IP Can)	82.1%	Overall Dr care	93.8%	Enough say about treatment	57.7%
Information and Education (IP Can)	74.7%	Minutes taken to get pain medicine	91.2%	Family had enough recovery info	60.8%
Respect for Patient Preferences (IP Can)	78.1%	Rate how Dr/Nurses worked together	91.1%	Family talked w/Dr enough	61.7%
Continuity and Transition (IP Can)	65.3%	Amount of pain medicine received	89.5%	Dr discussed anxieties/fears	63.0%
Coordination of Care (IP Can)	75.0%	Drs did not talk in front of you as if you weren't there	89.5%	Discussed medication side effects	64.2%
		Explained reason for wait in going to room	88.9%	Ease of finding someone to talk to	64.6%



(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".