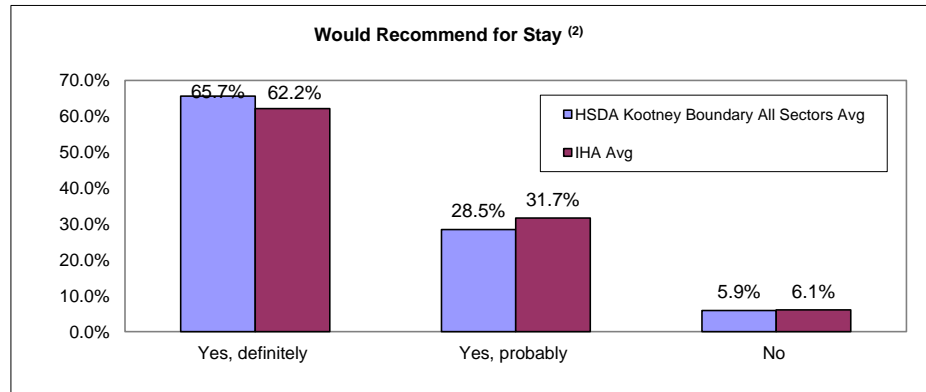
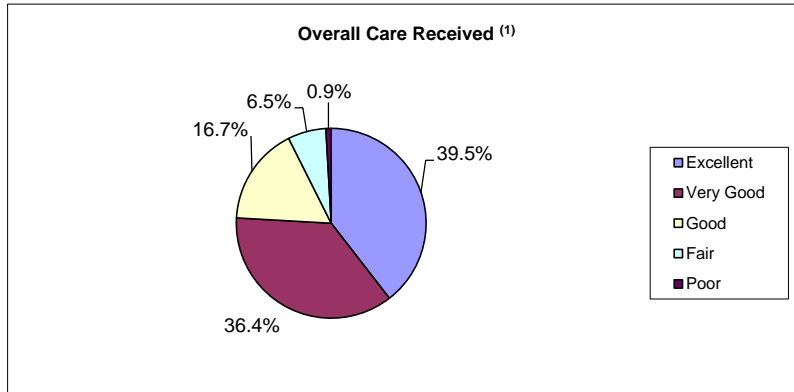




HSDA Kootenay Boundary - All Sectors Combined
Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 18, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=463, Response Rate= 47.7%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	92.6% HSDA Kootenay Boundary All Sectors Avg 91.6% IHA Avg	IP: Minutes for help after call button	98.1%	IP: Overall quality of food	47.3%
Access to Care (IP Can)	81.4%	IP: Courtesy of Nurses	96.1%	IP: Discussed when to resume normal activities	47.5%
Emotional Support (IP Can)	70.0%	IP: Courtesy of admission	94.8%	IP: Nurse discussed anxieties/fears	56.6%
Information and Education (IP Can)	75.9%	IP: Courtesy of Dr	94.5%	IP: Discussed danger signals to watch for	58.1%
Involvement of Family (IP Can)	73.1%	IP: Overall Dr care	92.8%	IP: Enough say about treatment	62.4%
Continuity and Transition (IP Can)	65.6%	IP: Rate how Dr/Nurses worked together	92.6%	IP: Discussed medication side effects	63.9%
Respect for Patient Preferences (IP Can)	81.5%	IP: Amount of pain medicine received	91.1%	IP: Family had enough recovery info	64.5%
Physical Comfort (IP Can)	83.1%	IP: Explained reason for wait in going to room	89.9%	IP: Ease of finding someone to talk to	65.1%
Coordination of Care (IP Can)	75.8%	IP: Drs did not talk in front of you as if you weren't there	89.2%	IP: Explained test results understandably	66.1%
		IP: Nurses did not talk in front of you as if you weren't there	88.6%	IP: Family talked w/Dr enough	66.3%



(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".