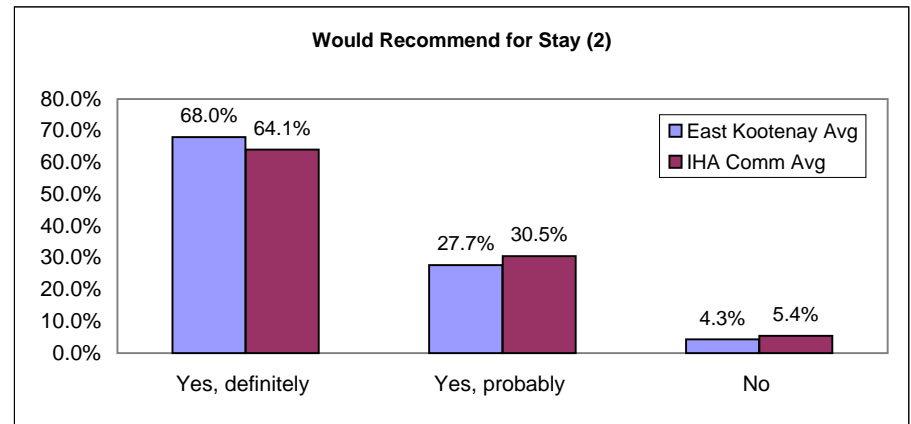
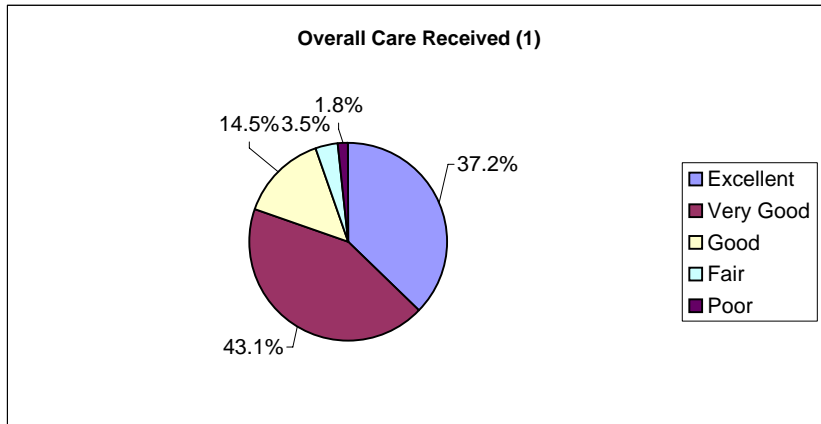




**British Columbia - East Kootenay Regional Hospital  
Experience of Inpatient Care Results - All Sectors**

**Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 276; Response Rate = 56.6%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	94.7% East Kootenay Avg 93.2% IHA Comm Avg				
Overall care received <sup>(1)</sup>		IP: Courtesy of admission	97.2%	IP: Discussed when to resume normal activities	49.4%
Access to Care (IP Can)	83.1%	IP: Courtesy of Dr	96.7%	IP: Enough say about treatment	57.5%
Physical Comfort (IP Can)	82.9%	IP: Rate how Dr/Nurses worked together	96.3%	IP: Nurse discussed anxieties/fears	58.6%
Emotional Support (IP Can)	72.4%	IP: Minutes for help after call button	95.3%	IP: Overall quality of food	58.7%
Information and Education (IP Can)	77.4%	IP: Overall Dr care	94.9%	IP: Family had enough recovery info	60.7%
Respect for Patient Preferences (IP Can)	80.4%	IP: Courtesy of Nurses	94.7%	IP: Family talked w/Dr enough	61.6%
Continuity and Transition (IP Can)	70.0%	IP: Amount of pain medicine received	90.3%	IP: Dr discussed anxieties/fears	66.0%
Involvement of Family (IP Can)	70.4%	IP: Nurses did not talk in front of you as if you weren't there	90.2%	IP: Discussed danger signals to watch for	66.3%
Coordination of Care (IP Can)	78.6%	IP: Explained reason for wait in going to room	89.8%	IP: Wait time after call button reasonable	66.9%
		IP: Drs did not talk in front of you as if you weren't there	89.2%	IP: Ease of finding someone to talk to	67.4%



(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".