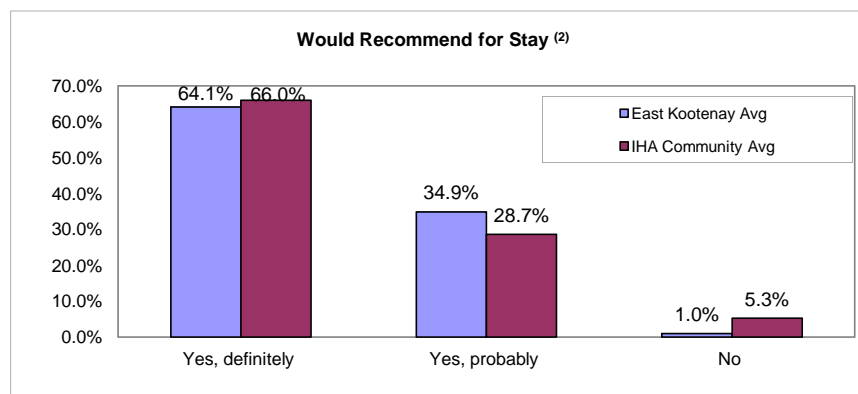
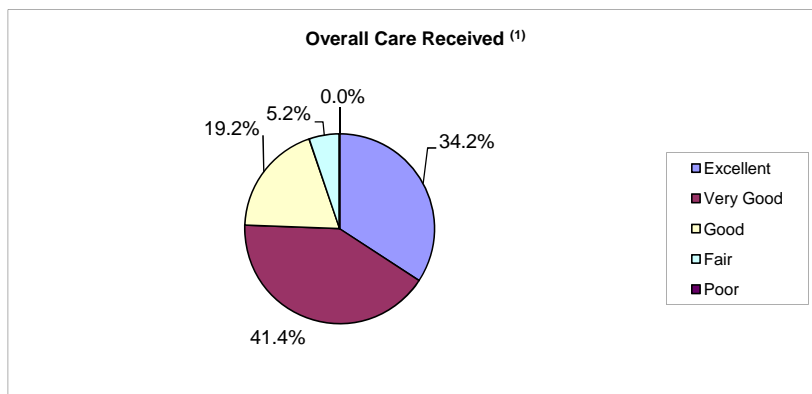




British Columbia - East Kootenay Regional Hospital - All Sectors Combined
Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 15, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=194, Response Rate= 48.7%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	94.8% East Kootenay Avg 92.9% IHA Community Avg				
Overall care received ⁽¹⁾		IP: Minutes for help after call button	98.5%	IP: Discussed when to resume normal activities	49.7%
Access to Care (IP Can)	81.0%	IP: Courtesy of admission	97.3%	IP: Overall quality of food	50.3%
Involvement of Family (IP Can)	69.7%	IP: Courtesy of Nurses	96.0%	IP: Enough say about treatment	54.2%
Emotional Support (IP Can)	67.2%	IP: Rate how Dr/Nurses worked together	95.6%	IP: Nurse discussed anxieties/fears	54.8%
Respect for Patient Preferences (IP Can)	79.2%	IP: Courtesy of Dr	95.5%	IP: Family talked w/Dr enough	55.8%
Information and Education (IP Can)	75.5%	IP: Overall Dr care	95.3%	IP: Discussed medication side effects	62.3%
Physical Comfort (IP Can)	82.6%	IP: Drs did not talk in front of you as if you weren't there	94.5%	IP: Discussed danger signals to watch for	62.9%
Continuity and Transition (IP Can)	67.8%	IP: Amount of pain medicine received	90.9%	IP: Family had enough recovery info	63.4%
Coordination of Care (IP Can)	77.0%	IP: Minutes taken to get pain medicine	90.7%	IP: Dr discussed anxieties/fears	64.3%
		IP: Amount of info given to family	90.4%	IP: Ease of finding someone to talk to	65.5%



(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".