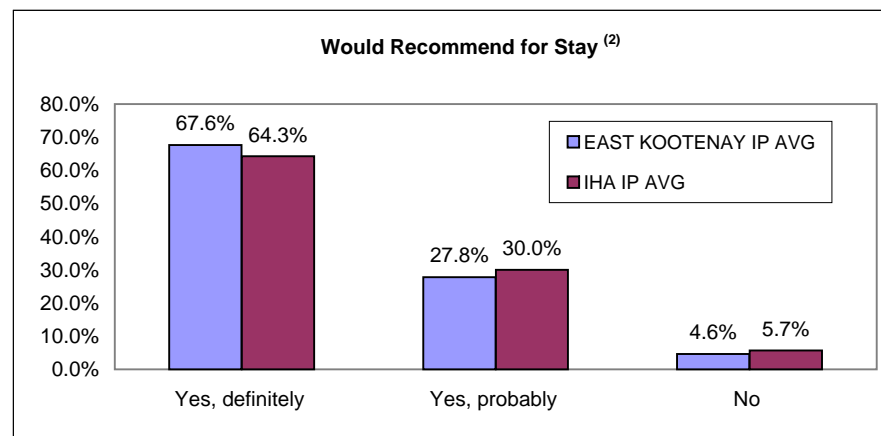
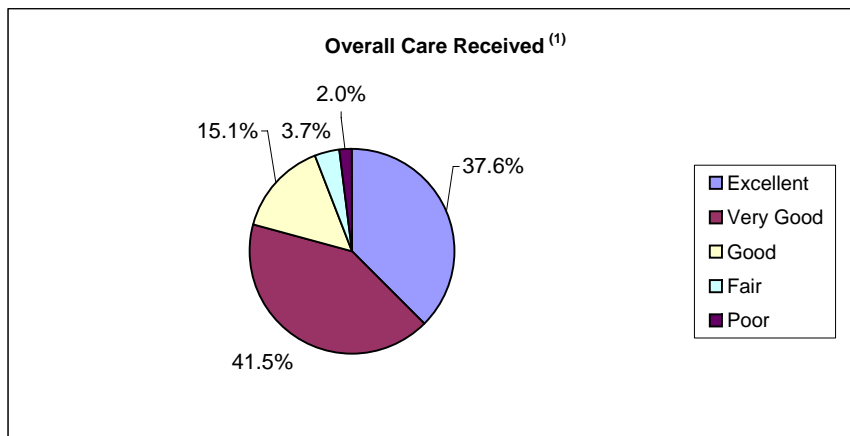




**British Columbia - HSDA - East Kootenay - Inpatient
Acute Care Patient Experience Results - All Dimensions and Overall Ratings**

Report Date: Nov 11, 2009 Survey of Acute Care Patient Experience: October - December 2008. n = 440 Response Rate = 55.7%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	94.2% East Kootenay IP Avg 92.1% IHA IP Avg	Courtesy of Dr	96.9%	Discussed when to resume normal activities	45.6%
Access to Care (IP Can)	83.3%	Courtesy of admission	96.5%	Enough say about treatment	54.3%
Physical Comfort (IP Can)	82.6%	Minutes for help after call button	95.9%	Nurse discussed anxieties/fears	58.2%
Emotional Support (IP Can)	71.3%	Rate how Dr/Nurses worked together	95.9%	Family talked w/Dr enough	61.6%
Respect for Patient Preferences (IP Can)	78.9%	Overall Dr care	94.5%	Family had enough recovery info	61.9%
Information and Education (IP Can)	76.3%	Courtesy of Nurses	94.4%	Overall quality of food	62.0%
Involvement of Family (IP Can)	70.7%	Explained reason for wait in going to room	89.2%	Discussed danger signals to watch for	62.1%
Continuity and Transition (IP Can)	67.8%	Nurses did not talk in front of you as if you weren't there	88.7%	Dr discussed anxieties/fears	64.5%
Coordination of Care (IP Can)	78.2%	Amount of pain medicine received	88.6%	Discussed medication side effects	66.9%
		Availability of Nurses	88.3%	Ease of finding someone to talk to	67.1%



(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".