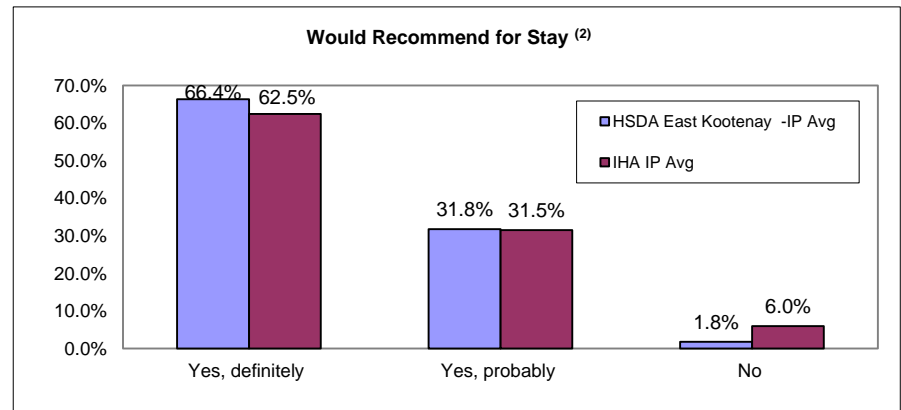
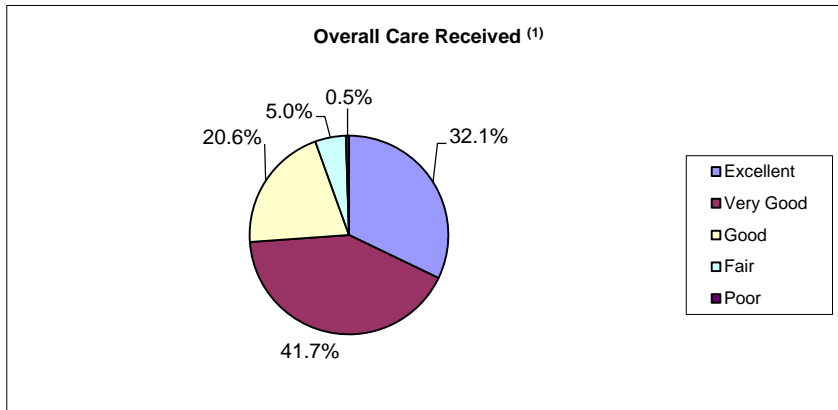




**HSDA East Kootenay - Inpatient
Acute Care Patient Experience-All Dimensions and Overall Ratings**

Report Date: October 17, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=391, Response Rate= 45.6%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	94.4% HSDA East Kootenay - IP Avg 91.6% IHA IP Avg				
Overall care received ⁽¹⁾		IP: Minutes for help after call button	97.3%	IP: Discussed when to resume normal activities	50.1%
Access to Care (IP Can)	81.3%	IP: Courtesy of admission	97.1%	IP: Enough say about treatment	51.3%
Emotional Support (IP Can)	66.2%	IP: Courtesy of Nurses	96.0%	IP: Nurse discussed anxieties/fears	52.8%
Involvement of Family (IP Can)	70.6%	IP: Courtesy of Dr	95.6%	IP: Overall quality of food	54.2%
Information and Education (IP Can)	74.8%	IP: Rate how Dr/Nurses worked together	94.8%	IP: Family talked w/Dr enough	57.3%
Respect for Patient Preferences (IP Can)	78.6%	IP: Overall Dr care	94.7%	IP: Discussed danger signals to watch for	59.2%
Continuity and Transition (IP Can)	67.1%	IP: Drs did not talk in front of you as if you weren't there	93.9%	IP: Dr discussed anxieties/fears	61.6%
Physical Comfort (IP Can)	81.4%	IP: Amount of pain medicine received	92.1%	IP: Ease of finding someone to talk to	62.2%
Coordination of Care (IP Can)	77.4%	IP: Minutes taken to get pain medicine	91.1%	IP: Discussed medication side effects	62.8%
		IP: Amount of info given to family	90.0%	IP: Family had enough recovery info	64.7%



(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".