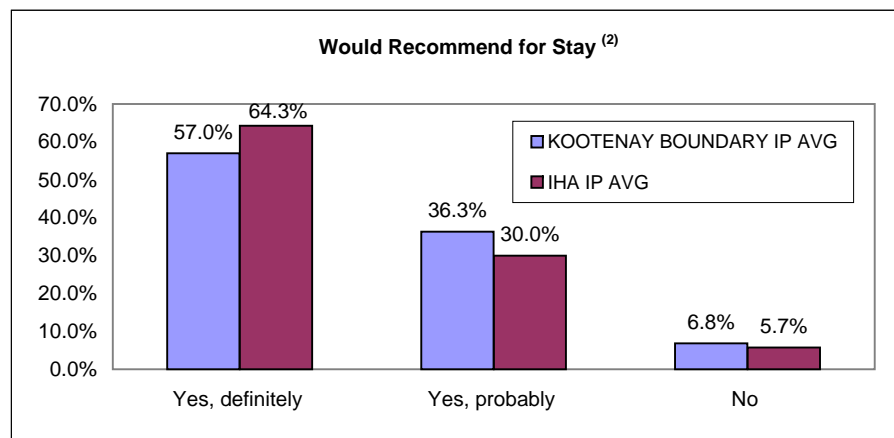
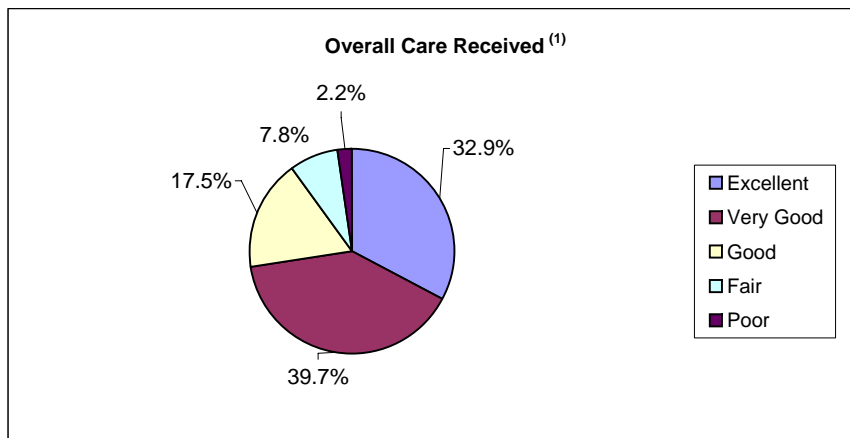




**British Columbia - HSDA - Kootenay Boundary - Inpatient
Acute Care Patient Experience Results - All Dimensions and Overall Ratings**

Report Date: Nov 11, 2009 Survey of Acute Care Patient Experience: October - December 2008. n = 406 Response Rate = 54.0%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	90.0% Kootenay Boundary IP Avg 92.1% IHA IP Avg	Minutes for help after call button	97.2%	Discussed when to resume normal activities	44.9%
Access to Care (IP Can)	78.4%	Courtesy of admission	96.6%	Overall quality of food	47.8%
Emotional Support (IP Can)	65.3%	Courtesy of Dr	95.9%	Nurse discussed anxieties/fears	48.1%
Involvement of Family (IP Can)	67.2%	Courtesy of Nurses	94.3%	Discussed danger signals to watch for	54.0%
Physical Comfort (IP Can)	81.0%	Minutes taken to get pain medicine	93.8%	Enough say about treatment	55.6%
Information and Education (IP Can)	72.8%	Overall Dr care	93.4%	Family talked w/Dr enough	58.6%
Respect for Patient Preferences (IP Can)	77.0%	Rate how Dr/Nurses worked together	90.4%	Dr discussed anxieties/fears	59.3%
Continuity and Transition (IP Can)	63.3%	Amount of pain medicine received	89.8%	Family had enough recovery info	59.4%
Coordination of Care (IP Can)	75.0%	Drs did not talk in front of you as if you weren't there	89.1%	Ease of finding someone to talk to	62.4%
		Explained reason for wait in going to room	87.9%	Discussed medication side effects	63.1%



(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".