

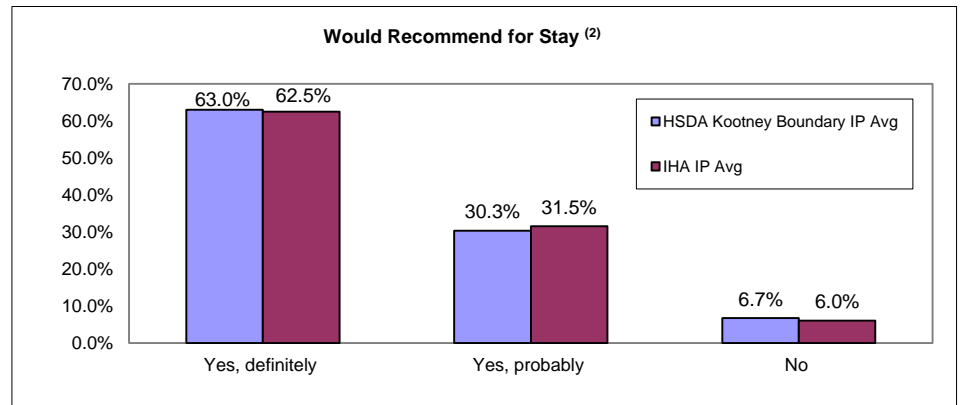
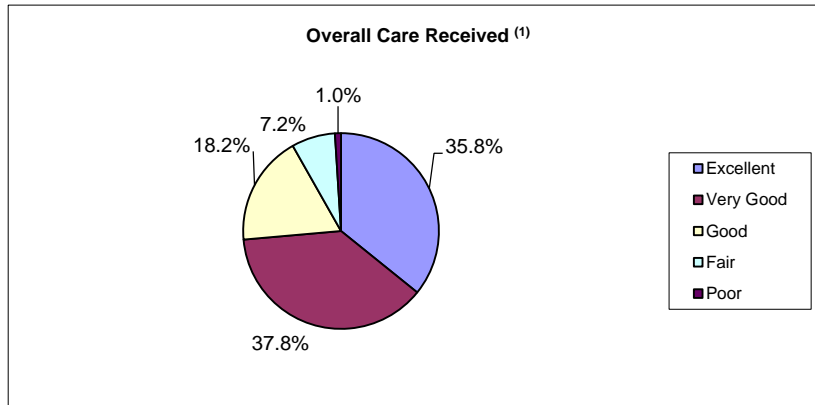


HSDA Kootenay Boundary - Inpatient

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=326, Response Rate= 51.4%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	91.8% HSDA Kootenay Boundary IP Avg 91.6% IHA IP Avg	IP: Minutes for help after call button	97.9%	IP: Discussed when to resume normal activities	44.9%
Access to Care (IP Can)	80.2%	IP: Courtesy of Nurses	95.7%	IP: Overall quality of food	47.1%
Emotional Support (IP Can)	67.9%	IP: Courtesy of admission	94.3%	IP: Nurse discussed anxieties/fears	52.5%
Information and Education (IP Can)	74.3%	IP: Courtesy of Dr	93.8%	IP: Discussed danger signals to watch for	54.6%
Involvement of Family (IP Can)	70.9%	IP: Overall Dr care	92.1%	IP: Enough say about treatment	60.4%
Respect for Patient Preferences (IP Can)	80.7%	IP: Rate how Dr/Nurses worked together	91.8%	IP: Family had enough recovery info	61.9%
Continuity and Transition (IP Can)	63.3%	IP: Amount of pain medicine received	90.4%	IP: Discussed medication side effects	62.2%
Physical Comfort (IP Can)	81.7%	IP: Explained reason for wait in going to room	89.5%	IP: Explained test results understandably	63.3%
Coordination of Care (IP Can)	75.2%	IP: Drs did not talk in front of you as if you weren't there	89.3%	IP: Ease of finding someone to talk to	63.4%
		IP: Nurses did not talk in front of you as if you weren't there	87.9%	IP: Family talked w/Dr enough	64.1%



(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".