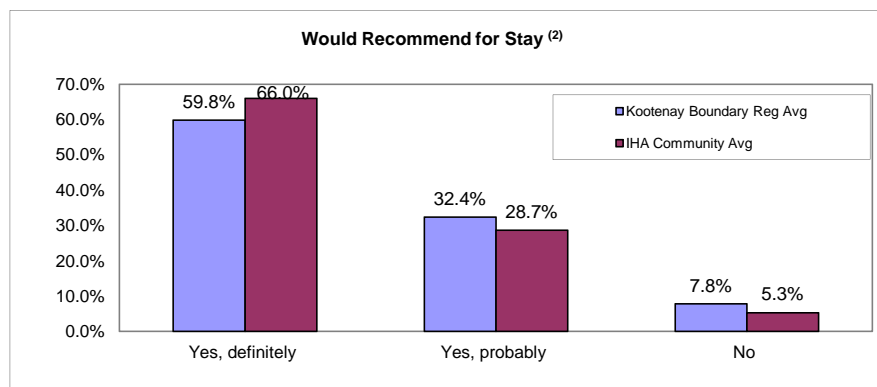
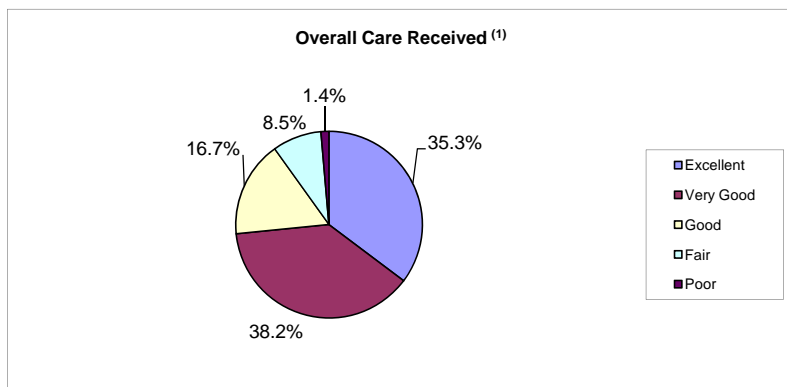




British Columbia - Kootenay Boundary Regional Hospital - All Sectors Combined
Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 18, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=209, Response Rate= 46.8%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	90.2% Kootenay Boundary Avg 92.9% IHA Community Avg	IP: Minutes for help after call button	97.8%	IP: Overall quality of food	39.2%
Access to Care (IP Can)	79.4%	IP: Courtesy of Nurses	95.3%	IP: Discussed when to resume normal activities	48.0%
Emotional Support (IP Can)	66.2%	IP: Courtesy of Dr	94.0%	IP: Nurse discussed anxieties/fears	54.2%
Involvement of Family (IP Can)	72.4%	IP: Courtesy of admission	93.5%	IP: Discussed danger signals to watch for	57.0%
Information and Education (IP Can)	74.4%	IP: Overall Dr care	91.5%	IP: Discussed medication side effects	61.1%
Continuity and Transition (IP Can)	63.7%	IP: Amount of pain medicine received	90.4%	IP: Ease of finding someone to talk to	61.2%
Respect for Patient Preferences (IP Can)	80.7%	IP: Rate how Dr/Nurses worked together	89.9%	IP: Dr discussed anxieties/fears	63.9%
Coordination of Care (IP Can)	73.6%	IP: Explained reason for wait in going to room	89.4%	IP: Enough say about treatment	64.0%
Physical Comfort (IP Can)	81.7%	IP: Drs did not talk in front of you as if you weren't there	88.9%	IP: Family had enough recovery info	64.7%
		IP: Nurses did not talk in front of you as if you weren't there	87.4%	IP: Scheduled tests/procedures were on time	65.3%



(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".