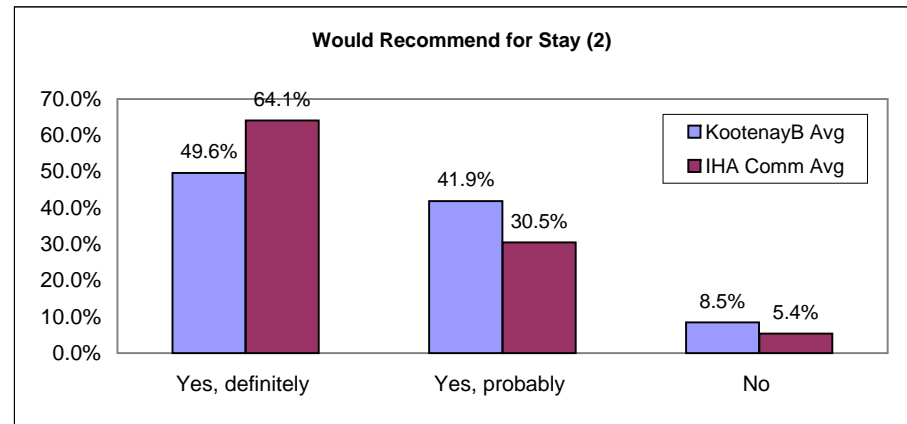
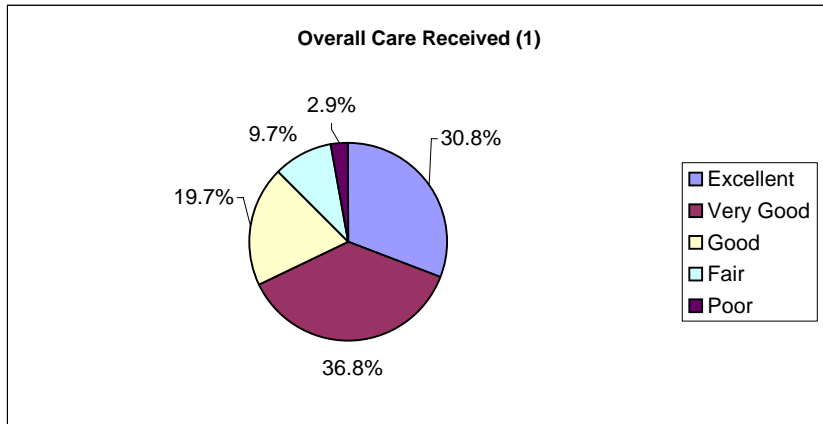




**British Columbia - Kootenay Boundary Hospital  
Experience of Inpatient Care Results - All Sectors**

**Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 285; Response Rate = 52.2%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	87.4% KootenayB Avg 93.2% IHA Comm Avg				
Overall care received <sup>(1)</sup>		IP: Minutes for help after call button	97.0%	IP: Overall quality of food	41.8%
Access to Care (IP Can)	75.0%	IP: Courtesy of admission	95.8%	IP: Discussed when to resume normal activities	49.2%
Emotional Support (IP Can)	64.5%	IP: Courtesy of Dr	95.5%	IP: Nurse discussed anxieties/fears	49.4%
Involvement of Family (IP Can)	66.2%	IP: Courtesy of Nurses	92.7%	IP: Enough say about treatment	53.6%
Physical Comfort (IP Can)	79.7%	IP: Overall Dr care	92.2%	IP: Discussed danger signals to watch for	56.4%
Information and Education (IP Can)	72.1%	IP: Minutes taken to get pain medicine	92.0%	IP: Discussed medication side effects	57.5%
Respect for Patient Preferences (IP Can)	74.9%	IP: Amount of pain medicine received	88.7%	IP: Family talked w/Dr enough	57.9%
Continuity and Transition (IP Can)	62.9%	IP: Rate how Dr/Nurses worked together	88.4%	IP: Ease of finding someone to talk to	58.1%
Coordination of Care (IP Can)	72.5%	IP: Explained reason for wait in going to room	87.7%	IP: Family had enough recovery info	58.4%
		IP: Drs did not talk in front of you as if you weren't there	87.6%	IP: Received all services needed	63.0%



(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".