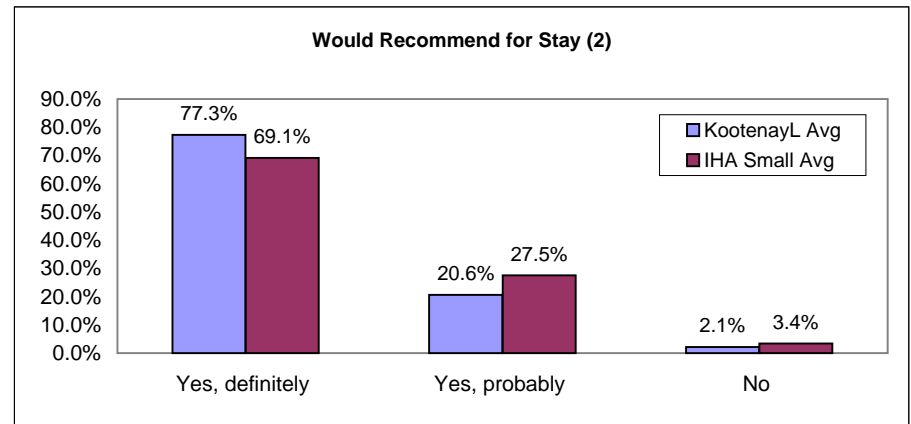
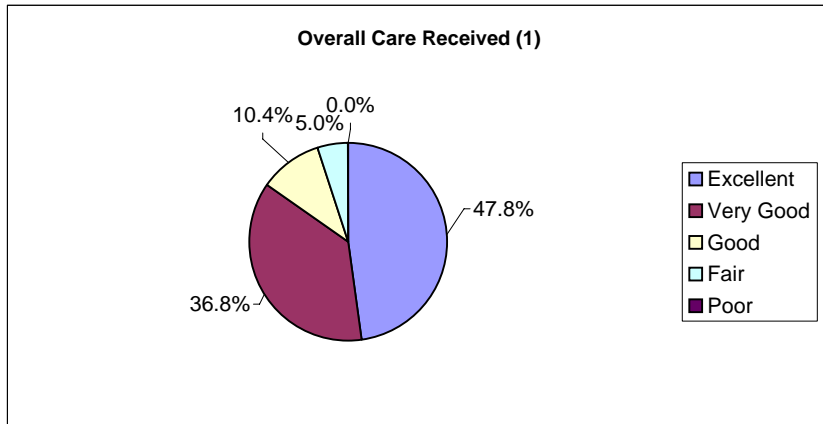




**British Columbia - Kootenay Lake District Hospital  
Experience of Inpatient Care Results - All Sectors**

**Report Date: November 12, 2009 Survey of Acute Care Patient Experience: Oct 1 – Dec 31, 2008. n = 145; Response Rate = 55.6%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	95.0% KootenayL Avg 94.3% IHA Small Avg				
Overall care received <sup>(1)</sup>		IP: Minutes for help after call button	99.0%	IP: Discussed when to resume normal activities	45.9%
Access to Care (IP Can)	86.5%	IP: Courtesy of Nurses	98.5%	IP: Overall quality of food	54.4%
Emotional Support (IP Can)	73.4%	IP: Courtesy of admission	98.5%	IP: Discussed danger signals to watch for	55.1%
Respect for Patient Preferences (IP Can)	83.6%	IP: Courtesy of Dr	97.6%	IP: Nurse discussed anxieties/fears	60.8%
Information and Education (IP Can)	78.9%	IP: Overall Dr care	95.4%	IP: Family had enough recovery info	62.0%
Involvement of Family (IP Can)	73.8%	IP: Rate how Dr/Nurses worked together	94.6%	IP: Dr discussed anxieties/fears	62.4%
Continuity and Transition (IP Can)	68.9%	IP: Availability of Nurses	93.8%	IP: Enough say about treatment	64.3%
Physical Comfort (IP Can)	88.0%	IP: Drs did not talk in front of you as if you weren't there	92.6%	IP: Family talked w/Dr enough	67.5%
Coordination of Care (IP Can)	77.7%	IP: Amount of info given to family	92.1%	IP: Scheduled tests/procedures were on time	69.3%
		IP: Knew who to call w/ questions	91.7%	IP: Explained test results understandably	72.3%



(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".