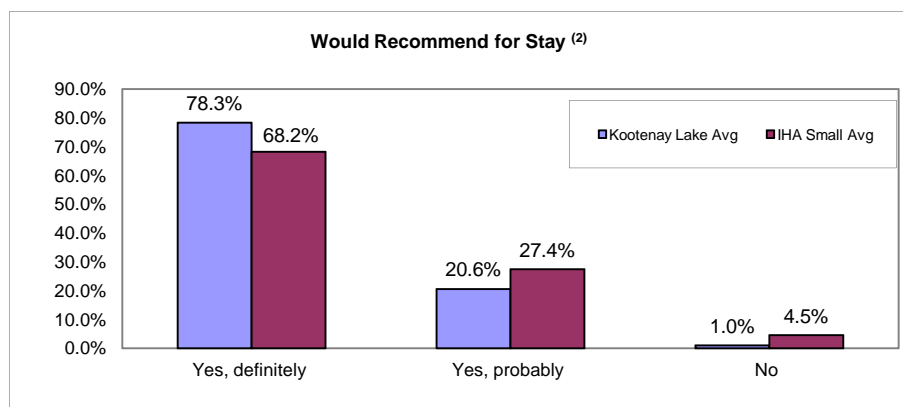
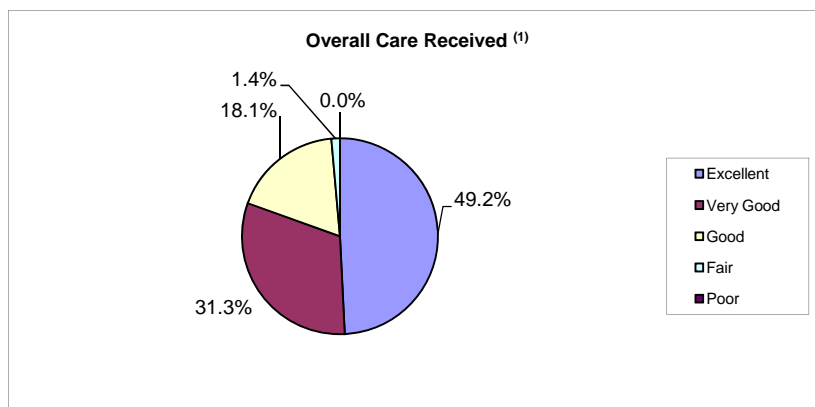




**British Columbia - Kootenay Lake Hospital - All Sectors Combined
Acute Care Patient Experience-All Dimensions and Overall Ratings**

Report Date: October 18, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=166, Response Rate= 48.1%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received ⁽¹⁾	98.6% Kootenay Lake Avg 92.8% IHA Small Avg	IP: Minutes for help after call button	98.6%	IP: Discussed when to resume normal activities	51.1%
Access to Care (IP Can)	87.9%	IP: Rate how Dr/Nurses worked together	98.6%	IP: Overall quality of food	57.5%
Physical Comfort (IP Can)	86.7%	IP: Courtesy of Nurses	98.2%	IP: Enough say about treatment	63.3%
Information and Education (IP Can)	81.2%	IP: Overall Dr care	96.5%	IP: Discussed danger signals to watch for	63.6%
Emotional Support (IP Can)	79.2%	IP: Courtesy of Dr	96.5%	IP: Nurse discussed anxieties/fears	64.8%
Respect for Patient Preferences (IP Can)	85.6%	IP: Courtesy of admission	95.9%	IP: Family talked w/Dr enough	66.0%
Continuity and Transition (IP Can)	71.9%	IP: Nurses did not talk in front of you as if you weren't there	93.7%	IP: Family had enough recovery info	66.3%
Involvement of Family (IP Can)	75.2%	IP: Treated you w/respect/dignity	92.9%	IP: Explained test results understandably	68.2%
Coordination of Care (IP Can)	79.7%	IP: Amount of info given to family	92.4%	IP: Discussed medication side effects	71.8%
		IP: Amount of pain medicine received	92.3%	IP: Scheduled tests/procedures were on time	73.4%



(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".