

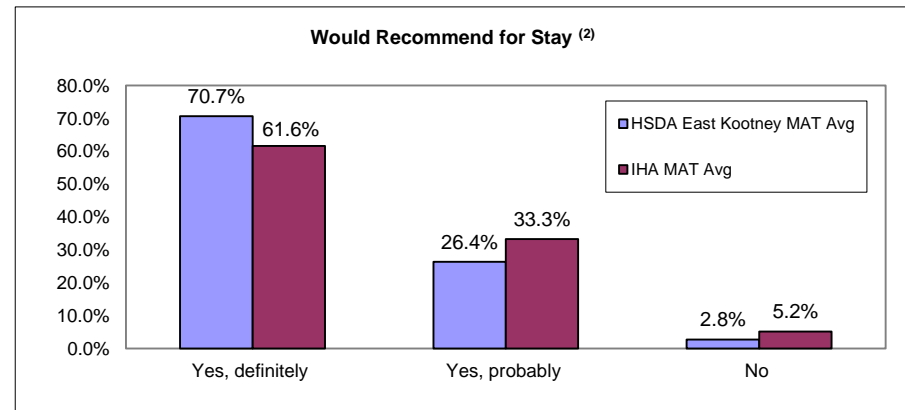
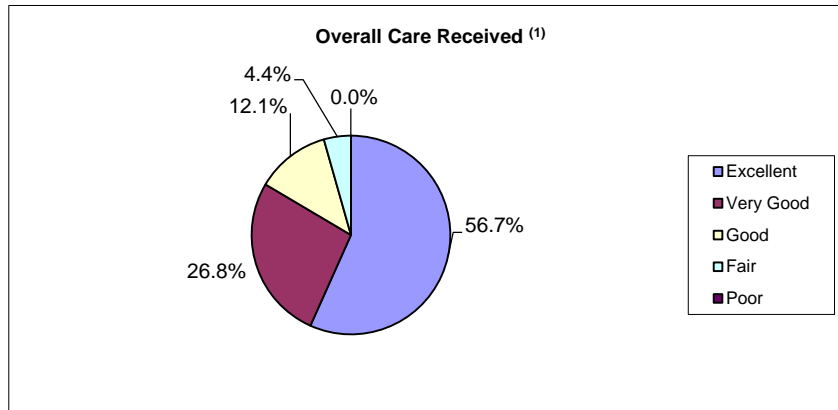


### HSDA East Kootenay - Maternity

#### 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=67, Response Rate= 41.9%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received <sup>(1)</sup>	95.6% HSDA East Kootenay MAT Avg 93.1% IHA MAT Avg	IP: Minutes for help after call button	100.0%	IP: Discussed when to resume normal activities	43.2%
Access to Care (IP Can)	85.4%	IP: Overall Dr care	100.0%	IP: Overall quality of food	52.3%
Emotional Support (IP Can)	75.9%	IP: Rate how Dr/Nurses worked together	98.7%	IP: Family had enough recovery info	60.5%
Physical Comfort (IP Can)	87.1%	IP: Explained reason for wait in going to room	98.4%	IP: Nurse discussed anxieties/fears	65.7%
Respect for Patient Preferences (IP Can)	83.9%	IP: Courtesy of Dr	96.8%	IP: Confidence/trust in Nurses	69.0%
Information and Education (IP Can)	84.6%	IP: Courtesy of admission	96.7%	IP: Dr/Nurse did not explain/say things differently	71.2%
Involvement of Family (IP Can)	78.4%	IP: Discussed purpose of home meds	95.8%	IP: Discussed danger signals to watch for	71.3%
Continuity and Transition (IP Can)	73.9%	IP: Knew who to call w/ questions	95.2%	IP: Nurse answered questions understandably	73.3%
Coordination of Care (IP Can)	80.5%	IP: Wait to go to room was not unnecessarily long	95.2%	IP: Received all services needed	74.5%
		IP: Wait time after call button reasonable	94.5%	IP: Did everything to control pain	74.9%



(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".