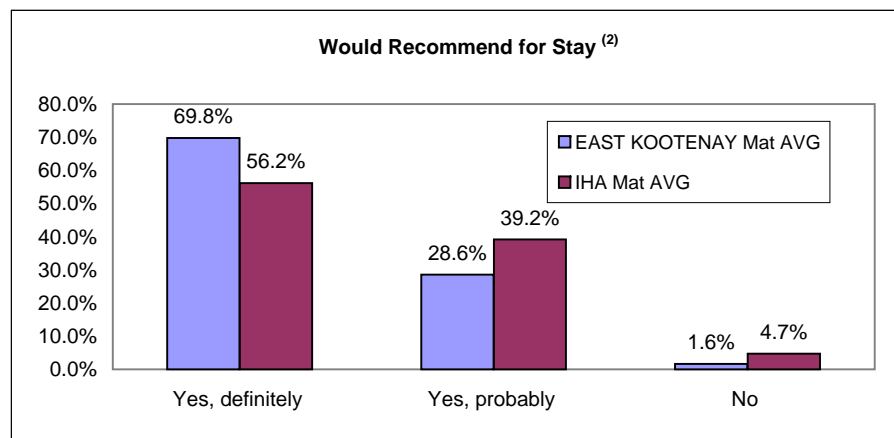
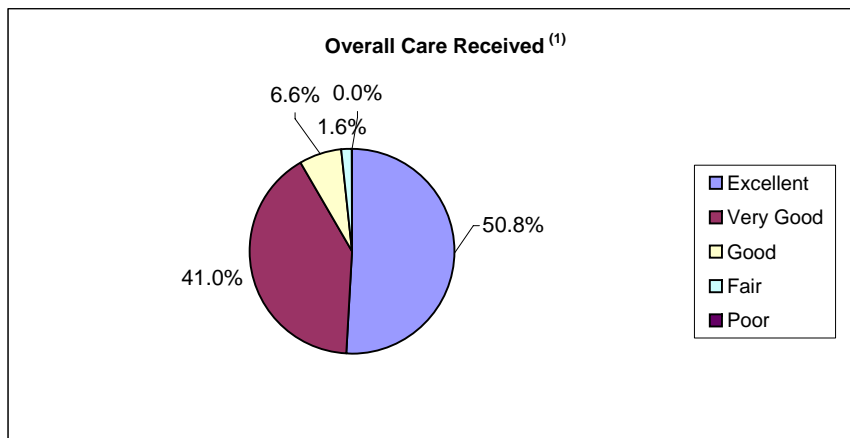




**British Columbia - HSDA - East Kootenay - Maternity  
Acute Care Patient Experience Results - All Dimensions and Overall Ratings**

**Report Date: Nov 19, 2009 Survey of Acute Care Patient Experience: October - December 2008. n = 63. Response Rate = 49.2%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	98.4% East Kootenay Mat Avg 92.1% IHA Mat Avg				
Overall care received <sup>(1)</sup>		OB: Did nurse visit you at home	100.0%	OB: Told symptoms to watch for in you/baby	34.4%
Information and Education (IP Can)	84.6%	IP: Rate how Dr/Nurses worked together	98.4%	OB: Enough info re: blood tests/immunizations	35.1%
Continuity and Transition (IP Can)	68.6%	IP: Overall Dr care	98.4%	IP: Discussed when to resume normal activities	44.1%
Emotional Support (IP Can)	79.4%	IP: Courtesy of Dr	98.4%	OB: Told how would feel after delivery	45.2%
Involvement of Family (IP Can)	73.5%	IP: Minutes for help after call button	98.0%	OB: Enough info re: caring for yourself	48.4%
Access to Care (IP Can)	85.9%	IP: Courtesy of Nurses	96.8%	OB: Pain well controlled	49.2%
Coordination of Care (IP Can)	81.6%	IP: Courtesy of admission	96.8%	OB: Allowed family to be w/you when wanted	51.6%
Physical Comfort (IP Can)	87.0%	IP: Drs did not talk in front of you as if you weren't there	96.8%	OB: Enough info re: caring for baby	52.6%
Respect for Patient Preferences (IP Can)	84.3%	IP: Availability of Nurses	96.7%	IP: Family had enough recovery info	56.0%
		IP: Explained reason for wait in going to room	96.4%	IP: Discussed danger signals to watch for	58.1%



(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".