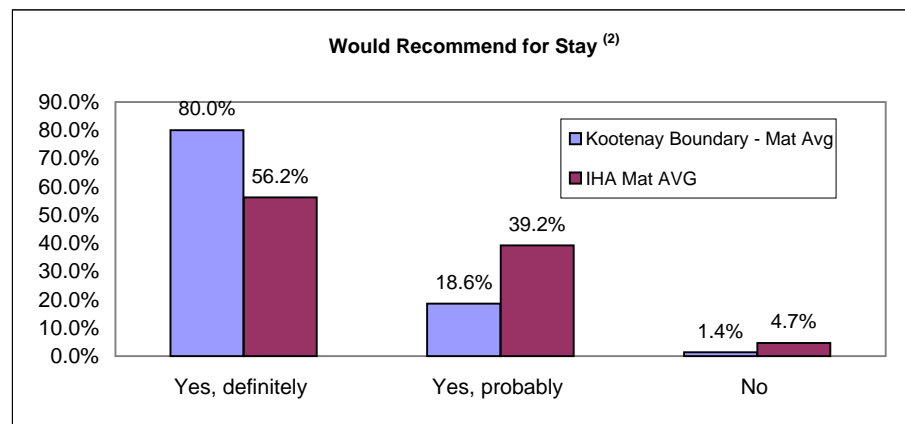
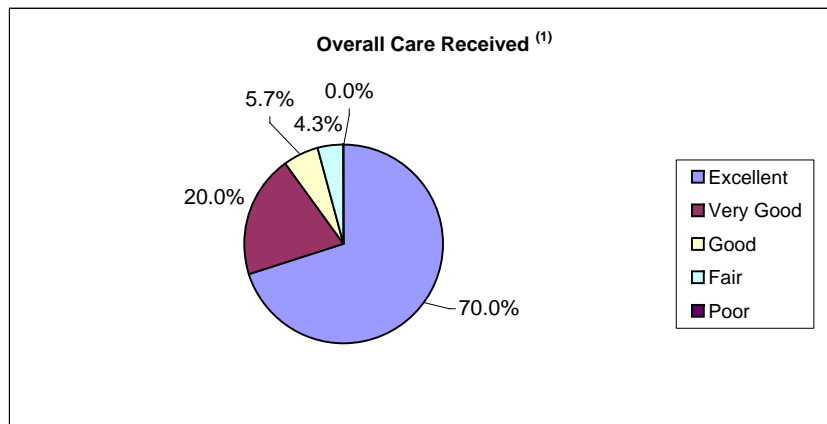




**British Columbia - HSDA - Kootenay Boundary - Maternity  
Acute Care Patient Experience Results - All Dimensions and Overall Ratings**

**Report Date: Nov 19, 2009 Survey of Acute Care Patient Experience: October - December 2008. n = 71, Response Rate = 55.0%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	95.7% Kootenay Boundary - Mat Avg 92.1% IHA Mat Avg				
Overall care received <sup>(1)</sup>		IP: Minutes for help after call button	100.0%	OB: Enough info re: blood tests/immunizations	48.4%
Access to Care (IP Can)	88.6%	IP: Courtesy of admission	100.0%	OB: Pain well controlled	48.4%
Emotional Support (IP Can)	87.2%	IP: Courtesy of Dr	100.0%	IP: Overall quality of food	51.6%
Respect for Patient Preferences (IP Can)	87.2%	OB: Did nurse visit you at home	100.0%	OB: Told how would feel after delivery	56.7%
Involvement of Family (IP Can)	81.7%	IP: Overall Dr care	98.6%	IP: Discussed when to resume normal activities	60.0%
Physical Comfort (IP Can)	89.6%	IP: Explained reason for wait in going to room	98.5%	OB: Enough info re: caring for yourself	60.3%
Information and Education (IP Can)	90.8%	IP: Amount of info given to family	98.1%	OB: Enough info re: bathing baby	64.5%
Coordination of Care (IP Can)	80.1%	IP: Rate how Dr/Nurses worked together	97.2%	OB: Discussed options for pain during labour	64.6%
Continuity and Transition (IP Can)	79.3%	IP: Courtesy of Nurses	97.2%	OB: Told symptoms to watch for in you/baby	65.7%
		IP: Knew who to call w/ questions	95.7%	IP: Family had enough recovery info	69.0%



(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".