

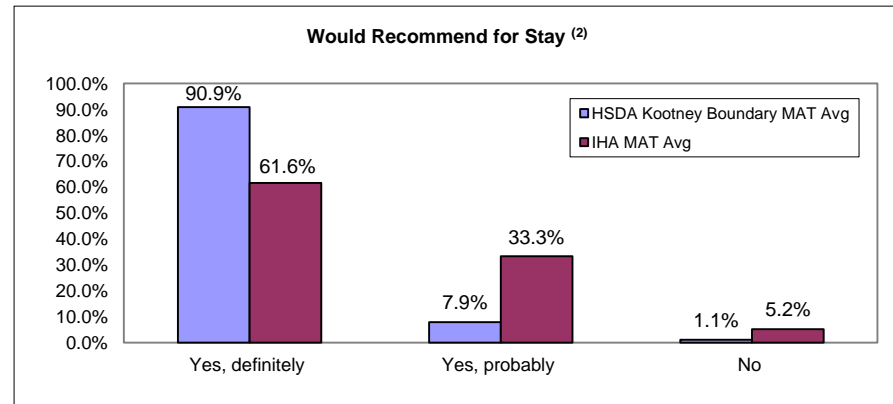
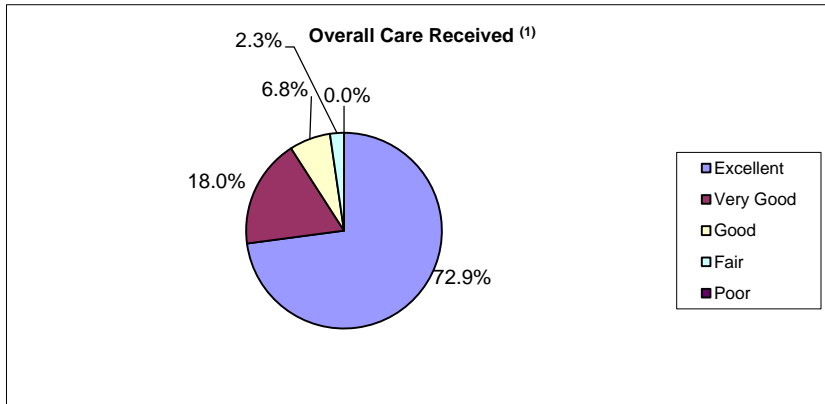


HSDA Kootenay Boundary - Maternity

Acute Care Patient Experience-All Dimensions and Overall Ratings

Report Date: October 17, 2012 Survey of Acute Care Patient Experience: October 2011 - March 2012. n=92, Response Rate= 43.0%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	97.7% HSDA Kootenay Boundary Mat Avg 93.1% IHA Mat Avg				
Overall care received <sup>(1)</sup>		IP: Amount of info given to family	100.0%	IP: Overall quality of food	50.2%
Access to Care (IP Can)	92.9%	IP: Rate how Dr/Nurses worked together	98.9%	IP: Discussed when to resume normal activities	63.8%
Emotional Support (IP Can)	87.3%	IP: Courtesy of admission	98.9%	IP: Dr/Nurse did not explain/say things differently	73.3%
Coordination of Care (IP Can)	82.5%	IP: Courtesy of Dr	98.9%	IP: Family had enough recovery info	74.5%
Respect for Patient Preferences (IP Can)	89.0%	IP: Minutes for help after call button	98.7%	IP: Scheduled tests/procedures were on time	76.5%
Information and Education (IP Can)	91.1%	IP: Overall Dr care	97.7%	IP: Family talked w/Dr enough	81.5%
Physical Comfort (IP Can)	92.9%	IP: Courtesy of Nurses	97.7%	IP: Discussed medication side effects	81.9%
Involvement of Family (IP Can)	85.1%	IP: Explained reason for wait in going to room	97.6%	IP: Nurse answered questions understandably	82.5%
Continuity and Transition (IP Can)	83.7%	IP: Knew who to call w/ questions	95.6%	IP: Organization of admission process	82.9%
		IP: Availability of Nurses	95.5%	IP: Enough say about treatment	82.9%



(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".