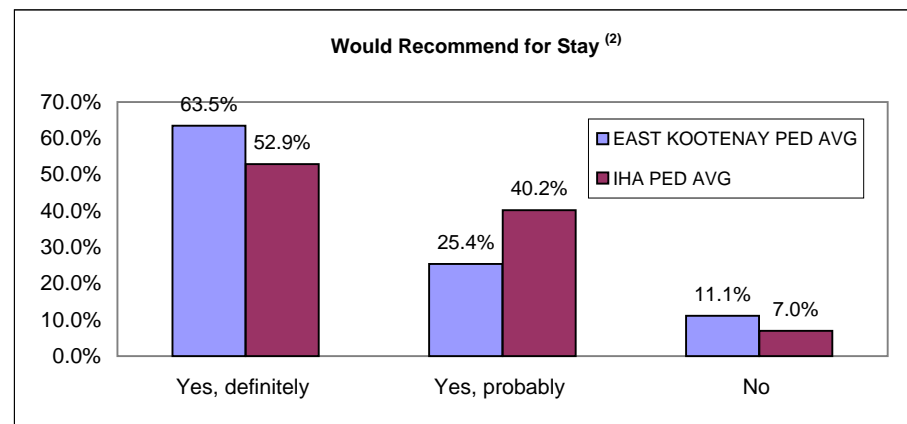
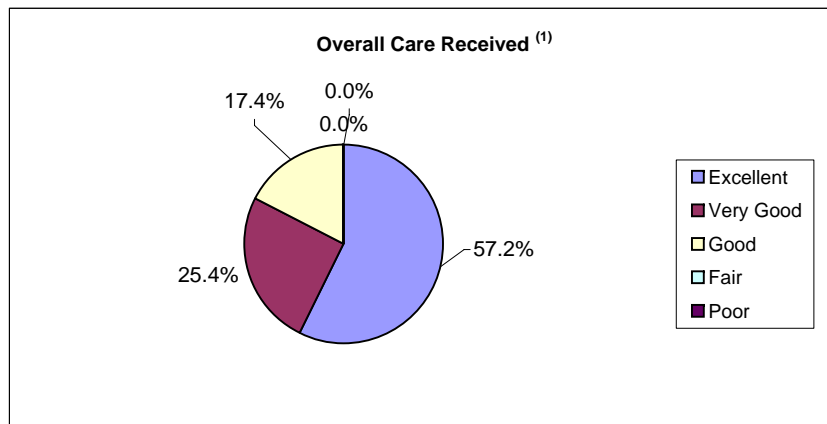




**British Columbia - HSDA - East Kootenay - Paediatrics  
Acute Care Patient Experience Results - All Dimensions and Overall Ratings**

**Report Date: Nov 19, 2009 Survey of Acute Care Patient Experience: October - December 2008. n = 16, Response Rate = 30.2%**

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall care received <sup>(1)</sup>	100.0% East Kootenay PED Avg 89.3% IHA PED Avg	IP: Minutes for help after call button	100.0%	IP: Overall quality of food	47.1%
Involvement of Family (IP Can)	80.0%	IP: Condition of room/hospital environment	100.0%	IP: Discussed medication side effects	47.5%
Access to Care (IP Can)	82.2%	IP: Courtesy of Nurses	100.0%	Availability of Drs to answer questions/concerns	50.9%
Physical Comfort (IP Can)	86.1%	IP: Courtesy of admission	100.0%	IP: Explained test results understandably	57.2%
Information and Education (IP Can)	76.9%	IP: Nurses did not talk in front of you as if you weren't there	100.0%	IP: Scheduled tests/procedures were on time	62.8%
Emotional Support (IP Can)	77.0%	Child received IP care when needed	100.0%	PAED: Organization of child's care	62.8%
Continuity and Transition (IP Can)	72.6%	PAED: Welcome to stay w/child as much as wanted	100.0%	IP: Dr discussed anxieties/fears	65.5%
Respect for Patient Preferences (IP Can)	85.9%	IP: Availability of Nurses	95.3%	IP: Got bathroom help in time	66.7%
Coordination of Care (IP Can)	76.6%	IP: Amount of info given to family	94.1%	IP: Family talked w/Dr enough	68.1%
		IP: Rate how Dr/Nurses worked together	93.6%	IP: Organization of admission process	68.2%



(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".