

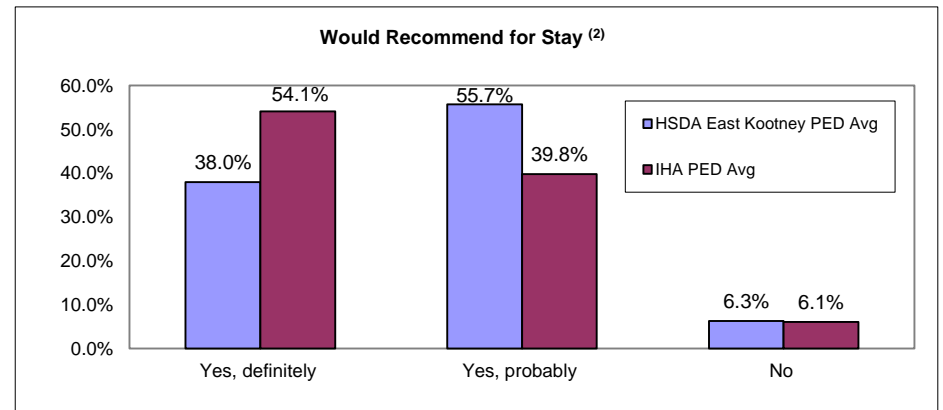
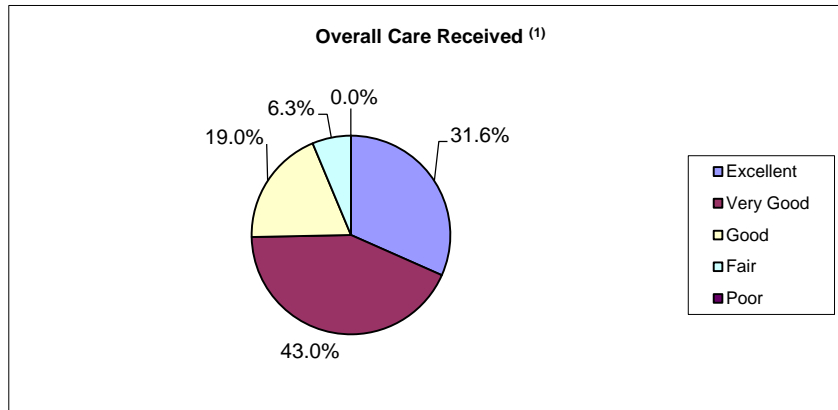


### HSDA East Kootenay - Paediatrics

#### 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=16, Response Rate= 31.4%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	93.7% HSDA East Kootenay Ped Avg 90.4% IHA Ped Avg				
Overall care received <sup>(1)</sup>		IP: Amount of pain medicine received	100.0%	IP: Did everything to control pain	25.0%
Involvement of Family (IP Can)	73.8%	IP: Courtesy of admission	100.0%	IP: Minutes taken to get pain medicine	33.3%
Access to Care (IP Can)	83.1%	IP: Rate how Dr/Nurses worked together	93.7%	IP: Ease of finding someone to talk to	38.0%
Physical Comfort (IP Can)	63.4%	IP: Overall Dr care	93.7%	IP: Overall quality of food	44.3%
Respect for Patient Preferences (IP Can)	70.1%	IP: Courtesy of Nurses	93.2%	IP: Wait to go to room was not unnecessarily long	44.3%
Coordination of Care (IP Can)	56.2%	IP: Courtesy of Dr	93.2%	IP: Wait time after call button/reasonable	46.2%
Emotional Support (IP Can)	56.2%	IP: Amount of info given to family	90.0%	IP: Nurse discussed anxieties/fears	46.9%
Continuity and Transition (IP Can)	71.9%	IP: Availability of Nurses	87.3%	IP: Enough say about treatment	50.6%
Information and Education (IP Can)	72.0%	IP: Knew who to call w/ questions	87.3%	IP: Scheduled tests/procedures were on time	50.8%
		IP: Explained reason for wait in going to room	87.3%	IP: Dr/Nurse did not explain/say things differently	52.7%



(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".