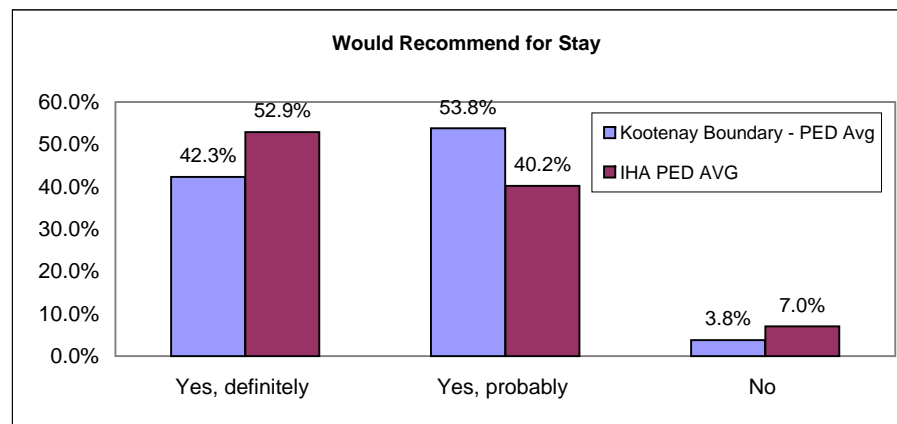
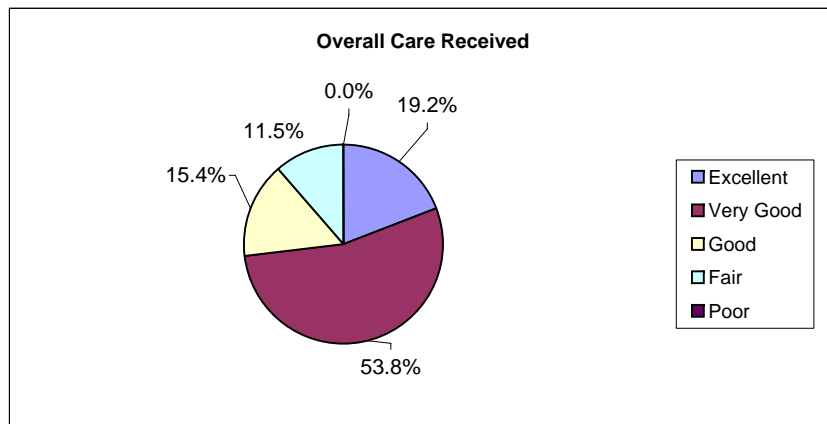




**British Columbia - HSDA - Kootenay Boundary - Paediatrics
Acute Care Patient Experience Results - All Dimensions and Overall Ratings**

Report Date: Nov 19, 2009 Survey of Acute Care Patient Experience: October - December 2008. n = 26, Response Rate = 37.7%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	88.5% Kootenay Boundary - PED Avg				
Overall care received ⁽¹⁾	89.3% IHA PED Avg	IP: Minutes for help after call button	100.0%	IP: Nurse discussed anxieties/fears	43.5%
Emotional Support (IP Can)	59.2%	IP: Courtesy of Nurses	96.2%	Availability of Drs to answer questions/concerns	44.0%
Physical Comfort (IP Can)	80.6%	IP: Courtesy of admission	96.2%	IP: Scheduled tests/procedures were on time	45.5%
Information and Education (IP Can)	69.8%	IP: Courtesy of Dr	96.2%	PAED: Organization of child's care	45.5%
Access to Care (IP Can)	75.6%	IP: Amount of pain medicine received	92.9%	IP: Overall quality of food	45.8%
Respect for Patient Preferences (IP Can)	75.0%	IP: Availability of Nurses	92.3%	IP: Enough say about treatment	50.0%
Continuity and Transition (IP Can)	67.5%	PAED: Welcome to stay w/child as much as wanted	92.3%	IP: Discussed medication side effects	52.4%
Coordination of Care (IP Can)	60.3%	IP: Amount of info given to family	90.0%	IP: Received all services needed	53.8%
Involvement of Family (IP Can)	74.2%	IP: Knew who to call w/ questions	88.5%	IP: Confidence/trust in Nurses	53.8%
		IP: Rate how Dr/Nurses worked together	88.5%	IP: Ease of finding someone to talk to	53.8%



(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".