

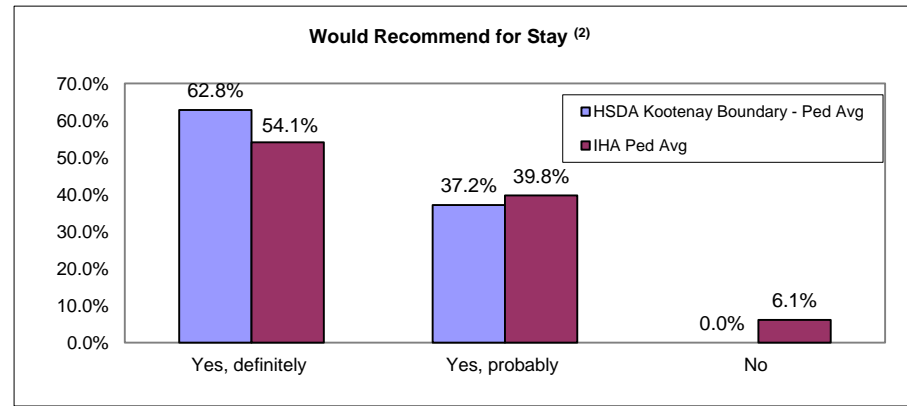
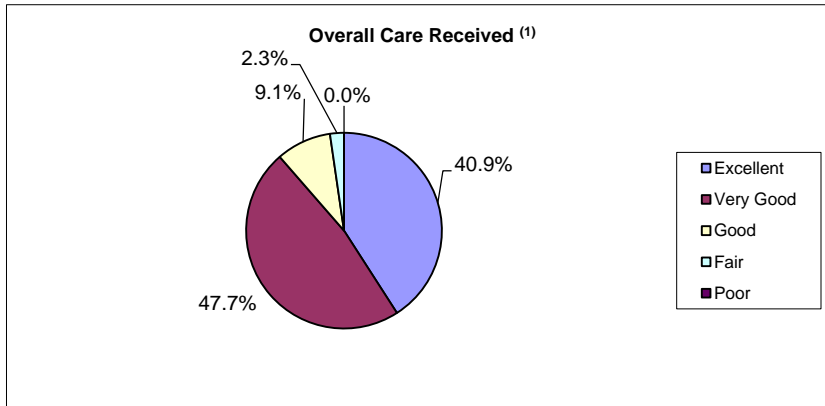


HSDA Kootenay Boundary - Paediatrics

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=45, Response Rate= 36.9%

Summary Results (% positive score)**		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	97.7% HSDA Kootenay Boundary - Ped Avg 90.4% Rehab Avg				
Overall care received ⁽¹⁾		IP: Got bathroom help in time	100.0%	IP: Overall quality of food	45.0%
Involvement of Family (IP Can)	80.8%	IP: Minutes for help after call button	100.0%	IP: Ease of finding someone to talk to	56.8%
Physical Comfort (IP Can)	86.6%	IP: Courtesy of Nurses	100.0%	IP: Enough say about treatment	56.8%
Emotional Support (IP Can)	69.9%	IP: Courtesy of Dr	97.8%	IP: Scheduled tests/procedures were on time	58.3%
Continuity and Transition (IP Can)	72.3%	IP: Rate how Dr/Nurses worked together	95.5%	IP: Discussed when to resume normal activities	61.9%
Access to Care (IP Can)	81.2%	IP: Overall Dr care	95.5%	IP: Nurse discussed anxieties/fears	62.9%
Respect for Patient Preferences (IP Can)	80.4%	IP: Courtesy of admission	95.5%	IP: Family talked w/Dr enough	63.6%
Information and Education (IP Can)	73.4%	IP: Amount of pain medicine received	95.2%	IP: Discussed medication side effects	66.7%
Coordination of Care (IP Can)	73.8%	IP: Amount of info given to family	94.1%	IP: Nurse answered questions understandably	66.7%
		IP: Minutes taken to get pain medicine	93.3%	IP: Wait time after call button reasonable	68.6%



(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".