## British Columbia - Fraser Health Authority

### Emergency Department Patient Experience Results

**Report Date:** January 18th, 2008  
**Survey of Emergency Department Experience:** February - April 2007.  
**n = 2107. Response Rate= 28.9%**

### Summary Results (% positive score)

<table>
<thead>
<tr>
<th></th>
<th>FHA</th>
<th>BC Avg</th>
<th>78.1%</th>
<th>Emotional Support</th>
<th>57.4%</th>
<th>Physical Comfort</th>
<th>59.4%</th>
<th>Access and Coordination</th>
<th>60.7%</th>
<th>Respect for Patient Preferences</th>
<th>70.7%</th>
<th>Information and Education</th>
<th>56.6%</th>
<th>Continuity and Transition</th>
<th>59.1%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall quality of ED care (1)</td>
<td>Courtesy of ED Drs</td>
<td>86.9%</td>
<td>Appt for treatment made before left ED</td>
<td>30.1%</td>
<td>Explanations for ED wait</td>
<td>31.6%</td>
<td>ED Nurse discussed fears/anxieties</td>
<td>37.4%</td>
<td>How well ED Drs/Nurses worked together</td>
<td>84.9%</td>
<td>Did not wait too long to see ED Dr</td>
<td>43.3%</td>
<td>ED did all it could to control pain</td>
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<td>Courtesy of the ED admit person</td>
<td>84.1%</td>
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<td>Opportunity for Improvement (Lowest % positive scores)</td>
<td>ED explained how to take new medications</td>
<td>82.0%</td>
<td>ED got messages to family/friends</td>
<td>50.1%</td>
<td>Explanation of what ED did</td>
<td>81.7%</td>
<td>Cleanliness of ED</td>
<td>53.0%</td>
<td>Amount of pain medicine received in ED</td>
<td>80.4%</td>
<td>ED explained test results understandably</td>
<td>53.6%</td>
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### Opportunities for Improvement

- Overall quality of ED care (1)
  - FHA: 78.1%
  - BC Avg: 84.0%
- Emotional Support: 57.4%
- Physical Comfort: 59.4%
- Access and Coordination: 60.7%
- Respect for Patient Preferences: 70.7%
- Information and Education: 56.6%
- Continuity and Transition: 59.1%

### Would recommend for ED services (2)

- FHA Avg: 49.5%
- BC Avg: 33.6%

### Overall quality of ED care (1)

- Excellent: 6.4%
- Very Good: 20.5%
- Good: 30.5%
- Fair: 27.1%
- Poor: 15.5%

### Would recommend for ED services (2)

- Yes, definitely: 56.7%
- Yes, probably: 32.2%
- No: 11.2%

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(1) **Question:** Overall, how would you rate the care you received in the Emergency Department?  
**Response scale** = Poor, Fair, Good, Very Good, Excellent  
**Percent Positive Score** = Good+Very Good+ Excellent

(2) **Question:** Would you recommend this Emergency Department to family and friends?  
**Response scale** = Yes, completely, Yes, somewhat, No  
**Percent Positive Score** = Yes, completely

Items highlighted in RED have the highest correlation with “Overall quality of ED care”.