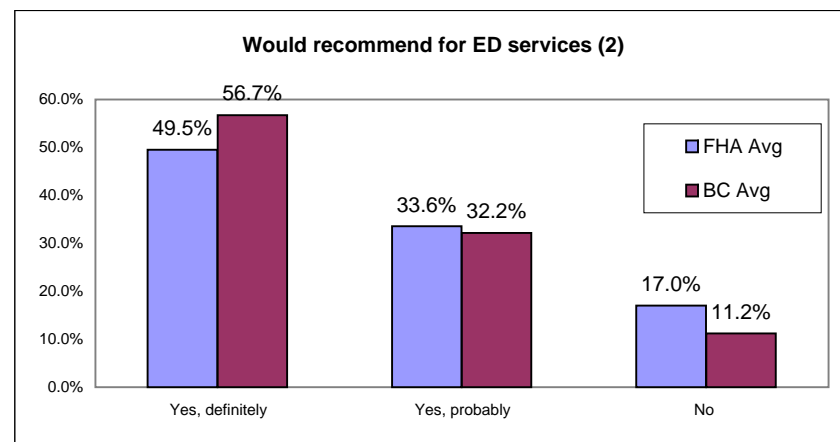
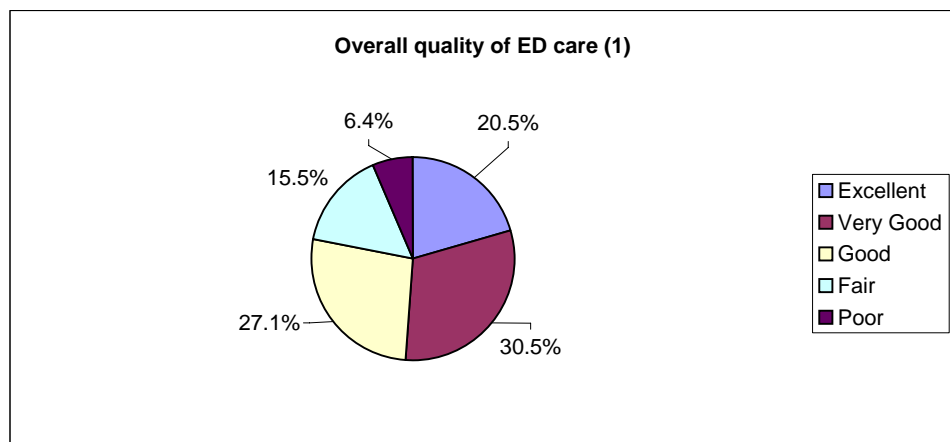




British Columbia - Fraser Health Authority Emergency Department Patient Experience Results

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

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall quality of ED care (1)	78.1% FHA 84.0% BC Avg	Courtesy of ED Drs	86.9%	Appt for treatment made before left ED	30.1%
Emotional Support	57.4%	Courtesy of ED Nurses	85.0%	Explained reason for ED wait	31.6%
Physical Comfort	59.4%	ED Dr did not talk as if patient wasn't there	85.0%	ED Nurse discussed fears/anxieties	37.4%
Access and Coordination	60.7%	How well ED Drs/Nurses worked together	84.9%	ED explained danger signals to watch for	43.3%
Respect for Patient Preferences	70.7%	Courtesy of the ED admit person	84.1%	Did not wait too long to see ED Dr	43.3%
Information and Education	56.6%	Courtesy of ED staff	83.0%	ED did all it could to control pain	48.2%
Continuity and Transition	59.1%	ED Nurses did not talk as if patient wasn't there	82.2%	ED Dr discussed fears/anxieties	48.9%
		ED explained how to take new medications	82.0%	ED got messages to family/friends	50.1%
		Explanation of what ED did	81.7%	Cleanliness of ED	53.0%
		Amount of pain medicine received in ED	80.4%	ED explained test results understandably	53.6%



(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".