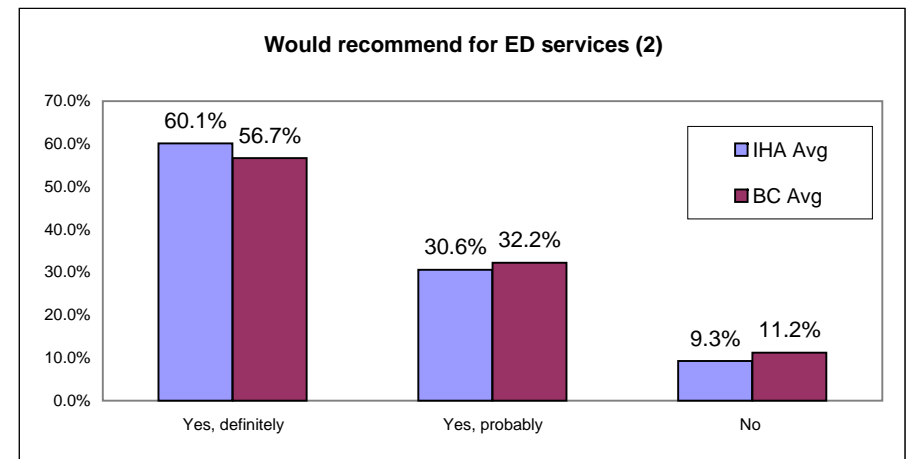
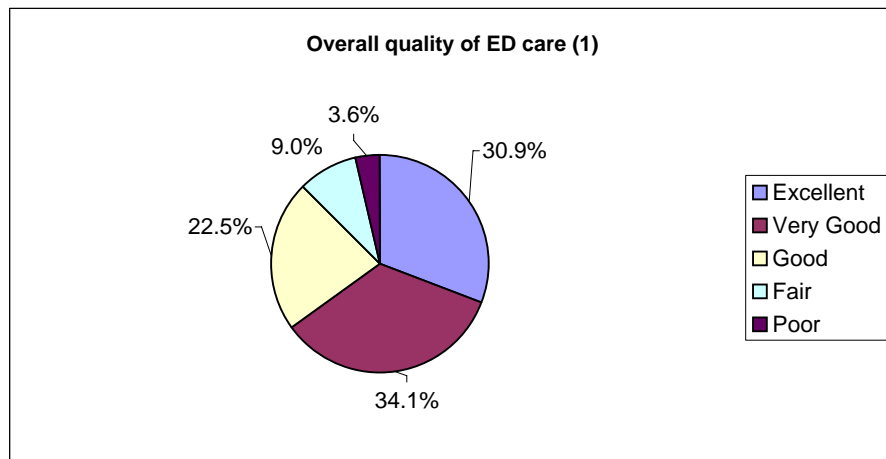




British Columbia - Interior Health Authority Emergency Department Patient Experience Results

Report Date: January 18th, 2008 Survey of Emergency Department Experience: February 1 - April 30 2007. n = 5485. Response Rate= 36.5%

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	87.5% IHA Avg 84.0% BC Avg				
Overall quality of ED care (1)		Courtesy of ED Drs	91.8%	Appt for treatment made before left ED	38.9%
Emotional Support	65.6%	Courtesy of ED Nurses	91.4%	Explained reason for ED wait	44.4%
Physical Comfort	67.8%	Courtesy of the ED admit person	90.9%	ED Nurse discussed fears/anxieties	49.0%
Access and Coordination	72.6%	How well ED Drs/Nurses worked together	90.9%	ED explained danger signals to watch for	52.1%
Information and Education	65.7%	Courtesy of ED staff	90.5%	ED did all it could to control pain	57.9%
Respect for Patient Preferences	78.5%	ED Dr did not talk as if patient wasn't there	90.5%	Did not wait too long to see ED Dr	57.9%
Continuity and Transition	65.8%	Explanation of what ED did	87.9%	ED Dr discussed fears/anxieties	58.3%
		ED Nurses did not talk as if patient wasn't there	86.8%	ED explained test results understandably	60.4%
		Amount of pain medicine received in ED	86.1%	ED got messages to family/friends	63.9%
		ED explained how to take new medications	84.0%	Received all ED services needed	63.9%



(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".