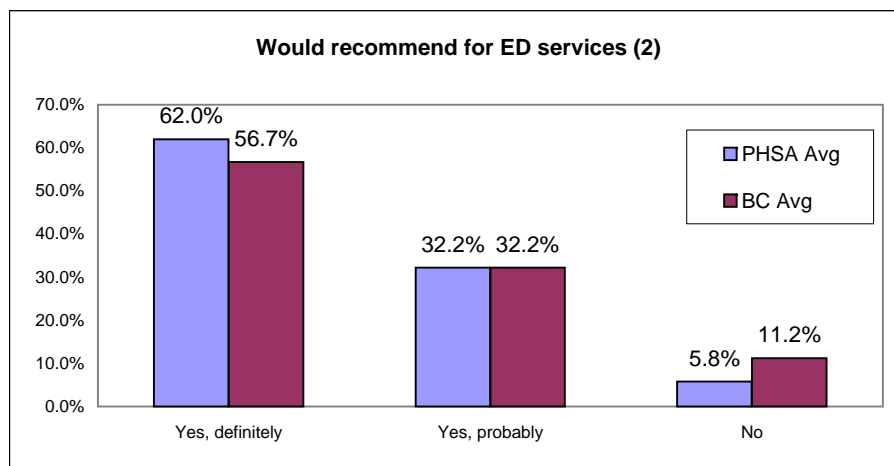
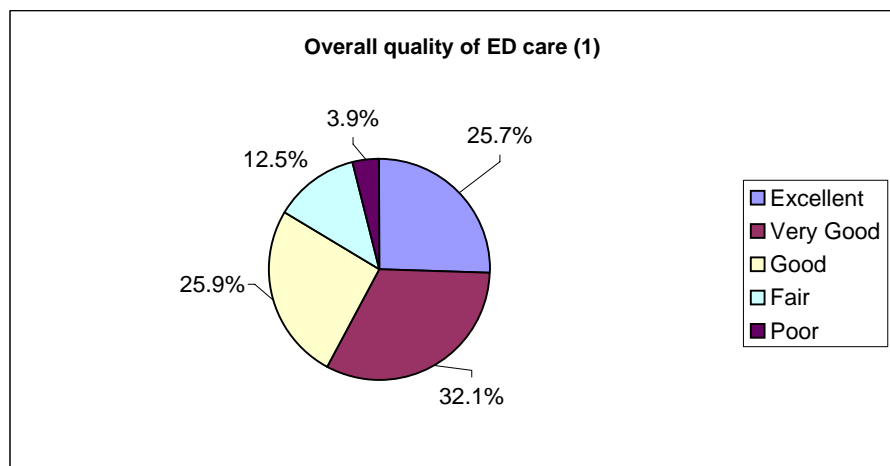




British Columbia - Provincial Health Services Authority Emergency Department Patient Experience Results

Report Date: January 18th, 2008 **Survey of Emergency Department Experience:** February 1 - April 30 2007. n = 216. Response Rate = 38.4%

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	83.7% PHSA Avg				
	84.0% BC Avg				
Overall quality of ED care(1)		How well ED Drs/Nurses worked together	91.3%	Did not wait too long to see ED Dr	29.8%
Respect for Patient Preferences	74.1%	Courtesy of ED Drs	90.7%	Explained reason for ED wait	34.0%
Emotional Support	60.2%	Courtesy of ED Nurses	90.7%	Appt for treatment made before left ED	35.5%
Access and Coordination	60.7%	Courtesy of ED staff	90.6%	Did not wait too long for other ED Dr/specialist	46.3%
Information and Education	62.0%	Courtesy of the ED admit person	90.1%	ED did all it could to control pain	46.9%
Physical Comfort	58.8%	Amount of pain medicine received in ED	89.9%	Rate amt of time spent in ED	48.5%
Continuity and Transition	64.7%	Explanation of what ED did	89.3%	ED got messages to family/friends	49.2%
		ED explained how to take new medications	85.7%	ED Nurse discussed fears/anxieties	50.6%
		Rate availability of ED nurses	82.7%	Knew who to call w/ questions when left ED	55.2%
		ED Nurses did not talk as if patient wasn't there	81.4%	ED Nurses answered questions understandably	58.1%



(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".