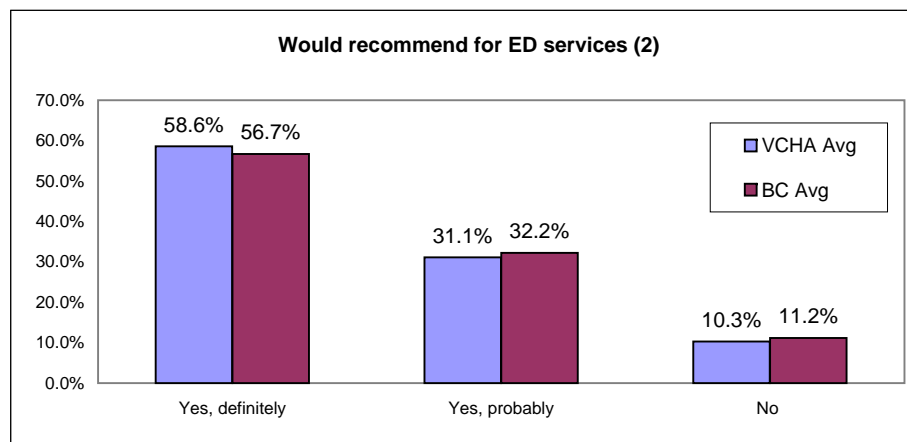
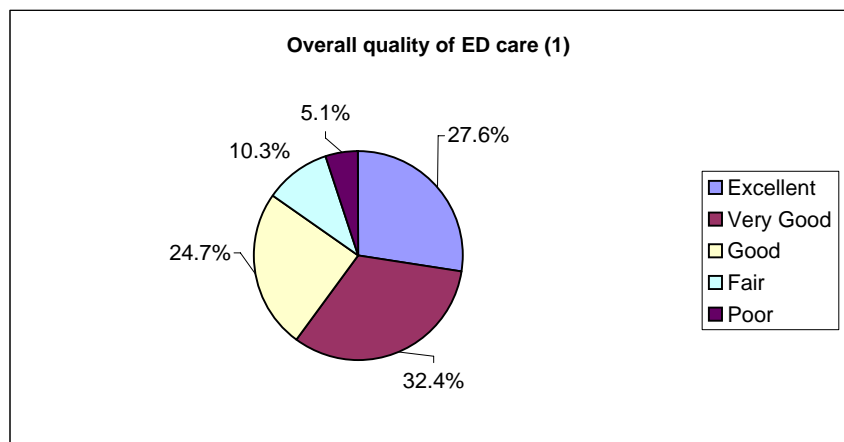


British Columbia - Vancouver Coastal Health Authority Emergency Department Patient Experience Results

Report Date: January 18th, 2008 **Survey of Emergency Department Experience:** February 1 - April 30 2007. n = 2564. Response Rate= 31.0%

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	84.6% VCHA Avg 84.0% BC Avg				
Overall quality of ED care(1)		Courtesy of ED Drs	92.3%	Explained reason for ED wait	36.5%
Emotional Support	63.0%	How well ED Drs/Nurses worked together	88.8%	Appt for treatment made before left ED	39.2%
Access and Coordination	66.9%	Courtesy of ED staff	88.4%	ED Nurse discussed fears/anxieties	43.0%
Physical Comfort	65.8%	Courtesy of ED Nurses	88.3%	ED explained danger signals to watch for	48.2%
Information and Education	61.9%	Courtesy of the ED admit person	87.4%	ED did all it could to control pain	55.8%
Respect for Patient Preferences	74.2%	ED Dr did not talk as if patient wasn't there	86.4%	Did not wait too long to see ED Dr	55.8%
Continuity and Transition	62.6%	Explanation of what ED did	85.7%	Cleanliness of ED	57.2%
		Amount of pain medicine received in ED	84.2%	ED Dr discussed fears/anxieties	57.5%
		ED explained how to take new medications	84.1%	ED explained test results understandably	58.0%
		ED Nurses did not talk as if patient wasn't there	83.4%	Received all ED services needed	59.4%



(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".