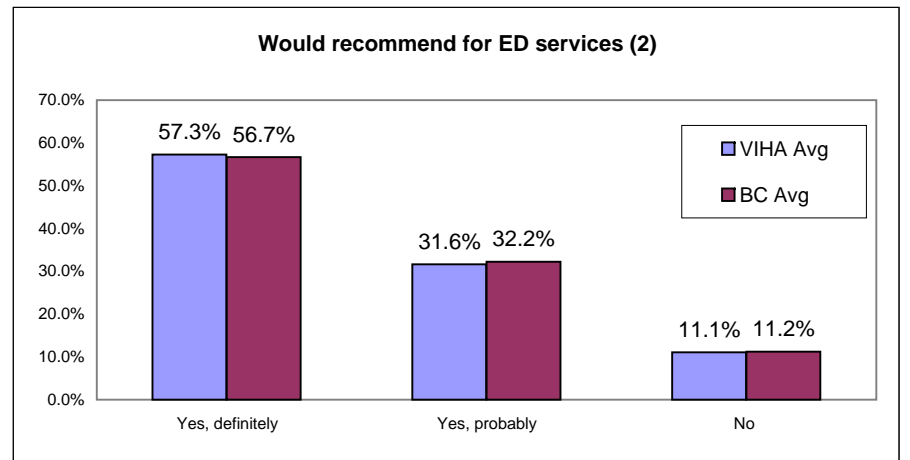
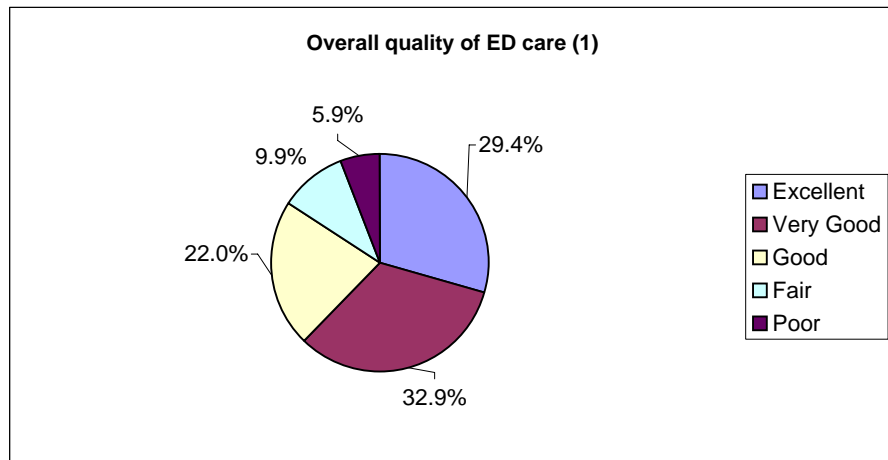




## British Columbia - Vancouver Island Health Authority Emergency Department Patient Experience Results

Report Date: January 18th, 2008 Survey of Emergency Department Experience: February 1 - April 30 2007. n = 3529. Response Rate= 34.9%

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	84.2% VIHA Avg 84.0% BC Avg				
Overall quality of ED care (1)		Courtesy of ED Drs	91.3%	Appt for treatment made before left ED	34.9%
<b>Emotional Support</b>	<b>63.6%</b>	ED Dr did not talk as if patient wasn't there	90.5%	Explained reason for ED wait	38.8%
<b>Physical Comfort</b>	<b>68.2%</b>	How well ED Drs/Nurses worked together	89.6%	ED Nurse discussed fears/anxieties	44.3%
<b>Access and Coordination</b>	<b>68.3%</b>	Courtesy of ED Nurses	88.9%	ED explained danger signals to watch for	49.9%
Respect for Patient Preferences	76.7%	Courtesy of ED staff	88.0%	Did not wait too long to see ED Dr	54.8%
Information and Education	62.2%	Courtesy of the ED admit person	87.8%	ED Dr discussed fears/anxieties	56.4%
Continuity and Transition	64.2%	Amount of pain medicine received in ED	87.1%	ED did all it could to control pain	57.6%
		ED Nurses did not talk as if patient wasn't there	86.4%	ED explained test results understandably	58.2%
		Explanation of what ED did	85.8%	Cleanliness of ED	59.2%
		ED explained how to take new medications	85.0%	Received all ED services needed	60.7%



**(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".