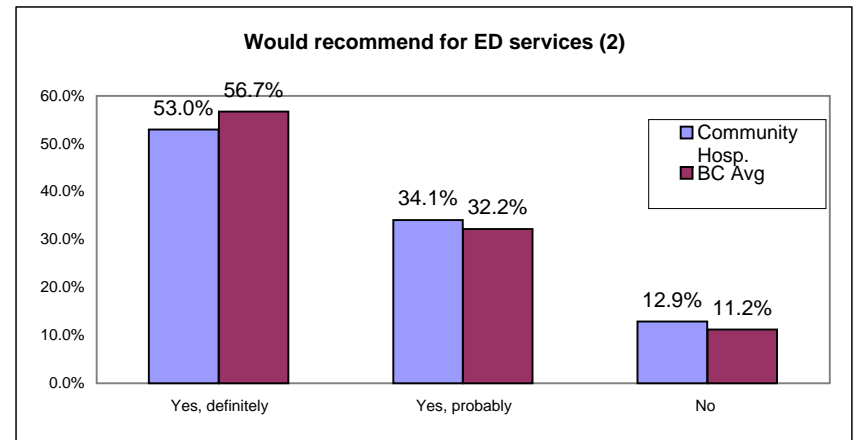
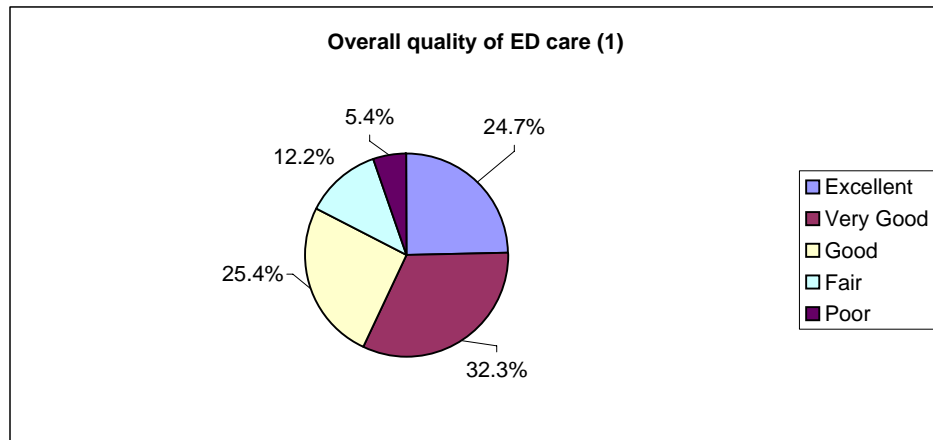




British Columbia - Provincial - Community Hospitals Emergency Department Patient Experience Results

Report Date: January 18th, 2008 **Survey of Emergency Department Experience:** February 1 - April 30 2007. n = 7718. Response Rate=32.3%

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	82.4% Community Hosp. Avg 84.0% BC Avg				
Overall quality of ED care (1)		Courtesy of ED Drs	90.0%	Appt for treatment made before left ED	33.2%
Emotional Support	60.5%	Courtesy of ED Nurses	87.9%	Explained reason for ED wait	35.5%
Physical Comfort	63.9%	How well ED Drs/Nurses worked together	87.9%	ED Nurse discussed fears/anxieties	41.2%
Access and Coordination	65.7%	ED Dr did not talk as if patient wasn't there	87.9%	ED explained danger signals to watch for	46.7%
Information and Education	59.9%	Courtesy of the ED admit person	87.3%	Did not wait too long to see ED Dr.	50.2%
Respect for Patient Preferences	74.1%	Courtesy of ED staff	86.3%	ED did all it could to control pain	52.8%
Continuity and Transition	61.8%	Explanation of what ED did	84.4%	ED Dr discussed fears/anxieties	53.3%
		ED Nurses did not talk as if patient wasn't there	84.3%	ED got messages to family/friends	56.7%
		Amount of pain medicine received in ED	84.2%	ED explained test results understandably	57.2%
		ED explained how to take new medications	82.7%	Cleanliness of ED	57.5%



(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".