## British Columbia - Provincial - Large (>40K Visits/yr)

### Emergency Department Patient Experience Results

**Report Date:** January 18th, 2008  
**Survey of Emergency Department Experience:** February 1 - April 30 2007. N=3893. Response Rate=33.8%

### Overall Quality of ED Care (1)

<table>
<thead>
<tr>
<th>Summary Results (% positive score)</th>
<th>Strengths (Highest % positive scores)</th>
<th>Opportunities for Improvement (Lowest % positive scores)</th>
</tr>
</thead>
</table>
| Overall quality of ED care (1)    | 80.1%  
Large Hosp. Avg  84.0% BC Avg | Courtesy of ED Drs  89.6%  
Explained reason for ED wait    | 34.6%  
Large Hosp. BC Avg  36.1% |
| Emotional Support                 | 59.1%  
How well ED Drs/Nurses worked together | 86.9%  
Appt for treatment made before left ED  |
| Physical Comfort                  | 62.3%  
Courtesy of ED Nurses  86.4%  
ED Nurse discussed fears/anxieties  |
| Access and Coordination           | 60.7%  
ED Dr did not talk as if patient wasn’t there  85.3%  
Did not wait too long to see ED Dr.  |
| Respect for Patient Preferences   | 71.4%  
Courtesy of ED staff  85.2%  
ED explained danger signals to watch for  |
| Information and Education         | 58.1%  
 Courtesy of the ED admit person  85.2%  
ED did all it could to control pain  |
| Continuity and Transition         | 60.3%  
Explanation of what ED did  83.3%  
Cleanliness of ED  |
|                                    | Amount of pain medicine received in ED  82.7%  
ED Dr discussed fears/anxieties  |
|                                    | ED explained how to take new medications  82.2%  
Received all ED services needed  |
|                                    | ED Nurses did not talk as if patient wasn't there  82.1%  
ED got messages to family/friends  |

### Overall Quality of ED Care (1)

![Pie Chart](image.png)

### Would Recommend for ED Services (2)

![Bar Chart](image.png)

(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”.

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**Note:** The figures and data presented are from a survey conducted in British Columbia, covering the period from February 1 to April 30, 2007, with a total of 3,893 responses. The response rate was 33.8%. The survey aimed to assess the patient experience in emergency departments, focusing on various aspects such as the overall quality of care, emotional support, physical comfort, respect for patient preferences, and continuity and transition. The data includes positive scores for each item, with the highest percentage indicating the strongest satisfaction. The report concludes with questions about overall satisfaction and recommendations for family and friends, emphasizing the importance of positive experiences in guiding future visits and referrals.