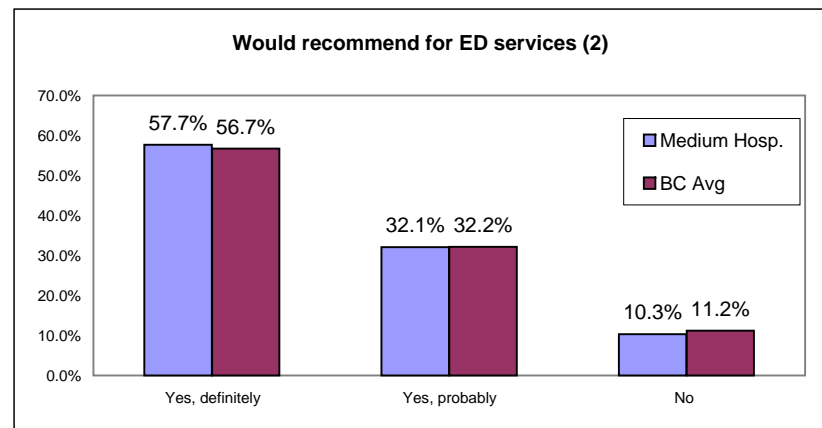
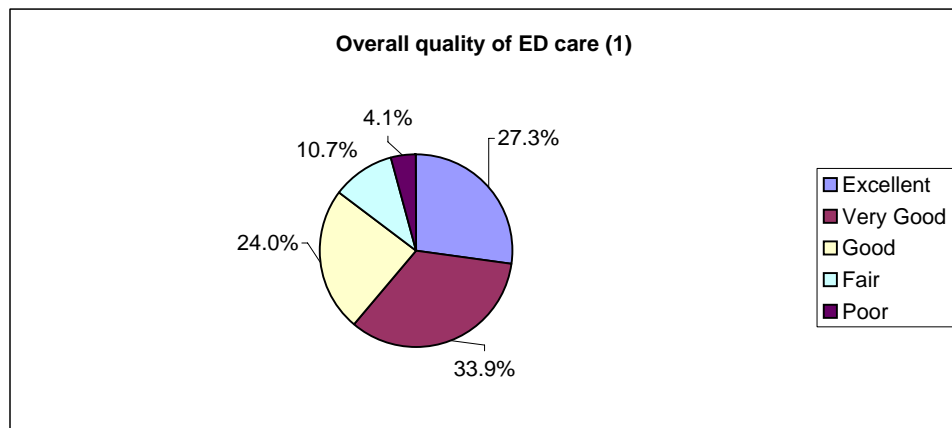




**British Columbia - Provincial - Medium Facilities (20k-40k Visits/yr)  
Emergency Department Patient Experience Results**

**Report Date:** January 18th, 2008 **Survey of Emergency Department Experience:** February 1 - April 30 2007. N=4274. Response Rate=31.5%

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	85.2% Medium Hosp. Avg 84.0% BC Avg				
Overall quality of ED care (1)		Courtesy of ED Drs	90.7%	Appt for treatment made before left ED	32.4%
<b>Emotional Support</b>	<b>62.3%</b>	ED Dr did not talk as if patient wasn't there	89.3%	Explained reason for ED wait	36.0%
<b>Physical Comfort</b>	<b>65.9%</b>	Courtesy of ED Nurses	89.1%	ED Nurse discussed fears/anxieties	43.7%
<b>Information and Education</b>	<b>62.1%</b>	How well ED Drs/Nurses worked together	89.1%	ED explained danger signals to watch for	47.9%
Access and Coordination	70.0%	Courtesy of the ED admit person	89.0%	ED Dr discussed fears/anxieties	53.7%
Respect for Patient Preferences	76.2%	Courtesy of ED staff	88.3%	ED did all it could to control pain	55.2%
Continuity and Transition	62.9%	Explanation of what ED did	85.9%	Did not wait too long to see ED Dr.	55.4%
		Amount of pain medicine received in ED	85.7%	ED explained test results understandably	57.9%
		ED Nurses did not talk as if patient wasn't there	85.3%	ED got messages to family/friends	60.1%
		ED explained how to take new medications	83.2%	Received all ED services needed	61.6%



**(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".