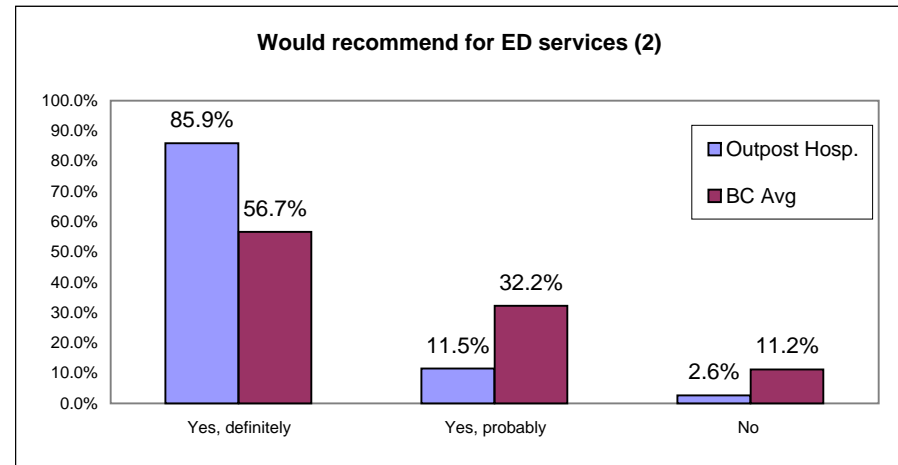
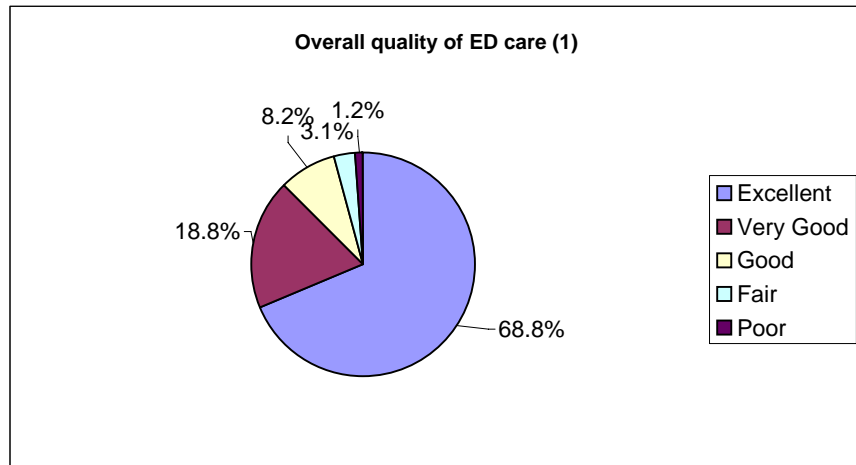




## British Columbia - Provincial - Outpost Hospitals Emergency Department Patient Experience Results

**Report Date:** January 18th, 2008 **Survey of Emergency Department Experience:** February 1 - April 30 2007. N=441. Response Rate=31.1%

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	95.8% Outpost Hosp. Avg 84.0% BC Avg				
Overall quality of ED care (1)		Courtesy of ED Nurses	98.4%	One Dr in charge of ED care	56.6%
<b>Emotional Support</b>	<b>83.6%</b>	Courtesy of ED staff	97.6%	Appt for treatment made before left ED	61.4%
<b>Physical Comfort</b>	<b>84.5%</b>	How well ED Drs/Nurses worked together	97.1%	ED explained test results understandably	73.6%
<b>Information and Education</b>	<b>85.6%</b>	Courtesy of the ED admit person	96.9%	ED Dr discussed fears/anxieties	74.0%
Respect for Patient Preferences	91.7%	Time waited to talk to ED Nurse	96.7%	ED explained danger signals to watch for	77.6%
Continuity and Transition	84.9%	Rate availability of ED nurses	96.6%	Did not wait too long for other ED Dr/specialis	78.2%
Access and Coordination	86.9%	Explanation of what ED did	96.2%	ED explained reasons for tests understandab	79.0%
		Length of time waited to see ED Dr	96.0%	Explained reason for ED wait	80.0%
		Courtesy of ED Drs	95.9%	Confidence/trust in ED Drs	80.2%
		ED Nurses did not talk as if patient wasn't there	94.8%	ED did all it could to control pain	80.6%



**(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".