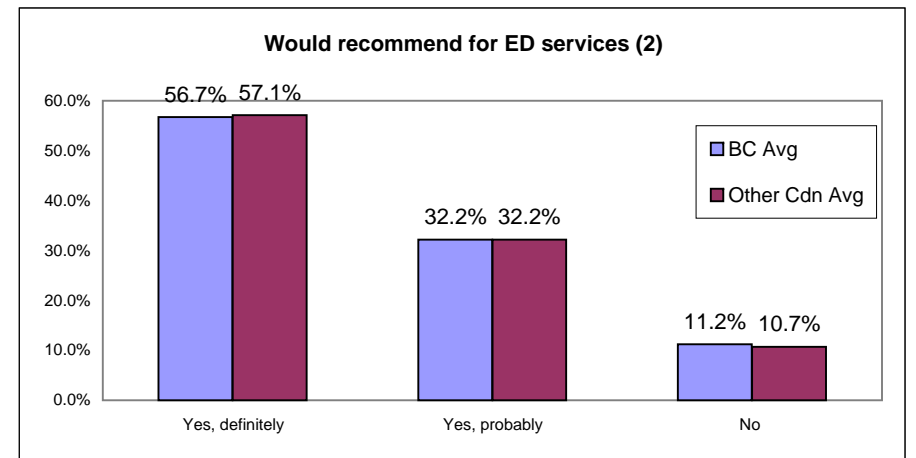
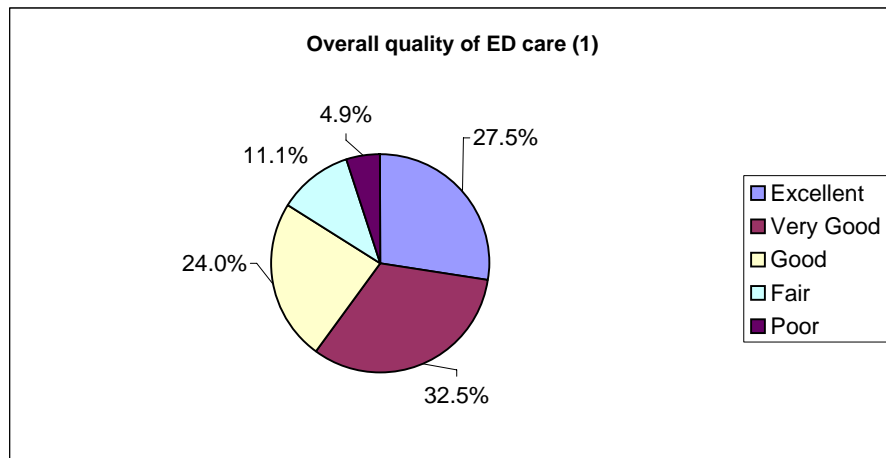




British Columbia - Emergency Department Patient Experience Emergency Department Patient Experience Results

Report Date: January 18th, 2008 **Survey of Emergency Department Experience:** February 1 - April 30 2007. N=16837. Response Rate=32.5%

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	84.0% BC Avg 84.4% Other Cdn Avg				
Overall quality of ED care (1)		Courtesy of ED Drs	90.6%	Appt for treatment made before left ED	35.9%
Emotional Support	62.3%	How well ED Drs/Nurses worked together	88.8%	Explained reason for ED wait	38.4%
Physical Comfort	65.4%	Courtesy of ED Nurses	88.6%	ED Nurse discussed fears/anxieties	44.2%
Access and Coordination	67.7%	Courtesy of the ED admit person	88.0%	ED explained danger signals to watch for	49.0%
Information and Education	61.7%	ED Dr did not talk as if patient wasn't there	87.9%	Did not wait too long to see ED Dr.	52.9%
Respect for Patient Preferences	75.4%	Courtesy of ED staff	87.7%	ED did all it could to control pain	55.0%
Continuity and Transition	63.4%	Explanation of what ED did	85.7%	ED Dr discussed fears/anxieties	55.6%
		Amount of pain medicine received in ED	84.7%	ED explained test results understandably	57.6%
		ED Nurses did not talk as if patient wasn't there	84.7%	ED got messages to family/friends	58.5%
		ED explained how to take new medications	83.6%	Received all ED services needed	60.1%



(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".