# British Columbia - Small (5,000 - 19,999 Visits/Yr)
## Emergency Department Patient Experience Results

**Report Date:** January 18th, 2008  
**Survey of Emergency Department Experience:** February 1 - April 30 2007.  
**n = 5553. Response Rate=32.9%**

### Summary Results (% positive score)

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Average</th>
<th>Highest % positive scores</th>
<th>Lowest % positive scores</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall quality of ED care (1)</td>
<td>89.1%</td>
<td><strong>92.5%</strong></td>
<td><strong>Appt for treatment made before left ED</strong></td>
</tr>
<tr>
<td>Emotional Support</td>
<td>67.7%</td>
<td><strong>91.6%</strong></td>
<td><strong>Explained reason for ED wait</strong></td>
</tr>
<tr>
<td>Physical Comfort</td>
<td>69.9%</td>
<td><strong>91.4%</strong></td>
<td><strong>ED Nurse discussed fears/anxieties</strong></td>
</tr>
<tr>
<td>Information and Education</td>
<td>67.1%</td>
<td><strong>91.4%</strong></td>
<td><strong>ED explained danger signals to watch for</strong></td>
</tr>
<tr>
<td>Respect for Patient Preferences</td>
<td>80.6%</td>
<td><strong>91.2%</strong></td>
<td><strong>ED explained test results understandably</strong></td>
</tr>
<tr>
<td>Access and Coordination</td>
<td>68.5%</td>
<td><strong>89.3%</strong></td>
<td><strong>ED Dr discussed fears/anxieties</strong></td>
</tr>
<tr>
<td>Continuity and Transition</td>
<td>68.5%</td>
<td><strong>89.3%</strong></td>
<td><strong>ED Dr discussed fears/anxieties</strong></td>
</tr>
</tbody>
</table>

**Strengths**

- **Overall quality of ED care (1)**
  - Average: 89.1%
  - BC Avg: 84.0%
  - Small (<20K Visits) Avg: 84.0%

**Opportunities for Improvement**

- **Employees not meeting expectations**
  - ED Nurses did not talk as if patient wasn't there: 88.3%
  - Did not wait too long to see ED Dr.: 64.3%
  - Amount of pain medicine received in ED: 86.9%
  - ED explained reasons for tests understandably: 65.9%
  - ED explained how to take new medications: 85.7%
  - ED got messages to family/friends: 67.0%
  - ED Dr discussed fears/anxieties: 61.4%
  - ED explained test results understandably: 59.8%
  - ED explained danger signals to watch for: 54.5%
  - Explained reason for ED wait: 47.5%
  - Appt for treatment made before left ED: 38.9%

### Overall quality of ED care (1)

- Excellent: 34.0%
- Very Good: 20.8%
- Good: 8.0%
- Fair: 2.8%
- Poor: 8.0%

### Would recommend for ED services (2)

- **Small Avg**
  - Question 1: Overall quality of ED care (1): 64.2%
  - Question 2: Would recommend this Emergency Department to family and friends: 60.7%
- **BC Avg**
  - Question 1: Overall quality of ED care (1): 56.7%
  - Question 2: Would recommend this Emergency Department to family and friends: 52.2%

(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”. 