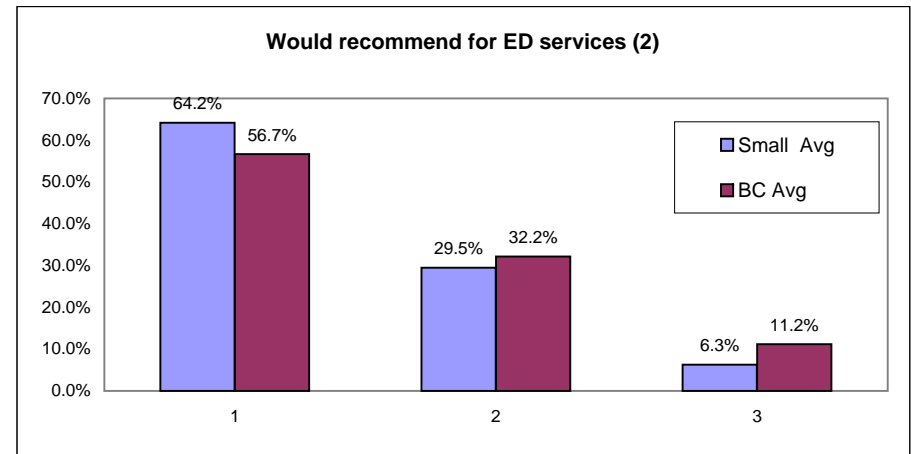
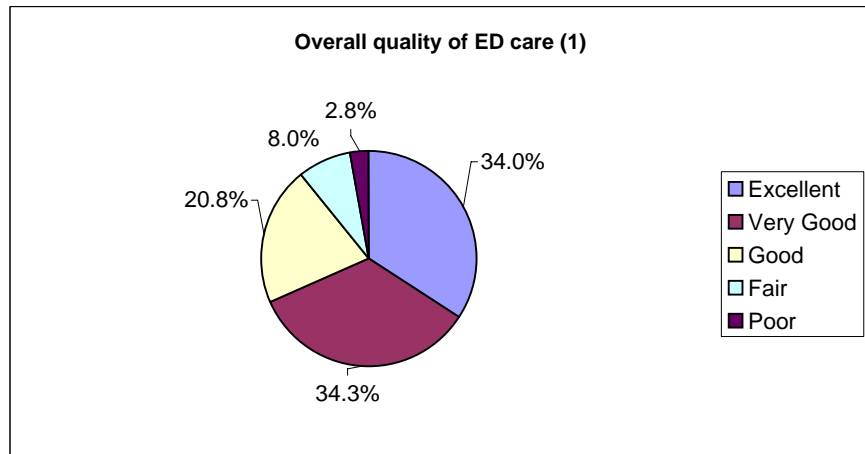




British Columbia - Small (5,000 - 19,999 Visits/Yr) Emergency Department Patient Experience Results

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)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	89.1% Small (<20K Visits) Avg 84.0% BC Avg				
Overall quality of ED care (1)		Courtesy of ED Drs	92.5%	Appt for treatment made before left ED	38.9%
Emotional Support	67.7%	Courtesy of the ED admit person	91.6%	Explained reason for ED wait	47.5%
Physical Comfort	69.9%	Courtesy of ED Nurses	91.4%	ED Nurse discussed fears/anxieties	50.2%
Information and Education	67.1%	How well ED Drs/Nurses worked together	91.4%	ED explained danger signals to watch for	54.5%
Respect for Patient Preferences	80.6%	Courtesy of ED staff	91.2%	ED explained test results understandably	59.8%
Access and Coordination	77.2%	ED Dr did not talk as if patient wasn't there	90.5%	ED did all it could to control pain	60.8%
Continuity and Transition	68.5%	Explanation of what ED did	89.3%	ED Dr discussed fears/anxieties	61.4%
		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%



(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".