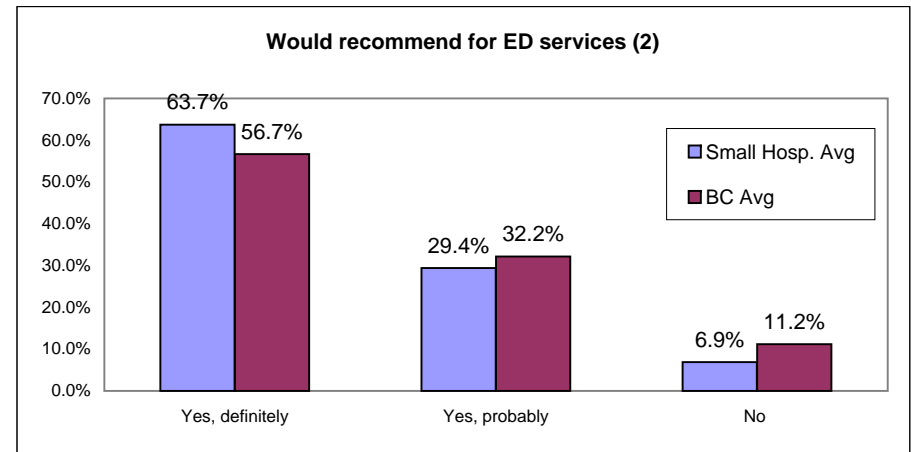
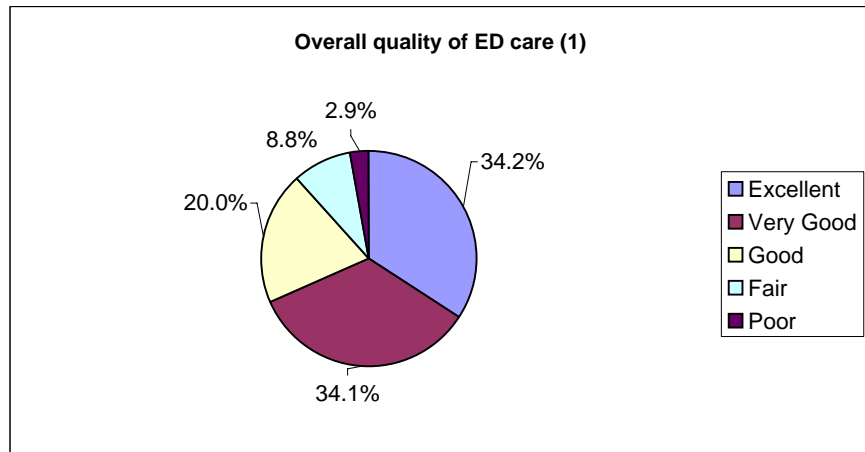




British Columbia - Provincial - Small Hospitals Emergency Department Patient Experience Results

Report Date: January 18th, 2008 Survey of Emergency Department Experience: February 1 - April 30 2007. n = 4649. Response Rate=31.1%

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	88.3% Small Hosp Avg 84.0% BC Avg				
Overall quality of ED care (1)		Courtesy of ED Drs	91.3%	Appt for treatment made before left ED	38.5%
Emotional Support	67.2%	Courtesy of ED Nurses	90.7%	Explained reason for ED wait	48.1%
Information and Education	66.8%	Courtesy of ED staff	90.4%	ED Nurse discussed fears/anxieties	51.8%
Physical Comfort	69.8%	Courtesy of the ED admit person	90.4%	ED explained danger signals to watch for	53.9%
Respect for Patient Preferences	80.0%	How well ED Drs/Nurses worked together	90.3%	ED Dr discussed fears/anxieties	59.4%
Access and Coordination	76.8%	ED Dr did not talk as if patient wasn't there	90.1%	ED did all it could to control pain	60.4%
Continuity and Transition	67.7%	Explanation of what ED did	88.8%	ED explained test results understandably	60.6%
		ED Nurses did not talk as if patient wasn't there	87.5%	Did not wait too long to see ED Dr.	63.3%
		Amount of pain medicine received in ED	86.8%	ED got messages to family/friends	65.7%
		Length of time waited to see ED Dr	85.4%	ED explained reasons for tests understandably	66.4%



(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".