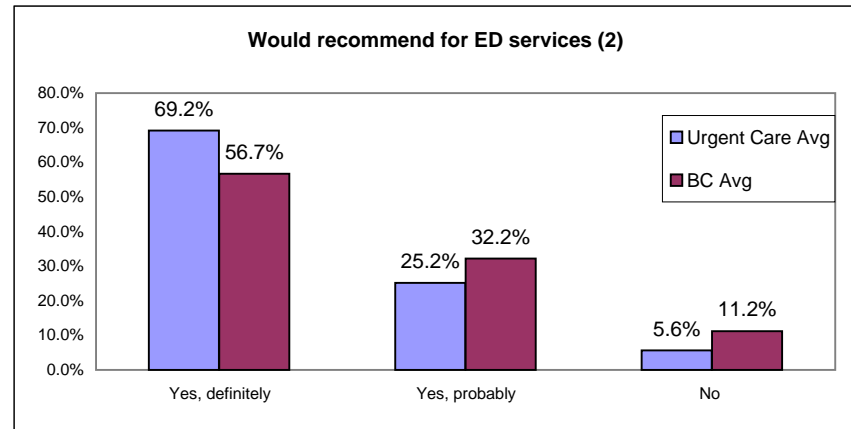
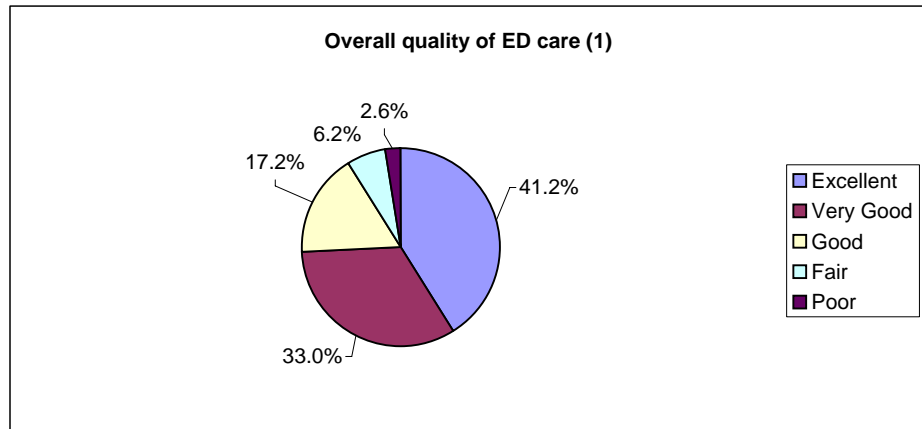




British Columbia - Provincial - Urgent Care Centres Emergency Department Patient Experience Results

Report Date: January 18th, 2008 **Survey of Emergency Department Experience:** February 1 - April 30 2007. n = 2483. Response Rate=33.9%

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	91.3% Urgent Care Avg 84.0% BC Avg				
Overall quality of ED care (1)		How well ED Drs/Nurses worked together	93.1%	Appt for treatment made before left ED	43.8%
Emotional Support	72.4%	Courtesy of ED Drs	93.0%	Explained reason for ED wait	55.0%
Physical Comfort	72.1%	Courtesy of ED Nurses	92.9%	ED Nurse discussed fears/anxieties	58.8%
Information and Education	72.9%	Courtesy of ED staff	92.7%	ED explained danger signals to watch for	59.2%
Respect for Patient Preferences	84.1%	Courtesy of the ED admit person	92.6%	ED did all it could to control pain	63.8%
Access and Coordination	80.5%	ED Dr did not talk as if patient wasn't there	91.8%	ED explained test results understandably	64.3%
Continuity and Transition	71.9%	Explanation of what ED did	91.3%	ED Dr discussed fears/anxieties	66.3%
		ED Nurses did not talk as if patient wasn't there	89.5%	ED got messages to family/friends	67.0%
		Amount of pain medicine received in ED	89.3%	Did not wait too long to see ED Dr.	68.0%
		Length of time waited to see ED Dr	88.9%	ED explained reasons for tests understandably	69.4%



(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".