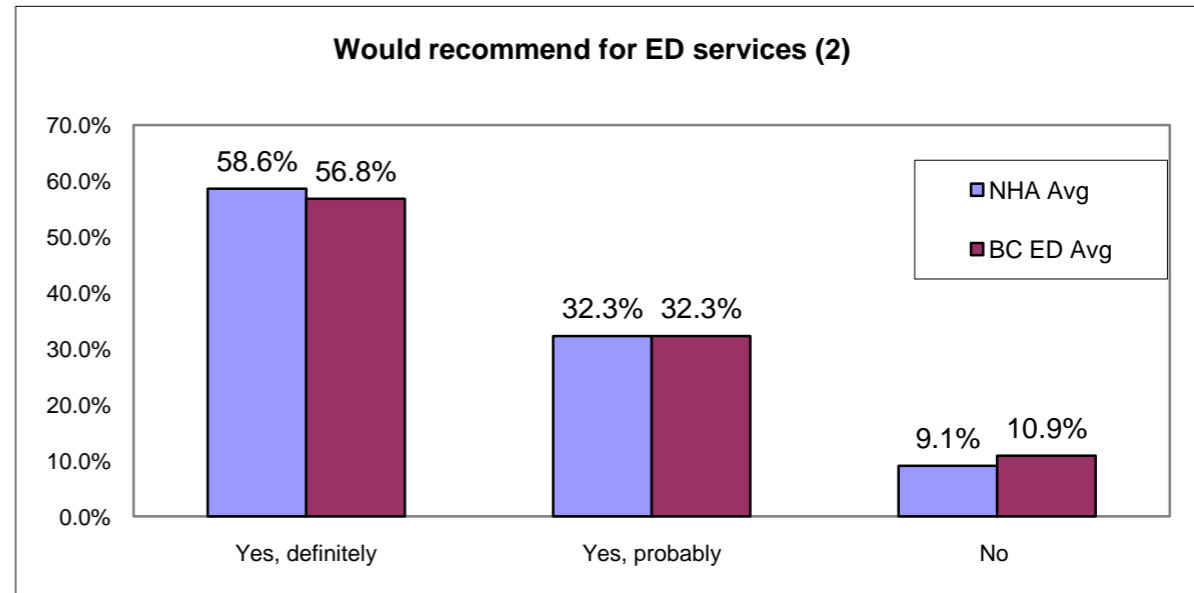
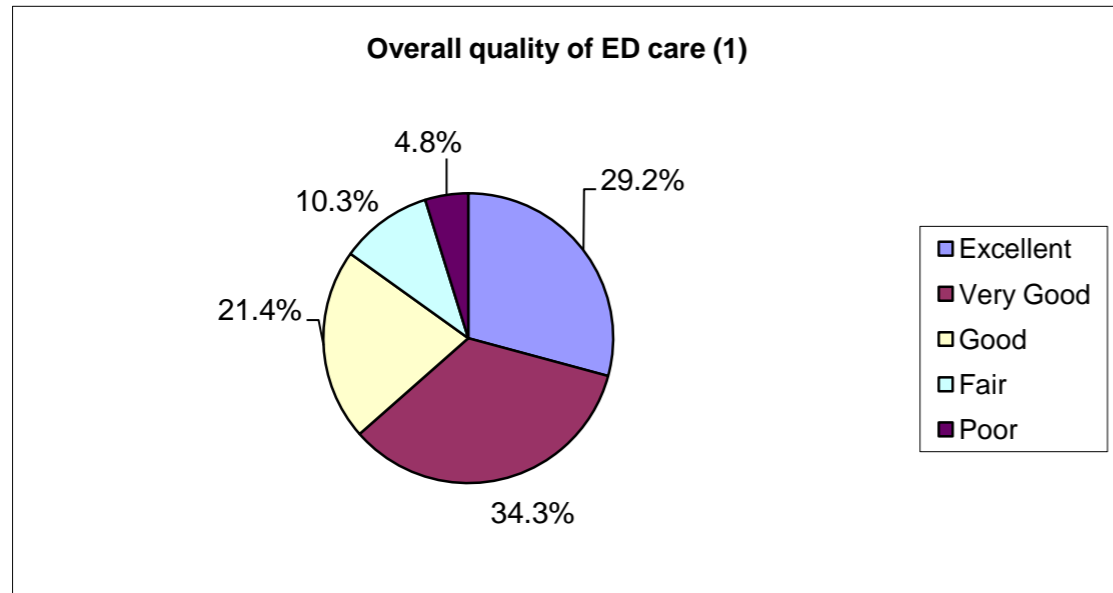




British Columbia - Northern Health Authority Emergency Department Patient Experience Results

Survey of Emergency Department Care Patient Experience: May 1, 2007 to March 31, 2008 (n=3023, Response Rate= 26.3%)

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall quality of ED care(1)	84.9% NHA ED Avg 84.6% BC ED Avg	Courtesy of ED Drs	90.7%	Appt for treatment made before left ED	36.0%
Emotional Support	62.2%	Courtesy of the ED admit person	89.7%	Explained reason for ED wait	41.5%
Physical Comfort	66.2%	ED Dr did not talk as if patient wasn't there	89.1%	ED Nurse discussed fears/anxieties	47.0%
Information and Education	63.5%	Courtesy of ED Nurses	88.6%	ED explained danger signals to watch for	50.1%
Respect for Patient Preferences	76.7%	How well ED Drs/Nurses worked together	88.6%	ED got messages to family/friends	54.5%
Access and Coordination	73.0%	Courtesy of ED staff	88.5%	ED Dr discussed fears/anxieties	56.1%
Continuity and Transition	66.1%	Explanation of what ED did	85.9%	ED did all it could to control pain	56.5%
		ED explained how to take new medications	85.0%	ED explained test results understandably	57.1%
		ED Nurses did not talk as if patient wasn't there	84.5%	Did not wait too long to see ED dr.	60.4%
		Amount of pain medicine received in ED	84.3%	ED explained reasons for tests understandably	61.4%



(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".