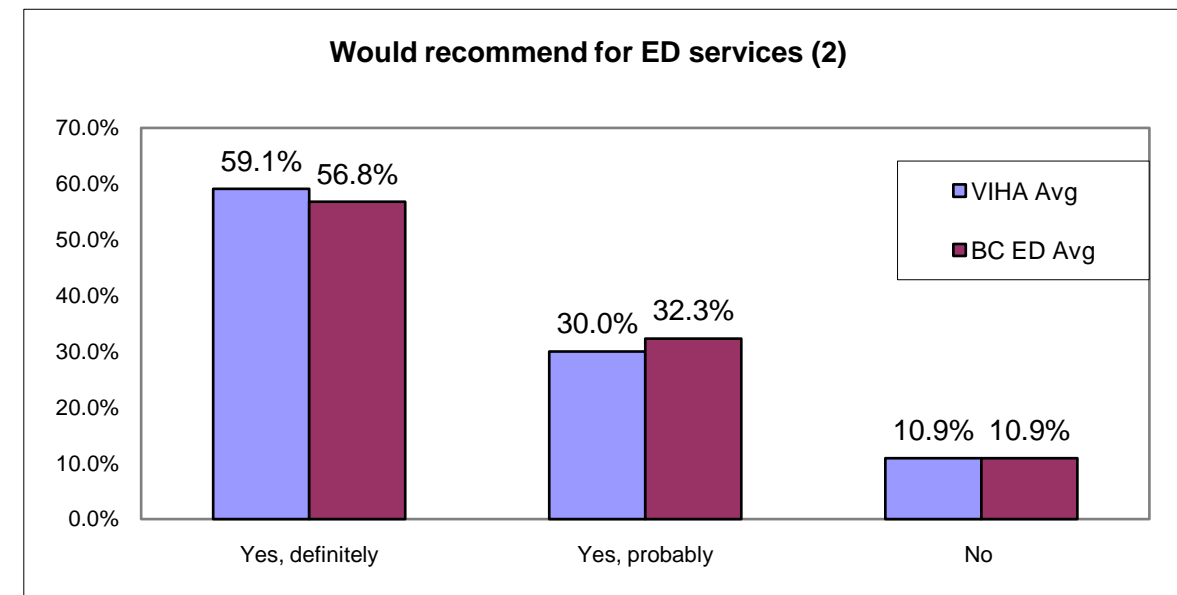
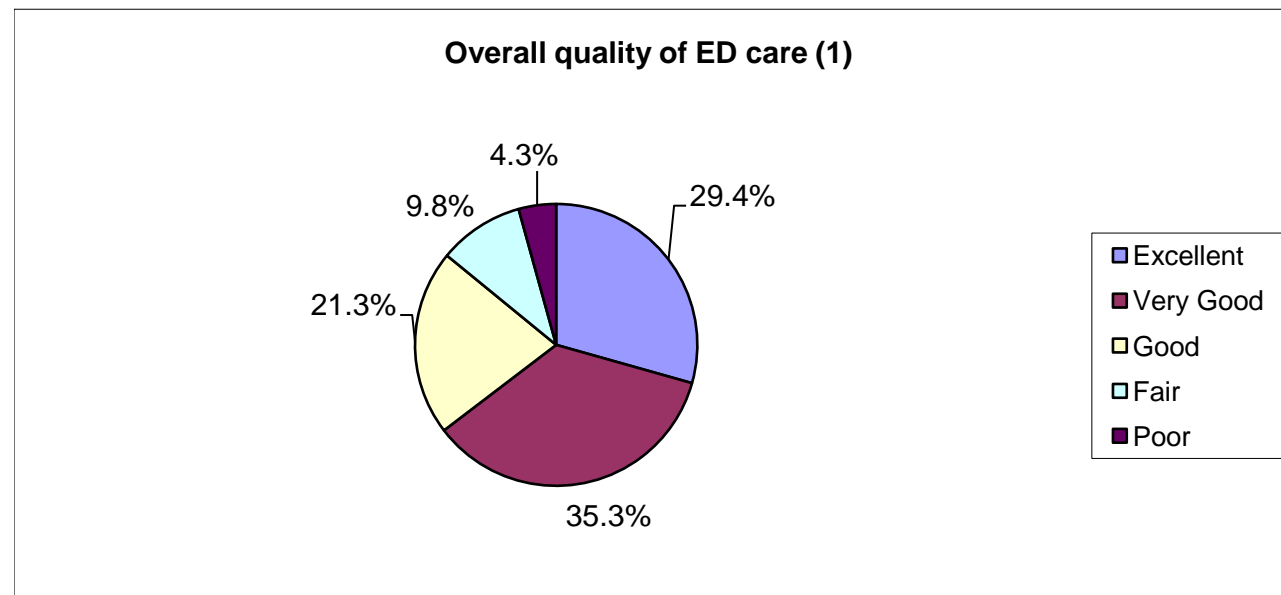




## British Columbia - Vancouver Island Health Authority Emergency Department Patient Experience Results

Survey of Emergency Department Care Patient Experience: May 1, 2007 to March 31, 2008 (n = 2962, Response Rate= 32.6%)

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	85.9% VIHA ED Avg 84.6% BC ED Avg				
Overall quality of ED care (1)		Courtesy of ED Drs	92.1%	Appt for treatment made before left ED	37.4%
<b>Emotional Support</b>	<b>66.0%</b>	Courtesy of ED Nurses	91.1%	Explained reason for ED wait	39.5%
<b>Physical Comfort</b>	<b>68.1%</b>	How well ED Drs/Nurses worked together	90.8%	ED Nurse discussed fears/anxieties	45.7%
<b>Access and Coordination</b>	<b>69.9%</b>	Courtesy of ED staff	90.3%	ED explained danger signals to watch for	50.0%
Information and Education	63.3%	Courtesy of the ED admit person	89.7%	Did not wait too long to see ED dr.	56.5%
Respect for Patient Preferences	77.4%	ED Dr did not talk as if patient wasn't there	89.7%	ED explained test results understandably	57.8%
Continuity and Transition	64.3%	Explanation of what ED did	86.7%	ED Dr discussed fears/anxieties	57.9%
		ED Nurses did not talk as if patient wasn't there	86.2%	ED did all it could to control pain	59.1%
		ED explained how to take new medications	84.1%	Cleanliness of ED	59.2%
		Amount of pain medicine received in ED	84.0%	Had enough say about ED care	62.6%



**(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".