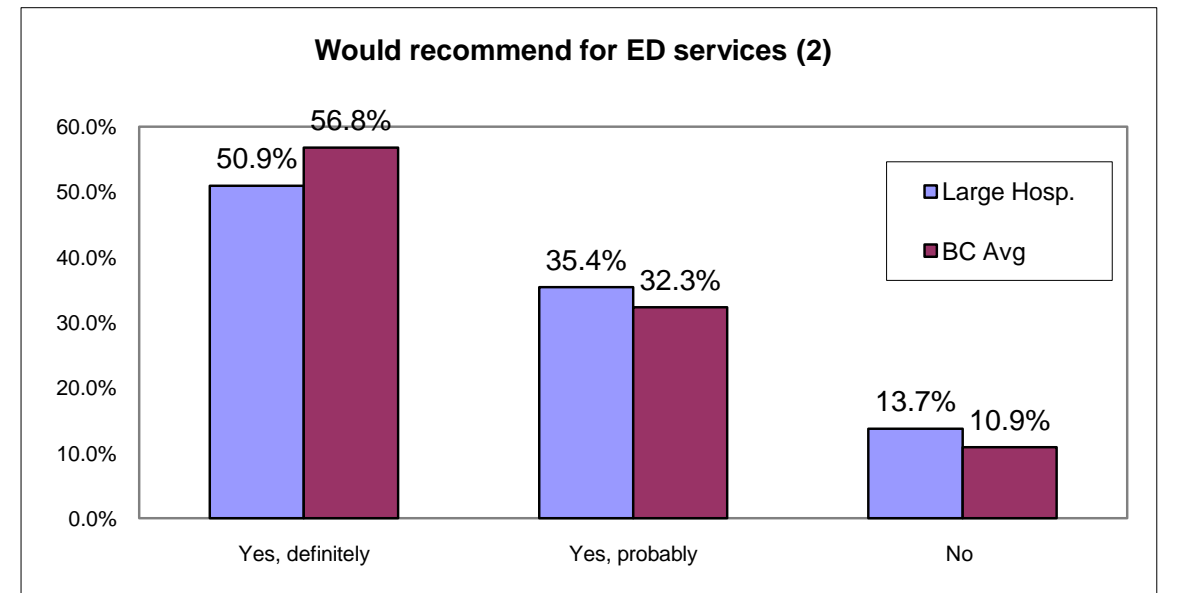
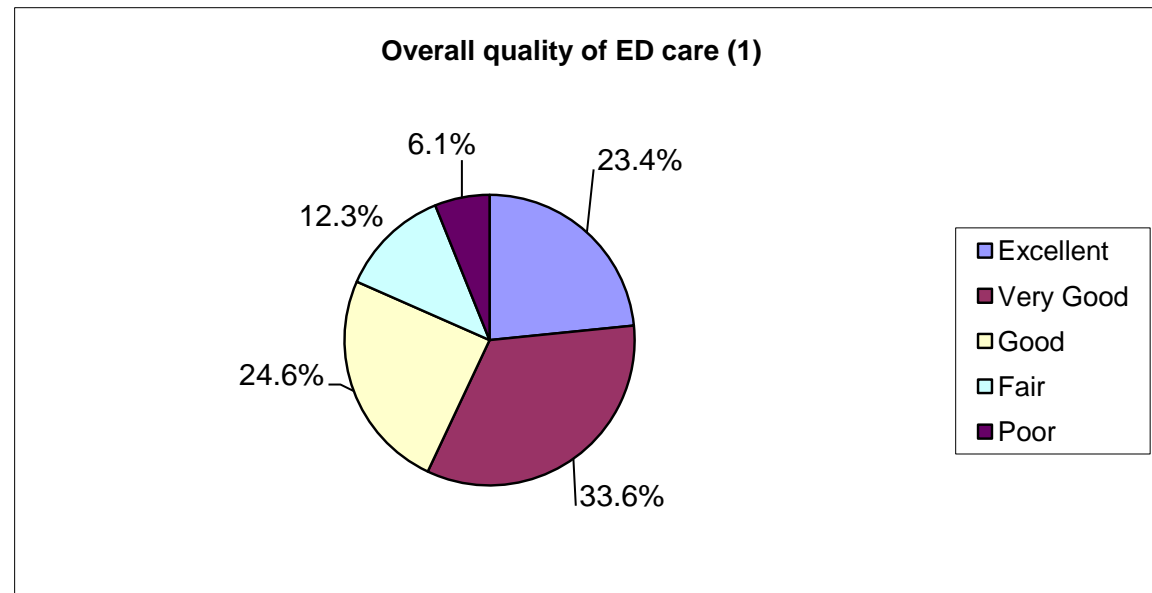




British Columbia - Provincial - Large Facilities Emergency Department Patient Experience Results

Survey of Emergency Department Care Patient Experience: May 1, 2007 to March 31, 2008 (n=3188, Response Rate=31.8%)

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	81.6% BC Large ED Avg 84.6% BC ED Avg				
Overall quality of ED care (1)		Courtesy of ED Drs	90.2%	Explained reason for ED wait	32.3%
Emotional Support	60.7%	Courtesy of ED Nurses	88.2%	Appt for treatment made before left ED	36.5%
Physical Comfort	62.5%	How well ED Drs/Nurses worked together	87.5%	ED Nurse discussed fears/anxieties	43.8%
Access and Coordination	61.4%	Courtesy of ED staff	86.9%	Did not wait too long to see ED dr.	44.7%
Respect for Patient Preferences	71.8%	Courtesy of the ED admit person	86.3%	ED explained danger signals to watch for	46.0%
Information and Education	58.6%	ED Dr did not talk as if patient wasn't there	85.4%	ED did all it could to control pain	51.1%
Continuity and Transition	60.1%	Explanation of what ED did	84.1%	Cleanliness of ED	51.8%
		Amount of pain medicine received in ED	82.8%	ED got messages to family/friends	52.1%
		ED Nurses did not talk as if patient wasn't there	82.6%	ED Dr discussed fears/anxieties	53.9%
		ED explained how to take new medications	82.1%	Did not wait too long for other ED Dr/specialist	54.4%



(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".