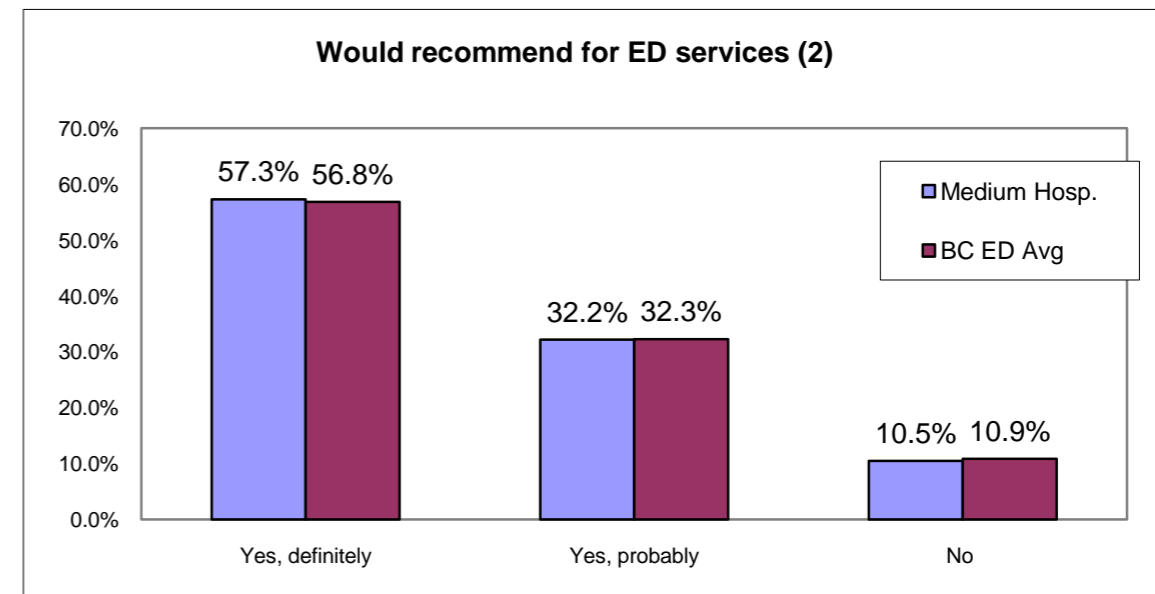
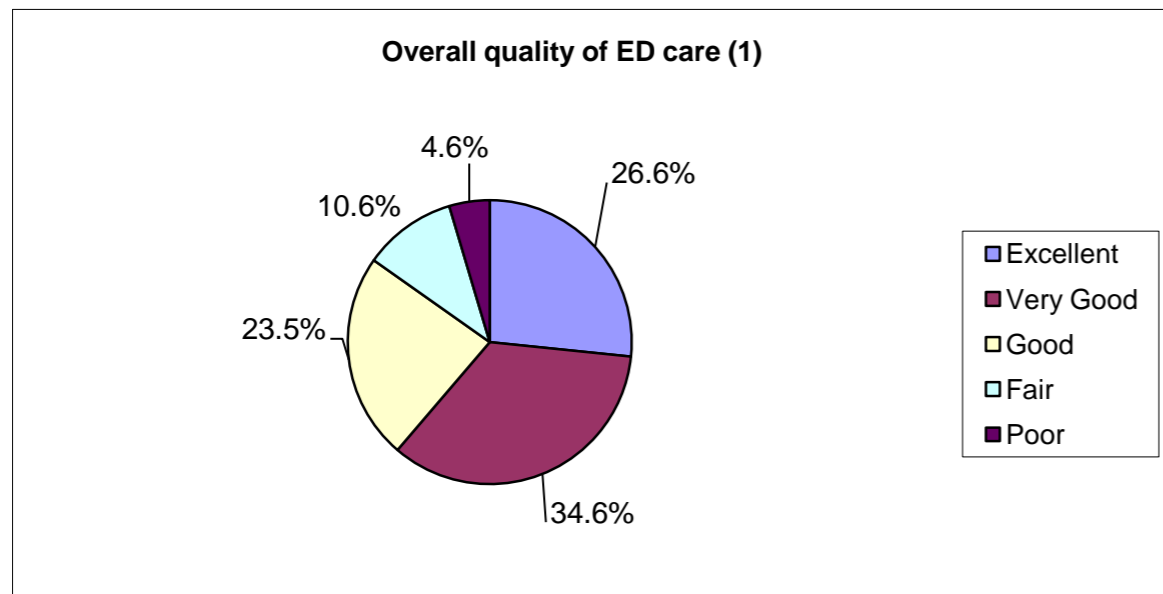




British Columbia - Provincial - Medium Facilities Emergency Department Patient Experience Results

Survey of Emergency Department Care Patient Experience: May 1, 2007 to March 31 2008 (n = 4153, Response Rate=31.3%)

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall quality of ED care (1)	84.7% BC Medium ED Avg 84.6% BC ED Avg	Courtesy of ED Drs	90.5%	Appt for treatment made before left ED	31.1%
Emotional Support	62.7%	Courtesy of the ED admit person	89.8%	Explained reason for ED wait	35.1%
Physical Comfort	65.5%	Courtesy of ED Nurses	88.6%	ED Nurse discussed fears/anxieties	43.4%
Information and Education	63.0%	ED Dr did not talk as if patient wasn't there	89.5%	ED explained danger signals to watch for	48.5%
Access and Coordination	69.8%	Courtesy of ED staff	88.9%	Did not wait too long to see ED dr.	54.5%
Respect for Patient Preferences	76.3%	How well ED Drs/Nurses worked together	88.9%	ED did all it could to control pain	55.1%
Continuity and Transition	63.1%	Explanation of what ED did	86.5%	ED Dr discussed fears/anxieties	55.8%
		ED Nurses did not talk as if patient wasn't there	85.5%	ED got messages to family/friends	57.2%
		Amount of pain medicine received in ED	84.9%	ED explained test results understandably	59.0%
		ED explained how to take new medications	83.2%	Cleanliness of ED	61.3%



(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".