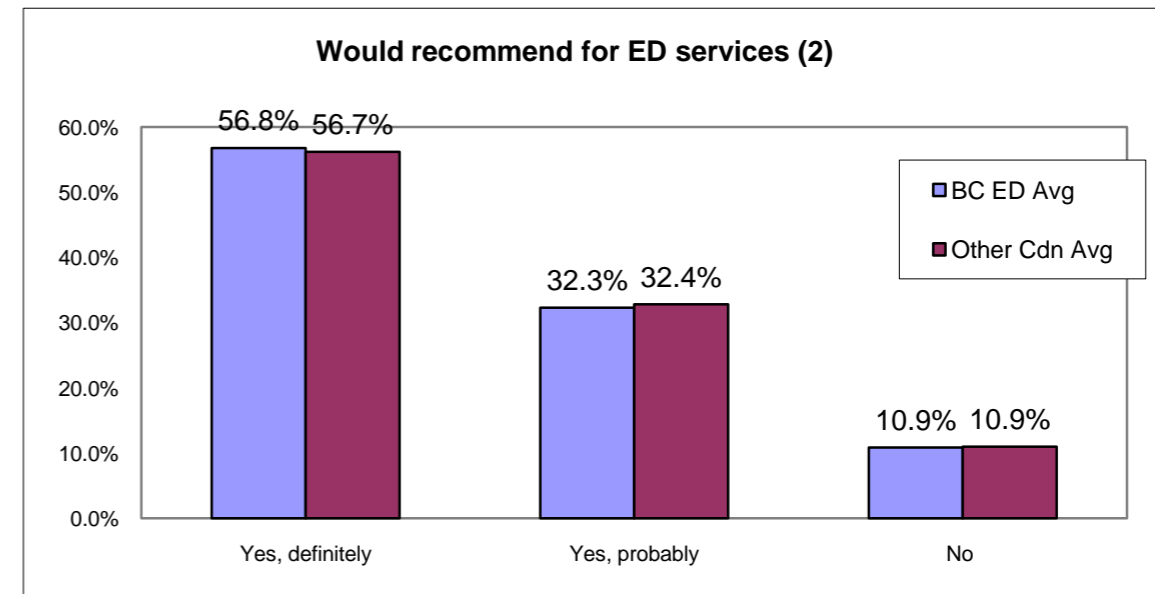
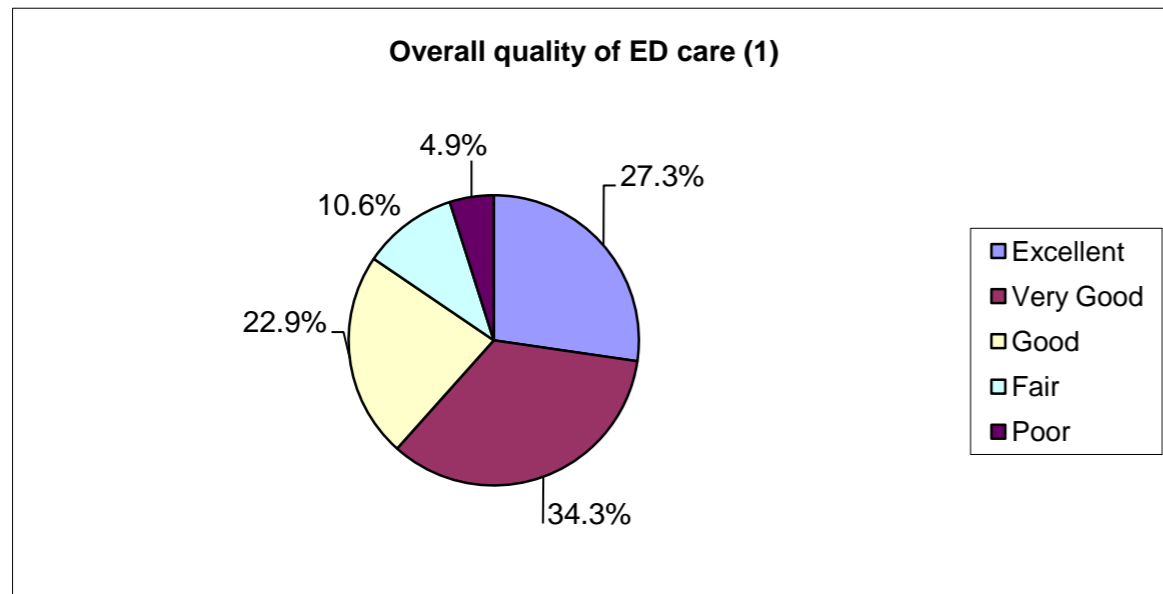




British Columbia - Emergency Department Patient Experience Emergency Department Patient Experience Results

Survey of Emergency Department Care Patient Experience: May 1, 2007 to March 31, 2008 (n=16313, Response Rate=31.2%)

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	84.6% BC ED Avg				
	84.2% Other Cdn ED Avg				
Overall quality of ED care (1)		Courtesy of ED Drs	91.0%	Appt for treatment made before left ED	35.1%
Emotional Support	63.5%	Courtesy of ED Nurses	89.6%	Explained reason for ED wait	36.5%
Physical Comfort	65.4%	How well ED Drs/Nurses worked together	89.2%	ED Nurse discussed fears/anxieties	45.9%
Access and Coordination	68.0%	Courtesy of the ED admit person	88.9%	ED explained danger signals to watch for	49.0%
Information and Education	62.4%	Courtesy of ED staff	88.8%	Did not wait too long to see ED dr.	52.9%
Respect for Patient Preferences	75.7%	ED Dr did not talk as if patient wasn't there	88.2%	ED did all it could to control pain	55.0%
Continuity and Transition	63.1%	Explanation of what ED did	86.3%	ED got messages to family/friends	56.3%
		ED Nurses did not talk as if patient wasn't there	85.1%	ED Dr discussed fears/anxieties	56.7%
		Amount of pain medicine received in ED	84.5%	ED explained test results understandably	58.2%
		ED explained how to take new medications	83.4%	Cleanliness of ED	60.6%



(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".