# British Columbia - Provincial - Small Facilities
## Survey of Emergency Department Experience: May 1, 2007 to March 31, 2008 (n = 5289, Response Rate=31.7%)

## Summary Results (% positive score)

<table>
<thead>
<tr>
<th>Category</th>
<th>Small ED Avg</th>
<th>BC ED Avg</th>
<th>BC Small ED Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall quality of ED care (1)</td>
<td>89.9%</td>
<td>84.6%</td>
<td>89.9%</td>
</tr>
<tr>
<td>Emotional Support</td>
<td>70.4%</td>
<td>92.7%</td>
<td>70.4%</td>
</tr>
<tr>
<td>Physical Comfort</td>
<td>70.8%</td>
<td>92.3%</td>
<td>70.8%</td>
</tr>
<tr>
<td>Information and Education</td>
<td>69.1%</td>
<td>92.0%</td>
<td>69.1%</td>
</tr>
<tr>
<td>Access and Coordination</td>
<td>77.9%</td>
<td>91.9%</td>
<td>77.9%</td>
</tr>
<tr>
<td>Respect for Patient Preferences</td>
<td>81.8%</td>
<td>91.9%</td>
<td>81.8%</td>
</tr>
<tr>
<td>Continuity and Transition</td>
<td>68.4%</td>
<td>90.5%</td>
<td>68.4%</td>
</tr>
</tbody>
</table>

## Strengths (Highest % positive scores)

- Courtesy of ED Drs: 93.6%
- Appt for treatment made before left ED: 93.6%
- Explained reason for ED wait: 92.7%
- ED Nurse discussed fears/anxieties: 92.3%
- How well ED Drs/Nurses worked together: 92.7%
- ED explained danger signals to watch for: 92.0%
- ED explained test results understandably: 91.9%
- ED did all it could to control pain: 91.9%
- ED Dr did not talk as if patient wasn't there: 91.9%
- ED Dr discussed fears/anxieties: 90.5%
- ED Nurses did not talk as if patient wasn't there: 89.3%
- Did not wait too long to see ED Dr: 86.2%
- Amount of pain medicine received in ED: 87.3%
- ED got messages to family/friends: 86.2%
- Length of time waited to see ED Dr: 86.2%
- ED explained reasons for tests understandably: 86.2%

## Opportunities for Improvement (Lowest % positive scores)

- Overall quality of ED care (1)
- Emotional Support
- Physical Comfort
- Information and Education
- Access and Coordination
- Respect for Patient Preferences
- Continuity and Transition

## Overall quality of ED care (1)

![Pie Chart](chart.png)

## Would recommend for ED services (2)

![Bar Chart](chart.png)

(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, definitely, Yes, probably, No
- **Percent Positive Score**: Yes, completely

Items highlighted in **RED** have the highest correlation with “Overall quality of ED care”.

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The data presented above highlights the overall quality of care received in Emergency Departments across British Columbia, with a particular emphasis on small facilities. Key areas of strengths and opportunities for improvement are outlined, providing insights into areas where service can be enhanced to improve patient satisfaction and care quality.