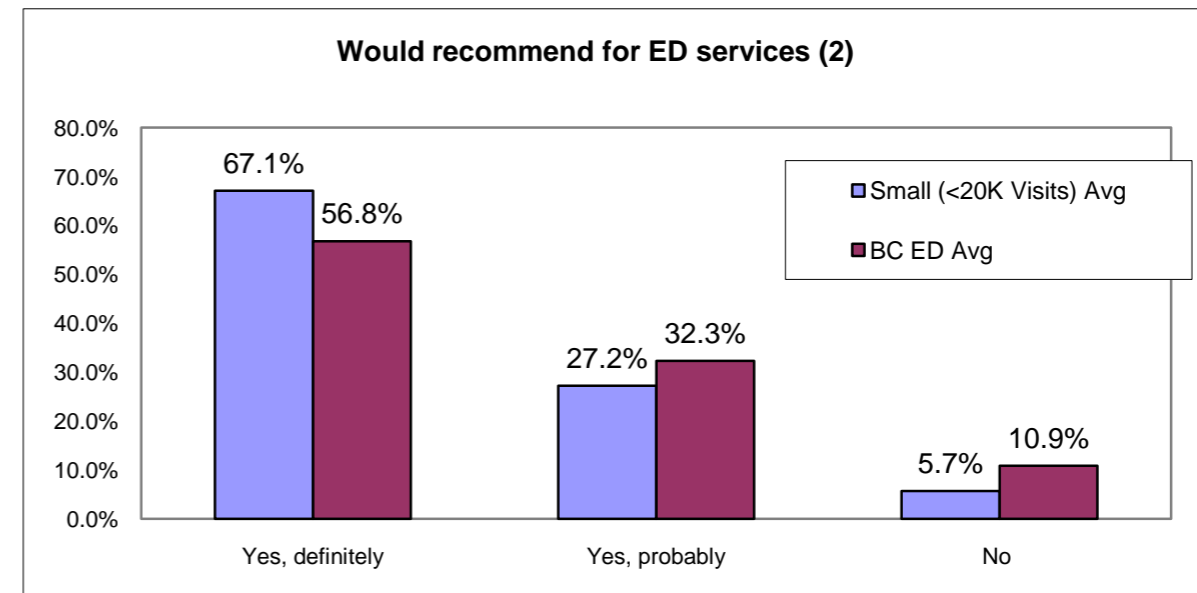
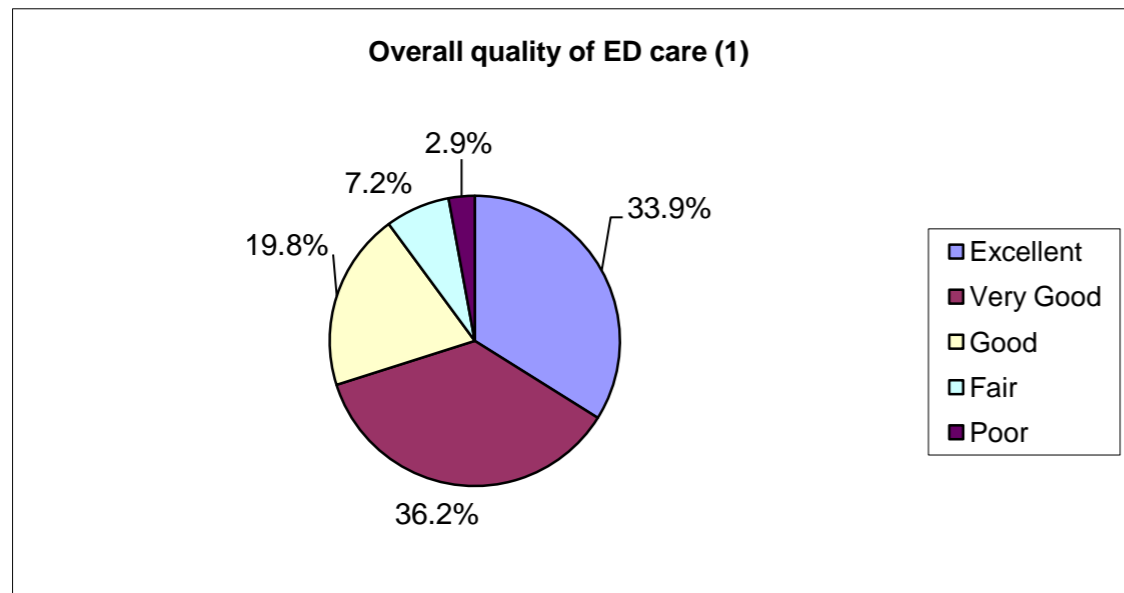




## British Columbia - Provincial - Small Facilities Emergency Department Patient Experience Results

Survey of Emergency Department Experience: May 1, 2007 to March 31, 2008 (n = 5289, Response Rate=31.7%)

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	89.9% BC Small ED Avg 84.6% BC ED Avg				
Overall quality of ED care (1)		Courtesy of ED Drs	93.6%	Appt for treatment made before left ED	37.2%
<b>Emotional Support</b>	70.4%	How well ED Drs/Nurses worked together	92.7%	Explained reason for ED wait	46.6%
<b>Physical Comfort</b>	70.8%	Courtesy of the ED admit person	92.3%	ED Nurse discussed fears/anxieties	53.2%
<b>Information and Education</b>	69.1%	Courtesy of ED staff	92.0%	ED explained danger signals to watch for	54.6%
Access and Coordination	77.9%	Courtesy of ED Nurses	91.9%	ED did all it could to control pain	62.3%
Respect for Patient Preferences	81.8%	ED Dr did not talk as if patient wasn't there	91.9%	ED explained test results understandably	62.8%
Continuity and Transition	68.4%	Explanation of what ED did	90.5%	ED Dr discussed fears/anxieties	64.4%
		ED Nurses did not talk as if patient wasn't there	89.3%	Did not wait too long to see ED dr.	65.7%
		Amount of pain medicine received in ED	87.3%	ED got messages to family/friends	66.8%
		Length of time waited to see ED Dr	86.2%	ED explained reasons for tests understandably	67.5%



**(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".