

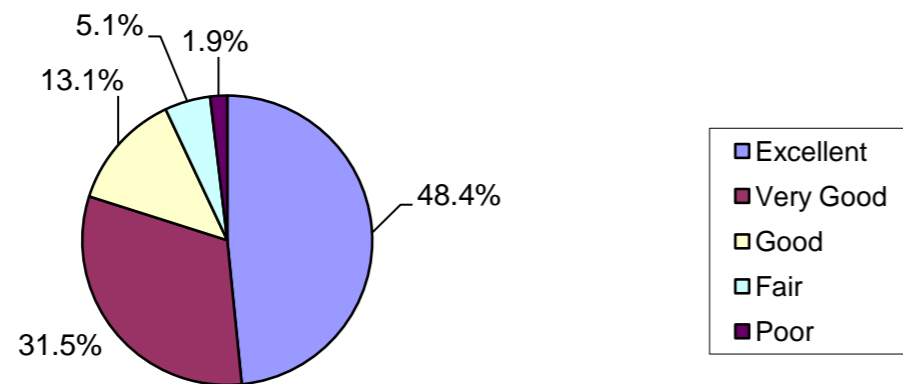


British Columbia - Provincial - Extra-Small Facilities Emergency Department Patient Experience Results

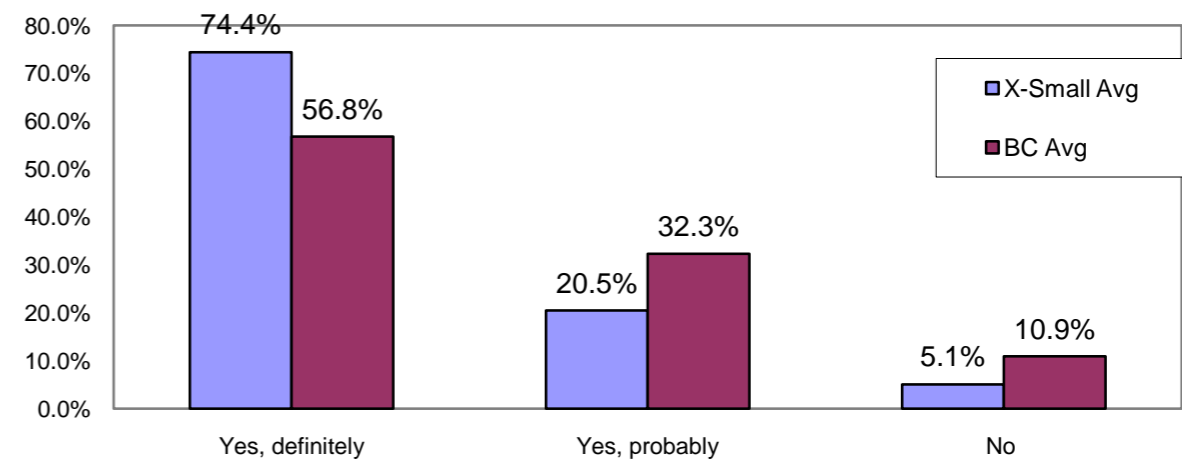
Survey of Emergency Department Experience: May 1, 2007 to March 31, 2008 (n = 3683, Response Rate=29.8%)

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	93.0% BC Extra-Small ED Avg 84.6 % BC ED Avg				
Overall quality of ED care (1)		Courtesy of ED staff	95.0%	Appt for treatment made before left ED	46.5%
Emotional Support	75.5%	Courtesy of ED Nurses	94.8%	ED explained danger signals to watch for	62.4%
Physical Comfort	76.7%	Courtesy of the ED admit person	94.6%	ED Nurse discussed fears/anxieties	65.4%
Information and Education	76.4%	How well ED Drs/Nurses worked together	94.4%	ED explained test results understandably	66.5%
Respect for Patient Preferences	86.5%	Courtesy of ED Drs	93.1%	ED Dr discussed fears/anxieties	69.1%
Access and Coordination	84.9%	Explanation of what ED did	92.8%	ED did all it could to control pain	69.7%
Continuity and Transition	74.5%	ED Dr did not talk as if patient wasn't there	92.3%	ED explained reasons for tests understandably	70.0%
		Rate availability of ED nurses	91.6%	Explained reason for ED wait	70.1%
		ED Dr did not talk as if patient wasn't there	91.6%	ED got messages to family/friends	74.6%
		Time waited to talk to ED Nurse	90.6%	Did not wait too long to see ED dr.	76.5%

Overall quality of ED care (1)



Would recommend for ED services (2)



(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".