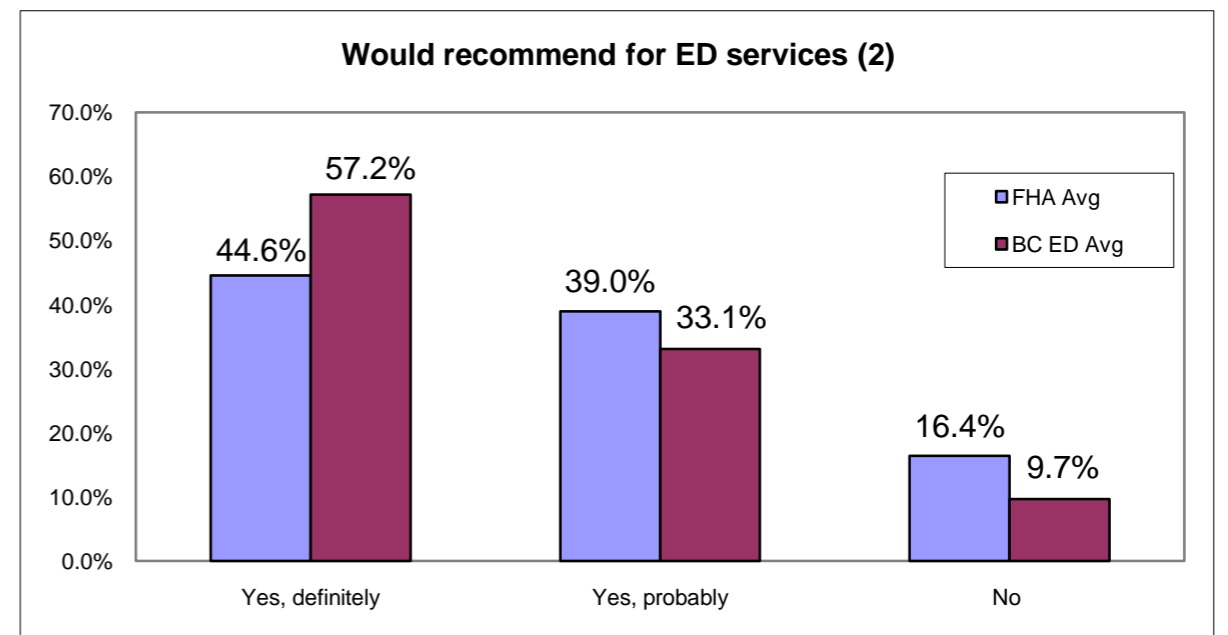
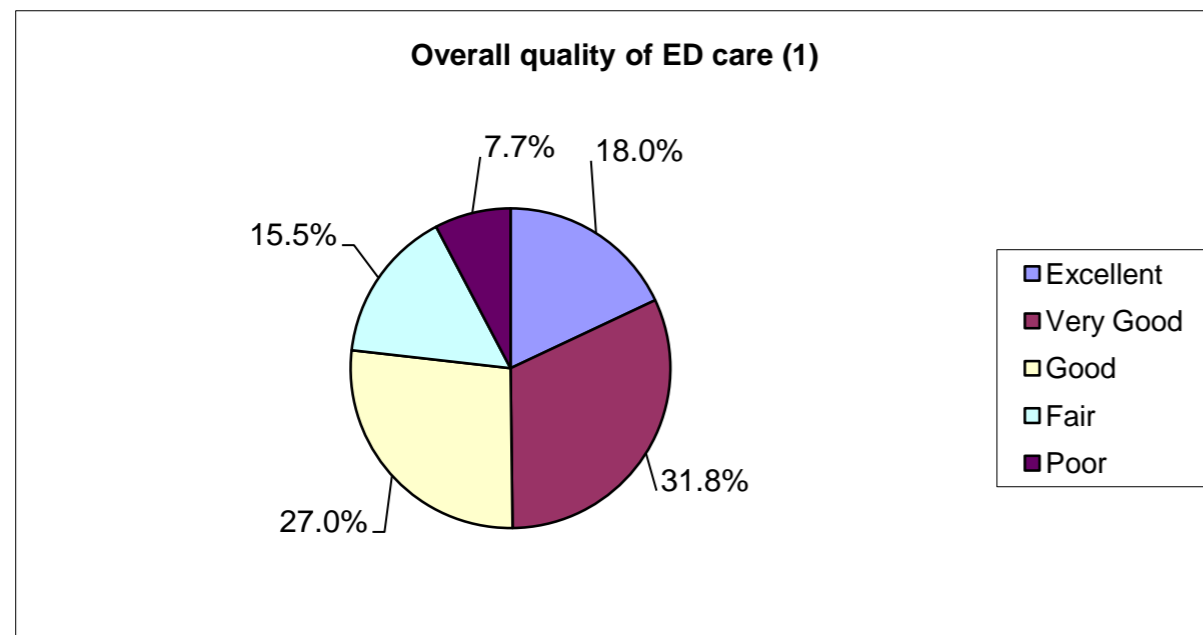


## British Columbia - Fraser Health Authority Emergency Department Patient Experience Results

Survey of Emergency Department Care Patient Experience: 2008/09 (n = 2289, Response Rate = 27.5%)

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall quality of ED care (1)	76.8% FHA ED Avg 85.0% BC ED Avg	Courtesy of ED Drs	87.8%	Explained reason for ED wait	27.1%
<b>Emotional Support (ED Can)</b>	<b>56.5%</b>	Courtesy of ED Nurses	86.2%	Appt for treatment made before left ED	33.0%
<b>Physical Comfort (ED Can)</b>	<b>56.7%</b>	Courtesy of the ED admit person	86.1%	Did not wait too long to see ED dr.	36.4%
<b>Respect for Patient Preferences (ED Can)</b>	<b>69.2%</b>	How well ED Drs/Nurses worked together	85.7%	ED Nurse discussed fears/anxieties	37.0%
Access and Coordination (ED Can)	57.5%	ED Dr did not talk as if patient wasn't there	84.6%	ED explained danger signals to watch for	43.1%
Information and Education (ED Can)	56.6%	Courtesy of ED staff	84.0%	ED got messages to family/friends	44.4%
Continuity and Transition (ED Can)	58.9%	Explanation of what ED did	82.6%	ED did all it could to control pain	44.6%
		ED explained how to take new medications	82.0%	Did not wait too long for other ED Dr/specialist	50.4%
		Amount of pain medicine received in ED	81.4%	ED Dr discussed fears/anxieties	50.7%
		ED Nurses did not talk as if patient wasn't there	81.0%	Rate amt of time spent in ED	51.2%



**(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".

*\*As of April 1, 2008, large and medium facilities have been surveyed continuously throughout the year while small and extra-small facilities are surveyed from January 1 to March 31; during 2007/08 all facilities were surveyed continuously.*