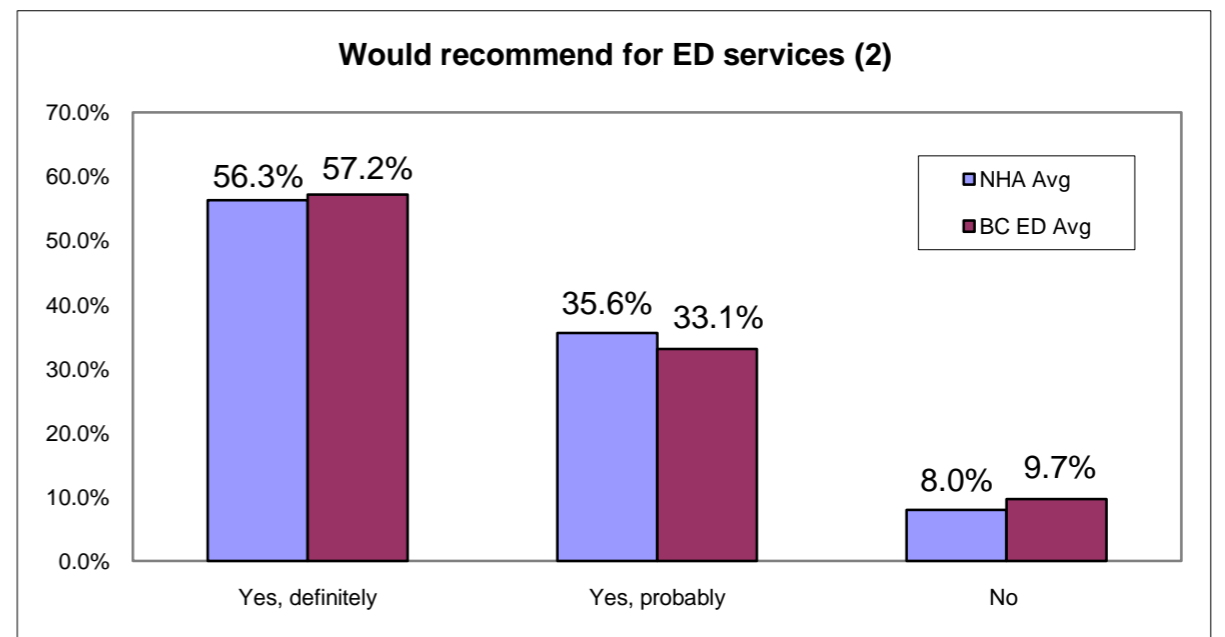
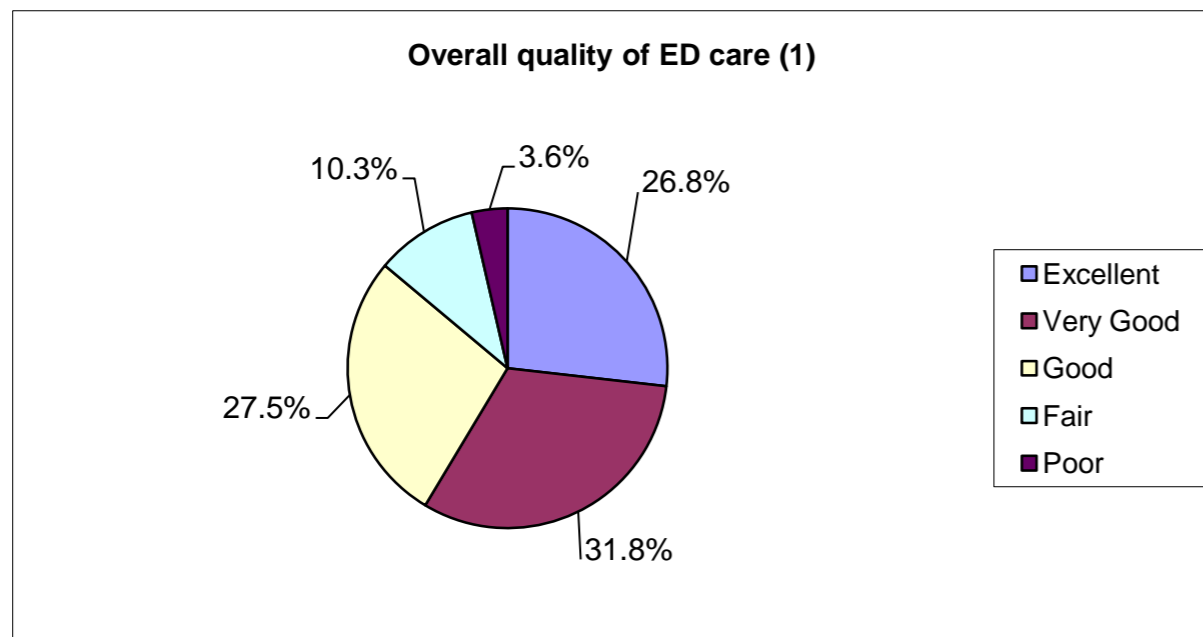




## British Columbia - Northern Health Authority Emergency Department Patient Experience Results

Survey of Emergency Department Care Patient Experience: 2008/09\* (n = 2440, Response Rate = 24.0%)

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall quality of ED care (1)	86.1% NHA ED Avg 85.0% BC ED Avg	Courtesy of ED Drs	89.9%	Appt for treatment made before left ED	33.1%
<b>Emotional Support (ED Can)</b>	<b>61.9%</b>	How well ED Drs/Nurses worked together	89.9%	Explained reason for ED wait	39.6%
<b>Information and Education (ED Can)</b>	<b>62.7%</b>	ED Dr did not talk as if patient wasn't there	88.4%	ED Nurse discussed fears/anxieties	45.4%
<b>Physical Comfort (ED Can)</b>	<b>66.3%</b>	Courtesy of the ED admit person	88.3%	ED explained danger signals to watch for	50.3%
Respect for Patient Preferences (ED Can)	77.4%	Courtesy of ED Nurses	88.2%	ED got messages to family/friends	53.0%
Access and Coordination (ED Can)	72.8%	Courtesy of ED staff	88.2%	ED Dr discussed fears/anxieties	55.2%
Continuity and Transition (ED Can)	64.5%	Explanation of what ED did	87.3%	ED did all it could to control pain	55.5%
		Amount of pain medicine received in ED	85.7%	Did not wait too long to see ED dr.	58.2%
		ED Nurses did not talk as if patient wasn't there	84.7%	ED explained test results understandably	59.1%
		Length of time waited to see ED Dr	81.4%	ED explained reasons for tests understandably	64.2%



**(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.*