Overall quality of ED care (1)

<table>
<thead>
<tr>
<th>Category</th>
<th>Score</th>
<th>VCHA ED Avg</th>
<th>BC ED Avg</th>
<th>Strengths</th>
<th>Opportunities for Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emotional Support (ED Can)</td>
<td>87.5%</td>
<td>85.0%</td>
<td>85.0%</td>
<td>93.1%</td>
<td>Expt for treatment made before left ED</td>
</tr>
<tr>
<td>Physical Comfort (ED Can)</td>
<td>84.5%</td>
<td>85.0%</td>
<td>85.0%</td>
<td>93.1%</td>
<td>ED Nurse discussed fears/anxieties</td>
</tr>
<tr>
<td>Access and Coordination (ED Can)</td>
<td>69.5%</td>
<td>68.0%</td>
<td>68.0%</td>
<td>90.3%</td>
<td>ED explained danger signals to watch for</td>
</tr>
<tr>
<td>Information and Education (ED Can)</td>
<td>66.3%</td>
<td>68.0%</td>
<td>68.0%</td>
<td>90.3%</td>
<td>ED got messages to family/friends</td>
</tr>
<tr>
<td>Respect for Patient Preferences (ED Can)</td>
<td>76.1%</td>
<td>75.0%</td>
<td>75.0%</td>
<td>90.3%</td>
<td>ED Dr did not talk as if patient wasn't there</td>
</tr>
<tr>
<td>Continuity and Transition (ED Can)</td>
<td>63.9%</td>
<td>65.0%</td>
<td>65.0%</td>
<td>90.3%</td>
<td>ED Dr discussed fears/anxieties</td>
</tr>
</tbody>
</table>

Strengths

- 93.1% of patients believed that the ED Drs/Nurses worked together.
- 90.3% of patients felt that the ED Dr discussed fears/anxieties.
- 88.6% of patients thought that ED staff explained what ED did.
- 84.6% of patients felt that ED Dr did not talk as if patient wasn't there.
- 84.6% of patients felt that ED Nurses did not talk as if patient wasn't there.
- 62.6% of patients felt that ED Dr discussed fears/anxieties.
- 62.6% of patients felt that ED explained test results understandably.
- 62.6% of patients felt that ED did all it could to control pain.
- 62.6% of patients felt that ED explained how to take new medications.

Opportunities for Improvement

- 36.2% of patients felt that the ED Drs/Nurses did not work together.
- 41.1% of patients felt that the ED Dr discussed fears/anxieties.
- 50.6% of patients felt that ED Nurse discussed fears/anxieties.
- 57.2% of patients felt that ED got messages to family/friends.
- 57.8% of patients thought that ED Dr did not wait too long to see ED Dr.

(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.*