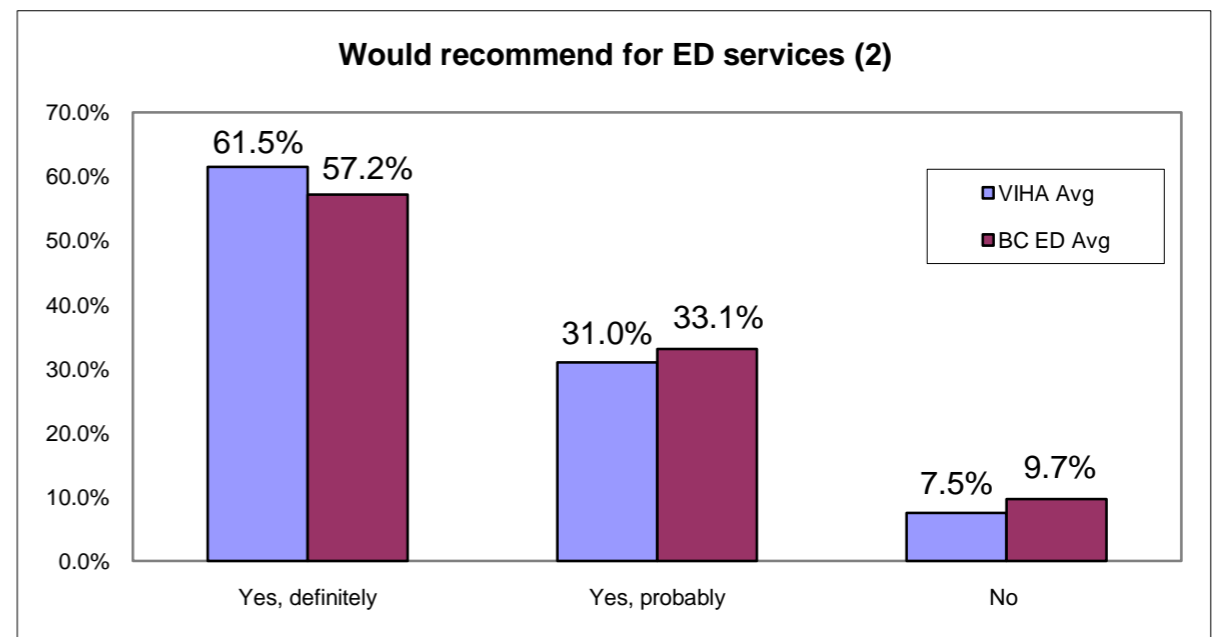
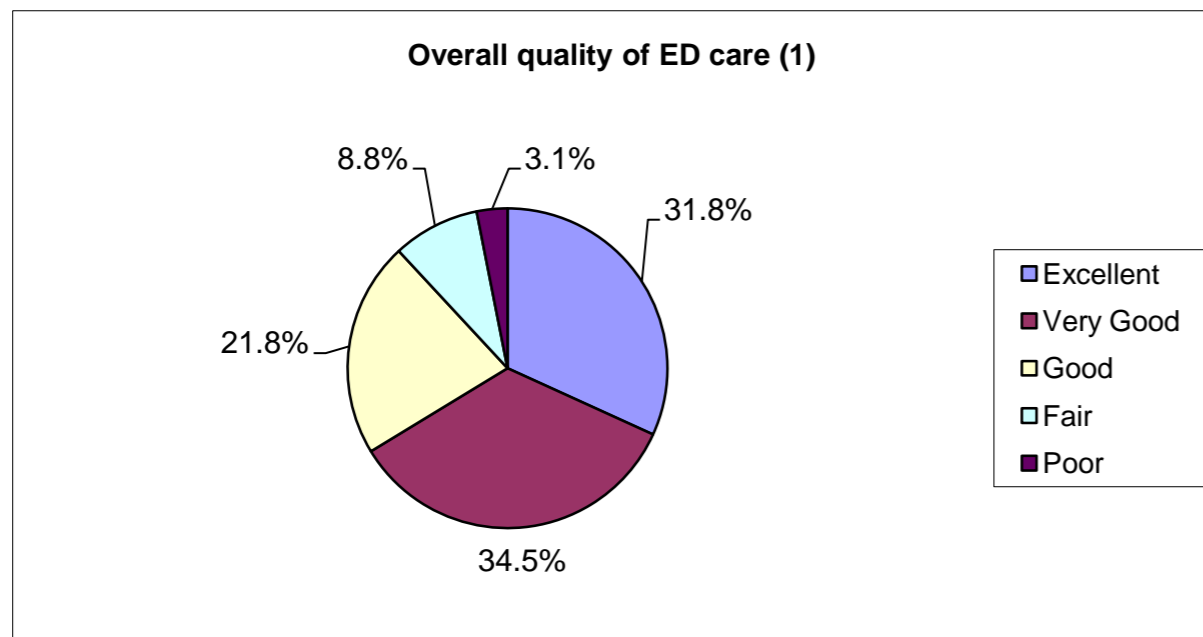




British Columbia - Vancouver Island Health Authority Emergency Department Patient Experience Results

Survey of Emergency Department Care Patient Experience: 2008/09* (n = 2970, Response Rate = 33.0%)

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall quality of ED care (1)	88.1% VIHA ED Avg 85.0% BC ED Avg	Courtesy of ED Drs	93.8%	Explained reason for ED wait	37.6%
Emotional Support (ED Can)	68.5%	How well ED Drs/Nurses worked together	92.8%	Appt for treatment made before left ED	38.4%
Physical Comfort (ED Can)	70.6%	Courtesy of ED Nurses	92.0%	ED explained danger signals to watch for	51.5%
Access and Coordination (ED Can)	71.0%	Courtesy of ED staff	91.5%	ED Nurse discussed fears/anxieties	52.3%
Information and Education (ED Can)	65.5%	ED Dr did not talk as if patient wasn't there	91.3%	Did not wait too long to see ED Dr.	57.9%
Respect for Patient Preferences (ED Can)	78.8%	Courtesy of the ED admit person	89.2%	ED did all it could to control pain	60.3%
Continuity and Transition (ED Can)	65.7%	Explanation of what ED did	88.8%	ED Dr discussed fears/anxieties	60.8%
		Amount of pain medicine received in ED	88.7%	Cleanliness of ED	62.0%
		ED Nurses did not talk as if patient wasn't there	87.4%	ED explained test results understandably	62.0%
		ED explained how to take new medications	85.6%	Did not wait too long for other ED Dr/specialist	63.7%



(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.*