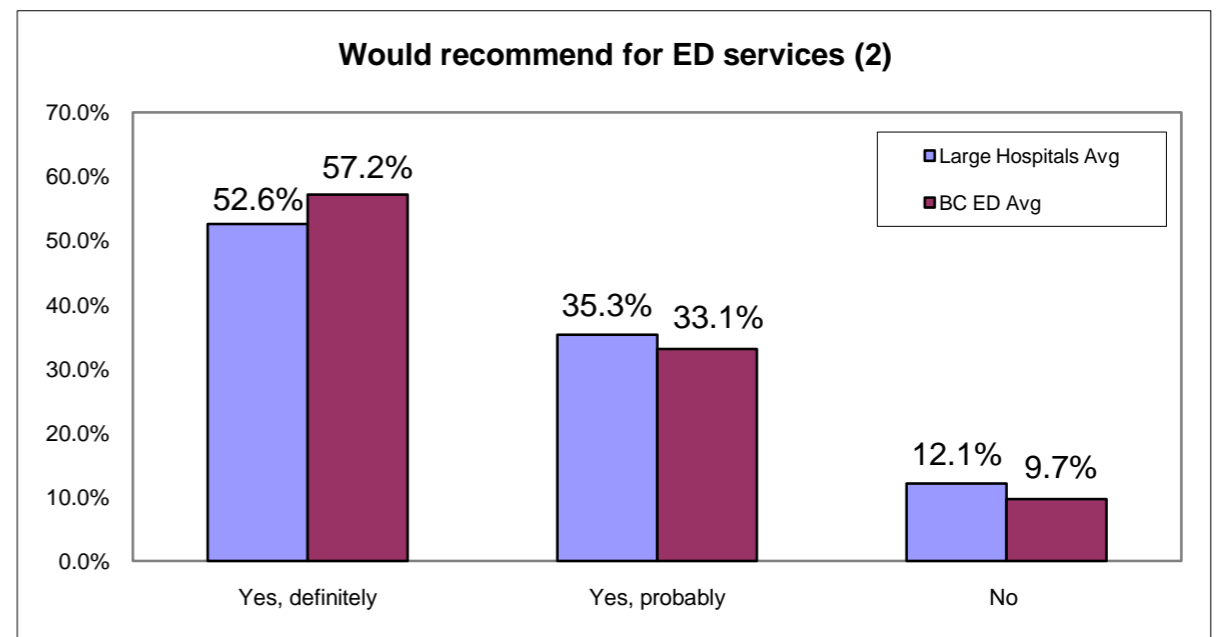
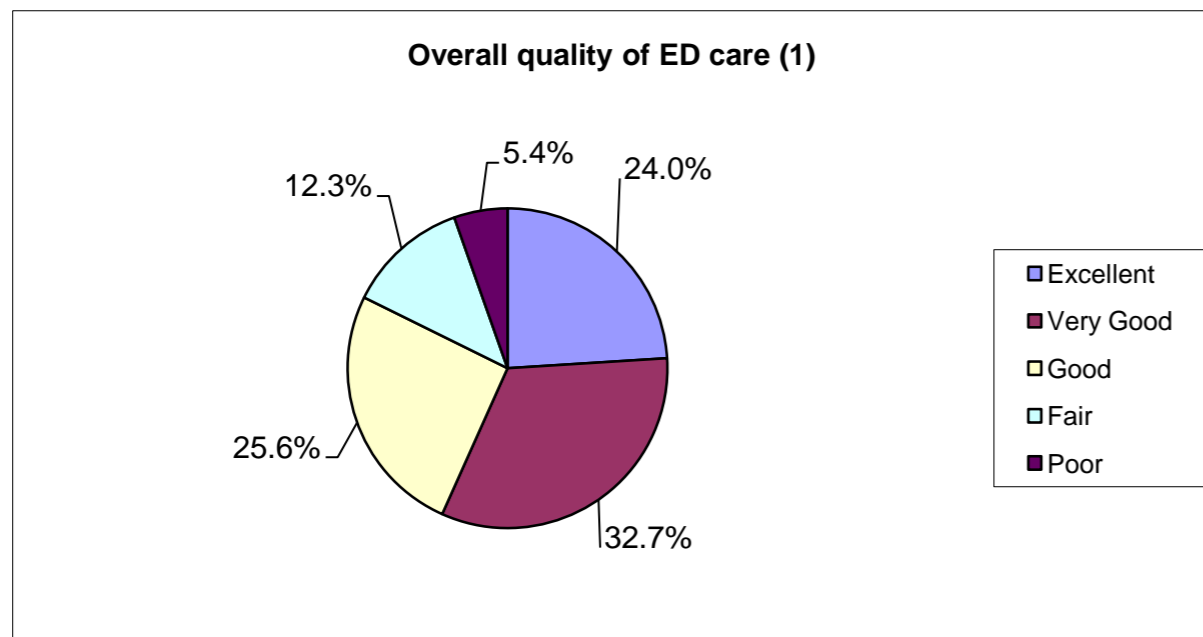




British Columbia - Provincial - Large Facilities Emergency Department Patient Experience Results

Survey of Emergency Department Care Patient Experience: 2008/09* (n = 4751, Response Rate = 30.8%)

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall quality of ED care (1)	82.2% BC Large ED Avg 85.0% BC ED Avg	Courtesy of ED Drs	91.2%	Explained reason for ED wait	31.0%
Emotional Support (ED Can)	60.8%	Courtesy of ED Nurses	88.9%	Appt for treatment made before left ED	36.8%
Physical Comfort (ED Can)	63.2%	How well ED Drs/Nurses worked together	88.9%	ED Nurse discussed fears/anxieties	42.6%
Access and Coordination (ED Can)	62.4%	Courtesy of ED staff	87.7%	Did not wait too long to see ED dr.	45.7%
Respect for Patient Preferences (ED Can)	72.3%	Courtesy of the ED admit person	87.6%	ED explained danger signals to watch for	47.5%
Information and Education (ED Can)	59.3%	ED Dr did not talk as if patient wasn't there	85.4%	ED did all it could to control pain	51.7%
Continuity and Transition (ED Can)	61.5%	Explanation of what ED did	85.1%	ED got messages to family/friends	54.1%
		Amount of pain medicine received in ED	84.6%	Cleanliness of ED	54.8%
		ED explained how to take new medications	83.2%	ED Dr discussed fears/anxieties	55.1%
		ED Nurses did not talk as if patient wasn't there	82.2%	Did not wait too long for other ED Dr/specialist	55.4%



(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.*