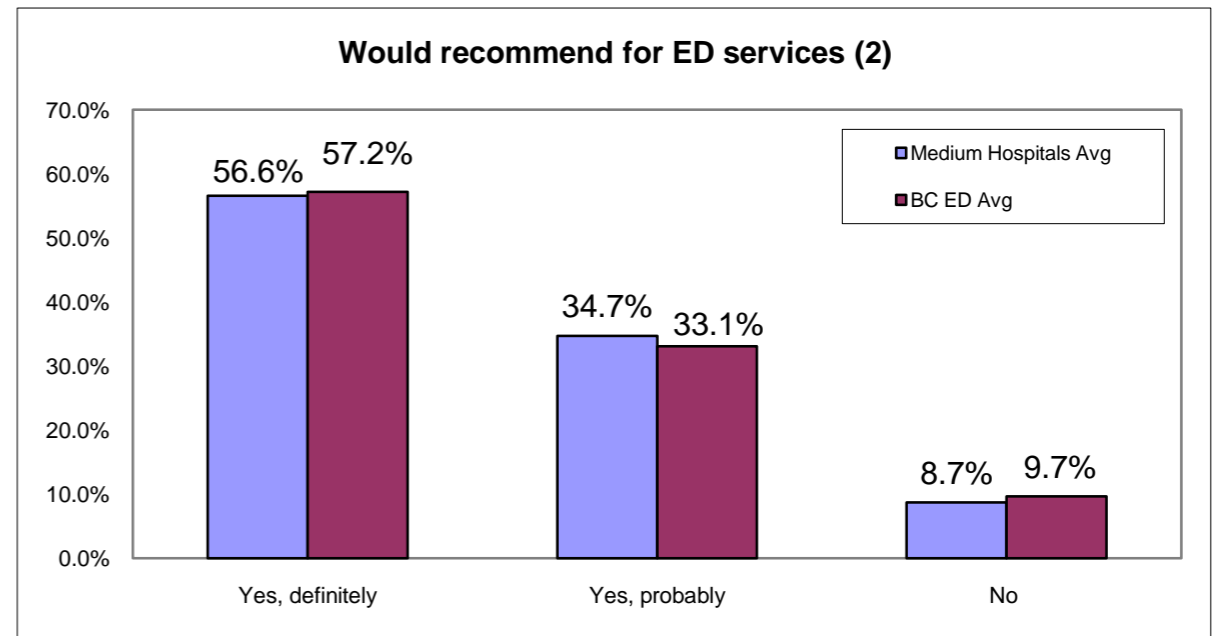
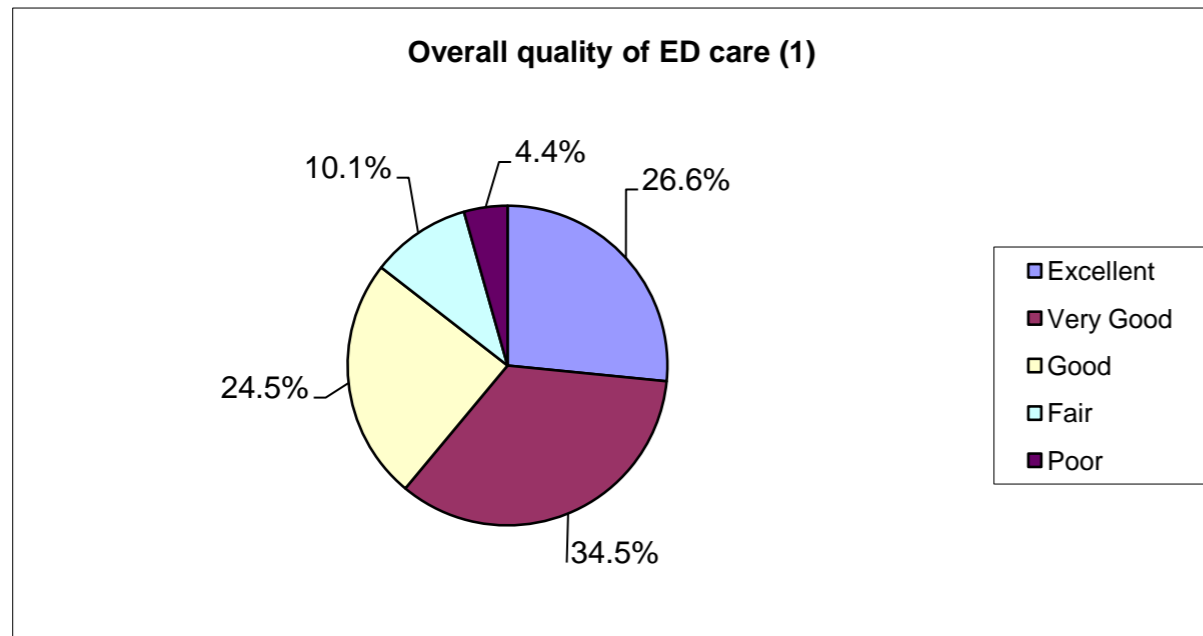




British Columbia - Provincial - Medium Facilities Emergency Department Patient Experience Results

Survey of Emergency Department Care Patient Experience: 2008/09* (n = 3511, Response Rate = 28.4%)

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	85.5% BC Medium ED Avg 85.0% BC ED Avg				
Overall quality of ED care (1)		Courtesy of ED Drs	90.9%	Explained reason for ED wait	33.9%
Emotional Support (ED Can)	64.6%	ED Dr did not talk as if patient wasn't there	90.2%	Appt for treatment made before left ED	35.4%
Physical Comfort (ED Can)	66.8%	Courtesy of the ED admit person	90.0%	ED Nurse discussed fears/anxieties	47.7%
Information and Education (ED Can)	63.0%	How well ED Drs/Nurses worked together	89.9%	ED explained danger signals to watch for	48.8%
Access and Coordination (ED Can)	69.8%	Courtesy of ED Nurses	89.4%	Did not wait too long to see ED Dr.	54.1%
Respect for Patient Preferences (ED Can)	76.6%	Courtesy of ED staff	89.1%	ED did all it could to control pain	56.8%
Continuity and Transition (ED Can)	63.2%	Explanation of what ED did	87.9%	ED Dr discussed fears/anxieties	57.4%
		ED Nurses did not talk as if patient wasn't there	86.3%	ED got messages to family/friends	57.5%
		Amount of pain medicine received in ED	85.4%	ED explained test results understandably	57.6%
		ED explained how to take new medications	82.5%	Had enough say about ED care	61.1%



(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.*