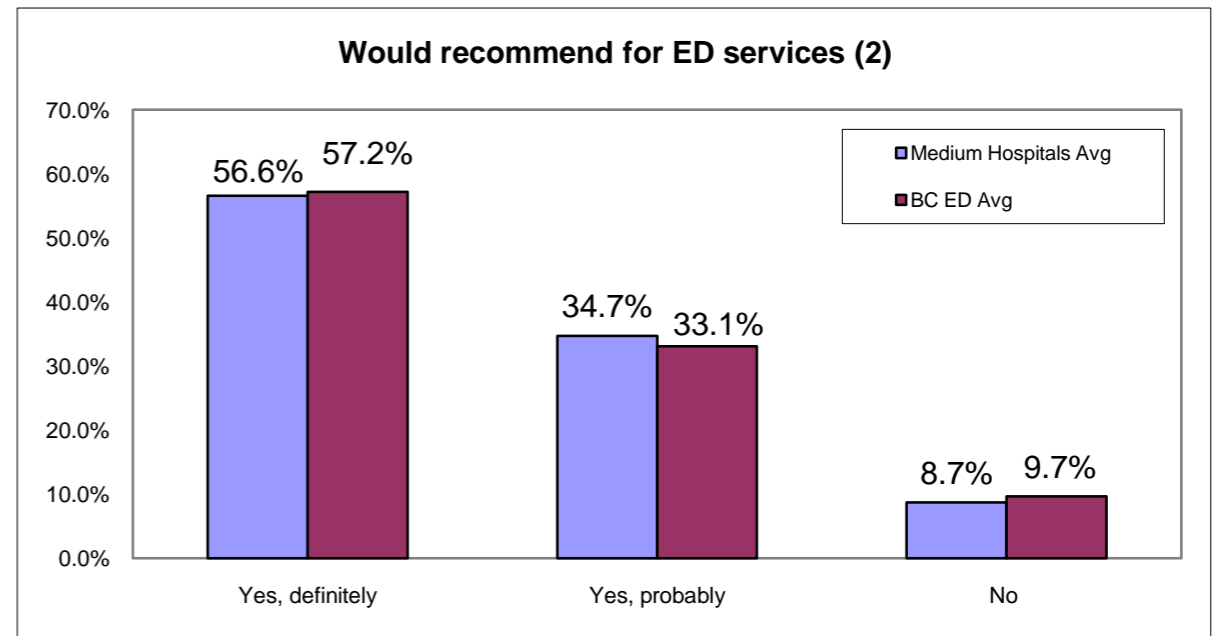
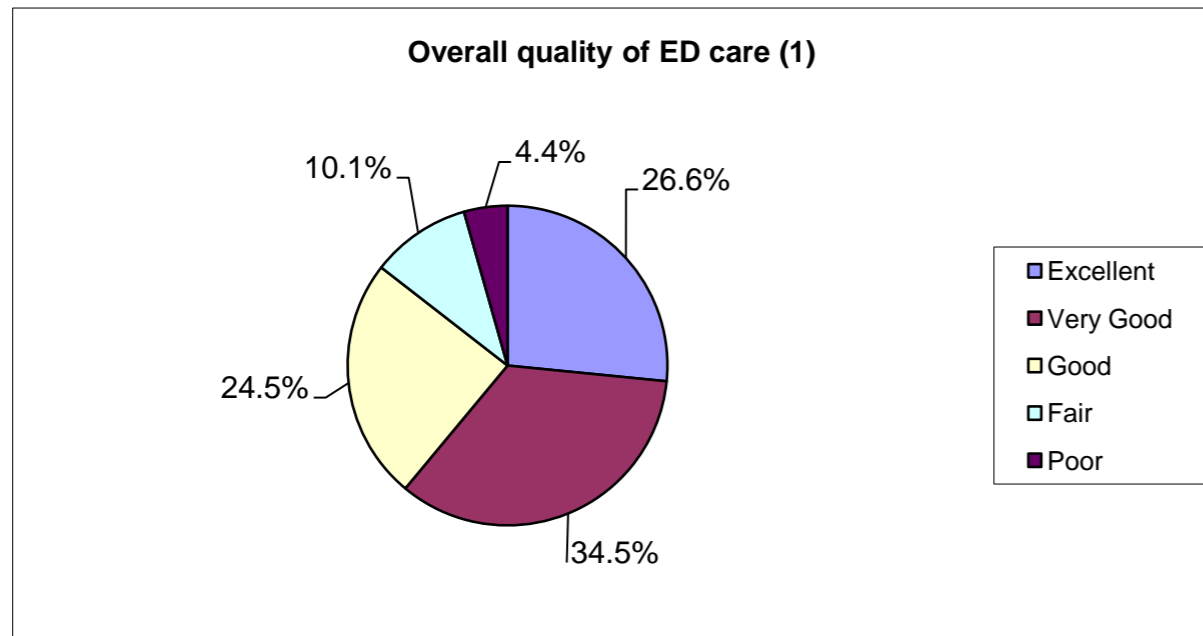




British Columbia - Provincial - Medium Facilities Emergency Department Patient Experience Results

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.*