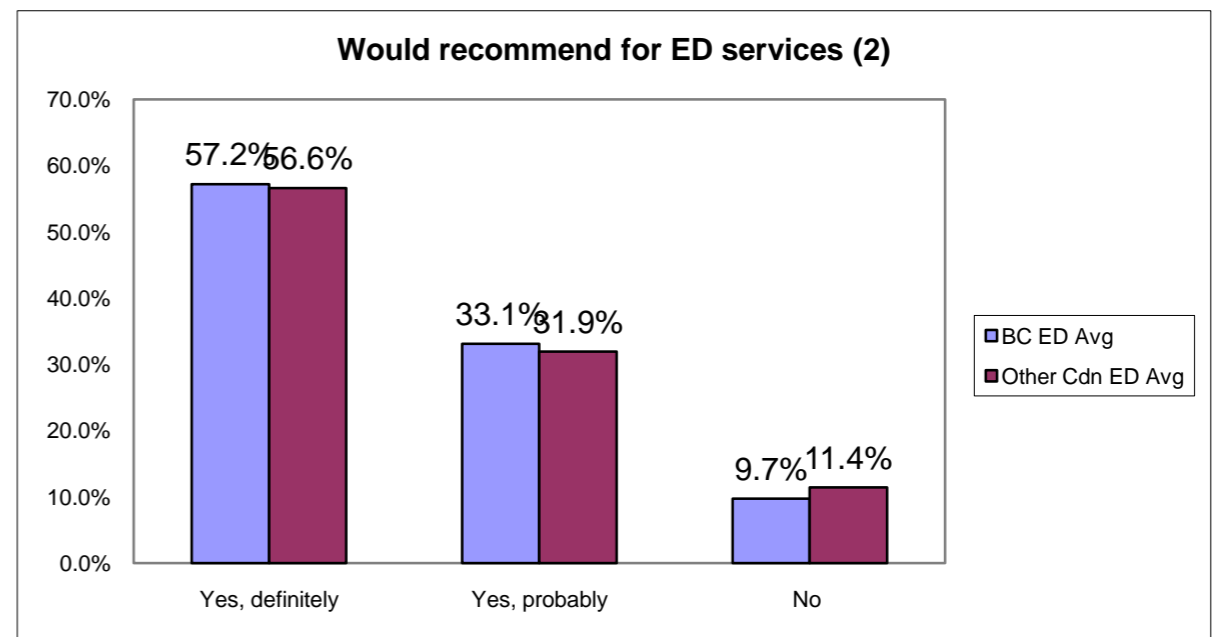
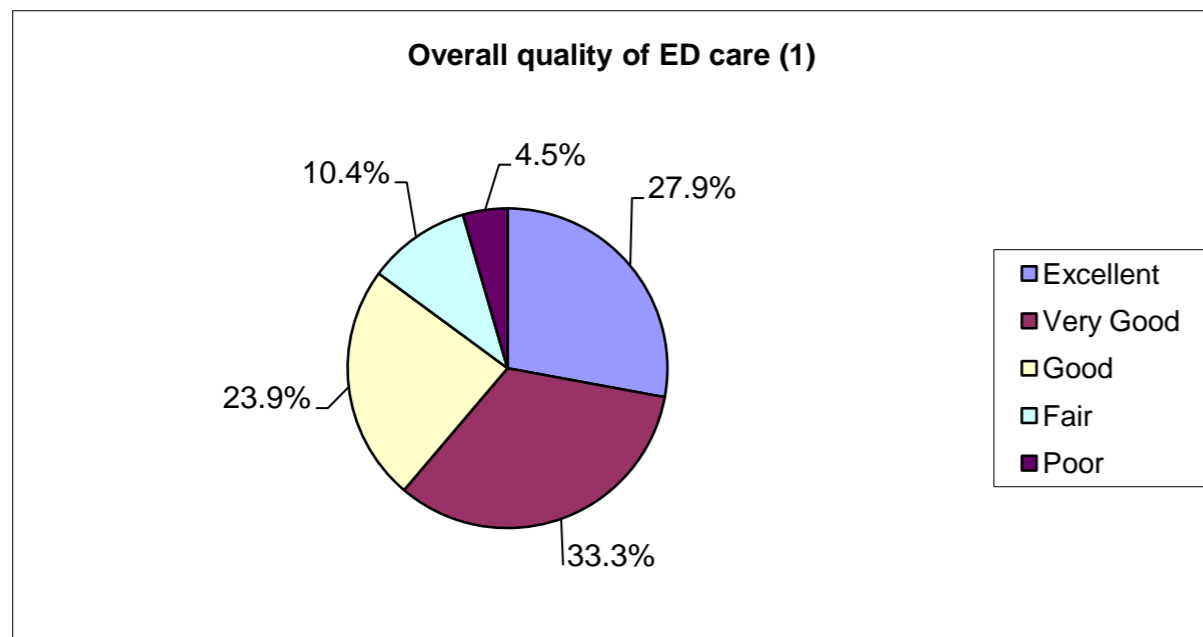




British Columbia - Provincial - Overall Report Emergency Department Patient Experience Results

Survey of Emergency Department Care Patient Experience: 2008/09* (n = 15401, Response Rate = 29.5%)

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall quality of ED care (1)	85.0% BC ED Avg 83.9% Other Cdn ED Avg	Courtesy of ED Drs	91.6%	Explained reason for ED wait	34.6%
Emotional Support (ED Can)	63.7%	How well ED Drs/Nurses worked together	90.2%	Appt for treatment made before left ED	37.1%
Physical Comfort (ED Can)	66.2%	Courtesy of ED Nurses	89.9%	ED Nurse discussed fears/anxieties	46.5%
Access and Coordination (ED Can)	68.0%	Courtesy of ED staff	89.2%	ED explained danger signals to watch for	49.6%
Information and Education (ED Can)	62.5%	Courtesy of the ED admit person	89.1%	Did not wait too long to see ED dr.	53.0%
Respect for Patient Preferences (ED Can)	75.8%	ED Dr did not talk as if patient wasn't there	87.9%	ED did all it could to control pain	55.7%
Continuity and Transition (ED Can)	63.7%	Explanation of what ED did	87.2%	ED got messages to family/friends	56.9%
		Amount of pain medicine received in ED	85.7%	ED Dr discussed fears/anxieties	57.1%
		ED Nurses did not talk as if patient wasn't there	85.0%	ED explained test results understandably	58.5%
		ED explained how to take new medications	83.6%	Did not wait too long for other ED Dr/specialist	60.8%



(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.*