### Summary Results (% positive score)

<table>
<thead>
<tr>
<th>Overall quality of ED care (1)</th>
<th>85.0% BC ED Avg</th>
<th>83.9% Other Cdn ED Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emotional Support (ED Can)</td>
<td>93.7%</td>
<td></td>
</tr>
<tr>
<td>Physical Comfort (ED Can)</td>
<td>66.2%</td>
<td></td>
</tr>
<tr>
<td>Access and Coordination (ED Can)</td>
<td>68.0%</td>
<td></td>
</tr>
<tr>
<td>Information and Education (ED Can)</td>
<td>62.5%</td>
<td></td>
</tr>
<tr>
<td>Respect for Patient Preferences (ED Can)</td>
<td>75.8%</td>
<td></td>
</tr>
<tr>
<td>Continuity and Transition (ED Can)</td>
<td>63.7%</td>
<td></td>
</tr>
</tbody>
</table>

### Strengths (Highest % positive scores)

- Courtesy of ED Drs
  - Explanied reason for ED wait: 91.6%
  - Appt for treatment made before left ED: 90.2%
- Courtesy of ED Nurses
  - ED Nurse discussed fears/ anxieties: 89.9%
  - ED explained danger signals to watch for: 89.2%
- Courtesy of ED staff
  - Did not wait too long to see ED dr.: 89.1%
  - ED did all it could to control pain: 87.9%
- ED explain how to take new medications: 87.2%
- ED explained test results understandably: 57.1%
- Did not wait too long for other ED dr/specialist: 57.9%

### Opportunities for Improvement (Lowest % positive scores)

- ED Dr did not talk as if patient wasn't there: 55.7%
- ED guard discussed fears/ anxieties: 56.9%
- ED explained test results understandably: 58.5%
- Did not wait too long for other ED Dr/specialist: 60.8%

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**Overall quality of ED care (1)**

- **Excellent**: 57.2%
- **Very Good**: 66.6%
- **Good**: 33.1%
- **Fair**: 9.7%
- **Poor**: 11.4%

**Would recommend for ED services (2)**

- **Yes, definitely**: 57.2%
- **Yes, probably**: 33.1%
- **No**: 9.7%

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(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.*