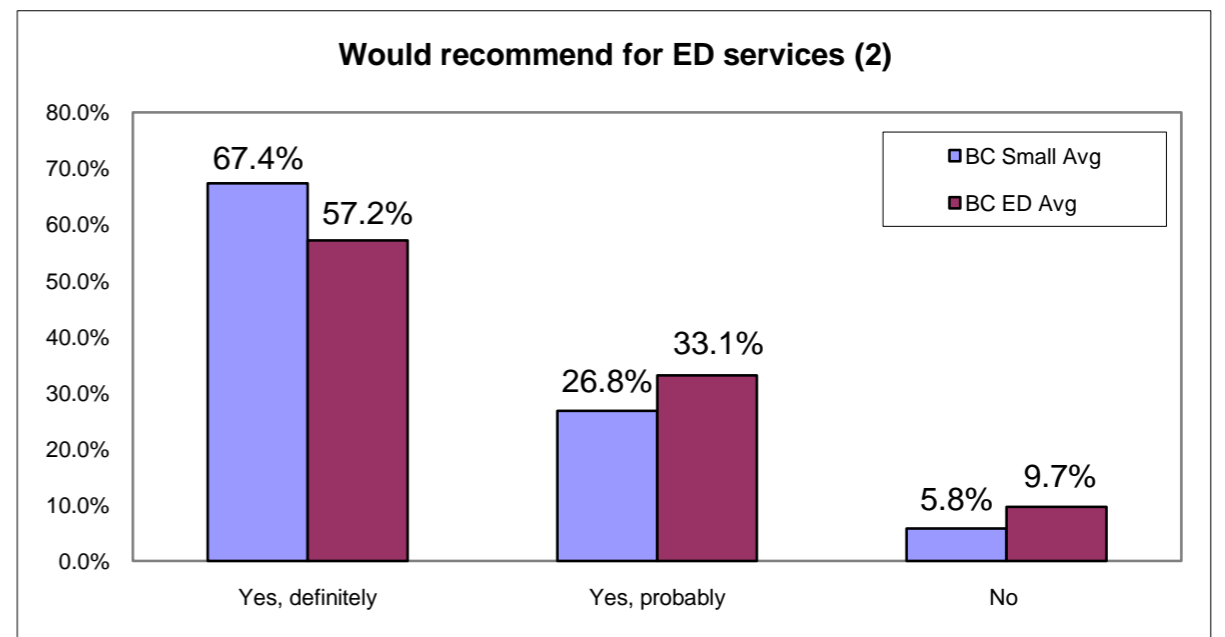
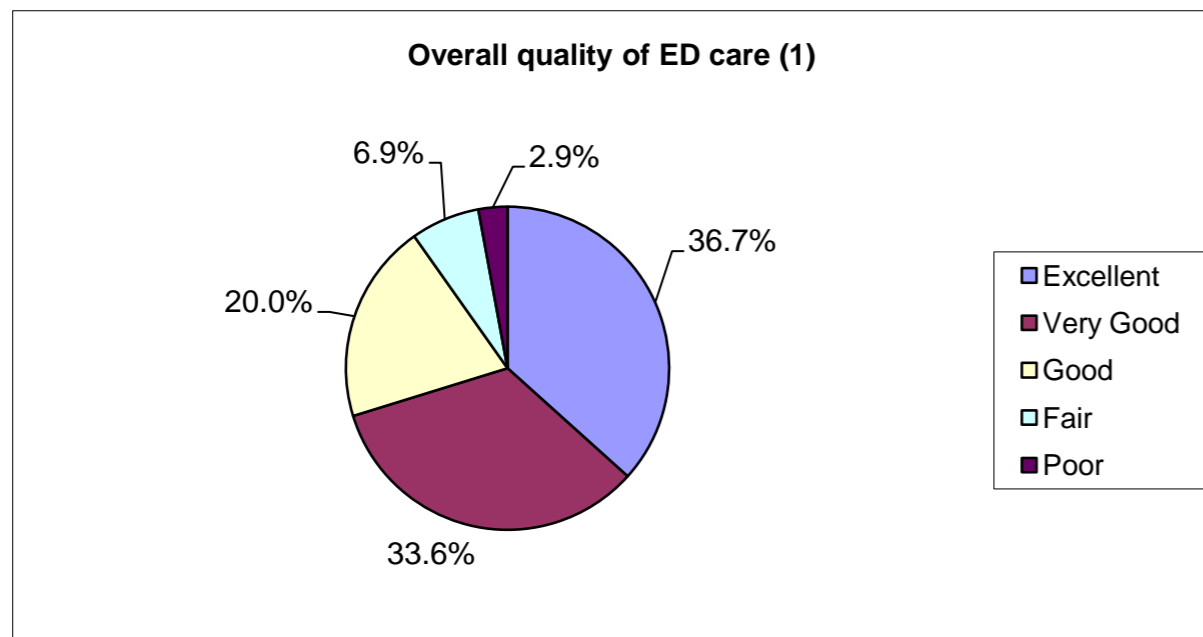




British Columbia - Provincial - Small Facilities Emergency Department Patient Experience Results

Survey of Emergency Department Care Patient Experience: 2008/09* (n = 4852, Response Rate = 29.3%)

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	90.2% BC Small ED Avg 85.0% BC ED Avg				
Overall quality of ED care (1)		How well ED Drs/Nurses worked together	93.5%	Appt for treatment made before left ED	38.5%
Emotional Support (ED Can)	69.2%	Courtesy of ED Drs	93.4%	Explained reason for ED wait	45.0%
Physical Comfort (ED Can)	71.8%	Courtesy of ED staff	92.5%	ED Nurse discussed fears/anxieties	53.6%
Information and Education (ED Can)	69.3%	Courtesy of ED Nurses	92.4%	ED explained danger signals to watch for	54.5%
Respect for Patient Preferences (ED Can)	82.0%	Courtesy of the ED admit person	90.8%	ED Dr discussed fears/anxieties	61.3%
Access and Coordination (ED Can)	78.7%	ED Dr did not talk as if patient wasn't there	90.7%	ED did all it could to control pain	63.2%
Continuity and Transition (ED Can)	68.3%	Explanation of what ED did	90.4%	ED explained test results understandably	64.1%
		ED Nurses did not talk as if patient wasn't there	89.3%	ED got messages to family/friends	64.3%
		Amount of pain medicine received in ED	88.6%	Did not wait too long to see ED Dr.	68.0%
		Rate availability of ED nurses	86.5%	ED explained reasons for tests understandably	68.6%



(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.*