## Summary Results

<table>
<thead>
<tr>
<th>Overall quality of ED care (1)</th>
<th></th>
<th>Opportunities for Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>BC ED Avg</td>
<td>13.8%</td>
<td>Nos. BC ED Avg</td>
</tr>
<tr>
<td>BC Extra-small ED Avg</td>
<td>4.2%</td>
<td>Aspt for treatment made before left ED 51.1%</td>
</tr>
<tr>
<td>Courtesy of ED staff</td>
<td>1.5%</td>
<td>ED explained danger signals to watch for 61.4%</td>
</tr>
<tr>
<td></td>
<td>50.6%</td>
<td>ED Nurse discussed fears/anxieties 65.8%</td>
</tr>
<tr>
<td></td>
<td>30.0%</td>
<td>ED explained test results understandably 66.8%</td>
</tr>
<tr>
<td></td>
<td>13.8%</td>
<td>ED Dr explained fears/anxieties 68.1%</td>
</tr>
<tr>
<td></td>
<td>9.7%</td>
<td>ED Dr discussed fears/anxieties 68.1%</td>
</tr>
<tr>
<td></td>
<td>3.4%</td>
<td>ED did all it could to control pain 70.9%</td>
</tr>
<tr>
<td></td>
<td>91.5%</td>
<td>Did not wait too long for other ED Dr/specialist 76.1%</td>
</tr>
</tbody>
</table>

**Strengths**

- BC Extra-small ED Avg: 85.0%
- BC ED Avg: 85.0%
- Extr. small ED Avg: 94.3%

**Opportunities for Improvement**

- BC ED Avg: 51.1%
- Extr. small ED Avg: 61.4%
- BC ED Avg: 65.8%
- BC ED Avg: 66.8%
- Extr. small ED Avg: 68.1%
- Extr. small ED Avg: 70.9%
- Extr. small ED Avg: 76.1%

**Strengths**

- Courtesy of ED staff: 95.7%
- Appt for treatment made before left ED: 95.7%
- ED explained danger signals to watch for: 95.2%
- ED Nurse discussed fears/anxieties: 95.2%
- ED explained test results understandably: 94.9%
- ED Dr explained fears/anxieties: 94.8%
- ED Dr discussed fears/anxieties: 93.5%
- ED got messages to family/friends: 92.1%
- ED did all it could to control pain: 92.4%
- ED explained reasons for tests understandably: 91.7%
- ED did not talk as if patient wasn’t there: 92.4%
- Rate availability of ED nurses: 91.5%
- Did not wait too long for other ED Dr/specialist: 91.5%
- Time waited to talk to ED Nurse: 91.5%

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

- Excellent: 75.5%
- Very Good: 57.2%
- Good: 21.2%
- Fair: 33.1%
- Poor: 3.4%

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

- Yes, definitely: 75.5%
- Yes, probably: 57.2%
- No: 3.4%

(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.*