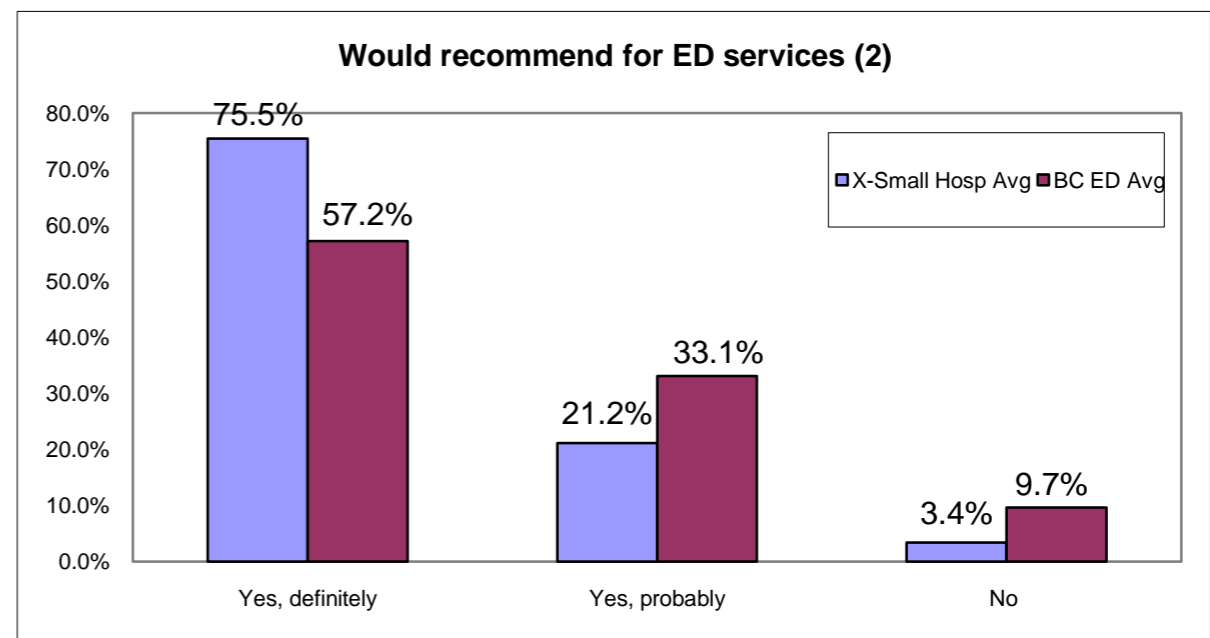
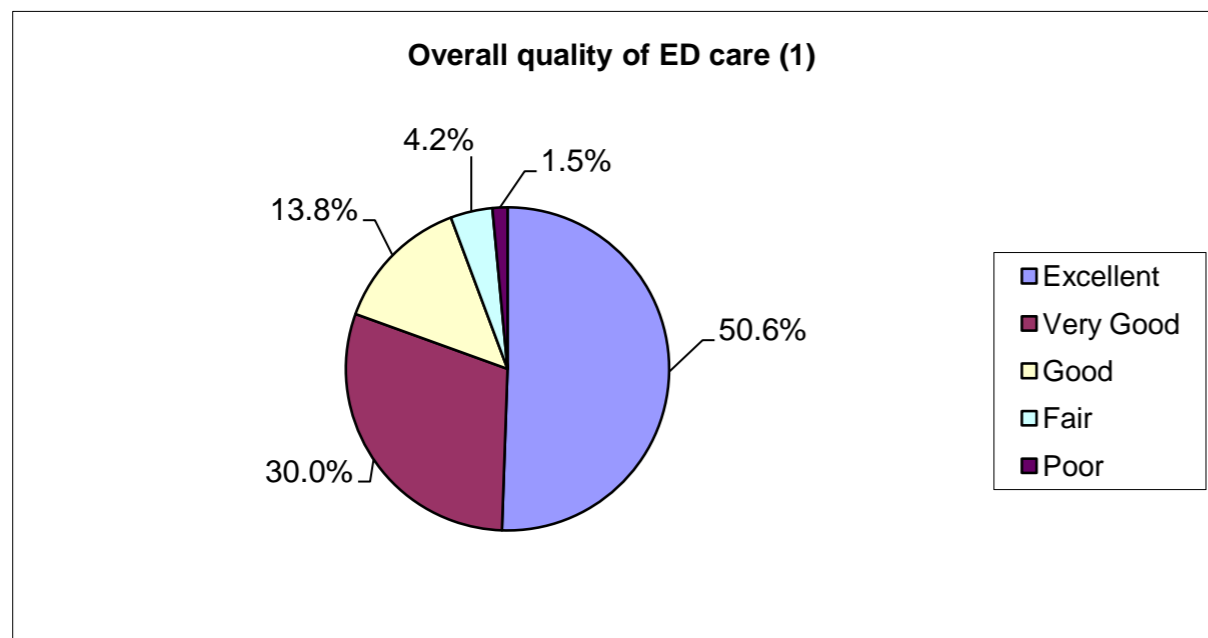




**British Columbia - Provincial - Extra-Small Facilities
Emergency Department Patient Experience Results**
Survey of Emergency Department Care Patient Experience: 2008/09* (n = 2287, Response Rate = 28.8%)

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall quality of ED care (1)	94.3% BC Extra-small ED Avg 85.0% BC ED Avg	Courtesy of ED staff	95.7%	Appt for treatment made before left ED	51.1%
Emotional Support (ED Can)	75.9%	How well ED Drs/Nurses worked together	95.7%	ED explained danger signals to watch for	61.4%
Information and Education (ED Can)	76.2%	Courtesy of ED Nurses	95.2%	ED Nurse discussed fears/anxieties	65.8%
Respect for Patient Preferences (ED Can)	87.2%	Courtesy of ED Drs	94.9%	ED explained test results understandably	66.8%
Physical Comfort (ED Can)	77.5%	Courtesy of the ED admit person	94.8%	Explained reason for ED wait	67.2%
Access and Coordination (ED Can)	85.3%	Explanation of what ED did	93.5%	ED Dr discussed fears/anxieties	68.1%
Continuity and Transition (ED Can)	74.9%	ED Dr did not talk as if patient wasn't there	92.4%	ED did all it could to control pain	70.9%
		ED Nurses did not talk as if patient wasn't there	92.1%	ED explained reasons for tests understandably	72.8%
		Rate availability of ED nurses	91.7%	ED got messages to family/friends	76.1%
		Time waited to talk to ED Nurse	91.5%	Did not wait too long for other ED Dr/specialist	76.1%



(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.*