## British Columbia - Vancouver Island Health Authority - Youth & Non Youth

### Emergency Department Patient Experience Results

**Report Date:** Oct 19, 2010  
**Survey of Emergency Department Experience:** April 2009 - March 2010.  
**n = 2894.**  
**Response Rate = 31.7%**

### Summary Results (% positive score)

<table>
<thead>
<tr>
<th>Category</th>
<th>VIHA Avg</th>
<th>BC ED Avg</th>
<th>Strengths</th>
<th>Opportunities for Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall quality of ED care (1)</td>
<td>88.3%</td>
<td>86.1%</td>
<td>93.4%</td>
<td>Appt for treatment made before left ED (34.7%)</td>
</tr>
<tr>
<td>Emotional Support (ED Can)</td>
<td>67.8%</td>
<td>68.1%</td>
<td>92.4%</td>
<td>Explained reason for ED wait (34.9%)</td>
</tr>
<tr>
<td>Physical Comfort (ED Can)</td>
<td>70.9%</td>
<td>91.8%</td>
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<td>ED explained danger signals to watch for (51.5%)</td>
</tr>
<tr>
<td>Access and Coordination (ED Can)</td>
<td>79.1%</td>
<td>80.0%</td>
<td>90.7%</td>
<td>ED did all it could to control pain (57.9%)</td>
</tr>
<tr>
<td>Respect for Patient Preferences (ED Can)</td>
<td>65.8%</td>
<td>88.6%</td>
<td>90.4%</td>
<td>Did not wait too long to see ED Dr. (58.6%)</td>
</tr>
<tr>
<td>Information and Education (ED Can)</td>
<td>65.8%</td>
<td>79.2%</td>
<td>90.4%</td>
<td>ED explained test results understandably (62.2%)</td>
</tr>
<tr>
<td>Continuity and Transition (ED Can)</td>
<td>65.8%</td>
<td>88.6%</td>
<td>90.4%</td>
<td>ED explained how to take new medications (66.2%)</td>
</tr>
</tbody>
</table>

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

- ED Dr did not talk as if patient wasn’t there (8.4%)
- ED Dr did not talk as if patient wasn’t there (8.4%)
- ED Dr explained how to take new medications (86.3%)
- ED did not talk as if patient wasn’t there (88.6%)
- ED explained test results understandably (62.2%)
- ED explained how to take new medications (86.3%)
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### Overall quality of ED care (1)

- Excellent: 8.4%
- Very Good: 34.6%
- Good: 31.7%
- Fair: 22.0%
- Poor: 8.4%
- Improved: 3.2%

### Would recommend for ED services (2)

- VIHA Avg: 62.6%
- BC ED Avg: 60.5%

- Yes, definitely: 29.3%
- Yes, probably: 30.8%
- No: 8.7%