## Emergency Department Patient Experience Results

**Report Date:** Oct 19, 2010  
**Survey of Emergency Department Experience:** April 2009 - March 2010.  
**n = 5504.**  
**Response Rate = 29.5%**

### Summary Results (% positive score)

<table>
<thead>
<tr>
<th>Category</th>
<th>BC ED Large Facilities Avg</th>
<th>Other Cdn Large ED Avg</th>
<th>General Avg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall quality of ED care (1)</td>
<td>84.3%</td>
<td>82.1%</td>
<td>83.6%</td>
</tr>
<tr>
<td>Emotional Support (ED Can)</td>
<td>61.4%</td>
<td>89.5%</td>
<td>75.1%</td>
</tr>
<tr>
<td>Physical Comfort (ED Can)</td>
<td>85.1%</td>
<td>89.2%</td>
<td>87.3%</td>
</tr>
<tr>
<td>Access and Coordination (ED Can)</td>
<td>64.9%</td>
<td>88.9%</td>
<td>72.5%</td>
</tr>
<tr>
<td>Information and Education (ED Can)</td>
<td>60.8%</td>
<td>88.0%</td>
<td>65.6%</td>
</tr>
<tr>
<td>Respect for Patient Preferences (ED Can)</td>
<td>74.0%</td>
<td>86.7%</td>
<td>75.7%</td>
</tr>
<tr>
<td>Continuity and Transition (ED Can)</td>
<td>61.9%</td>
<td>85.2%</td>
<td>65.0%</td>
</tr>
</tbody>
</table>

### Strengths (Highest % positive scores)

- Courtesy of ED Drs: 91.9%
- Appt for treatment made before left ED: 89.5%
- ED Nurse discussed fears/anxieties: 65.1%
- ED explained how to take new medications: 55.2%
- ED explained danger signals to watch for: 54.6%
- ED got messages to family/friends: 87.3%
- ED did all it could to control pain: 49.7%
- ED Dr discussed fears/anxietes: 54.3%
- Did not wait too long for other Dr/specialist: 44.4%
- Cleanliness of ED: 54.3%
- ED did not talk as if patient wasn’t there: 44.4%
- ED got messages to family/friends: 87.3%

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

- Amount of pain medicine received in ED: 11.3%
- ED Dr discussed fears/anxieties: 4.4%
- Did not wait too long to see Dr: 0.0%
- ED got messages to family/friends: 10.0%

### Overall quality of ED care (1)

- Excellent: 57.3%
- Very Good: 54.3%
- Good: 33.3%
- Fair: 33.1%
- Poor: 9.4%

### Would recommend for ED services (2)

- Yes, definitely: 33.3%
- Yes, probably: 33.1%
- No: 12.6%

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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”.

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**Note:** The survey results are based on a sample of 5504 respondents, with a response rate of 29.5%. The data includes various aspects of emergency department care, such as overall quality, emotional support, physical comfort, access and coordination, information and education, respect for patient preferences, and continuity and transition. The results are presented with a focus on positive scores, highlighting areas for improvement and a comparison between BC ED Large Facilities and Other Cdn Large ED.