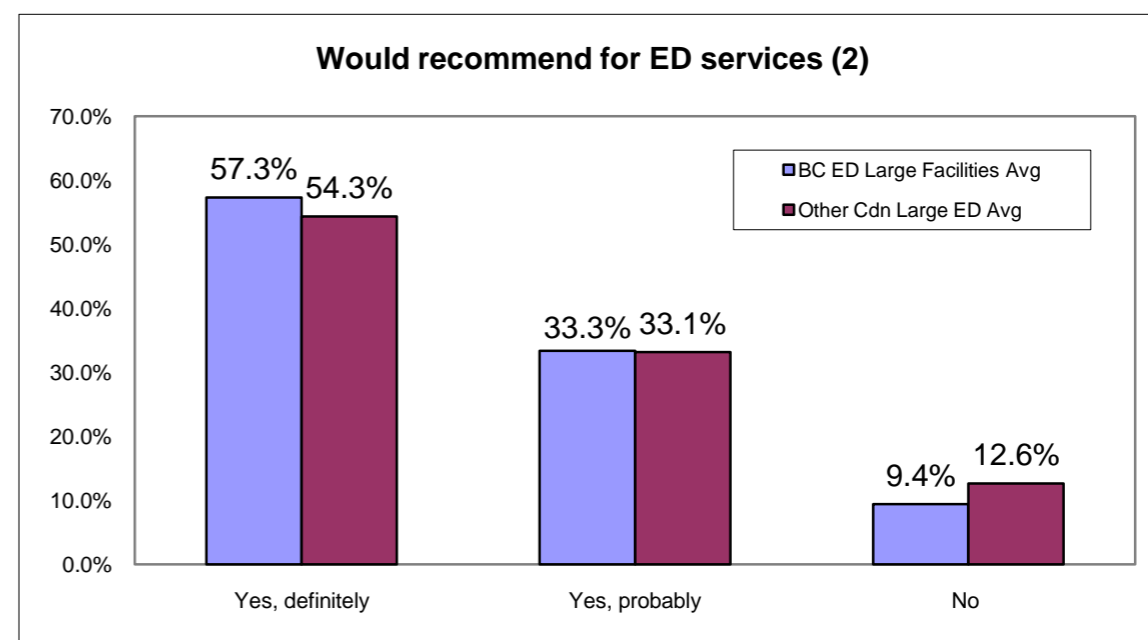
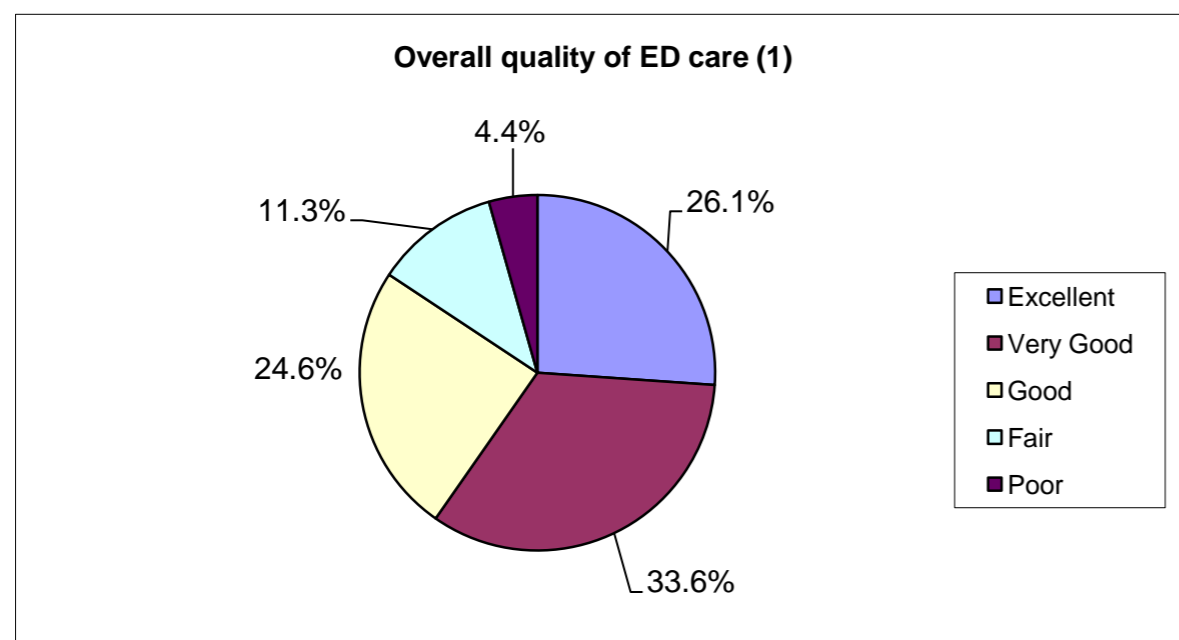




**British Columbia - Large Facilities (>40K Visits/yr)
Emergency Department Patient Experience Results**

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

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	84.3% Large Facilities Avg 82.1% Other Cdn Large ED Avg				
Overall quality of ED care (1)		Courtesy of ED Drs	91.9%	Explained reason for ED wait	32.5%
Emotional Support (ED Can)	61.4%	Courtesy of ED Nurses	89.5%	Appt for treatment made before left ED	39.5%
Physical Comfort (ED Can)	65.1%	Courtesy of ED staff	89.2%	ED Nurse discussed fears/anxieties	42.2%
Access and Coordination (ED Can)	64.9%	How well ED Drs/Nurses worked together	88.9%	ED explained danger signals to watch for	48.5%
Information and Education (ED Can)	60.8%	Courtesy of the ED admit person	88.0%	Did not wait too long to see ED dr.	49.7%
Respect for Patient Preferences (ED Can)	74.0%	ED Dr did not talk as if patient wasn't there	86.7%	ED got messages to family/friends	54.3%
Continuity and Transition (ED Can)	61.9%	Explanation of what ED did	85.2%	ED did all it could to control pain	54.6%
		Amount of pain medicine received in ED	84.4%	ED Dr discussed fears/anxieties	55.1%
		ED Nurses did not talk as if patient wasn't there	83.7%	Cleanliness of ED	58.4%
		ED explained how to take new medications	82.4%	Did not wait too long for other ED Dr/specialist	58.5%



(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".