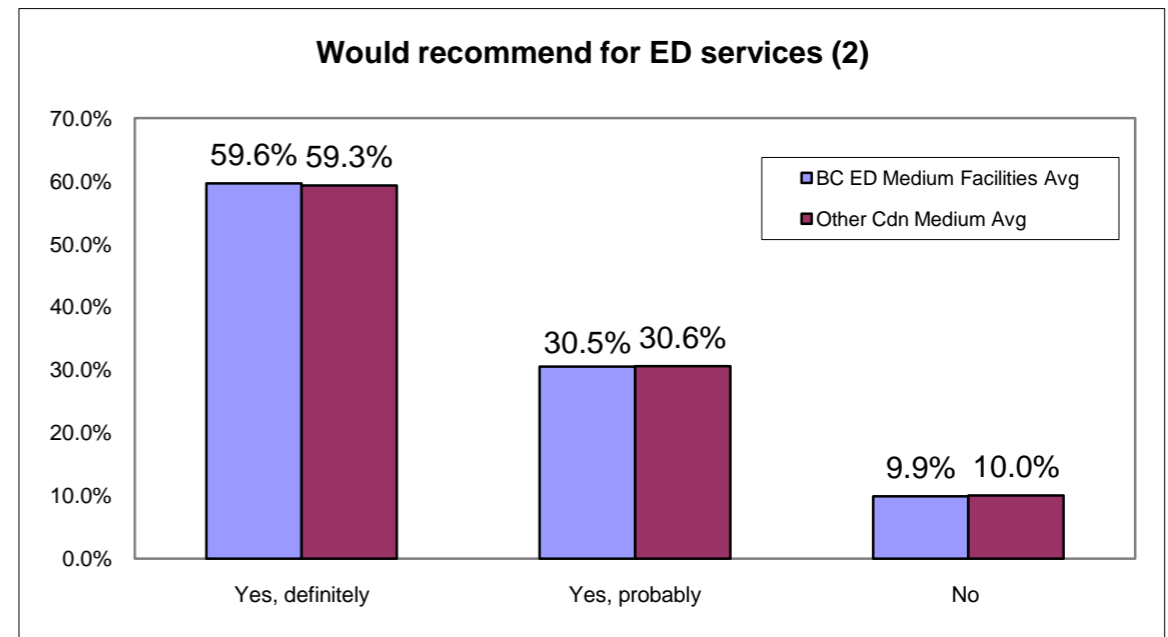
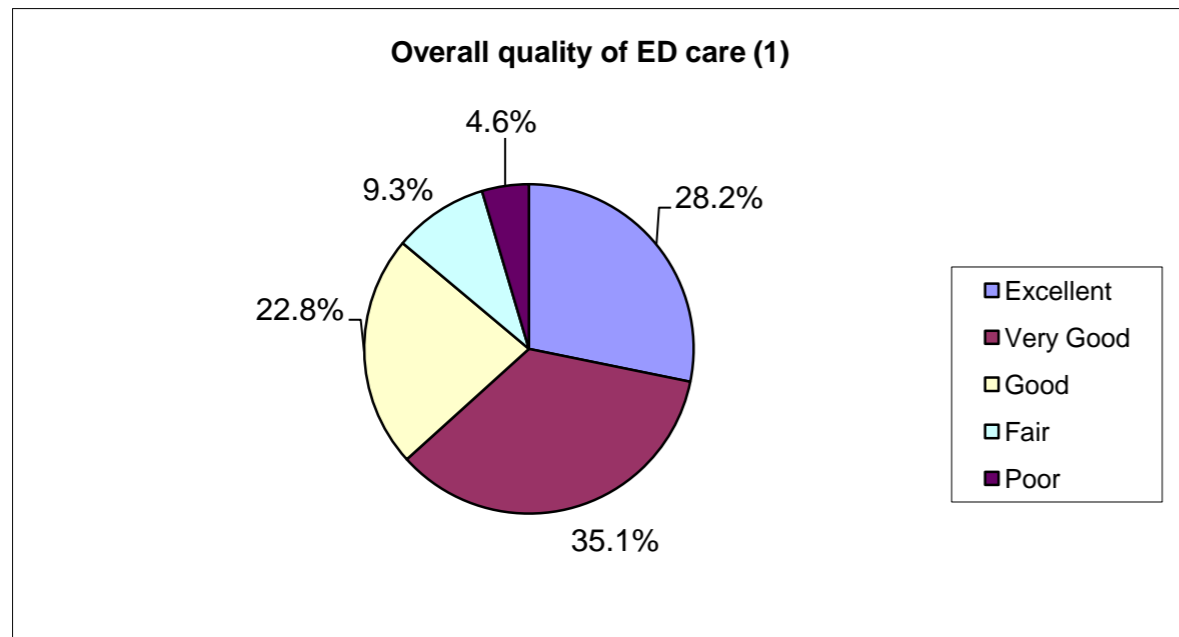




**British Columbia - Medium Facilities
Emergency Department Patient Experience Results**

Report Date: Oct 19, 2010 Survey of Emergency Department Experience: April 2009 - March 2010. n = 4167. Response Rate = 28.1%

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	86.1% BC ED Medium Facilities Avg 86.6% Other Cdn Medium Avg				
Overall quality of ED care (1)		Courtesy of ED Drs	91.4%	Appt for treatment made before left ED	33.1%
Emotional Support (ED Can)	64.0%	How well ED Drs/Nurses worked together	90.8%	Explained reason for ED wait	35.1%
Physical Comfort (ED Can)	66.5%	Courtesy of ED Nurses	90.7%	ED Nurse discussed fears/anxieties	46.1%
Access and Coordination (ED Can)	70.9%	Courtesy of ED staff	90.2%	ED explained danger signals to watch for	49.5%
Information and Education (ED Can)	63.7%	ED Dr did not talk as if patient wasn't there	90.0%	ED Dr discussed fears/anxieties	55.6%
Respect for Patient Preferences (ED Can)	77.8%	Courtesy of the ED admit person	89.9%	Did not wait too long to see ED dr.	56.3%
Continuity and Transition (ED Can)	63.2%	Explanation of what ED did	87.2%	ED did all it could to control pain	56.6%
		ED Nurses did not talk as if patient wasn't there	86.7%	ED got messages to family/friends	57.0%
		Amount of pain medicine received in ED	85.0%	ED explained test results understandably	61.2%
		ED explained how to take new medications	82.6%	ED explained reasons for tests understandably	63.0%



(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".