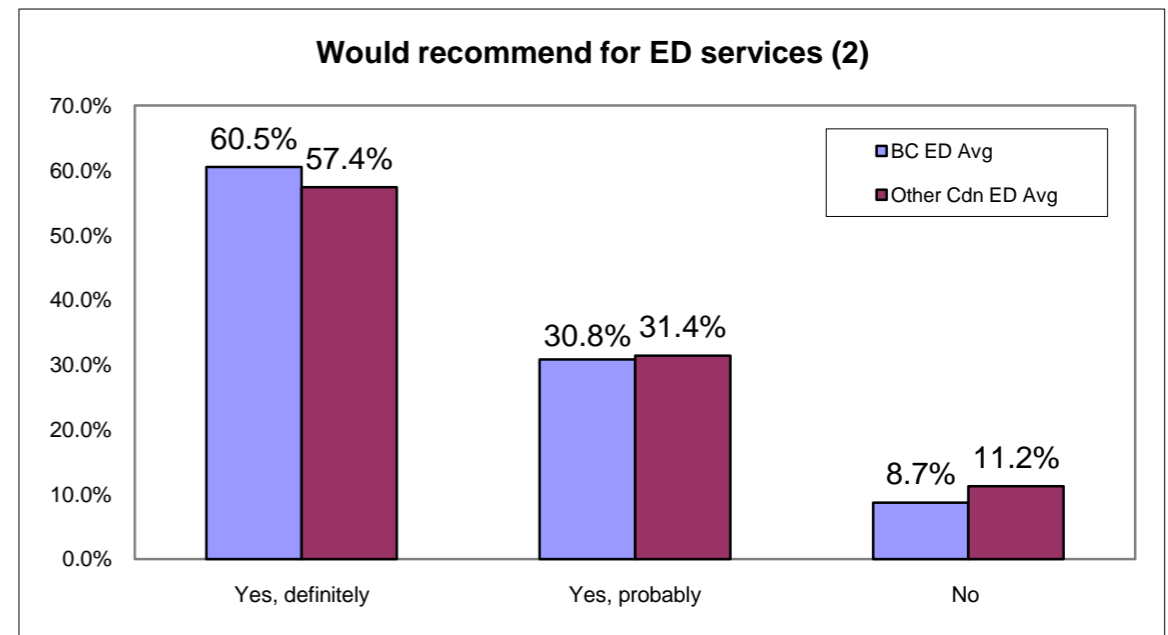
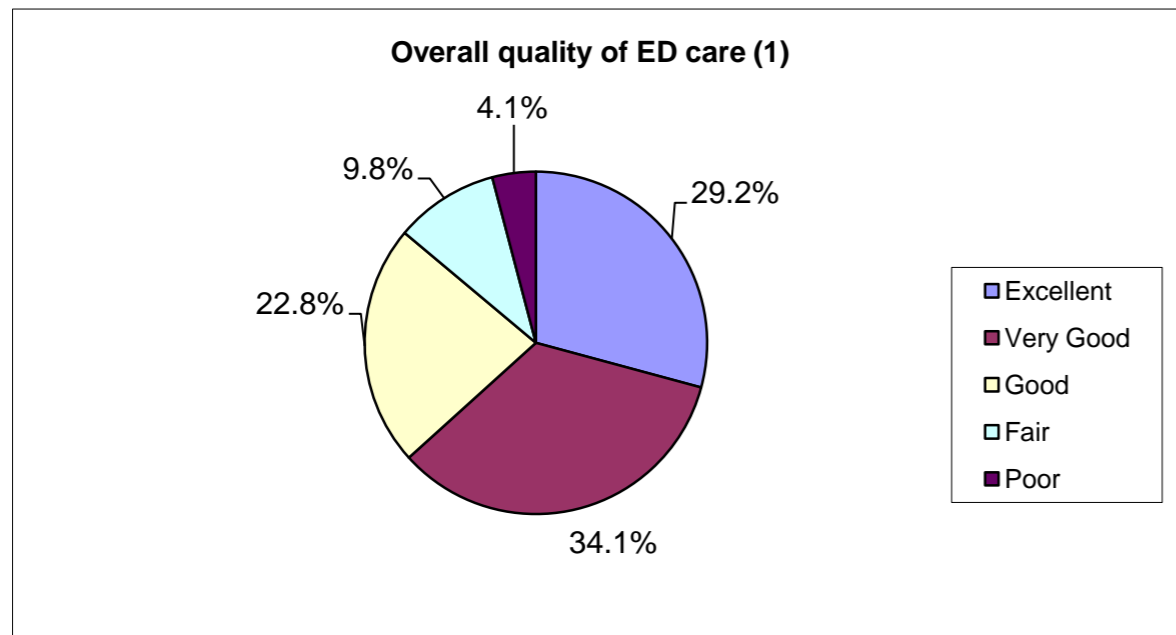




**British Columbia - Youth & Non Youth (Other Canadian Comparators)  
Emergency Department Patient Experience Results**

**Report Date: Oct 21, 2010 Survey of Emergency Department Experience: April 2009 - March 2010. n = 16588. Response Rate = 29.0%**

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	86.1% BC ED Avg 84.2% Other Cdn ED Avg				
Overall quality of ED care (1)		Courtesy of ED Drs	92.1%	Explained reason for ED wait	35.2%
<b>Emotional Support (ED Can)</b>	<b>63.8%</b>	Courtesy of ED Nurses	90.6%	Appt for treatment made before left ED	37.8%
<b>Physical Comfort (ED Can)</b>	<b>66.7%</b>	How well ED Drs/Nurses worked together	90.4%	ED Nurse discussed fears/anxieties	45.7%
<b>Access and Coordination (ED Can)</b>	<b>69.2%</b>	Courtesy of ED staff	90.2%	ED explained danger signals to watch for	50.2%
Information and Education (ED Can)	63.3%	Courtesy of the ED admit person	89.4%	Did not wait too long to see ED dr.	55.2%
Respect for Patient Preferences (ED Can)	76.7%	ED Dr did not talk as if patient wasn't there	88.5%	ED did all it could to control pain	56.7%
Continuity and Transition (ED Can)	63.7%	Explanation of what ED did	86.8%	ED Dr discussed fears/anxieties	56.8%
		ED Nurses did not talk as if patient wasn't there	85.8%	ED got messages to family/friends	57.0%
		Amount of pain medicine received in ED	85.3%	ED explained test results understandably	60.5%
		ED explained how to take new medications	83.2%	ED explained reasons for tests understandably	62.3%



**(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".