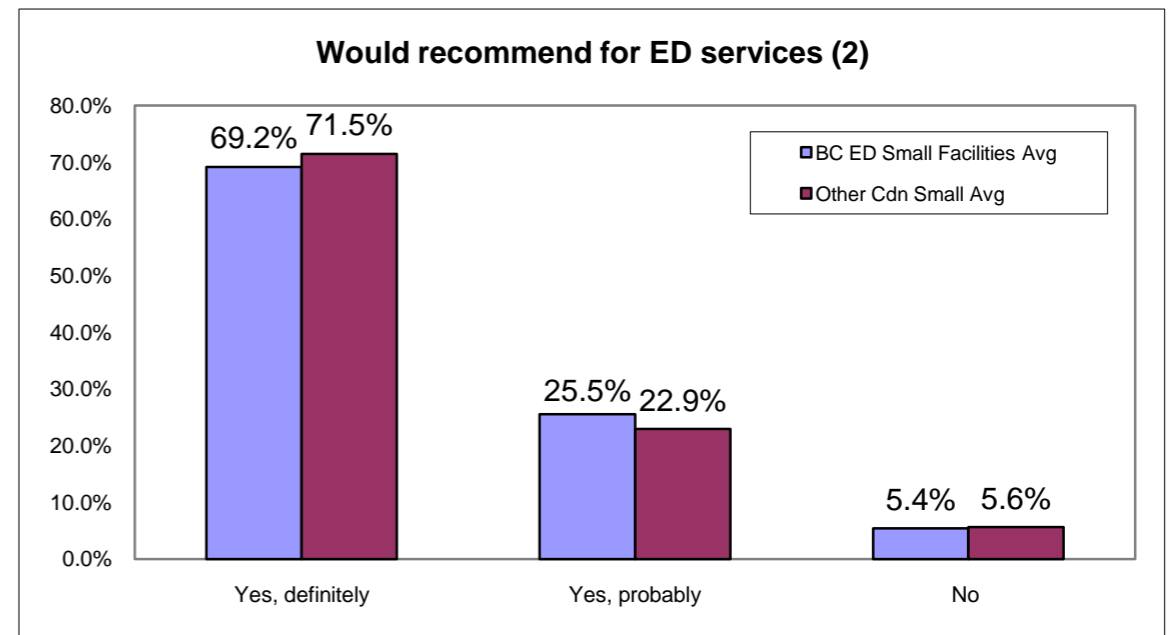
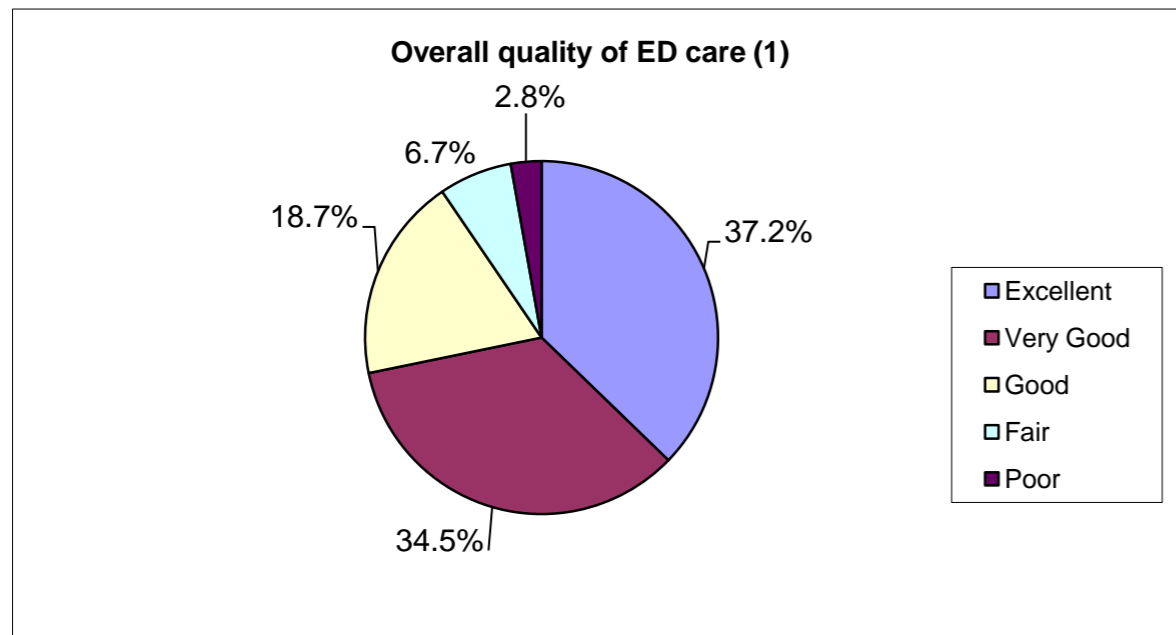




**British Columbia - Small Facilities (<20K Visits/Yr)  
Emergency Department Patient Experience Results**

**Report Date: Oct 21, 2010 Survey of Emergency Department Experience: April 2009 - March 2010. n = 4841. Response Rate = 29.3%**

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall quality of ED care (1)	90.5% Small Facilities Avg 91.4% Other Cdn Small Avg	How well ED Drs/Nurses worked together	94.2%	Appt for treatment made before left ED	37.3%
Emotional Support (ED Can)	69.8%	Courtesy of ED Drs	93.6%	Explained reason for ED wait	42.5%
Physical Comfort (ED Can)	70.4%	Courtesy of ED Nurses	93.1%	ED Nurse discussed fears/anxieties	53.8%
Information and Education (ED Can)	68.9%	Courtesy of ED staff	92.7%	ED explained danger signals to watch for	54.2%
Respect for Patient Preferences (ED Can)	82.1%	Courtesy of the ED admit person	92.2%	ED did all it could to control pain	61.7%
Access and Coordination (ED Can)	78.4%	ED Dr did not talk as if patient wasn't there	91.6%	ED Dr discussed fears/anxieties	63.1%
Continuity and Transition (ED Can)	67.9%	Explanation of what ED did	90.3%	ED explained test results understandably	64.0%
		ED Nurses did not talk as if patient wasn't there	89.8%	ED explained reasons for tests understandably	66.3%
		Amount of pain medicine received in ED	87.9%	ED got messages to family/friends	66.6%
		Rate availability of ED nurses	86.5%	Did not wait too long to see ED dr.	68.4%



**(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".