### Summary Results (% positive score)

<table>
<thead>
<tr>
<th>Category</th>
<th>Overall Quality of ED Care (1)</th>
<th>Emotional Support (ED Can)</th>
<th>Information and Education (ED Can)</th>
<th>Physical Comfort (ED Can)</th>
<th>Respect for Patient Preferences (ED Can)</th>
<th>Access and Coordination (ED Can)</th>
<th>Continuity and Transition (ED Can)</th>
</tr>
</thead>
<tbody>
<tr>
<td>British Columbia - X-Small Facilities Avg</td>
<td>95.3%</td>
<td>78.8%</td>
<td>78.9%</td>
<td>79.7%</td>
<td>88.4%</td>
<td>87.0%</td>
<td>77.9%</td>
</tr>
<tr>
<td>Other Cdn Small Avg</td>
<td>91.4%</td>
<td>78.9%</td>
<td>96.3%</td>
<td>79.7%</td>
<td>95.1%</td>
<td>94.9%</td>
<td>92.9%</td>
</tr>
</tbody>
</table>

### Strengths (Highest % positive scores)

- How well ED Drs/Nurses worked together: 96.8%
- Courtesy of ED staff: 96.5%
- Courtesy of ED Nurses: 96.3%
- Courtesy of ED Drs: 95.8%
- Courtesy of the ED admit person: 95.1%
- What ED did: 94.9%
- ED Dr discussed fears/anxieties: 71.7%
- ED got messages to family/friends: 92.4%
- ED explained reasons for tests understandably: 74.8%
- ED explained danger signals to watch for: 67.1%
- ED Nurse discussed fears/anxieties: 69.9%
- ED explained test results understandably: 70.0%
- ED explained reason for ED wait: 71.3%
- ED did all it could to control pain: 73.2%
- ED Dr discussed fears/anxieties: 71.7%
- ED did not talk as if patient wasn't there: 92.9%
- Time waited to talk to ED Nurse: 92.4%
- Did not wait too long for other ED Dr/specialist: 74.9%
- Rate availability of ED nurses: 92.7%
- ED explained reasons for tests understandably: 74.8%
- ED did not talk as if patient wasn't there: 92.7%
- ED got messages to family/friends: 92.4%

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

<table>
<thead>
<tr>
<th>Category</th>
<th>Overall Quality of ED Care (1)</th>
<th>Emotional Support (ED Can)</th>
<th>Information and Education (ED Can)</th>
<th>Physical Comfort (ED Can)</th>
<th>Respect for Patient Preferences (ED Can)</th>
<th>Access and Coordination (ED Can)</th>
<th>Continuity and Transition (ED Can)</th>
</tr>
</thead>
<tbody>
<tr>
<td>British Columbia - X-Small Facilities Avg</td>
<td>1.0%</td>
<td>3.8%</td>
<td>12.1%</td>
<td>30.3%</td>
<td>1.0%</td>
<td>12.1%</td>
<td>3.8%</td>
</tr>
<tr>
<td>Other Cdn Small Avg</td>
<td>10.0%</td>
<td>20.0%</td>
<td>30.0%</td>
<td>40.0%</td>
<td>50.0%</td>
<td>60.0%</td>
<td>70.0%</td>
</tr>
</tbody>
</table>

### Overall quality of ED care (1)

- Excellent: 52.9%
- Very Good: 30.3%
- Good: 12.1%
- Fair: 3.8%
- Poor: 1.0%

### Would recommend for ED services (2)

- Yes, definitely: 79.9%
- Yes, probably: 71.5%
- No: 2.8%

(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 friends and family?
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”.