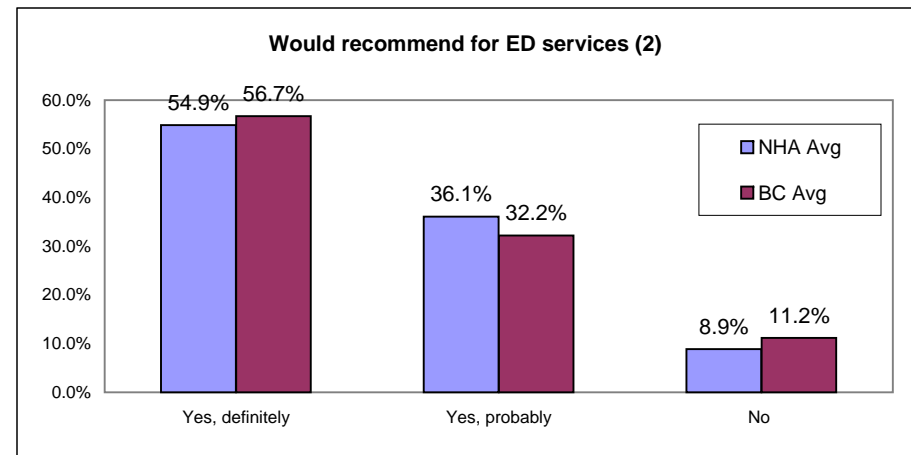
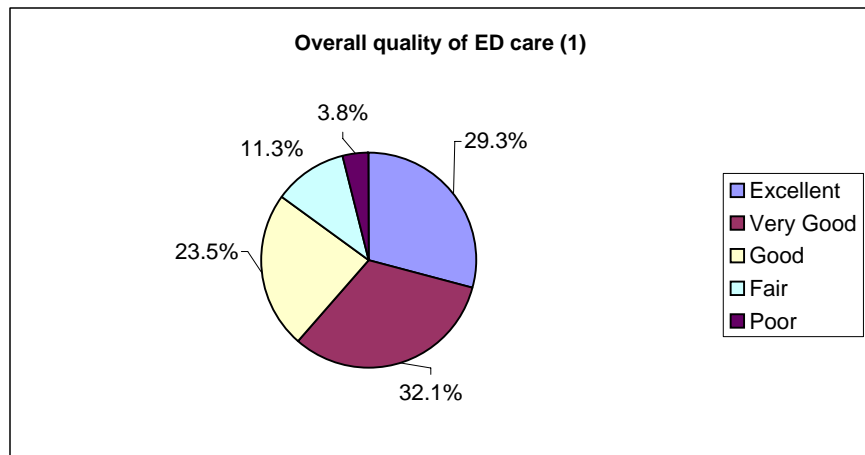




## British Columbia - Northern Health Authority Emergency Department Patient Experience Results

Report Date: January 18th, 2008 Survey of Emergency Department Experience: February 1 - April 30 2007. n = 2936. Response Rate= 27.9%

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall quality of ED care(1)	84.9% NHA Avg 84.0% BC Avg	Courtesy of ED Drs	90.4%	Appt for treatment made before left ED	36.4%
<b>Emotional Support</b>	<b>60.7%</b>	Courtesy of the ED admit person	89.0%	Explained reason for ED wait	43.1%
<b>Respect for Patient Preferences</b>	<b>76.3%</b>	How well ED Drs/Nurses worked together	88.6%	ED Nurse discussed fears/anxieties	43.9%
<b>Information and Education</b>	<b>60.5%</b>	Courtesy of ED Nurses	87.6%	ED explained danger signals to watch for	48.8%
Physical Comfort	66.6%	ED Dr did not talk as if patient wasn't there	87.5%	ED Dr discussed fears/anxieties	53.3%
Access and Coordination	71.9%	Courtesy of ED staff	86.9%	ED explained test results understandably	54.4%
Continuity and Transition	65.0%	Explanation of what ED did	86.3%	ED got messages to family/friends	54.4%
		Amount of pain medicine received in ED	85.1%	ED did all it could to control pain	56.2%
		ED Nurses did not talk as if patient wasn't there	84.8%	Did not wait too long to see ED Dr	57.4%
		Length of time waited to see ED Dr	82.1%	ED explained reasons for tests understandably	58.3%



(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".