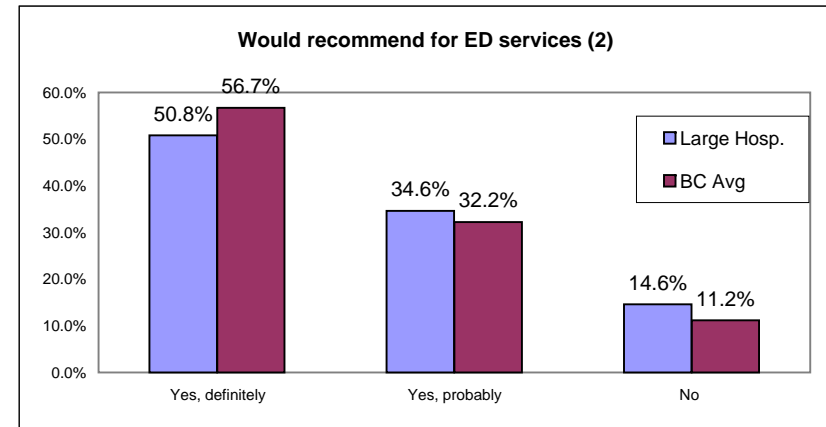
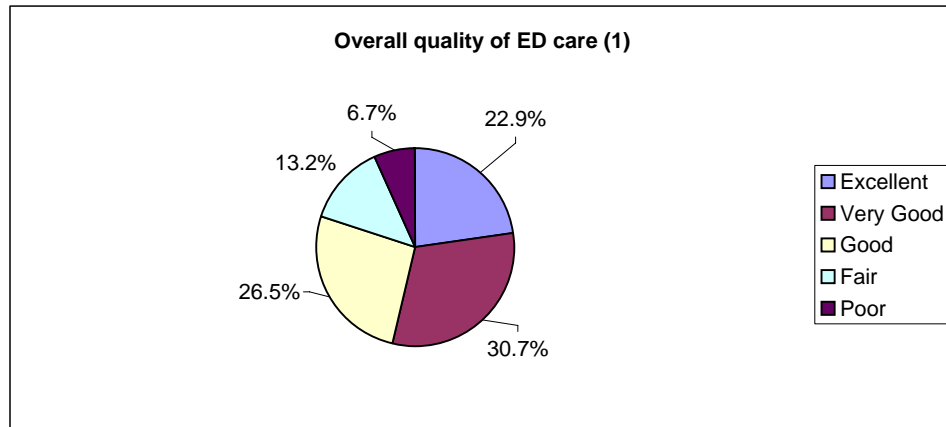




British Columbia - Provincial - Large (>40K Visits/yr) Emergency Department Patient Experience Results

Report Date: January 18th, 2008 **Survey of Emergency Department Experience:** February 1 - April 30 2007. N=3893. Response Rate=33.8%

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	80.1% Large Hosp. Avg 84.0% BC Avg				
Overall quality of ED care (1)		Courtesy of ED Drs	89.6%	Explained reason for ED wait	34.6%
Emotional Support	59.1%	How well ED Drs/Nurses worked together	86.9%	Appt for treatment made before left ED	36.1%
Physical Comfort	62.3%	Courtesy of ED Nurses	86.4%	ED Nurse discussed fears/anxieties	40.2%
Access and Coordination	60.7%	ED Dr did not talk as if patient wasn't there	85.3%	Did not wait too long to see ED Dr.	44.2%
Respect for Patient Preferences	71.4%	Courtesy of ED staff	85.2%	ED explained danger signals to watch for	46.2%
Information and Education	58.1%	Courtesy of the ED admit person	85.2%	ED did all it could to control pain	51.0%
Continuity and Transition	60.3%	Explanation of what ED did	83.3%	Cleanliness of ED	53.5%
		Amount of pain medicine received in ED	82.7%	ED Dr discussed fears/anxieties	53.6%
		ED explained how to take new medications	82.2%	Received all ED services needed	53.8%
		ED Nurses did not talk as if patient wasn't there	82.1%	ED got messages to family/friends	54.6%



(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".