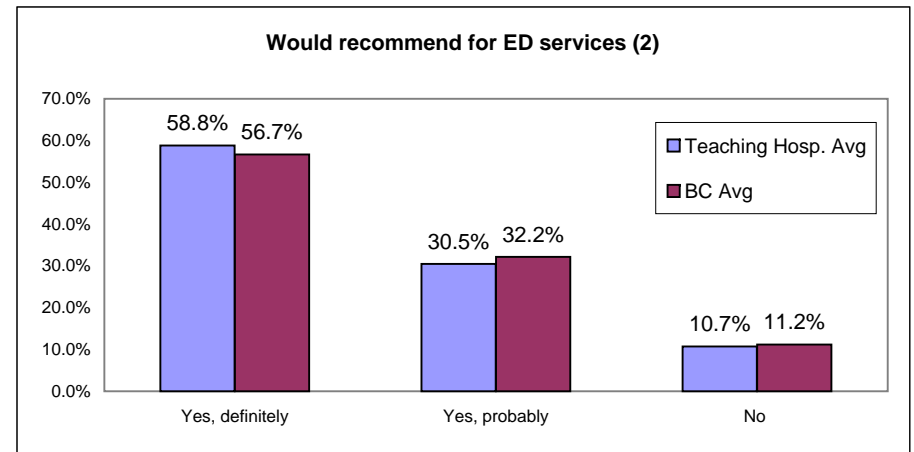
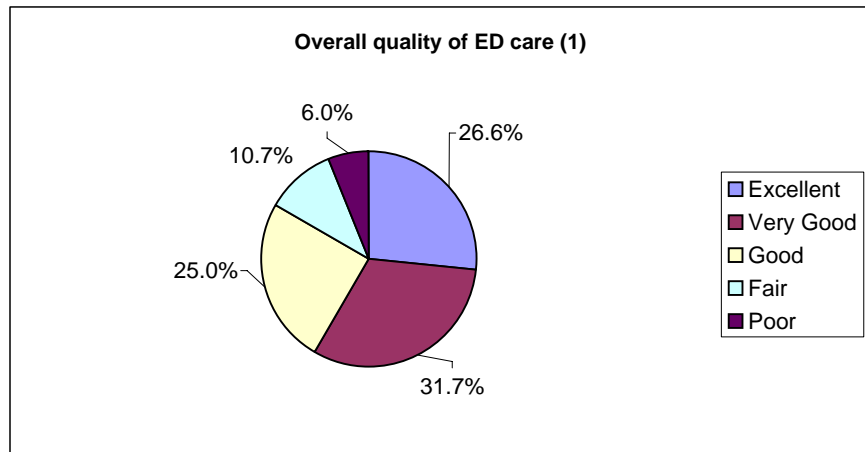




British Columbia - Provincial - Teaching Hospitals Emergency Department Patient Experience Results

Report Date: January 18th, 2008 **Survey of Emergency Department Experience:** February 1 - April 30 2007. n = 1546. Response Rate=36.5%

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall quality of ED care (1)	83.3% Teaching Hosp. Avg 84.0% BC Avg	Courtesy of ED Drs	91.3%	Explained reason for ED wait	36.5%
Emotional Support	61.3%	How well ED Drs/Nurses worked together	89.3%	Appt for treatment made before left ED	41.0%
Access and Coordination	63.2%	Courtesy of ED staff	88.5%	ED Nurse discussed fears/anxieties	43.2%
Physical Comfort	64.9%	Courtesy of ED Nurses	87.6%	Did not wait too long to see ED Dr.	48.5%
Respect for Patient Preferences	72.7%	Courtesy of the ED admit person	86.7%	ED explained danger signals to watch for	49.3%
Information and Education	60.5%	Explanation of what ED did	85.5%	ED did all it could to control pain	55.1%
Continuity and Transition	61.8%	ED Dr did not talk as if patient wasn't there	84.4%	ED explained test results understandably	55.4%
		ED explained how to take new medications	83.6%	Did not wait too long for other ED Dr/specialist	55.7%
		Amount of pain medicine received in ED	83.3%	Had enough say about ED care	56.4%
		ED Nurses did not talk as if patient wasn't there	82.0%	ED Dr discussed fears/anxieties	57.2%



(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".