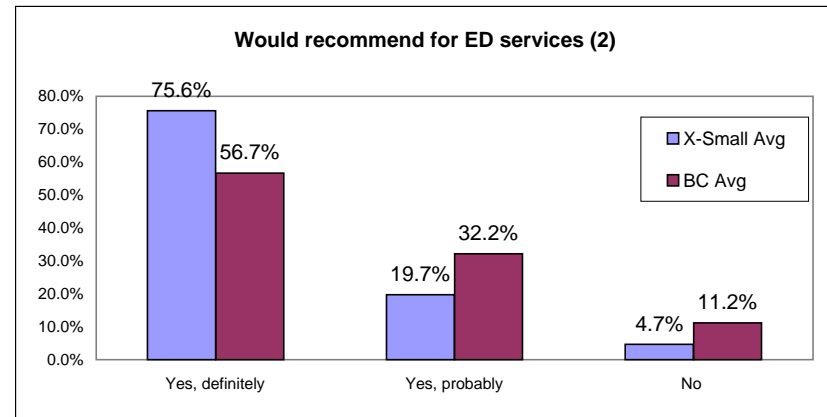
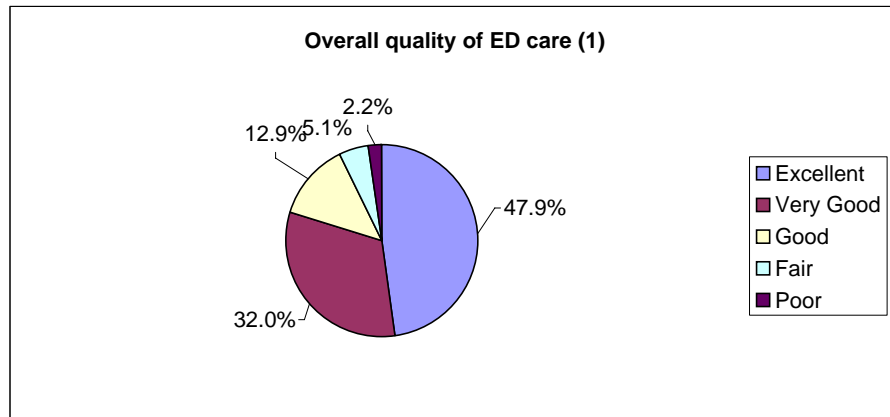




**British Columbia - Provincial - X-Small (< 5K Visits/Yr)
Emergency Department Patient Experience Results**

Report Date: January 18th, 2008 **Survey of Emergency Department Experience:** February 1 - April 30 2007. n = 3117. Response Rate=31.6%

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	92.7% X-Small Avg 84.0% BC Avg				
Overall quality of ED care (1)		Courtesy of ED Nurses	94.8%	Appt for treatment made before left ED	51.6%
Emotional Support	75.3%	Courtesy of ED staff	94.5%	ED explained danger signals to watch for	64.0%
Physical Comfort	76.7%	How well ED Drs/Nurses worked together	94.3%	ED explained test results understandably	65.8%
Information and Education	76.7%	Courtesy of ED Drs	93.3%	ED Nurse discussed fears/anxieties	66.7%
Respect for Patient Preferences	86.3%	Courtesy of the ED admit person	93.0%	ED Dr discussed fears/anxieties	69.4%
Access and Coordination	84.0%	Explanation of what ED did	93.0%	ED did all it could to control pain	69.9%
Continuity and Transition	75.9%	ED Dr did not talk as if patient wasn't there	91.8%	Explained reason for ED wait	71.6%
		ED Nurses did not talk as if patient wasn't there	91.5%	ED explained reasons for tests understandably	72.7%
		Rate availability of ED nurses	91.3%	ED got messages to family/friends	74.1%
		Time waited to talk to ED Nurse	90.3%	Did not wait too long to see ED Dr.	75.0%



(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".