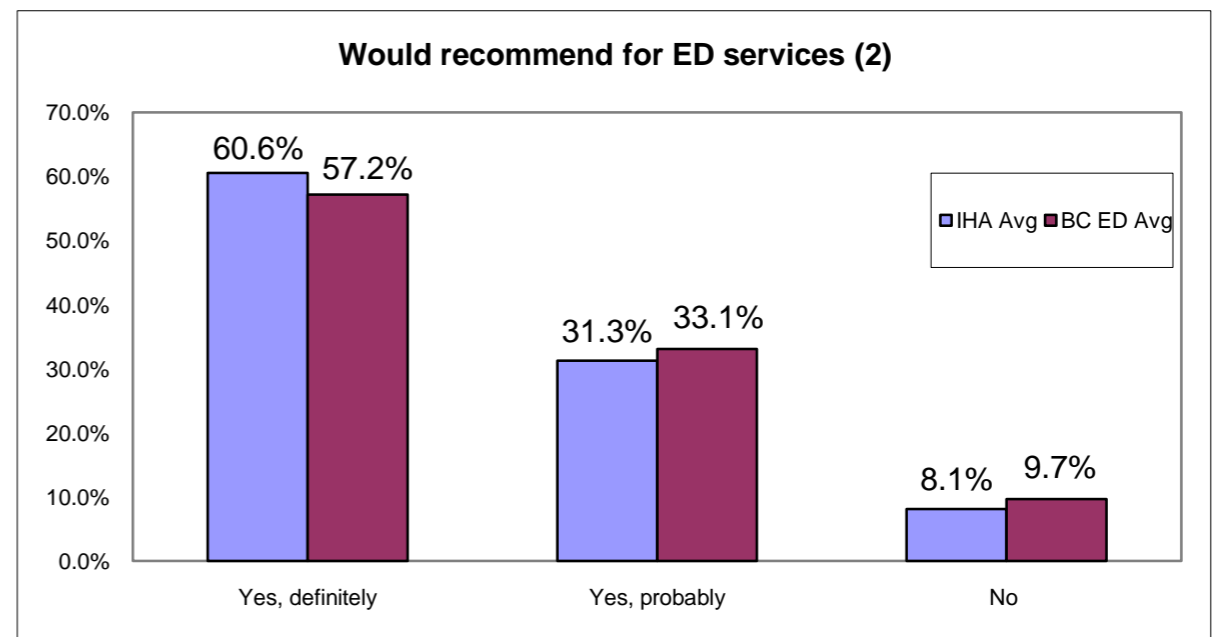
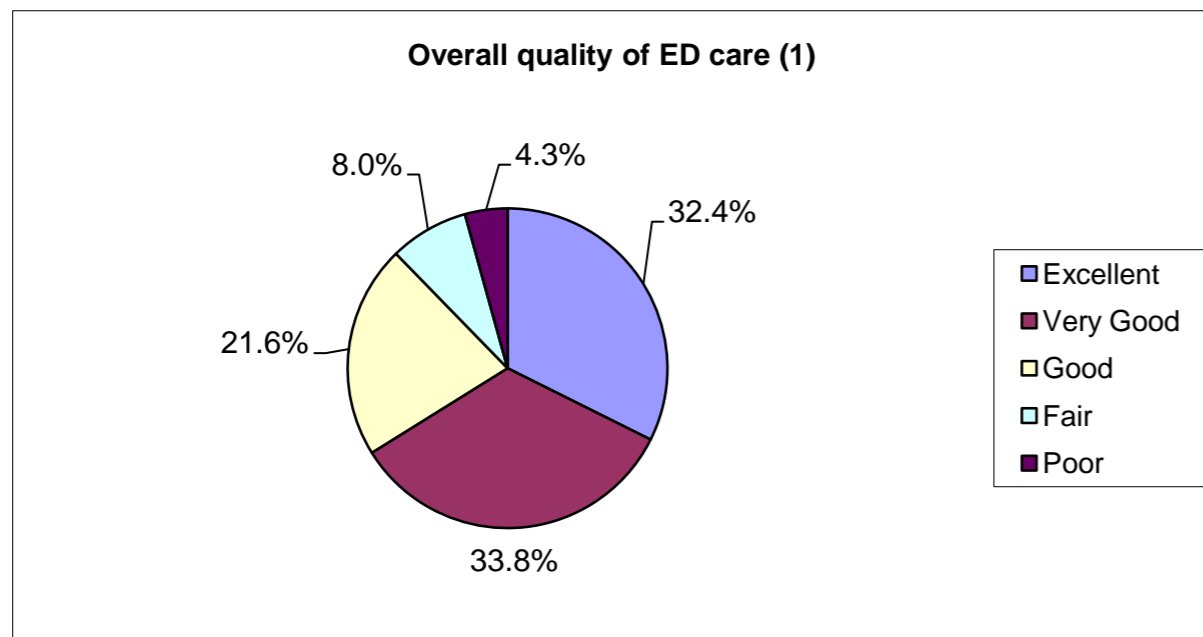


**British Columbia - Interior Health Authority  
Emergency Department Patient Experience Results**

Survey of Emergency Department Care Patient Experience: 2008/09\* (n = 5037, Response Rate = 32.6%)

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall quality of ED care (1)	87.7% IHA ED Avg 85.0% BC ED Avg	Courtesy of ED Drs	92.7%	Appt for treatment made before left ED	38.0%
<b>Emotional Support (ED Can)</b>	<b>67.1%</b>	Courtesy of the ED admit person	92.7%	Explained reason for ED wait	39.0%
<b>Physical Comfort (ED Can)</b>	<b>68.8%</b>	How well ED Drs/Nurses worked together	92.1%	ED Nurse discussed fears/anxieties	50.7%
<b>Information and Education (ED Can)</b>	<b>65.3%</b>	Courtesy of ED Nurses	92.0%	ED explained danger signals to watch for	51.6%
Access and Coordination (ED Can)	73.6%	Courtesy of ED staff	91.7%	ED explained test results understandably	58.3%
Respect for Patient Preferences (ED Can)	78.6%	ED Dr did not talk as if patient wasn't there	90.0%	ED Dr discussed fears/anxieties	58.9%
Continuity and Transition (ED Can)	65.5%	Explanation of what ED did	89.0%	ED did all it could to control pain	59.7%
		ED Nurses did not talk as if patient wasn't there	87.1%	Did not wait too long to see ED Dr.	60.8%
		Amount of pain medicine received in ED	86.1%	ED got messages to family/friends	62.8%
		ED explained how to take new medications	83.6%	Had enough say about ED care	64.3%



**(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".

*\*As of April 1, 2008, large and medium facilities have been surveyed continuously throughout the year while small and extra-small facilities are surveyed from January 1 to March 31; during 2007/08 all facilities were surveyed continuously.*