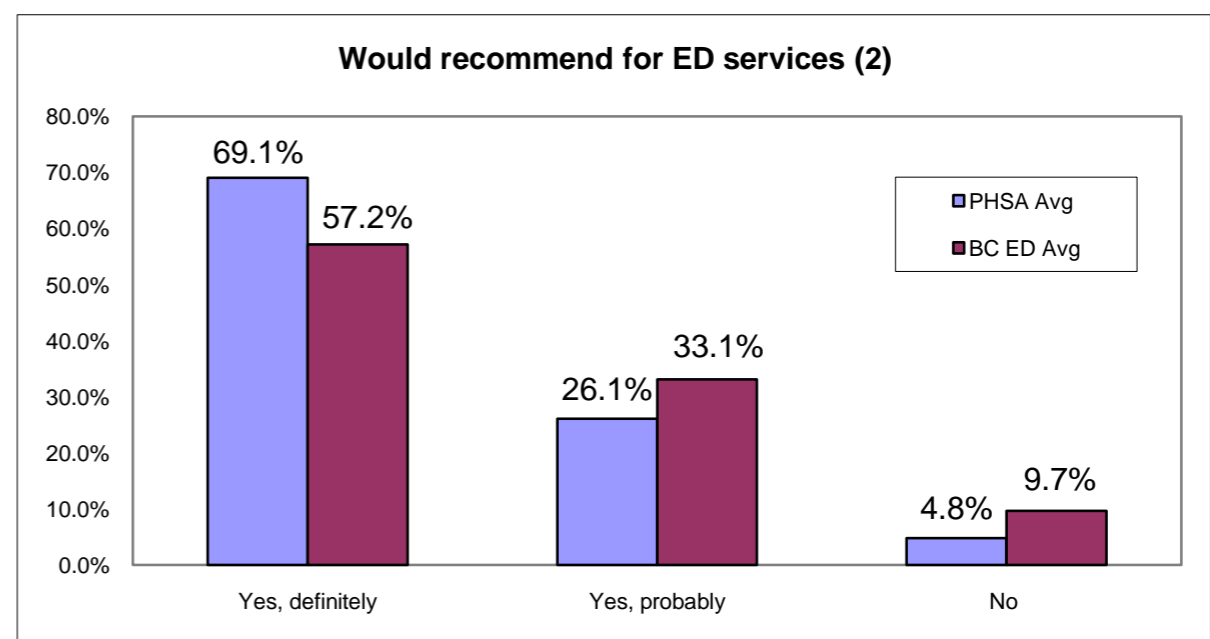
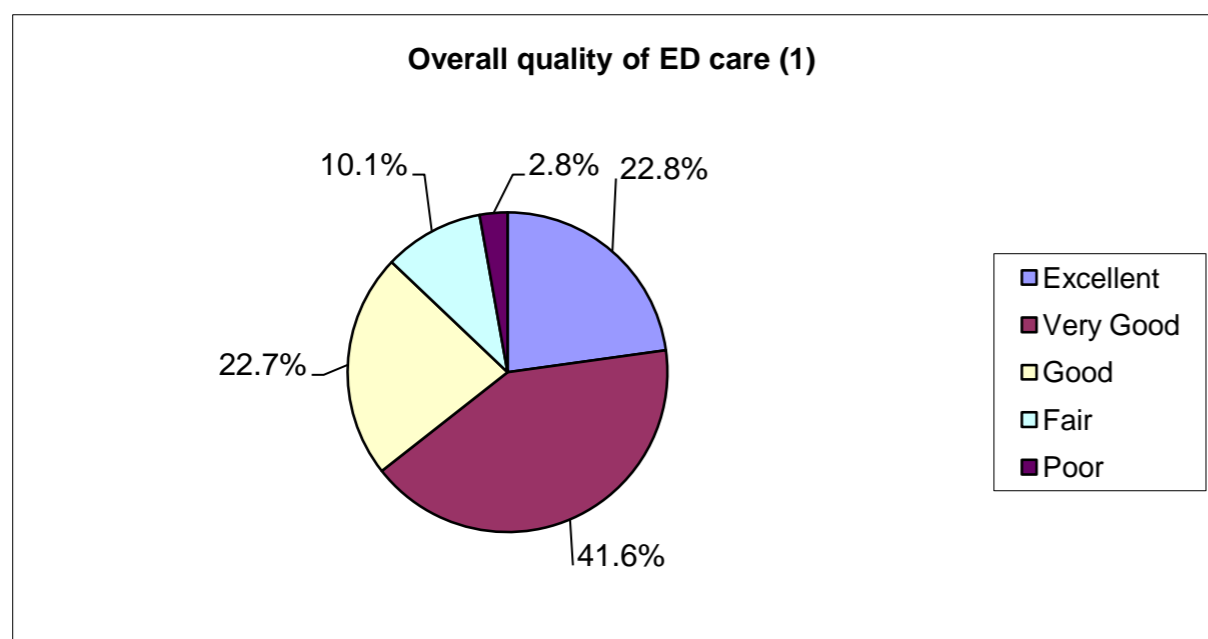




British Columbia - Provincial Health Services Authority Emergency Department Patient Experience Results

Survey of Emergency Department Care Patient Experience: 2008/09* (n = 337, Response Rate = 28.7%)

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	87.1% PHSA ED Avg				
	85.0% BC ED Avg				
Overall quality of ED care (1)		Amount of pain medicine received in ED	95.5%	Explained reason for ED wait	31.8%
Emotional Support (ED Can)	62.3%	Courtesy of ED Drs	93.2%	ED got messages to family/friends	36.3%
Respect for Patient Preferences (ED Can)	75.5%	Courtesy of ED Nurses	92.3%	Did not wait too long to see ED dr.	37.5%
Information and Education (ED Can)	61.1%	Explanation of what ED did	91.4%	Appt for treatment made before left ED	41.5%
Access and Coordination (ED Can)	61.7%	Courtesy of ED staff	90.0%	ED Nurse discussed fears/anxieties	48.6%
Physical Comfort (ED Can)	67.8%	How well ED Drs/Nurses worked together	88.4%	Did not wait too long for other ED Dr/specialist	50.7%
Continuity and Transition (ED Can)	69.1%	ED explained how to take new medications	87.5%	Rate amt of time spent in ED	51.9%
		Courtesy of the ED admit person	86.8%	ED did all it could to control pain	54.4%
		ED Nurses did not talk as if patient wasn't there	83.4%	One Dr in charge of ED care	59.0%
		ED Dr did not talk as if patient wasn't there	82.6%	Time waited to talk to ED Nurse	59.3%



(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.*