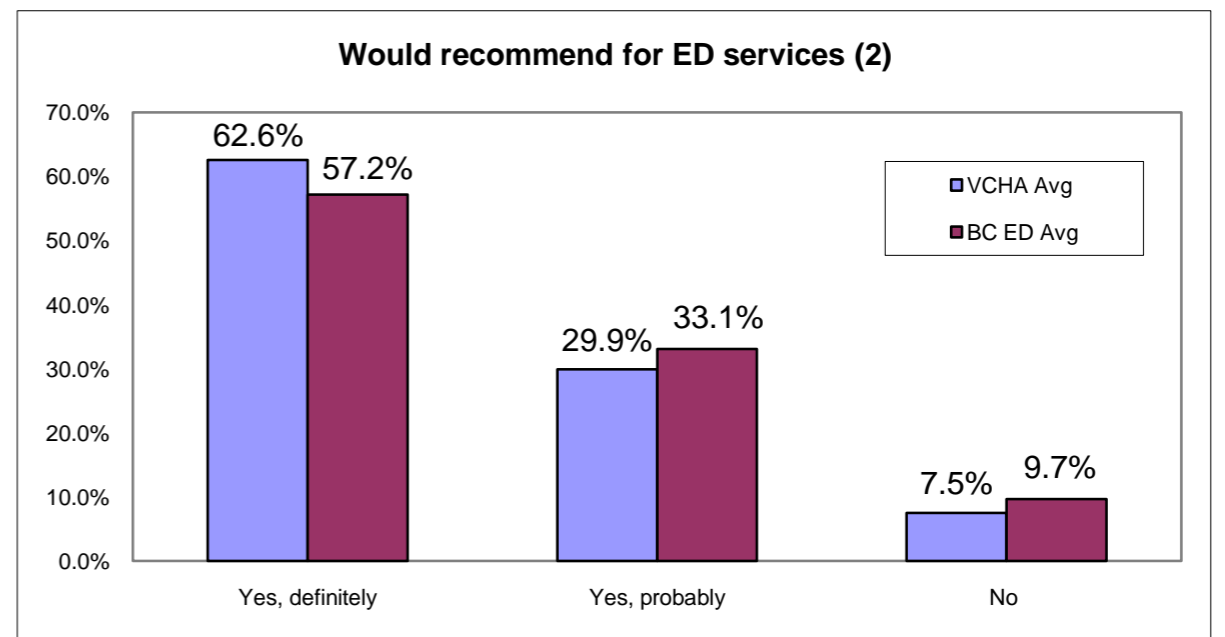
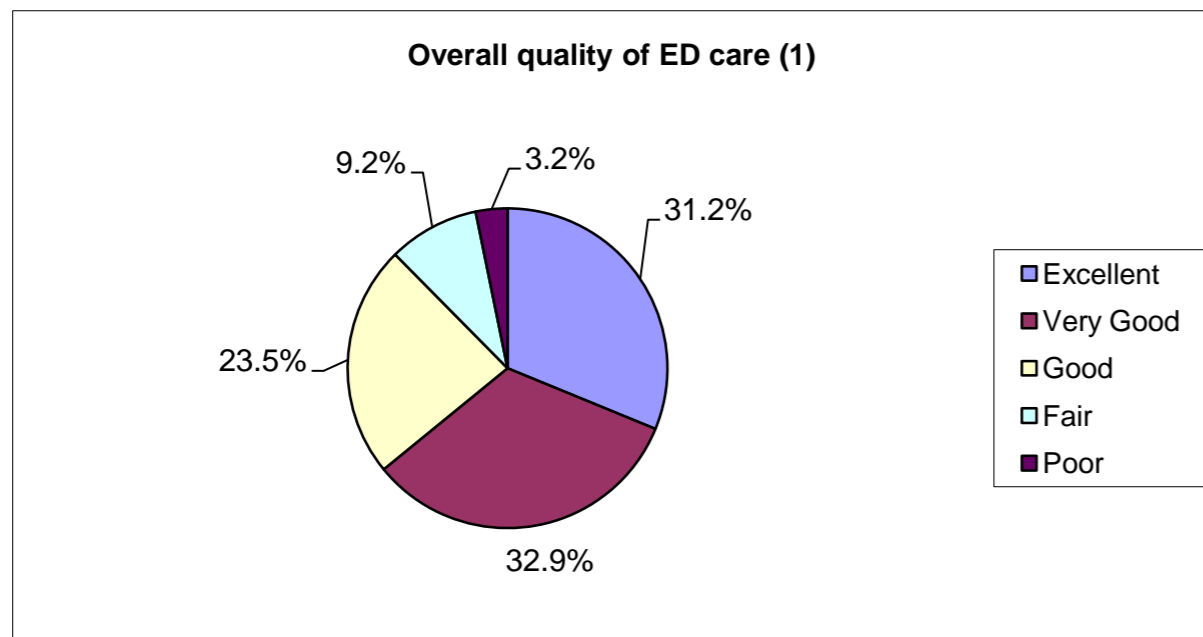


**British Columbia - Vancouver Coastal Health Authority
Emergency Department Patient Experience Results**

Survey of Emergency Department Care Patient Experience: 2008/09* (n = 2328, Response Rate = 28.5%)

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall quality of ED care (1)	87.5% VCHA ED Avg 85.0% BC ED Avg	Courtesy of ED Drs	93.1%	Explained reason for ED wait	35.2%
Emotional Support (ED Can)	64.5%	How well ED Drs/Nurses worked together	90.8%	Appt for treatment made before left ED	41.1%
Physical Comfort (ED Can)	69.5%	Courtesy of ED staff	90.3%	ED Nurse discussed fears/anxieties	46.8%
Access and Coordination (ED Can)	68.9%	Courtesy of ED Nurses	89.9%	ED explained danger signals to watch for	50.6%
Information and Education (ED Can)	63.6%	Courtesy of the ED admit person	88.3%	ED got messages to family/friends	57.2%
Respect for Patient Preferences (ED Can)	76.1%	Explanation of what ED did	88.0%	Did not wait too long to see ED Dr.	57.8%
Continuity and Transition (ED Can)	63.9%	ED Dr did not talk as if patient wasn't there	86.3%	ED Dr discussed fears/anxieties	59.2%
		Amount of pain medicine received in ED	86.1%	ED explained test results understandably	60.1%
		ED Nurses did not talk as if patient wasn't there	84.8%	ED did all it could to control pain	60.2%
		ED explained how to take new medications	84.6%	Did not wait too long for other ED Dr/specialist	60.8%



(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.*