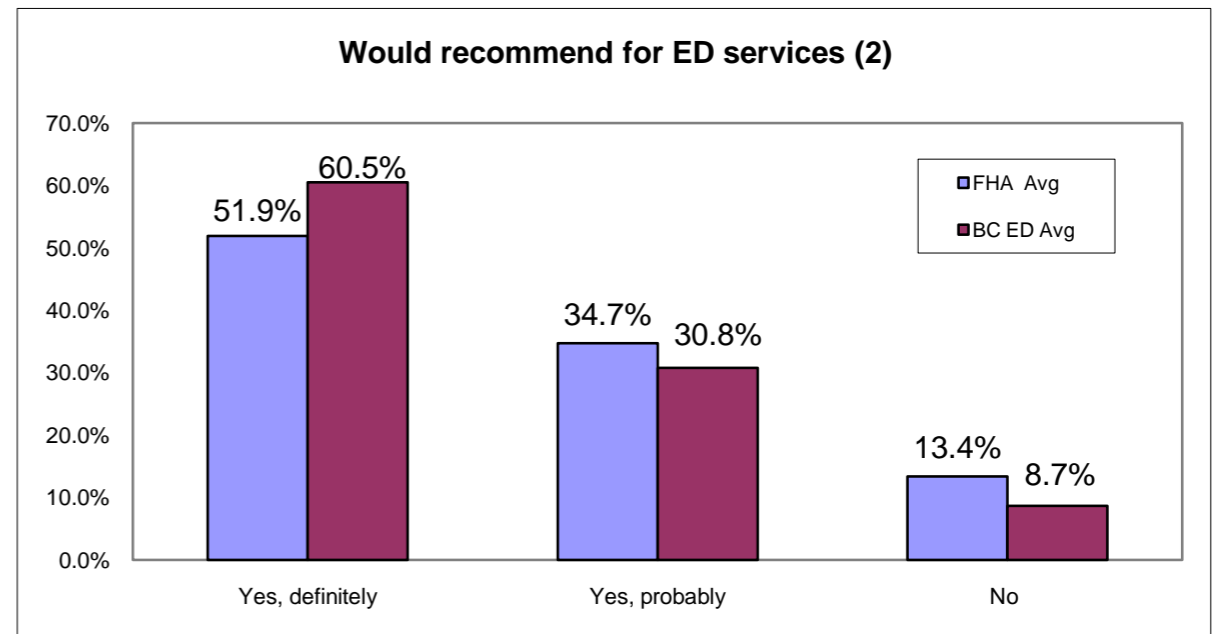
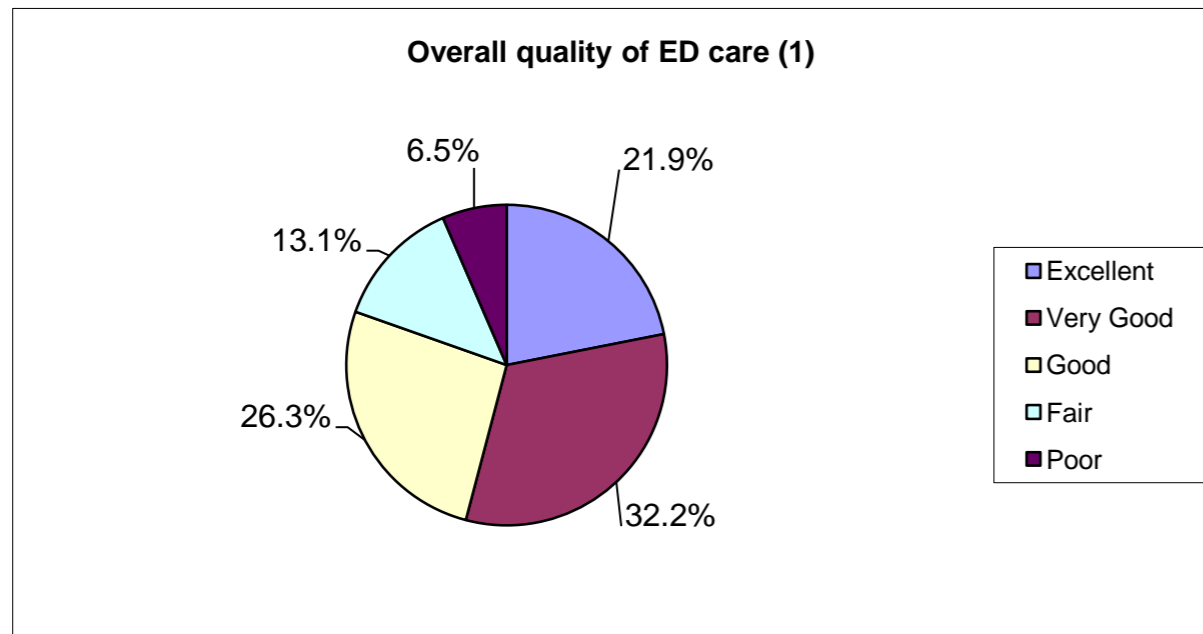




## British Columbia - Fraser Health Authority - Youth & Non Youth Emergency Department Patient Experience Results

Report Date: Oct 18, 2010 Survey of Emergency Department Experience: April 2009 - March 2010. n =3055 Response Rate = 27.0%

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall quality of ED care (1)	80.4% FHA Avg 86.1% BC ED Avg	Courtesy of ED Drs	90.2%	Explained reason for ED wait	31.4%
<b>Emotional Support (ED Can)</b>	<b>59.5%</b>	Courtesy of ED Nurses	87.5%	Appt for treatment made before left ED	35.2%
<b>Physical Comfort (ED Can)</b>	<b>58.9%</b>	ED Dr did not talk as if patient wasn't there	87.0%	ED Nurse discussed fears/anxieties	39.2%
<b>Access and Coordination (ED Can)</b>	<b>62.6%</b>	How well ED Drs/Nurses worked together	86.7%	Did not wait too long to see ED dr.	43.8%
Information and Education (ED Can)	59.7%	Courtesy of ED staff	86.2%	ED explained danger signals to watch for	45.3%
Respect for Patient Preferences (ED Can)	73.1%	Courtesy of the ED admit person	86.1%	ED did all it could to control pain	48.1%
Continuity and Transition (ED Can)	59.8%	Explanation of what ED did	83.0%	ED got messages to family/friends	50.6%
		ED Nurses did not talk as if patient wasn't there	82.3%	ED Dr discussed fears/anxieties	51.3%
		ED explained how to take new medications	81.9%	Rate amt of time spent in ED	54.4%
		Amount of pain medicine received in ED	81.0%	Did not wait too long for other ED Dr/specialist	57.3%



**(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".