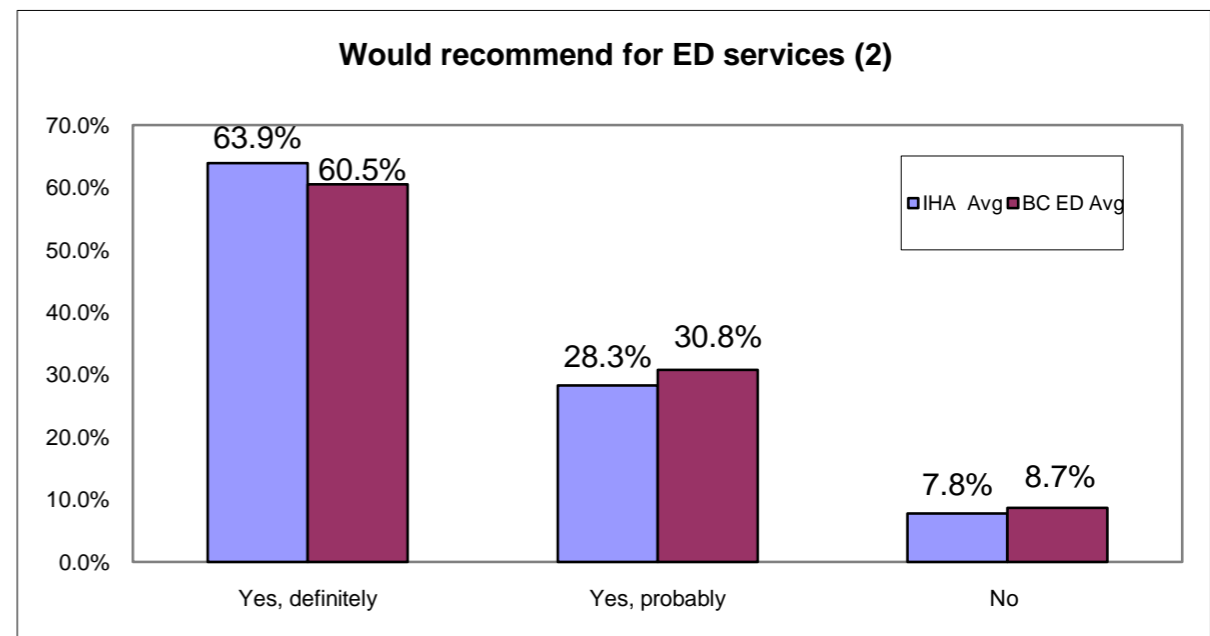
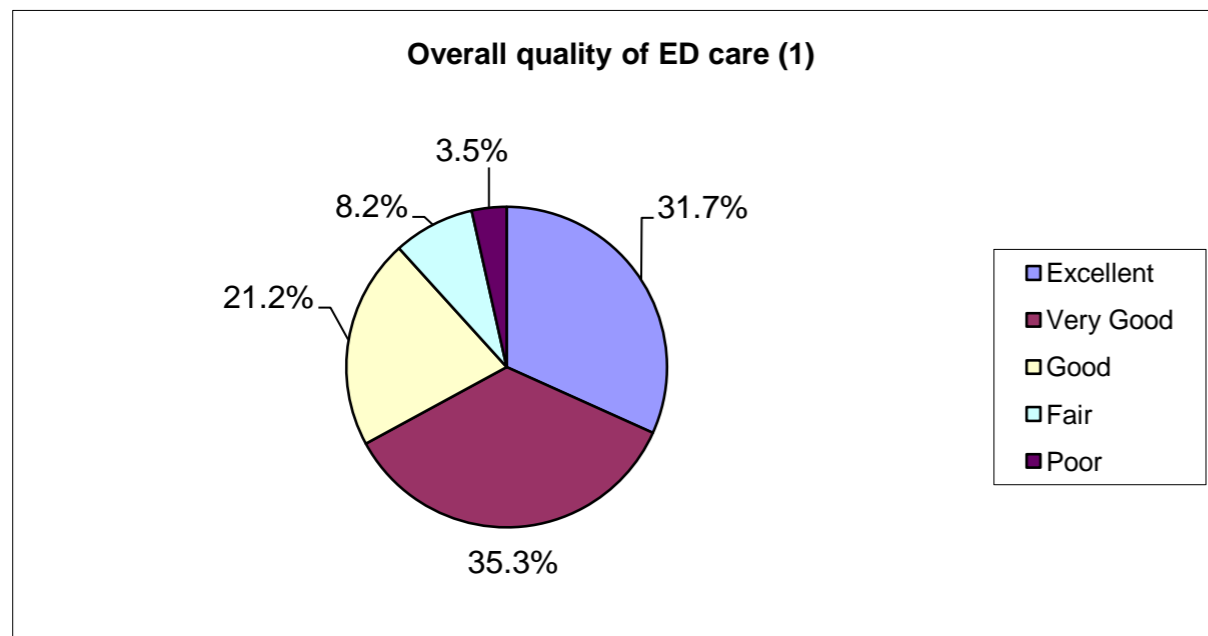




British Columbia - Interior Health Authority - Youth & Non Youth Emergency Department Patient Experience Results

Report Date: Oct 18, 2010 Survey of Emergency Department Experience: April 2009 - March 2010. n = 4954 Response Rate = 32.5%

| Summary Results (% positive score) | | Strengths (Highest % positive scores) | | Opportunities for Improvement (Lowest % positive scores) | |
|--|----------------------------------|---|-------|---|-------|
| Overall quality of ED care (1) | 88.3% IHA Avg 86.1% BC ED Avg | Courtesy of ED Drs | 92.9% | Explained reason for ED wait | 38.3% |
| Emotional Support (ED Can) | 65.5% | Courtesy of ED Nurses | 92.9% | Appt for treatment made before left ED | 39.7% |
| Physical Comfort (ED Can) | 70.2% | How well ED Drs/Nurses worked together | 92.5% | ED Nurse discussed fears/anxieties | 48.0% |
| Access and Coordination (ED Can) | 73.3% | Courtesy of the ED admit person | 92.1% | ED explained danger signals to watch for | 50.7% |
| Information and Education (ED Can) | 64.4% | Courtesy of ED staff | 92.0% | ED Dr discussed fears/anxieties | 57.0% |
| Respect for Patient Preferences (ED Can) | 78.6% | ED Dr did not talk as if patient wasn't there | 89.9% | ED explained test results understandably | 59.9% |
| Continuity and Transition (ED Can) | 65.3% | ED Nurses did not talk as if patient wasn't there | 88.1% | ED got messages to family/friends | 59.9% |
| | | Explanation of what ED did | 88.0% | ED did all it could to control pain | 61.6% |
| | | Amount of pain medicine received in ED | 85.7% | Did not wait too long to see ED dr. | 61.7% |
| | | ED explained how to take new medications | 82.9% | ED explained reasons for tests understandably | 62.1% |



(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".