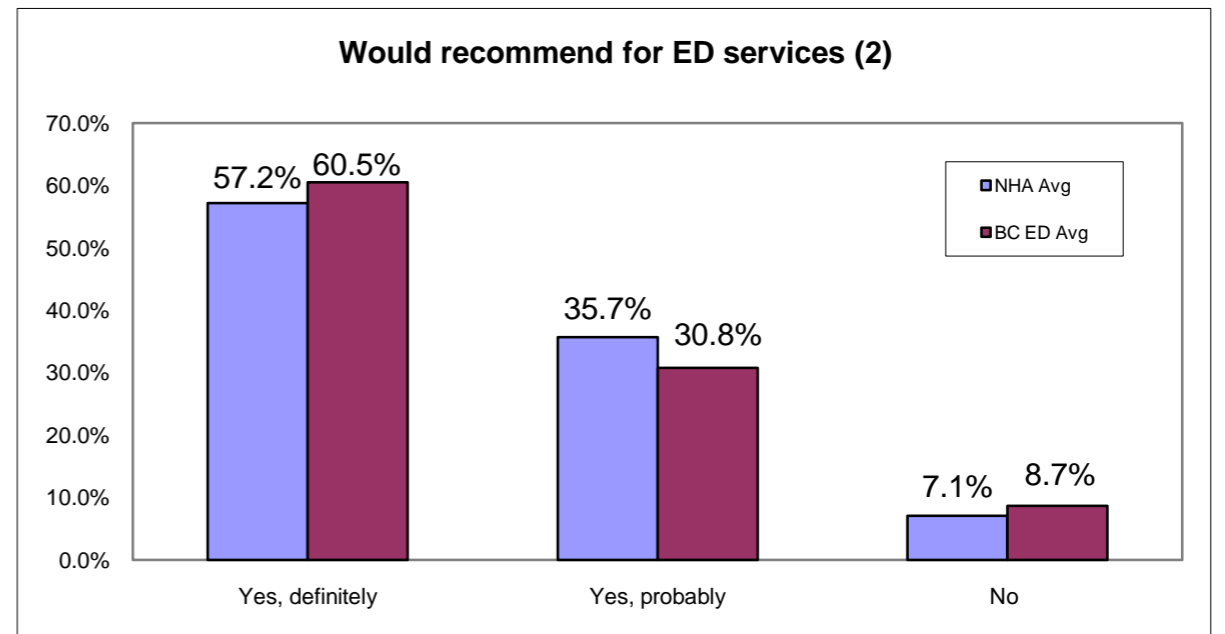
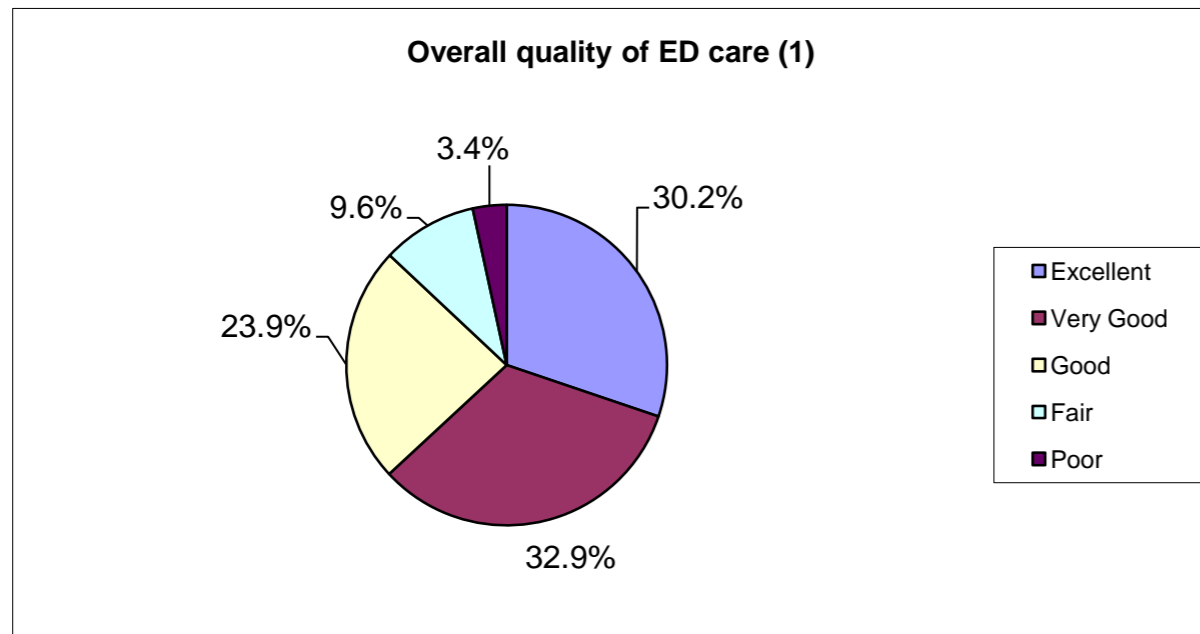




British Columbia - Northern Health Authority - Youth & Non Youth Emergency Department Patient Experience Results

Report Date: Oct 19, 2010 Survey of Emergency Department Experience: April 2009 - March 2010. n = 2801. Response Rate = 24.0%

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall quality of ED care (1)	87.0% NHA Avg 86.1% BC ED Avg	Courtesy of ED Drs	90.4%	Appt for treatment made before left ED	33.4%
Emotional Support (ED Can)	62.2%	How well ED Drs/Nurses worked together	90.3%	Explained reason for ED wait	36.9%
Information and Education (ED Can)	63.3%	Courtesy of the ED admit person	89.6%	ED Nurse discussed fears/anxieties	46.3%
Respect for Patient Preferences (ED Can)	77.5%	Courtesy of ED Nurses	89.2%	ED explained danger signals to watch for	50.2%
Physical Comfort (ED Can)	68.6%	Courtesy of ED staff	89.2%	ED got messages to family/friends	53.9%
Access and Coordination (ED Can)	73.7%	ED Dr did not talk as if patient wasn't there	88.2%	ED Dr discussed fears/anxieties	55.4%
Continuity and Transition (ED Can)	64.3%	Explanation of what ED did	87.9%	Did not wait too long to see ED dr.	58.9%
		Amount of pain medicine received in ED	86.1%	ED did all it could to control pain	59.2%
		ED Nurses did not talk as if patient wasn't there	84.7%	ED explained test results understandably	59.4%
		ED explained how to take new medications	81.9%	ED explained reasons for tests understandably	63.6%



(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".