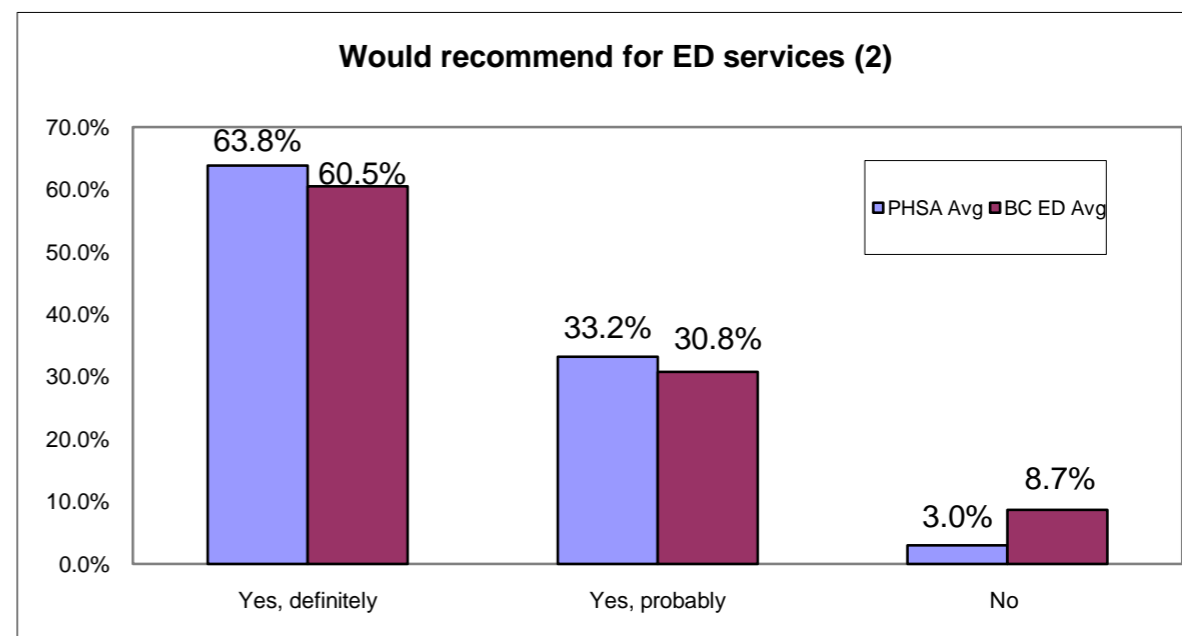
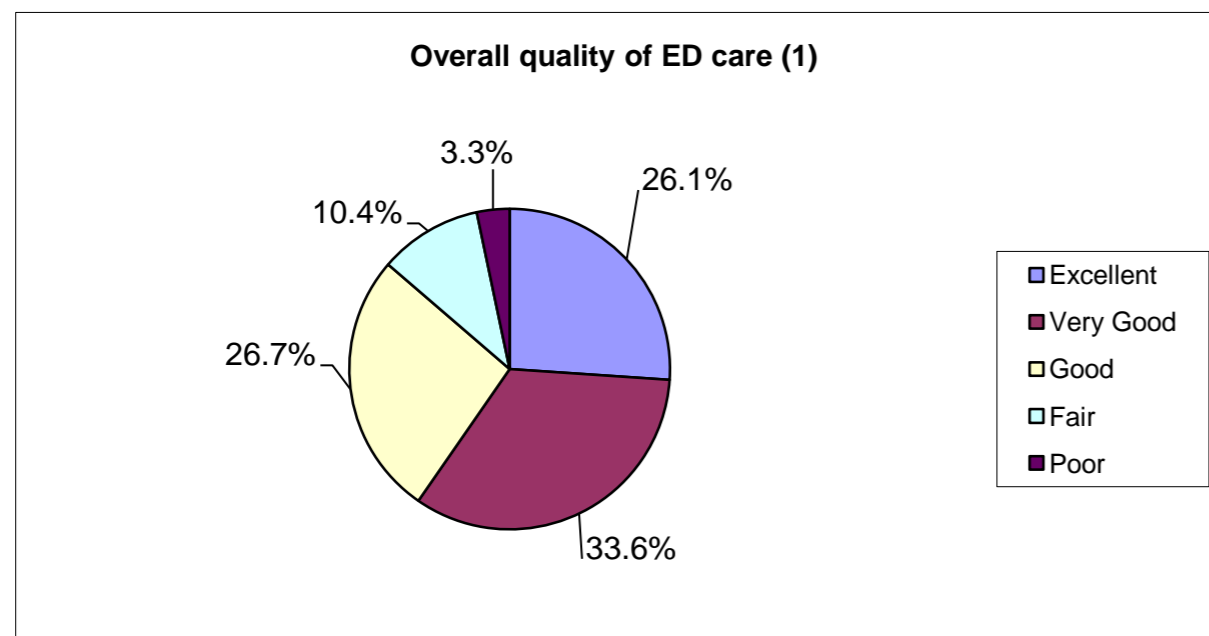




## British Columbia - Provincial Health Services Authority - Youth & Non Youth Emergency Department Patient Experience Results

Report Date: Nov 2, 2010 Survey of Emergency Department Experience: April 2009 - March 2010. n = 341. Response Rate = 27.9%

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall quality of ED care (1)	86.3% PHSA Avg 86.1% BC ED Avg	Amount of pain medicine received in ED	93.4%	ED got messages to family/friends	29.6%
<b>Emotional Support (ED Can)</b>	<b>61.8%</b>	Courtesy of ED Drs	91.7%	Explained reason for ED wait	30.8%
<b>Physical Comfort (ED Can)</b>	<b>60.8%</b>	Courtesy of ED Nurses	91.6%	Did not wait too long to see ED dr.	31.4%
<b>Access and Coordination (ED Can)</b>	<b>60.4%</b>	Courtesy of ED staff	91.6%	Appt for treatment made before left ED	38.7%
Information and Education (ED Can)	62.1%	How well ED Drs/Nurses worked together	90.8%	Rate amt of time spent in ED	46.1%
Respect for Patient Preferences (ED Can)	76.1%	Explanation of what ED did	90.5%	ED did all it could to control pain	46.4%
Continuity and Transition (ED Can)	66.9%	Courtesy of the ED admit person	86.7%	Did not wait too long for other ED Dr/specialist	46.5%
		ED explained how to take new medications	85.8%	ED Nurse discussed fears/anxieties	46.9%
		ED Dr did not talk as if patient wasn't there	84.8%	Did not wait too long to get ED test(s) completed	55.3%
		ED Nurses did not talk as if patient wasn't there	82.6%	Knew who to call w/ questions when left ED	59.5%



**(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".