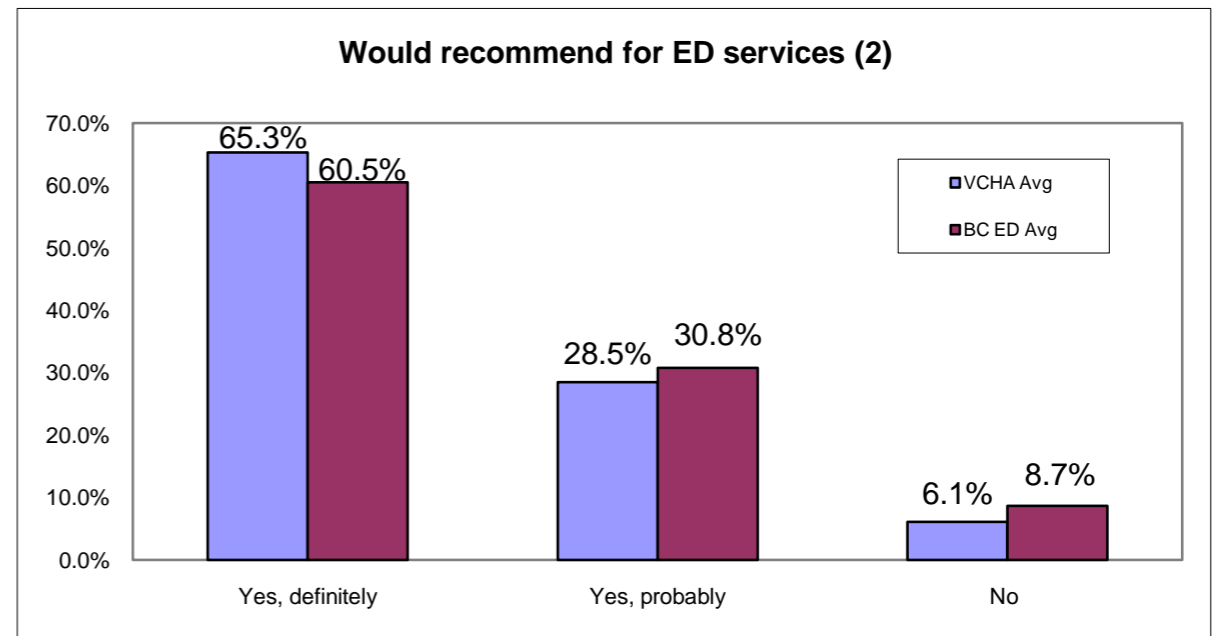
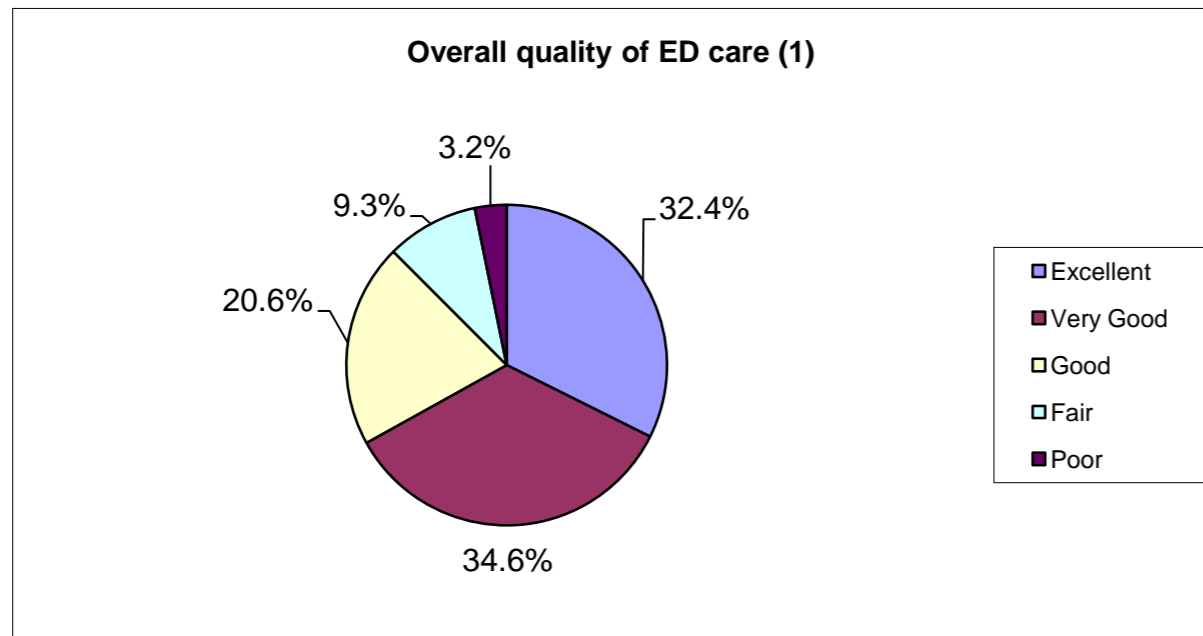


**British Columbia - Vancouver Coastal Health Authority - Youth & Non Youth  
Emergency Department Patient Experience Results**

Report Date: Oct 19, 2010 Survey of Emergency Department Experience: April 2009 - March 2010. n = 2543. Response Rate = 29.6%

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall quality of ED care (1)	87.5% VCHA Avg 86.1% BC ED Avg	Courtesy of ED Drs	93.0%	Explained reason for ED wait	36.7%
<b>Emotional Support (ED Can)</b>	<b>64.0%</b>	Courtesy of ED staff	91.6%	Appt for treatment made before left ED	42.4%
<b>Information and Education (ED Can)</b>	<b>64.0%</b>	How well ED Drs/Nurses worked together	90.8%	ED Nurse discussed fears/anxieties	46.6%
<b>Access and Coordination (ED Can)</b>	<b>69.2%</b>	Courtesy of ED Nurses	89.9%	ED explained danger signals to watch for	52.1%
Physical Comfort (ED Can)	69.5%	Courtesy of the ED admit person	88.8%	ED got messages to family/friends	56.1%
Respect for Patient Preferences (ED Can)	76.2%	Explanation of what ED did	87.2%	Did not wait too long for other ED Dr/specialist	58.1%
Continuity and Transition (ED Can)	63.6%	Amount of pain medicine received in ED	86.9%	Did not wait too long to see ED dr.	58.3%
		ED Dr did not talk as if patient wasn't there	86.9%	ED Dr discussed fears/anxieties	58.5%
		ED Nurses did not talk as if patient wasn't there	84.9%	ED did all it could to control pain	59.5%
		ED explained how to take new medications	82.5%	ED explained test results understandably	61.8%



**(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".