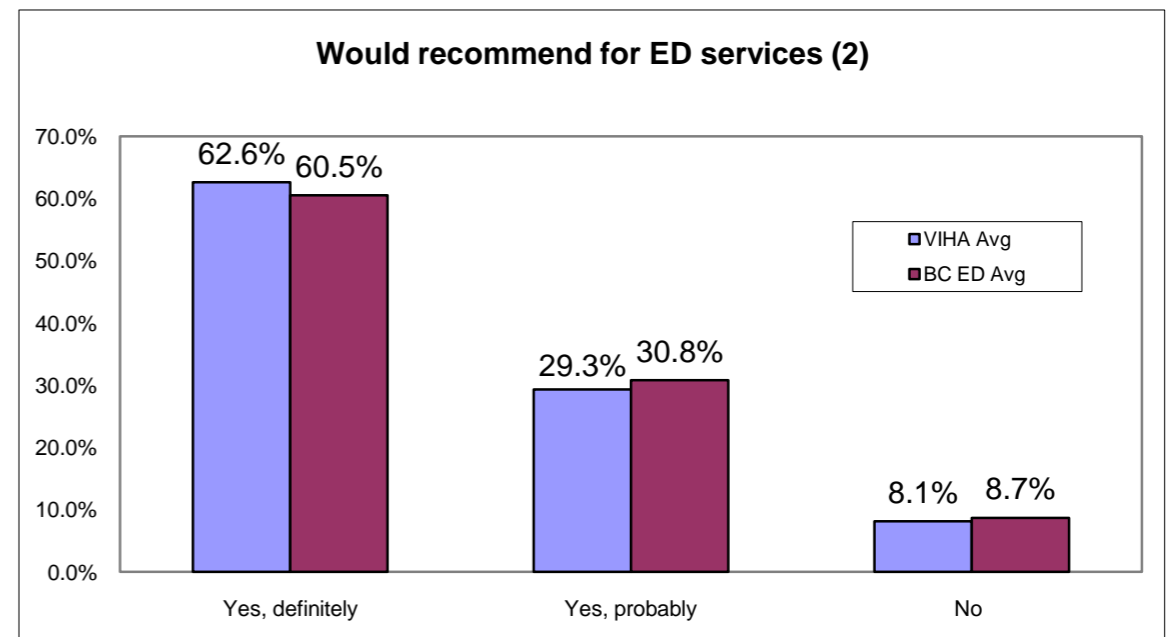
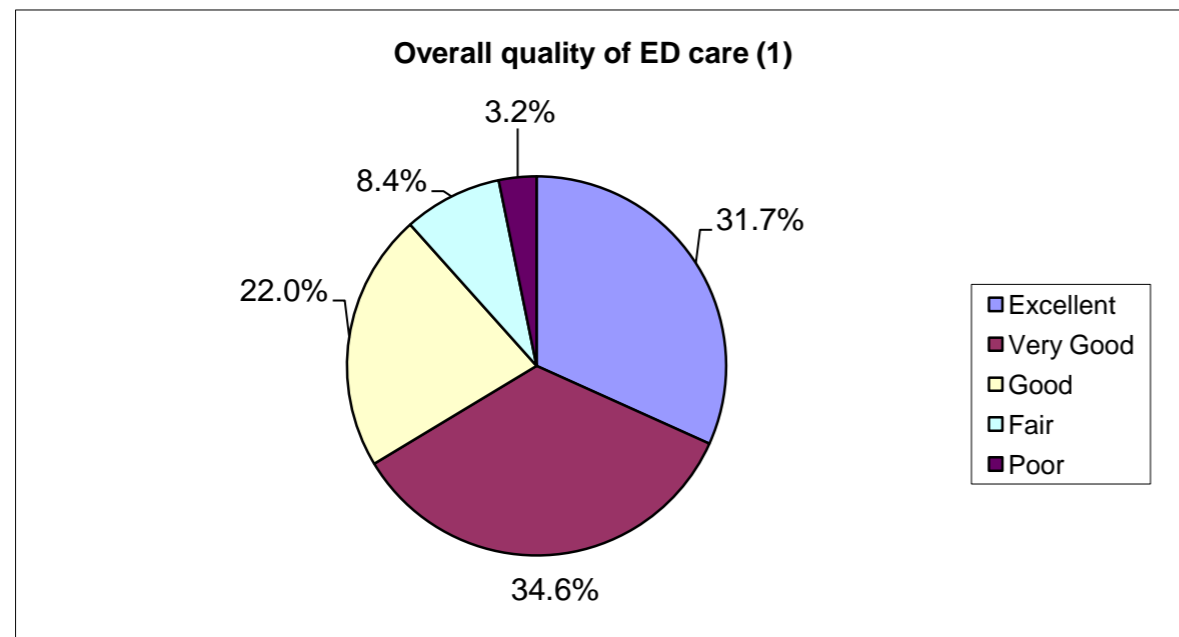




British Columbia - Vancouver Island Health Authority - Youth & Non Youth Emergency Department Patient Experience Results

Report Date: Oct 19, 2010 Survey of Emergency Department Experience: April 2009 - March 2010. n = 2894. Response Rate = 31.7%

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
Overall quality of ED care (1)	88.3% VIHA Avg 86.1% BC ED Avg	Courtesy of ED Drs	93.4%	Appt for treatment made before left ED	34.7%
Emotional Support (ED Can)	67.8%	Courtesy of ED Nurses	92.4%	Explained reason for ED wait	34.9%
Physical Comfort (ED Can)	68.1%	How well ED Drs/Nurses worked together	92.0%	ED Nurse discussed fears/anxieties	49.1%
Access and Coordination (ED Can)	70.9%	Courtesy of ED staff	91.8%	ED explained danger signals to watch for	51.5%
Respect for Patient Preferences (ED Can)	79.1%	ED Dr did not talk as if patient wasn't there	90.7%	ED did all it could to control pain	57.9%
Information and Education (ED Can)	65.8%	Courtesy of the ED admit person	90.4%	Did not wait too long to see ED dr.	58.6%
Continuity and Transition (ED Can)	65.8%	Explanation of what ED did	88.8%	ED Dr discussed fears/anxieties	61.6%
		ED Nurses did not talk as if patient wasn't there	88.6%	Cleanliness of ED	62.2%
		Amount of pain medicine received in ED	87.1%	ED explained test results understandably	63.4%
		ED explained how to take new medications	86.3%	ED got messages to family/friends	66.2%



(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".