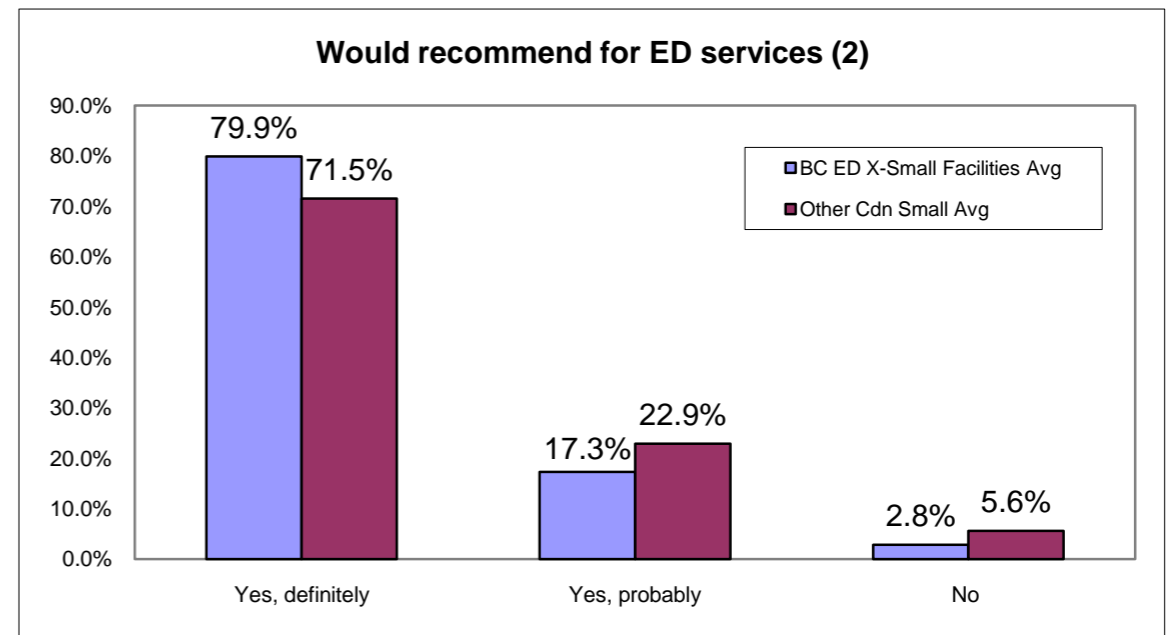
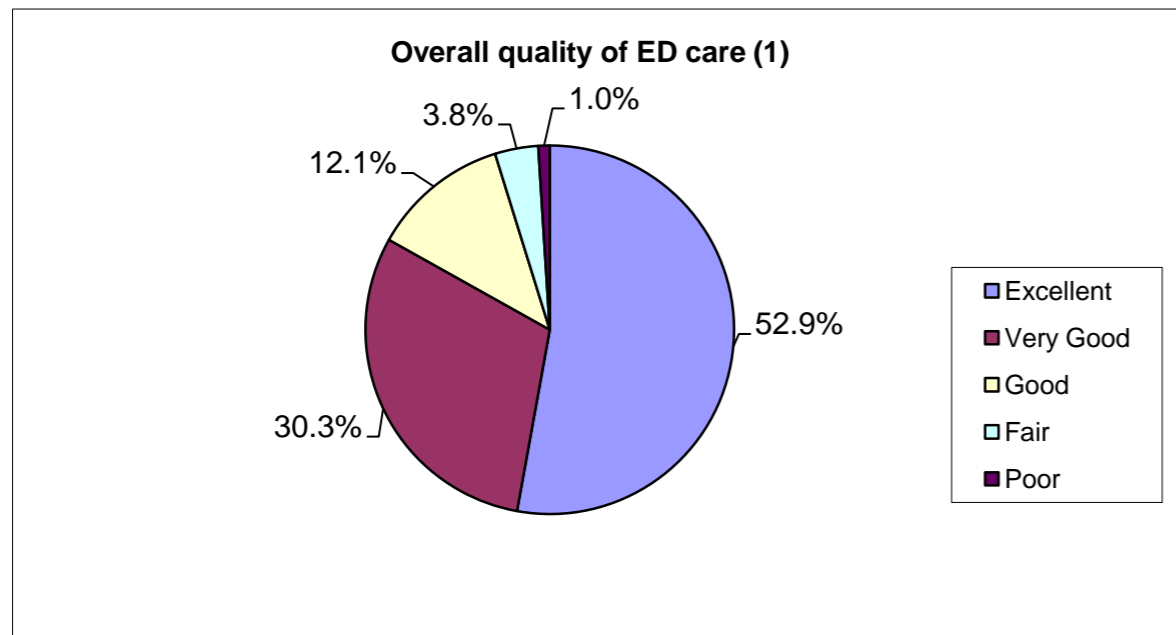




**British Columbia - X-Small Facilities
Emergency Department Patient Experience Results**

Report Date: Oct 19, 2010 Survey of Emergency Department Experience: April 2009 - March 2010. n = 2076. Response Rate = 28.9%

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	95.3% X-Small Facilities Avg 91.4% Other Cdn Small Avg				
Overall quality of ED care (1)		How well ED Drs/Nurses worked together	96.8%	Appt for treatment made before left ED	52.6%
Emotional Support (ED Can)	78.8%	Courtesy of ED staff	96.5%	ED explained danger signals to watch for	67.1%
Information and Education (ED Can)	78.9%	Courtesy of ED Nurses	96.3%	ED Nurse discussed fears/anxieties	69.9%
Physical Comfort (ED Can)	79.7%	Courtesy of ED Drs	95.8%	ED explained test results understandably	70.0%
Respect for Patient Preferences (ED Can)	88.4%	Courtesy of the ED admit person	95.1%	Explained reason for ED wait	71.3%
Access and Coordination (ED Can)	87.0%	Explanation of what ED did	94.9%	ED Dr discussed fears/anxieties	71.7%
Continuity and Transition (ED Can)	77.9%	ED Dr did not talk as if patient wasn't there	92.9%	ED did all it could to control pain	73.2%
		Rate availability of ED nurses	92.7%	ED explained reasons for tests understandably	74.8%
		ED Nurses did not talk as if patient wasn't there	92.7%	Did not wait too long for other ED Dr/specialist	74.9%
		Time waited to talk to ED Nurse	92.4%	ED got messages to family/friends	77.2%



(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".