



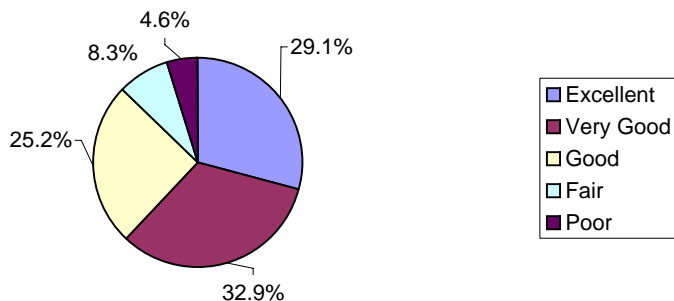
How you want to be treated.

British Columbia - Providence Health Care Emergency Department Patient Experience Results

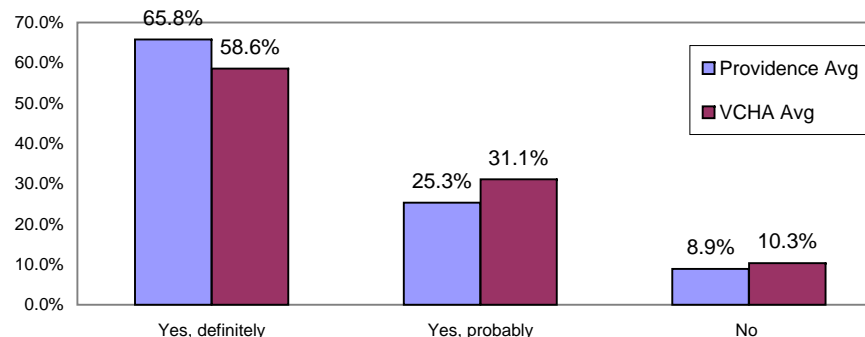
Report Date: January 18th, 2008 **Survey of Emergency Department Experience:** February 1 - April 30 2007. n = 700. Response Rate = 33.1%

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	87.1% Providence Avg 84.6% VCHA Avg				
Overall quality of ED care (1)		Courtesy of ED Drs	94.3%	Explained reason for ED wait	34.7%
Emotional Support	63.4%	How well ED Drs/Nurses worked together	91.9%	Appt for treatment made before left ED	42.8%
Access and Coordination	71.4%	Courtesy of ED staff	89.7%	ED Nurse discussed fears/anxieties	46.3%
Information and Education	60.6%	Courtesy of the ED admit person	88.1%	ED explained danger signals to watch for	46.7%
Respect for Patient Preferences	72.7%	Courtesy of ED Nurses	88.0%	ED explained test results understandably	53.3%
Physical Comfort	73.4%	Amount of pain medicine received in ED	87.3%	ED Dr discussed fears/anxieties	54.2%
Continuity and Transition	61.1%	Explanation of what ED did	84.6%	ED explained reasons for tests understandably	55.9%
		Length of time waited to see ED Dr	83.8%	Cleanliness of ED	56.6%
		ED Dr did not talk as if patient wasn't there	83.7%	Had enough say about ED care	57.5%
		ED explained how to take new medications	83.1%	Knew who to call w/ questions when left ED	59.2%

Overall quality of ED care (1)



Would recommend for ED services (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".