

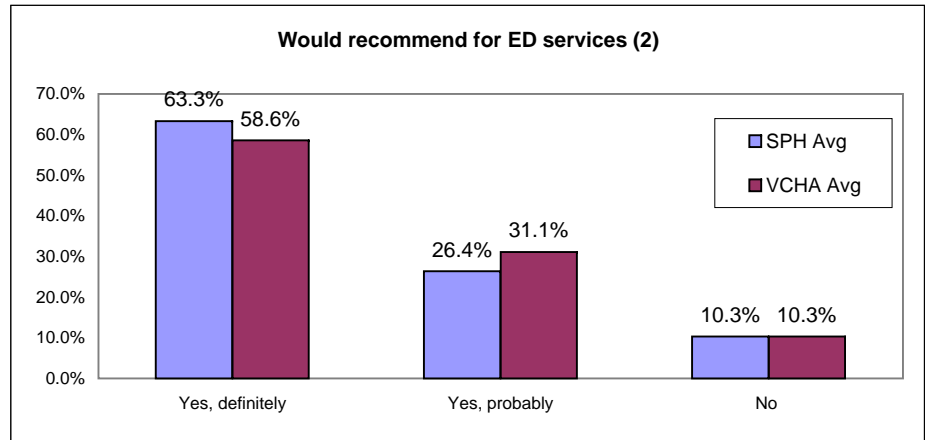
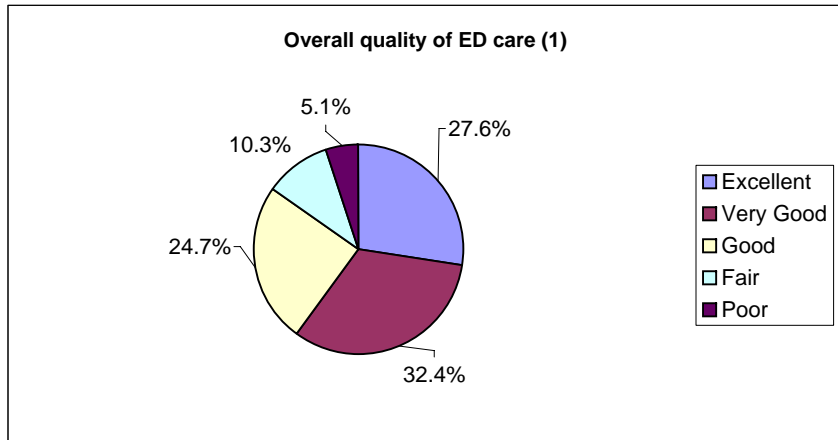


How you want to be treated.

British Columbia - St. Paul's Hospital Emergency Department Patient Experience Results

Report Date: January 18th, 2008 **Survey of Emergency Department Experience:** April 1 - September 30 2006. n = 551. Response Rate=35.7%

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	87.1% SPH 84.6% VCHA Avg				
Overall quality of ED care (1)		Courtesy of ED Drs	95.7%	Explained reason for ED wait	32.2%
Emotional Support	64.0%	How well ED Drs/Nurses worked together	92.3%	Appt for treatment made before left ED	42.0%
Access and Coordination	70.6%	Courtesy of ED staff	91.4%	ED Nurse discussed fears/anxieties	46.6%
Physical Comfort	72.3%	Courtesy of ED Nurses	88.6%	ED explained danger signals to watch for	46.8%
Information and Education	60.1%	Courtesy of the ED admit person	86.6%	ED explained test results understandably	51.4%
Respect for Patient Preferences	73.8%	Amount of pain medicine received in ED	86.5%	ED explained reasons for tests understandably	54.9%
Continuity and Transition	61.5%	ED Dr did not talk as if patient wasn't there	85.5%	ED Dr discussed fears/anxieties	55.4%
		Explanation of what ED did	84.8%	Cleanliness of ED	56.5%
		ED Nurses did not talk as if patient wasn't there	83.8%	Had enough say about ED care	58.5%
		ED explained how to take new medications	83.6%	Knew who to call w/ questions when left ED	60.9%



(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".