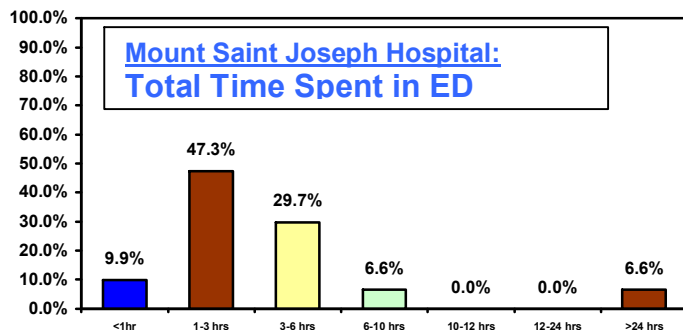


PROVIDENCE HEALTH CARE: Mount Saint Joseph Hospital

Provincial Emergency Department Patient Satisfaction Survey Results

Report Date: July 8th, 2004. Survey of Patient Visits: July 1st to September 30th, 2003. n = 98, response rate = 31.8%

Summary Results: (% positive score) **	Strengths (Highest % positive scores) **	Opportunities for Improvement (Lowest % positive score) **
Overall Quality of ED Care 91.3%↑ MSJH 85.2 % B.C. 85.8% Cda.	One doctor in charge of ED care 93.5%	Appointment for treatment made before left ED 28.9%
Access & coordination 74.9 % ↑	Rate availability of ED Nurses 86.8% ↑	ED nurse discussed fears / anxieties 46.3%
Respect for Patients/ Patient's Preferences 74.0%	Length of time waited to see ED doctor 85.2% ↑	Explained reason for ED wait 50.0% ↑
Physical comfort 68.3%	ED got messages to family/friends 84.6% ↑	ED explained danger signals to watch for 50.6%
Information & Education 64.3%	Amount of pain medicine received in ED 84.4%	ED Dr discussed fears / anxieties 50.7%
Emotional support 64.2%	ED explained how to take new medications 83.5%	Had enough to say about ED care 57.8%
Continuity & transition 63.0%	ED doctor did not talk as if patient wasn't there 83.1%	ED explained test results understandably 57.9%
All Dimensions Combined 69.1 %	ED nurses did not talk as if patient wasn't there 80.7%	ED did all it could to control pain 58.0%
Would recommend ED -- definitely 71.7% ↑	Dignity/respect by ED staff 78.7%	Waited too long to see ED Dr 61.1% ↑
Would recommend ED -- probably 25.0%	Time waited to talk to ED Nurse ED admission answered questions 77.3 ↑	Waited too long for other ED Dr./Specialist 61.5%
Would recommend ED -- No 3.3% ↓	ED Dr. answered questions understandably 71.4	ED explained causes for problem understandably 62.6%



** Items highlighted in RED have the highest correlation with "overall quality of ED care"

Arrows represent statistically significant differences at the 95% confidence level between MSJH scores and BC Community Hospital scores. MSJH's score is ↑ higher or ↓ lower.

How to interpret the results:

1. Consider your **Overall Quality of Care** score. How did MSJH's ER do?
2. What **Dimensions** did you do well in? Which ones need improvement?
3. What are your specific **strengths**? your specific **opportunities for improvement**?
4. What could explain the differences?
 - Patient population
 - Demographics
 - Location of facility
 - Type of facility
 - Size of facility
 - Other factors?

From Measurement to Improvement:

1. Review and understand your results
2. Identify a "FEW" (1 or 2) key areas to focus on
3. Engage people in the MSJH ER who can create change!

More detailed results, assistance with analysis, and support for taking action on results are available upon request. Please contact Lena Cuthbertson at 604-806-9401.