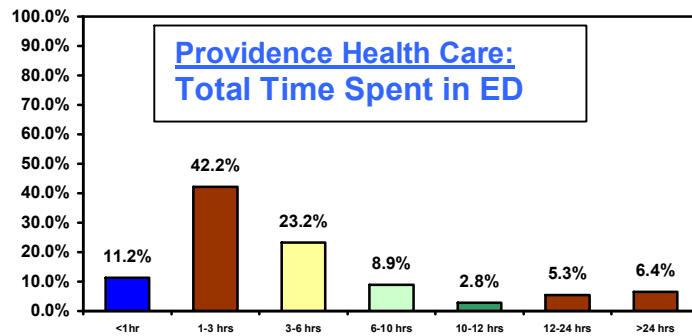


PROVIDENCE HEALTH CARE

Provincial Emergency Department Patient Satisfaction Survey Results

Report Date: July 8th, 2004. **Survey of Patient Visits:** July 1st to September 30th, 2003. n = 861 **response rate** = 30.4%

Summary Results: (% positive score) **		Strengths (Highest % positive scores) **		Opportunities for Improvement (Lowest % positive score) **	
Overall Quality of ED Care	87.6% PHC 85.8% VCHA 85.2% B.C. 85.8% Cda.	One doctor in charge of ED care	88.5% ↓	Appointment for treatment made before left ED	37.8%
Access & coordination	71.8%	Amount of pain medicine received in ED	86.3%	Explained reason for ED wait	42.5%
Respect for Patients/ Patient's Preferences	71.6% ↓	ED explained how to take new medications	84.5%	ED nurse discussed fears / anxieties	42.5%
Physical comfort	70.2%	ED doctor did not talk as if patient wasn't there	82.7% ↓	ED explained danger signals to watch for	47.9%
Continuity & transition	65.9%	ED nurses did not talk as if patient wasn't there	81.6% ↓	ED explained test results understandably	53.8%
Information and Education	61.2%	Length of time waited to see ED doctor	81.2%	ED Dr discussed fears / anxieties	54.6%
Emotional Support	61.0	Rate availability of ED Nurses	81.2%	Waited too long for other ED Dr./Specialist	56.9%
All Dimensions Combined	67.2%	Knew who to call with questions when left ED	75.7% ↓	Had enough to say about ED care	57.1% ↓
Would recommend ED -- definitely	61.2%	Dignity/respect by ED staff	73.3%	Waited too long to see ED Dr	58.2%
Would recommend ED -- probably	30.3%	Time waited to talk to ED Nurse	73.1% ↑	ED explained reasons for tests understandably	59.8%
Would recommend ED -- No	8.5%	ED explained medication side effects	72.6%	ED did all it could to control pain	59.9%



** 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 PHC scores and VCHA scores. PHC's score is ↑ higher or ↓ lower.

How to interpret the results:

1. Consider our Overall Quality of Care score. How did Providence Health Care's 2 ER's do?
2. What Dimensions did we 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 our results
2. Identify a "FEW" (1 or 2) key areas to focus on
3. Engage people in the SPH & MSJH ER's 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.