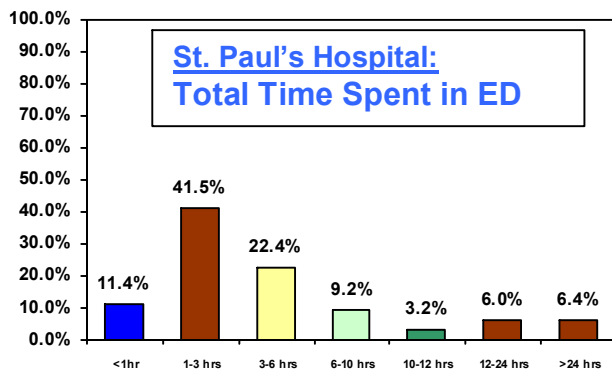


PROVIDENCE HEALTH CARE: St. Paul's Hospital
Provincial Emergency Department Patient Satisfaction Survey Results

Report Date: July 8th, 2004. **Survey of Patient Visits:** July 1st to September 30th, 2003. n = 763, response rate = 30.19%

Summary Results: (% positive score) **		Strengths (Highest % positive scores) **		Opportunities for Improvement (Lowest % positive score) **	
Overall Quality of ED Care	87.2% SPH 85.2 % B.C. 85.8% Cda.	One doctor in charge of ED care	87.9%	Appointment for treatment made before left ED	39.0%
Access & coordination	71.4%	Amount of pain medicine received in ED	86.5%	Explained reason for ED wait	41.5%
Respect for Patients/ Patient's Preferences	71.3% ↓	ED explained how to take new medications	84.6%	ED nurse discussed fears / anxieties	42.1%
Physical comfort	70.4%	ED doctor did not talk as if patient wasn't there	82.6%	ED explained danger signals to watch for	47.6% ↓
Continuity & transition	66.3%	ED nurses did not talk as if patient wasn't there	81.7%	ED explained test results understandably	53.2% ↓
Information & Education	60.8%	Length of time waited to see ED doctor	80.7% ↑	ED Dr discussed fears / anxieties	55.1% ↓
Emotional support	60.6%	Rate availability of ED Nurses	80.5%	Waited too long for other ED Dr./Specialist	56.4%
All Dimensions Combined	67.0 %	Knew who to call with questions when left ED	76.6%	Had enough to say about ED care	57.0% ↓
Would recommend ED -- definitely	59.9% ↓	Dignity/respect by ED staff	72.7%	Waited too long to see ED Dr	57.9% ↑
Would recommend ED -- probably	30.9% ↑	Time waited to talk to ED Nurse	72.6% ↑	ED explained reasons for tests understandably	59.3% ↓
Would recommend ED -- No	9.2%	ED explained medication side effects	72.6%	ED did all it could to control pain	60.1%



** 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 SPH scores and BC Teaching Hospital scores. SPH's score is ↑ higher or ↓ lower.

How to interpret the results:

1. Consider your **Overall Quality of Care** score. How did SPH'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 SPH 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.