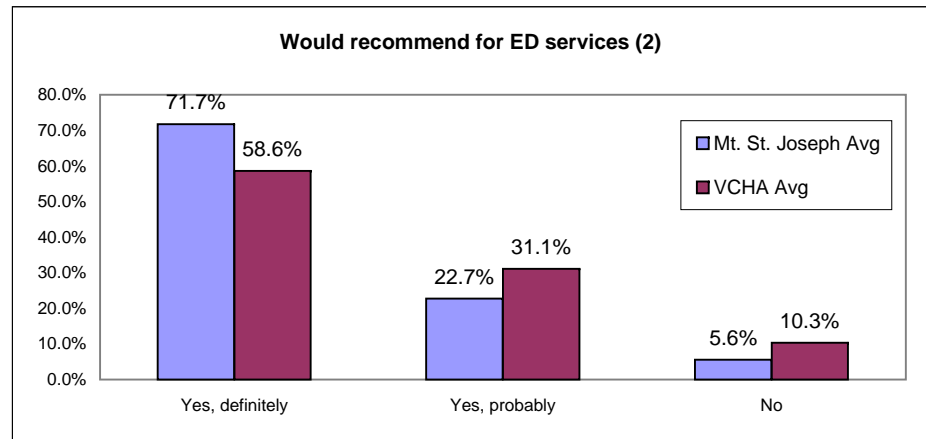
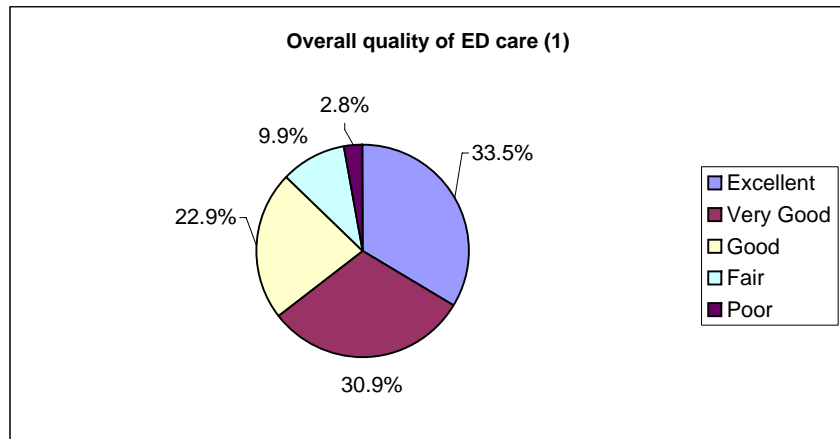




British Columbia - Mount Saint Joseph Hospital Emergency Department Patient Experience Results

How you want to be treated: † Date: January 18th, 2008 Survey of Emergency Department Experience: February 1 - April 30 2007. n = 149. Response Rate=26.0%

Summary Results (% positive score)		Strengths (Highest % positive scores)		Opportunities for Improvement (Lowest % positive scores)	
	87.2% Mt St Joseph 84.6% VCHA Avg				
Overall quality of ED care (1)		Courtesy of the ED admit person	91.7%	Explained reason for ED wait	41.4%
Emotional Support	62.0%	Courtesy of ED Drs	91.0%	Appt for treatment made before left ED	44.8%
Information and Education	61.6%	How well ED Drs/Nurses worked together	90.9%	ED Nurse discussed fears/anxieties	45.6%
Respect for Patient Preferences	70.0%	Amount of pain medicine received in ED	88.6%	ED explained danger signals to watch for	46.4%
Access and Coordination	73.1%	Length of time waited to see ED Dr	88.1%	ED Dr discussed fears/anxieties	51.5%
Physical Comfort	75.7%	Courtesy of ED Nurses	86.7%	Had enough say about ED care	55.1%
Continuity and Transition	60.3%	Courtesy of ED staff	85.7%	Knew who to call w/ questions when left ED	55.2%
		Explanation of what ED did	84.0%	Cleanliness of ED	56.9%
		ED explained how to take new medications	82.0%	ED explained test results understandably	57.6%
		Rate availability of ED nurses	81.0%	ED explained reasons for tests understandably	58.3%



(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".