



# Using the Patient Experience to Transform Health Care: British Columbia Patient-Centred Measurement Reporting and Improvement 2018

**Health Authority:** Providence Health Care

**Peer Group:** All Medium Facilities

**Facility:** Mount Saint Joseph Hospital

## Emergency Department Sector Survey 2018

Jan 1, 2018 - March 31, 2018 Discharge Dates

**160**  
SURVEYS COMPLETED

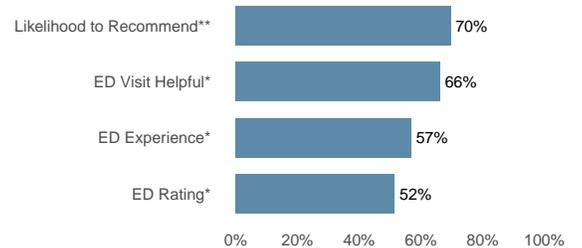


**±7.6%**  
MARGIN OF ERROR

### Drivers of Overall Patient Experience

Key Driver Dimensions	Selected Key Driver Items	BC Average
How well continuity across transitions in care is managed	CONT13. Reported that after they left the emergency department their doctors or other staff who usually provide their medical care seemed up-to-date about the care they received in the emergency department (COMPLETELY)	55.4%
	EDPEC26. Reported that someone discussed with them whether they would need follow-up care (YES)	67.8%
	EDPEC27. Reported that someone asked them whether they would be able to get follow-up care (YES)	74.9%
Getting timely care	EDPEC3. Reported waiting less than 5 minutes before someone talked to them about the reason they were there	44.1%
	EDPEC5. Reported getting care within 30 minutes of getting to the ED	60.1%
Receiving culturally responsive and compassionate care	BCED13. Felt their care providers were respectful of their culture and traditions (COMPLETELY)	86.5%
	BCED16. Reported that they were treated with compassion (COMPLETELY)	65.0%
How well ED doctors and nurses communicate with patients	EDPEC16. Reported nurses treated them with courtesy and respect (ALWAYS)	77.4%
	EDPEC17. Reported nurses listened carefully to them (ALWAYS)	70.3%
	EDPEC18. Reported nurses explained things in a way they could understand (ALWAYS)	67.9%
	EDPEC19. Reported doctors treated them with courtesy and respect (ALWAYS)	84.8%
	EDPEC20. Reported doctors listened carefully to them (ALWAYS)	77.4%
	EDPEC21. Reported doctors explained things in an understandable way (ALWAYS)	75.3%

### Overall Ratings



\*Percentage of patients who gave ratings of 9 or 10 out of a possible 10  
\*\* Percentage of patients who gave ratings of "Definitely"

### 5 Highest Scoring Questions

Percentage of patients who ...	Facility
BCED12. Reported that they believed they or their family members did NOT AT ALL suffer personal injury or harm which resulted from a medical error or mistake	95.4%
BCED13. Felt their care providers were respectful of their culture and traditions (COMPLETELY)	83.2%
IV4. Reported that their IV was put in on the first attempt by medical staff	81.6%
QABED2. Reported that doctors introduced themselves (ALWAYS)	80.7%
EDPEC27. Reported that someone asked them whether they would be able to get follow-up care (YES)	78.8%

### 5 Lowest Scoring Questions

Percentage of patients who ...	Facility
HYGIENE5. Reported doctors, nurses or other staff told them about products available for them to wash or clean <u>their own hands</u> (ALWAYS)	6.2%
HYGIENE4. Reported emergency department staff showed them how to properly wash or clean <u>their own hands</u> (ALWAYS)	6.8%
HYGIENE3. Reported doctors, nurses or other staff told them about the importance of washing or cleaning <u>their own hands</u> . (COMPLETELY)	15.0%
OSA3. Reported that doctors, nurses, or other staff asked them, their family, or caregiver(s) what care and services they would need when they returned home (COMPLETELY)	15.0%
CONT12. Reported that after leaving the ED, someone from the emergency department contacted them to see how they were doing (YES)	17.3%