### British Columbia - Alexis Creek Outpost Hospital
Emergency Department Patient Experience Results

**Report Date:** January 18th, 2008  **Survey of Emergency Department Experience:** February 1 - April 30 2007.  n = 36.  Response Rate = 24.8%

<table>
<thead>
<tr>
<th>Summary Results (% positive score)</th>
<th>Strengths (Highest % positive scores)</th>
<th>Opportunities for Improvement (Lowest % positive scores)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall quality of ED care (1)</td>
<td>Amount of pain medicine received in ED</td>
<td>ED explained test results understandably</td>
</tr>
<tr>
<td>Alexis Creek</td>
<td>ED got messages to family/friends</td>
<td>Did not wait too long to see ED Dr.</td>
</tr>
<tr>
<td>87.5%</td>
<td>Courtesy of ED Nurses</td>
<td>Appt for treatment made before left ED</td>
</tr>
<tr>
<td>IHA Avg</td>
<td>Rate availability of ED nurses</td>
<td>ED explained reasons for tests understandably</td>
</tr>
<tr>
<td>Information and Education 80.4%</td>
<td>ED admission answered questions</td>
<td>ED did all it could to control pain</td>
</tr>
<tr>
<td>Continuity and Transition 80.6%</td>
<td>Explanation of what ED did</td>
<td>Received needed help in ED</td>
</tr>
<tr>
<td>Respect for Patient Preferences</td>
<td>Time waited to talk to ED Nurse</td>
<td>Did not wait too long to get ED test(s) completed</td>
</tr>
<tr>
<td>86.5%</td>
<td>Length of time waited to see ED Dr</td>
<td>ED Dr answered questions understandably</td>
</tr>
<tr>
<td>Access and Coordination 83.2%</td>
<td>How well ED Drs/Nurses worked together</td>
<td>ED Nurse discussed fears/anxieties</td>
</tr>
<tr>
<td>Physical Comfort 80.0%</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Overall quality of ED care (1)**

- Excellent: 62.9%
- Very Good: 17.1%
- Good: 8.6%
- Fair: 8.6%
- Poor: 2.9%

**Would recommend for ED services (2)**

- Alexis Creek Avg
- IHA Avg

(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”.

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**Alexis Creek Outpost Hospital**

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**January 18th, 2008**

- **Survey of Emergency Department Experience:**
  - Start Date: February 1, 2007
  - End Date: April 30, 2007
  - Participants: 36
  - Response Rate: 24.8%

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**Overall quality of ED care (1)**

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<tr>
<th>Alexis Creek</th>
<th>87.5%</th>
<th>IHA Avg</th>
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</table>

**Information and Education**

- Excellent: 88.6%
- Very Good: 60.1%
- Good: 30.6%
- Fair: 8.6%
- Poor: 2.9%

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**Would recommend for ED services (2)**

- Yes, definitely: 88.6%
- Yes, probably: 60.1%
- No: 9.3%

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**Items highlighted in RED have the highest correlation with “Overall quality of ED care”.”**