

QUESTIONS & ANSWERS

— Emergency Department Sector Survey 2017/18—

1. When is the survey taking place?

The survey period will begin on January 1, 2018 and run until March 31, 2018.

2. Who will be surveyed?

A random sample of patients who have accessed **emergency departments (EDs)** in B.C. will be asked to participate in the survey. This includes full service EDs, urgent care centres, diagnostic and treatment centres, outpost hospitals, etc.

However, some patients are **excluded**. Patients who present with sensitive issues (e.g., abuse, assault, miscarriage) and those with no fixed address or phone number make up the excluded group.

3. How are the patients being selected?

A random sample of ED patients will receive a letter in the mail asking them to participate in an online or phone survey. There will be follow-up phone calls made to support patients responding to the survey.

4. Who is leading the survey process?

The BC Patient-Centred Measurement Working Group has implemented province-wide coordinated surveys to hear the collective voices of people who access our ED services. The working group is supported by the BC Ministry of Health, all the B.C. health authorities, the Emergency Medicine Network, and the Emergency Services Advisory Council. Patients across the province have been surveyed for the last 10 years.

5. Why are we surveying our ED patients?

In Interior Health, we believe that every person matters. Surveying patients is one way health authorities can hear the patient voice, understand their perspective, and use that feedback to improve the care we provide.

6. What kind of questions will be asked?

The questions cover topics such as: pain control, cleanliness of the facility, courtesy of staff, and overall experience. There will also be questions asked about Home Support Services (before and after visit) and BC Emergency Health Services (ambulance). They will help us to understand the patient perspective on the range of care provided.

7. How will IH be using the patient responses?

The survey will allow us to celebrate and build on the areas where we are doing well while also identifying opportunities for improving our system of care. Results will be available at the IH level, site level, and unit level in a short timeframe after the responses are collected.

A recent update to the survey process will allow quicker access to our survey results, which will inform current and future quality improvement work in a more timely way.

8. Who should I contact if I do not wish to participate or have further questions about the survey?

Interior Health Patient Care Quality Office by phone (toll-free) 1-877-442-2001 or by email at Patient.Concerns@interiorhealth.ca