

Patient Experience Survey Results for the Emergency Department

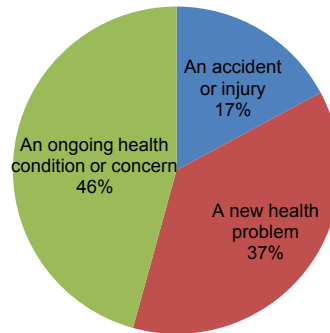
Survey Dates: July 25, 2016- December 31, 2016

Total responses: 35

N/A Responses have been removed

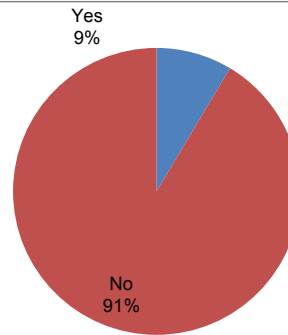
1.) Thinking about this visit, what was the main reason why you went to the emergency department?

Option	Count	Percent
An accident or injury	6	17.14%
A new health problem	13	37.14%
An ongoing health condition or concern	16	45.71%
	35	



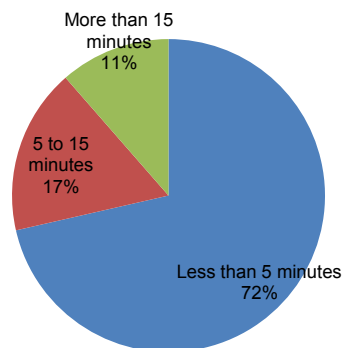
2.) For this visit, did you go to the emergency department in an ambulance?

Option	Count	Percent
Yes	3	8.57%
No	32	91.43%
	35	



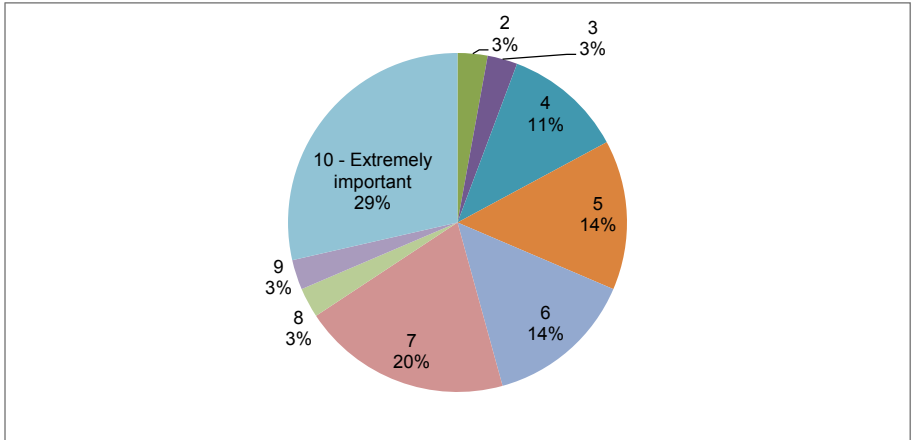
3.) When you first arrived at the emergency department, how long was it before someone talked to you about the reason you were there?

Option	Count	Percent
Less than 5 minutes	25	71.43%
5 to 15 minutes	6	17.14%
More than 15 minutes	4	11.43%
	35	



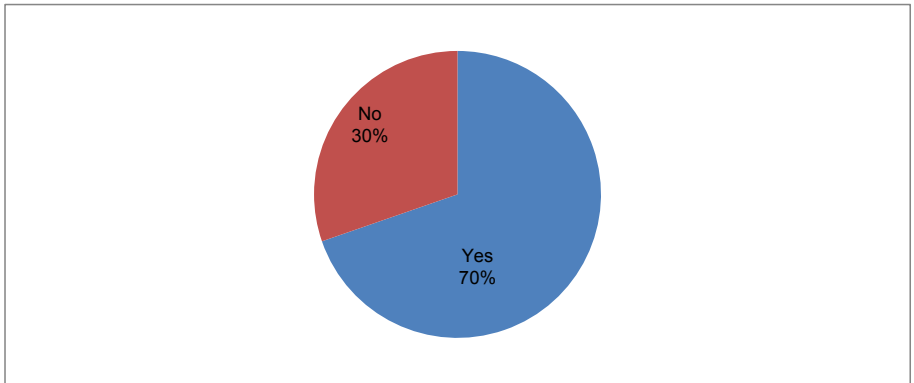
4.) Using any number from 0 to 10, where 0 is not at all important and 10 is extremely important, when you first arrived at the emergency department, how important was it for you to get care right away?

Option	Count	Percent
0 - Not important at all	0	0.00%
1	0	0.00%
2	1	2.86%
3	1	2.86%
4	4	11.43%
5	5	14.29%
6	5	14.29%
7	7	20.00%
8	1	2.86%
9	1	2.86%
10 - Extremely important	10	28.57%
	35	



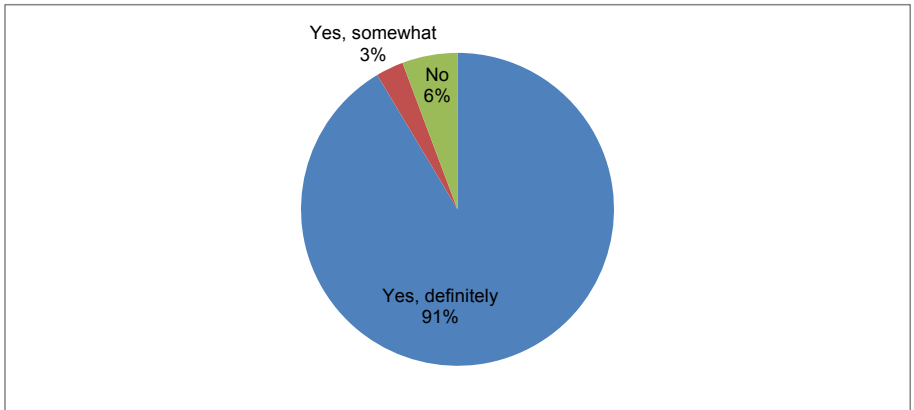
5.) During this emergency department visit, did you get care within 1 hour of getting to the emergency department?

Option	Count	Percent
Yes	23	69.70%
No	10	30.30%
	33	



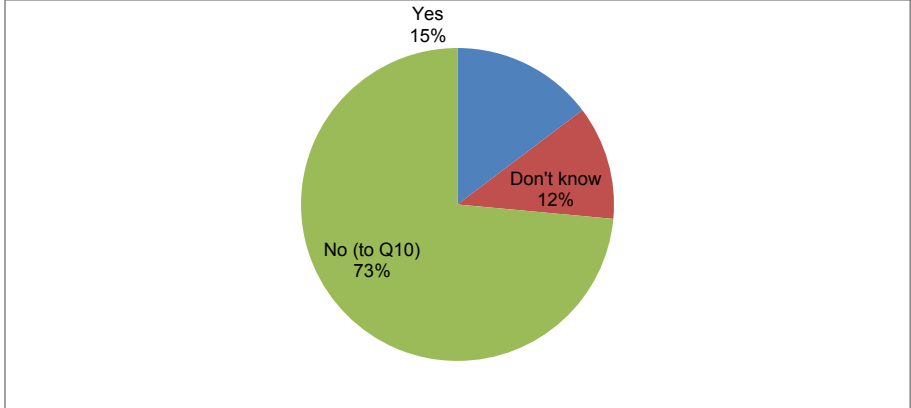
6.) During this emergency department visit, did the doctors or nurses ask about all of the medicines you were taking?

Option	Count	Percent
Yes, definitely	32	91.43%
Yes, somewhat	1	2.86%
No	2	5.71%
	35	



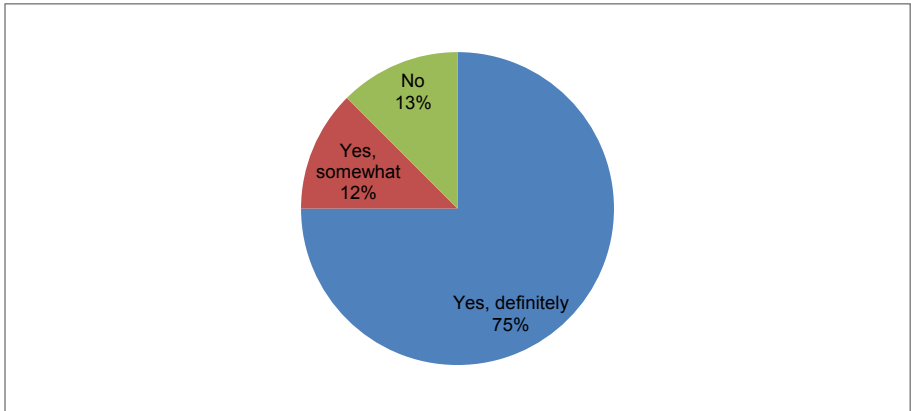
7.) During this emergency department visit, were you given any medicine that you had not taken before?

Option	Count	Percent
Yes	5	14.71%
Don't know	4	11.76%
No (to Q10)	25	73.53%
		34



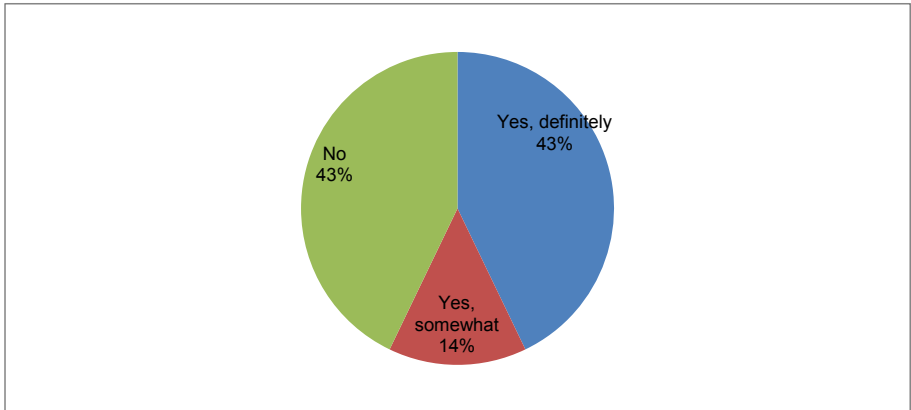
8.) Before giving you any new medicine, did the doctors or nurses tell you what the medicine was for?

Option	Count	Percent
Yes, definitely	6	75.00%
Yes, somewhat	1	12.50%
No	1	12.50%
		8



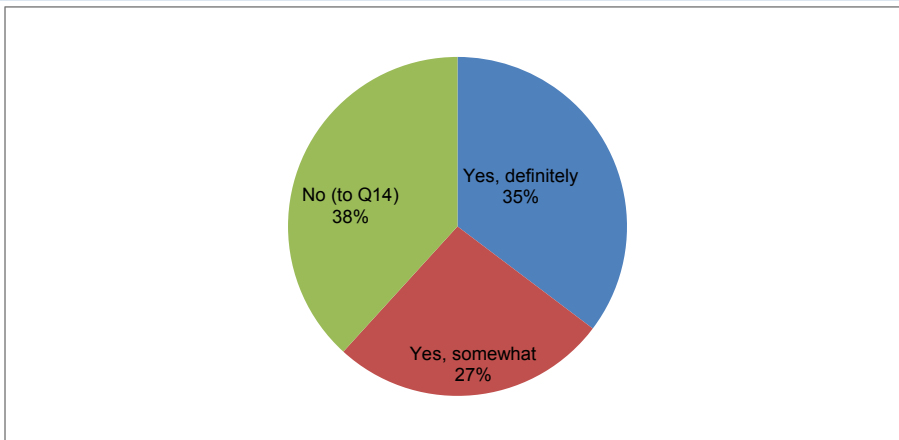
9.) Before giving you any new medicine, did the doctors or nurses describe possible side effects to you in a way you could understand?

Option	Count	Percent
Yes, definitely	3	42.86%
Yes, somewhat	1	14.29%
No	3	42.86%
		7



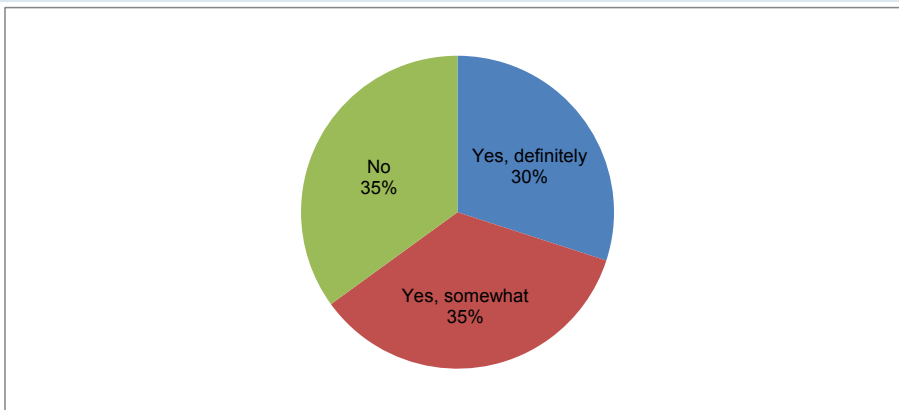
10.) During this emergency department visit, did you have any pain?

Option	Count	Percent
Yes, definitely	12	35.29%
Yes, somewhat	9	26.47%
No (to Q14)	13	38.24%
		34



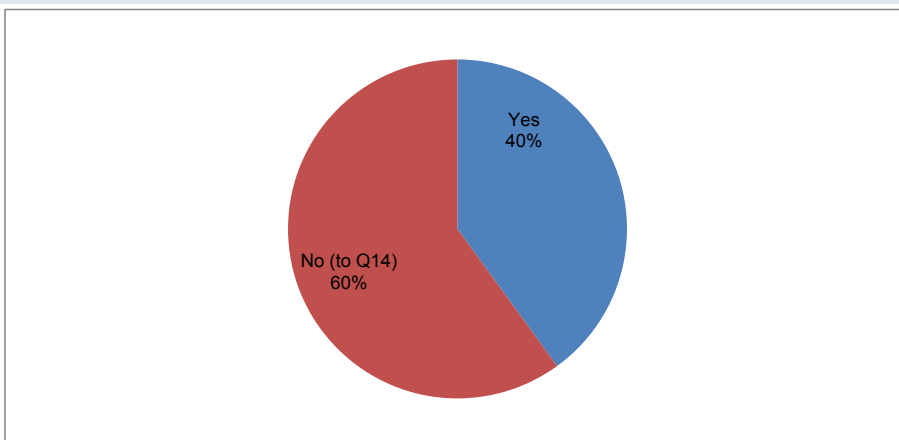
11.) During this emergency department visit, did the doctors and nurses try to help reduce your pain?

Option	Count	Percent
Yes, definitely	6	30.00%
Yes, somewhat	7	35.00%
No	7	35.00%
		20



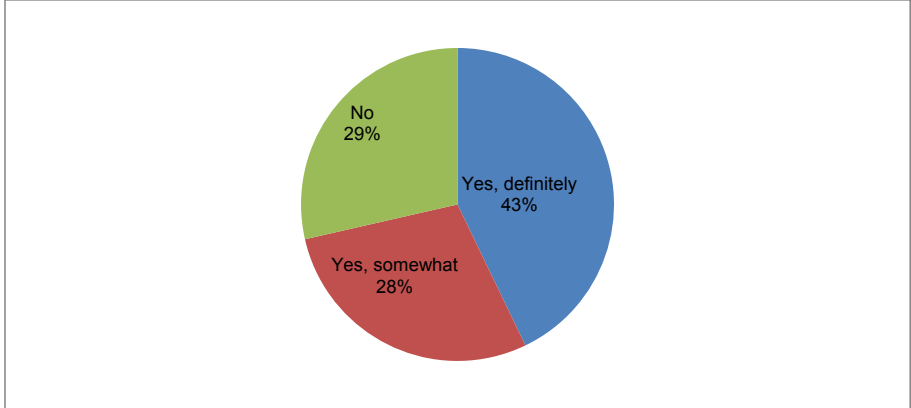
12.) During this emergency department visit, did you get medicine for your pain?

Option	Count	Percent
Yes	8	40.00%
No (to Q14)	12	60.00%
		20



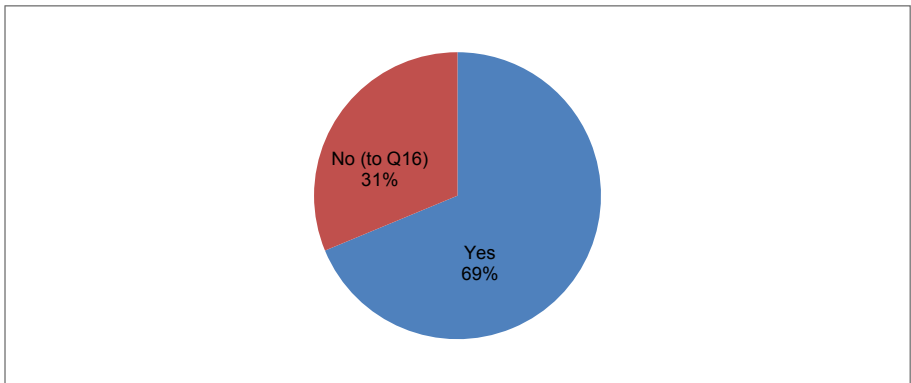
13.) Before giving you pain medicine, did the doctors and nurses describe possible side effects in a way you could understand?

Option	Count	Percent
Yes, definitely	3	42.86%
Yes, somewhat	2	28.57%
No	2	28.57%
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	7	



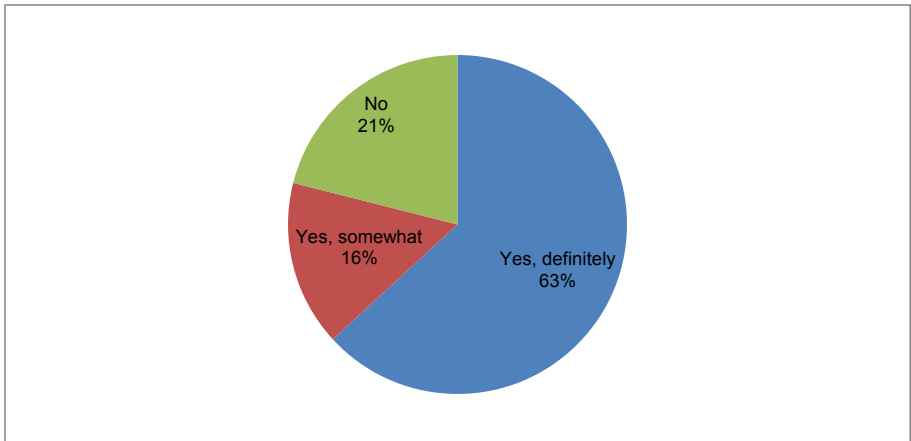
14.) During this emergency department visit, did you have a blood test, x-ray, or any other test?

Option	Count	Percent
Yes	22	68.75%
No (to Q16)	10	31.25%
		<hr/>
	32	



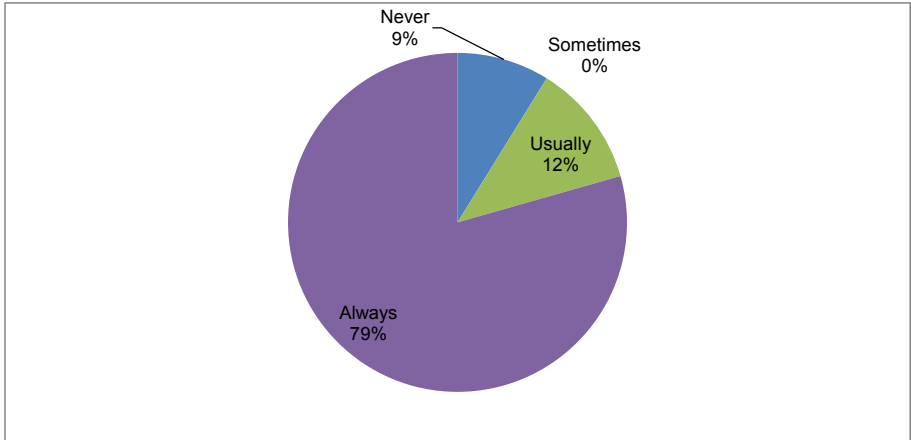
15.) During this emergency department visit, did doctors and nurses give you as much information as you wanted about the results of these tests?

Option	Count	Percent
Yes, definitely	12	63.16%
Yes, somewhat	3	15.79%
No	4	21.05%
		<hr/>
	19	



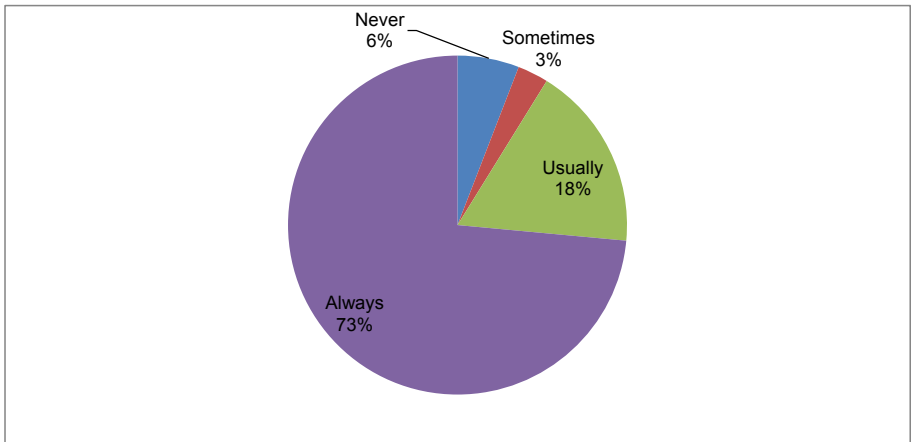
16.) During this emergency department visit, how often did nurses treat you with courtesy and respect?

Option	Count	Percent
Never	3	8.82%
Sometimes	0	0.00%
Usually	4	11.76%
Always	27	79.41%
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	34	



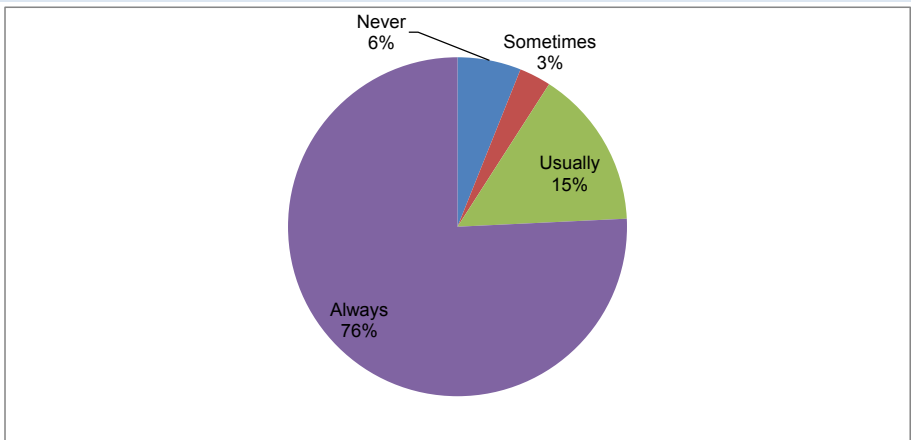
17.) During this emergency department visit, how often did nurses listen carefully to you?

Option	Count	Percent
Never	2	5.88%
Sometimes	1	2.94%
Usually	6	17.65%
Always	25	73.53%
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	34	



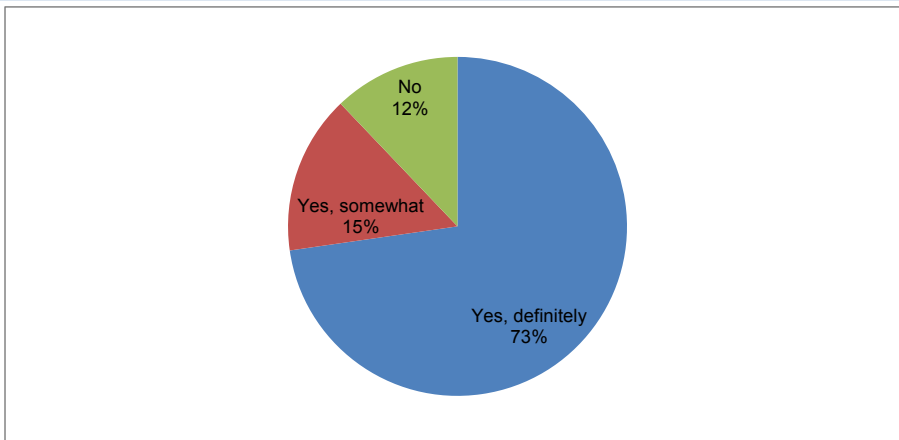
18.) During this emergency department visit, how often did nurses explain things in a way you could understand?

Option	Count	Percent
Never	2	6.06%
Sometimes	1	3.03%
Usually	5	15.15%
Always	25	75.76%
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	33	



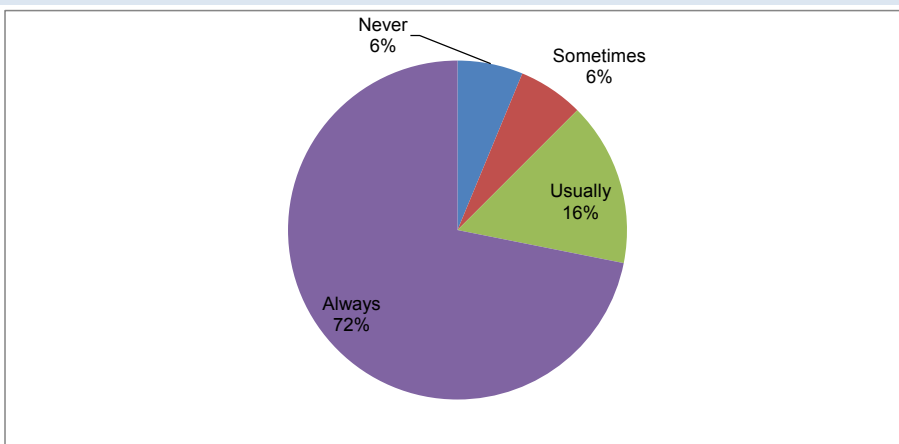
19.) During this emergency department visit, did nurses spend enough time with you?

Option	Count	Percent
Yes, definitely	24	72.73%
Yes, somewhat	5	15.15%
No	4	12.12%
		33



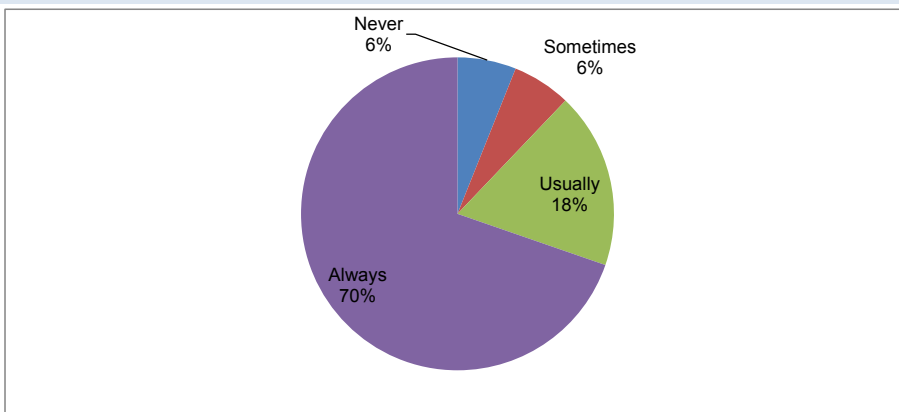
20.) During this emergency department visit, how often did doctors treat you with courtesy and respect?

Option	Count	Percent
Never	2	6.25%
Sometimes	2	6.25%
Usually	5	15.63%
Always	23	71.88%
		32



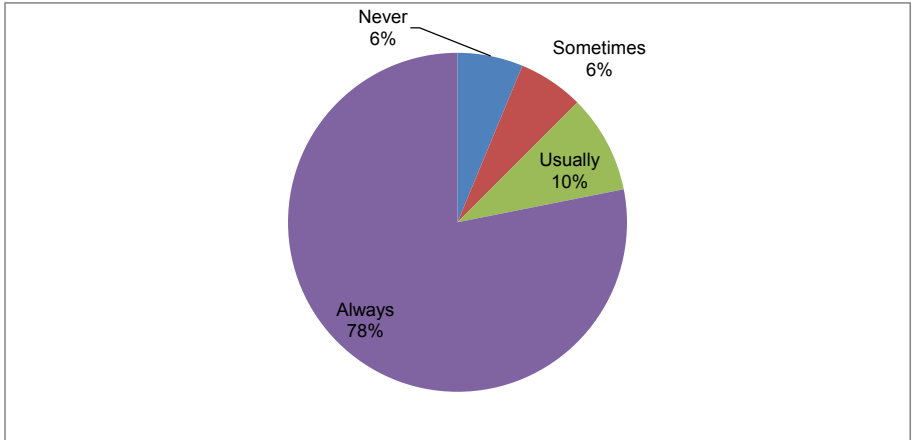
21.) During this emergency department visit, how often did doctors listen carefully to you?

Option	Count	Percent
Never	2	6.06%
Sometimes	2	6.06%
Usually	6	18.18%
Always	23	69.70%
		33



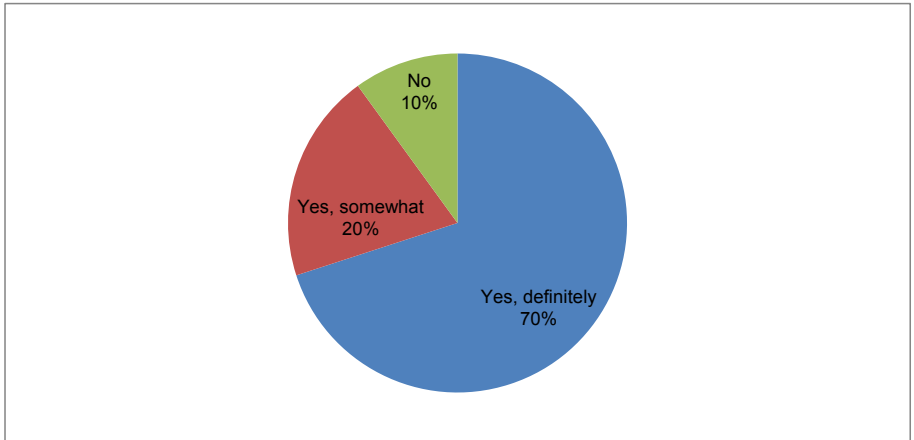
22.) During this emergency department visit, how often did doctors explain things in a way you could understand?

Option	Count	Percent
Never	2	6.25%
Sometimes	2	6.25%
Usually	3	9.38%
Always	25	78.13%
	32	



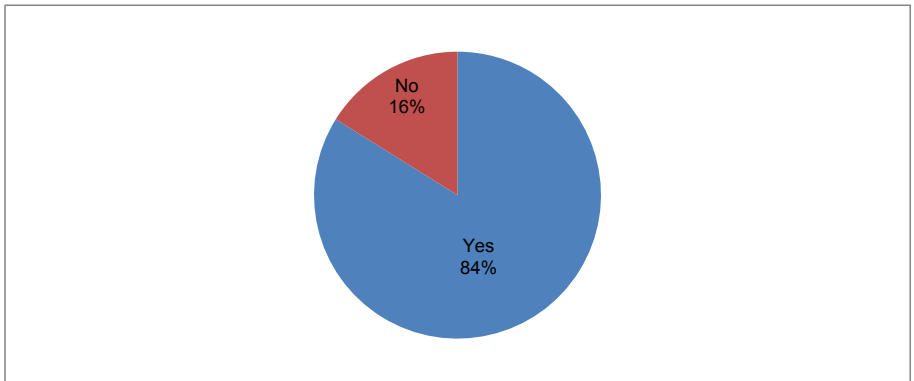
23.) During this emergency department visit, did doctors spend enough time with you?

Option	Count	Percent
Yes, definitely	21	70.00%
Yes, somewhat	6	20.00%
No	3	10.00%
	30	



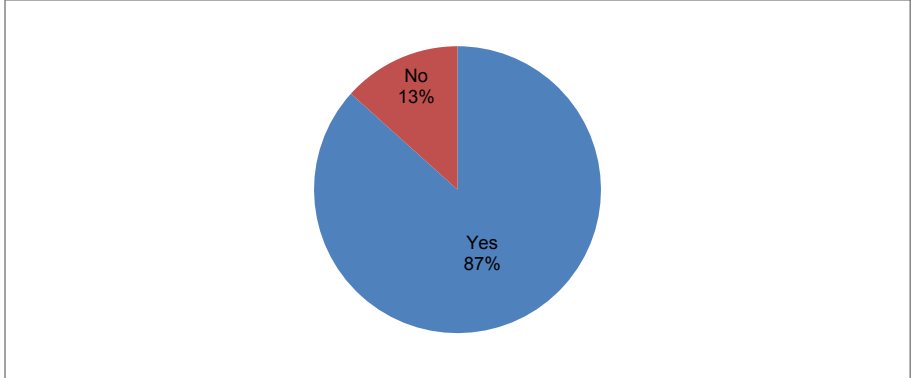
24.) Before you left the emergency department, did you understand what your main health problem was?

Option	Count	Percent
Yes	26	83.87%
No	5	16.13%
	31	



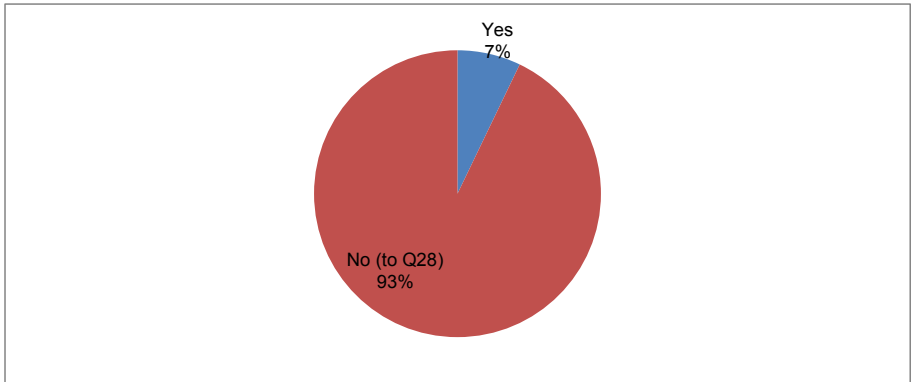
25.) Before you left the emergency department, did you understand what symptoms or health problems to look out for when you left the emergency department?

Option	Count	Percent
Yes	26	86.67%
No	4	13.33%
		30



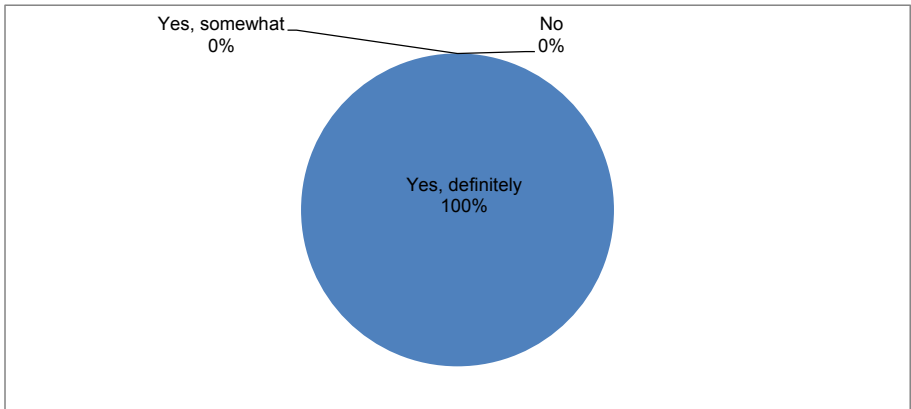
26.) Before you left the emergency department, did a doctor or nurse tell you that you should take any medicines that you had not taken before?

Option	Count	Percent
Yes	2	7.14%
No (to Q28)	26	92.86%
		28



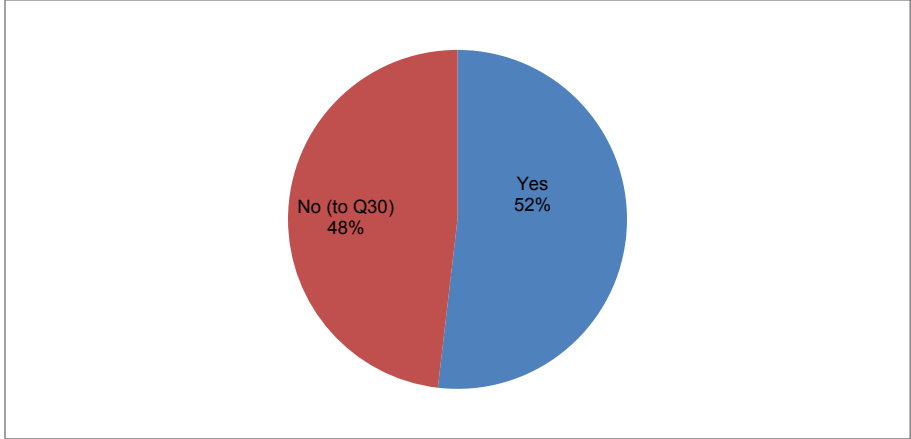
27.) Before you left the emergency department, did a doctor or nurse tell you what the new medicines were for?

Option	Count	Percent
Yes, definitely	3	100.00%
Yes, somewhat	0	0.00%
No	0	0.00%
		3



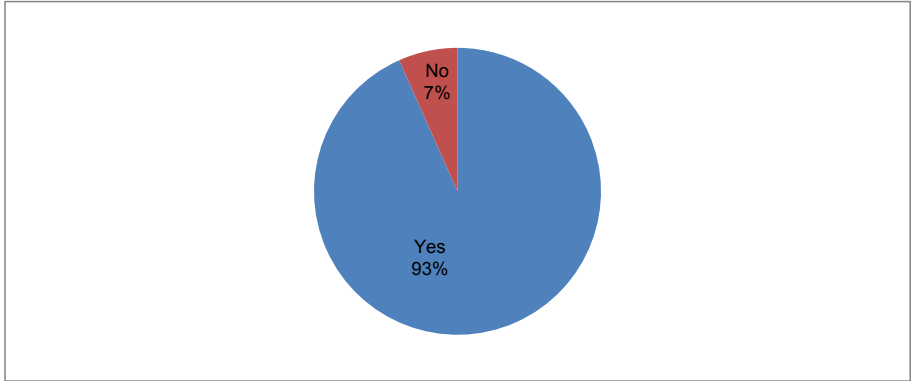
28.) Before you left the emergency department, did someone discuss with you whether you needed follow-up care?

Option	Count	Percent
Yes	14	51.85%
No (to Q30)	13	48.15%
	27	



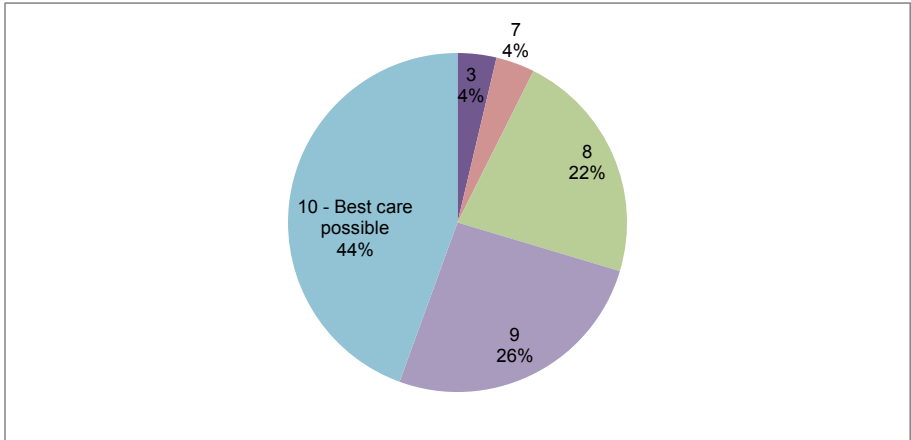
29.) Before you left the emergency department, did someone ask if you would be able to get this follow-up care?

Option	Count	Percent
Yes	14	93.33%
No	1	6.67%
	15	



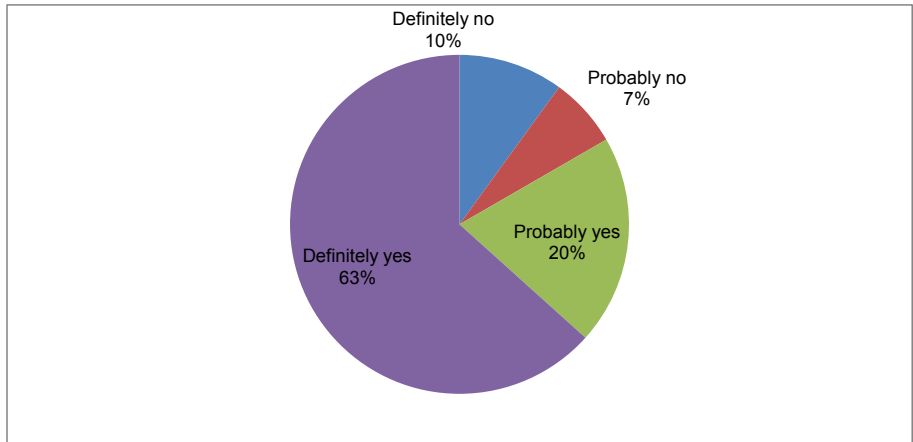
30.) Using any number from 0 to 10, where 0 is the worst care possible and 10 is the best care possible, what number would you use to rate your care during this emergency department visit?

Option	Count	Percent
0 - Worst care possible	0	0.00%
1	0	0.00%
2	0	0.00%
3	1	3.70%
4	0	0.00%
5	0	0.00%
6	0	0.00%
7	1	3.70%
8	6	22.22%
9	7	25.93%
10 - Best care possible	12	44.44%
	27	



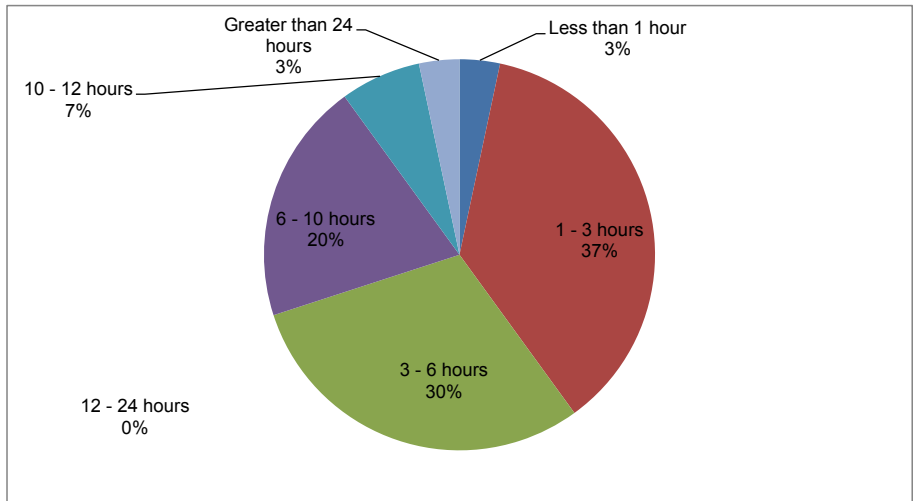
31.) Would you recommend this emergency department to your friends and family?

Option	Count	Percent
Definitely no	3	10.00%
Probably no	2	6.67%
Probably yes	6	20.00%
Definitely yes	19	63.33%
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	30	



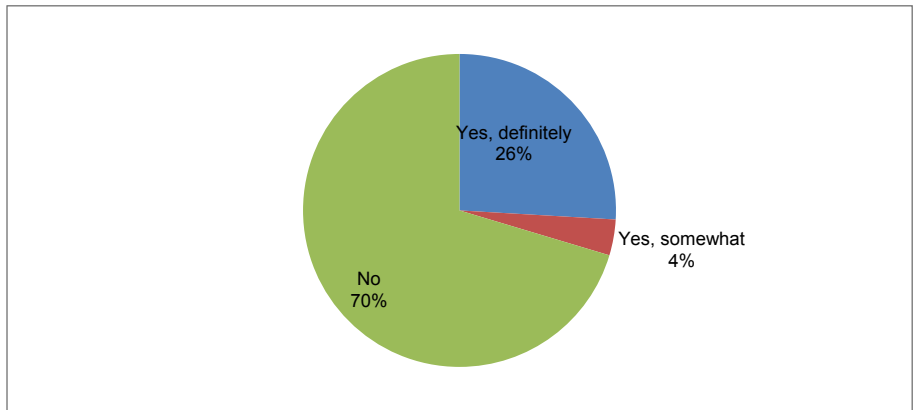
32.) Overall, how long did your visit to the emergency department last?

Option	Count	Percent
Less than 1 hour	1	3.33%
1 - 3 hours	11	36.67%
3 - 6 hours	9	30.00%
6 - 10 hours	6	20.00%
10 - 12 hours	2	6.67%
12 - 24 hours	0	0.00%
Greater than 24 hours	1	3.33%
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	30	



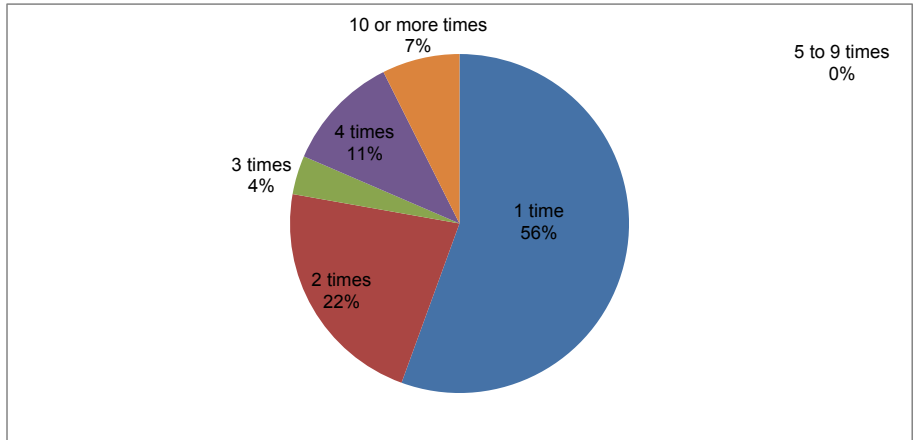
33.) During this emergency department visit, did you have to wait too long to get care?

Option	Count	Percent
Yes, definitely	7	25.93%
Yes, somewhat	1	3.70%
No	19	70.37%
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	27	



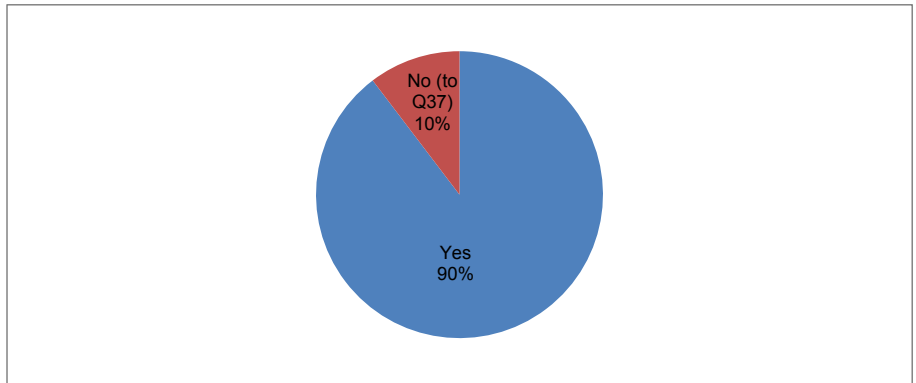
34.) In the last 6 months, how many times have you visited any emergency department to get care for yourself? Please include the emergency department visit you have been answering questions about in this survey?

Option	Count	Percent
1 time	15	55.56%
2 times	6	22.22%
3 times	1	3.70%
4 times	3	11.11%
5 to 9 times	0	0.00%
10 or more times	2	7.41%
27		



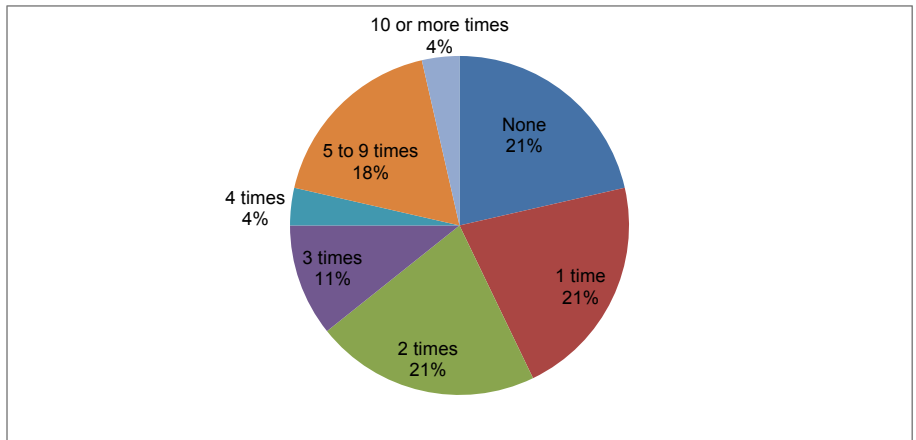
35.) Not counting the emergency department, is there a doctor's office, clinic, or other place you usually go if you need a check-up, want advice about a health problem, or get sick or hurt?

Option	Count	Percent
Yes	26	89.66%
No (to Q37)	3	10.34%
29		



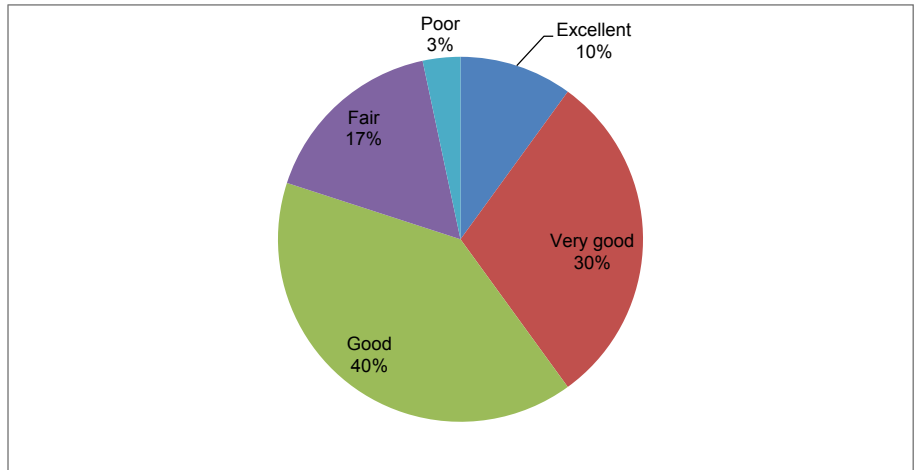
36.) How many times in the last 6 months did you visit that doctor's office, clinic, or other place to get care or advice about your health?

Option	Count	Percent
None	6	21.43%
1 time	6	21.43%
2 times	6	21.43%
3 times	3	10.71%
4 times	1	3.57%
5 to 9 times	5	17.86%
10 or more times	1	3.57%
28		



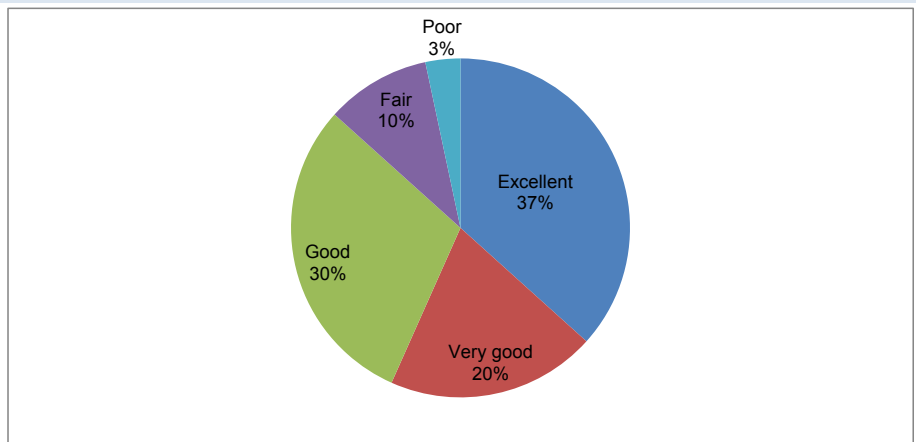
37.) In general, how would you rate your overall physical health?

Option	Count	Percent
Excellent	3	10.00%
Very good	9	30.00%
Good	12	40.00%
Fair	5	16.67%
Poor	1	3.33%
		30



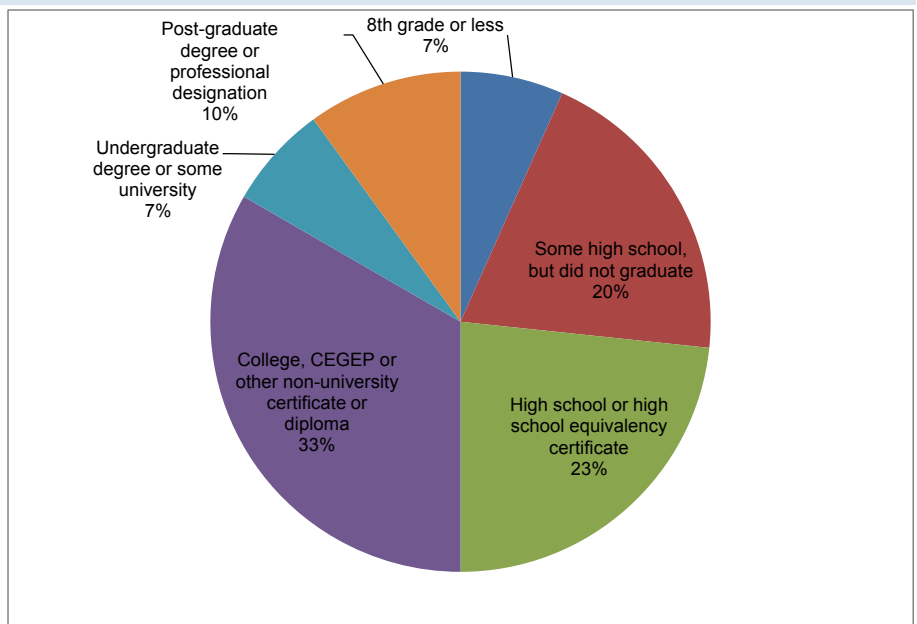
38.) In general, how would you rate your overall mental or emotional health?

Option	Count	Percent
Excellent	11	36.67%
Very good	6	20.00%
Good	9	30.00%
Fair	3	10.00%
Poor	1	3.33%
		30



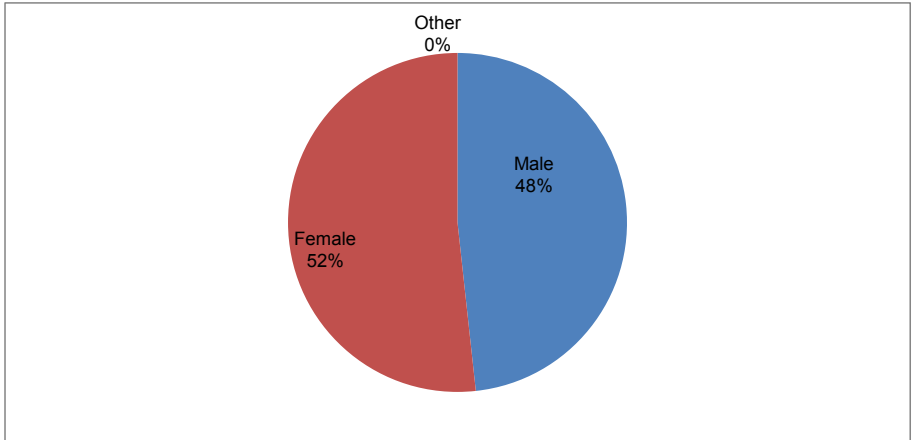
39.) What is the highest grade or level of school that you have completed?

Option	Count	Percent
8th grade or less	2	6.67%
Some high school, but did not graduate	6	20.00%
High school or high school equivalency certificate	7	23.33%
College, CEGEP or other non-university certificate or diploma	10	33.33%
Undergraduate degree or some university	2	6.67%
Post-graduate degree or professional designation	3	10.00%
		30



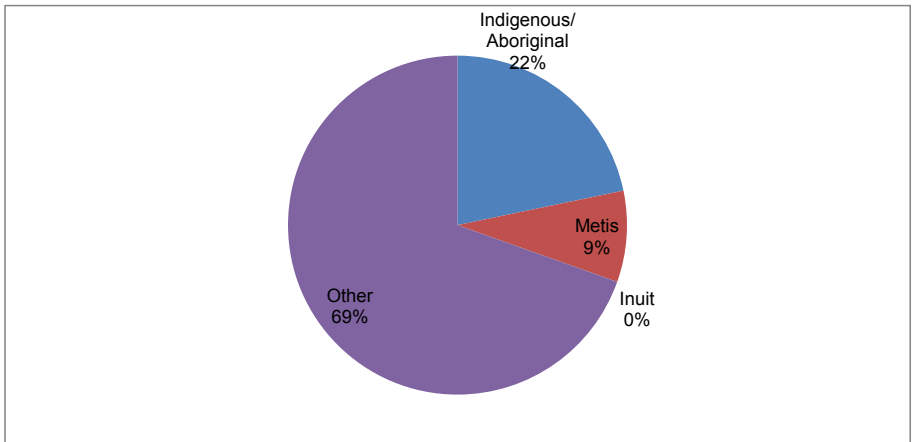
40.) What is your gender?

Option	Count	Percent
Male	14	48.28%
Female	15	51.72%
Other	0	0.00%
		29



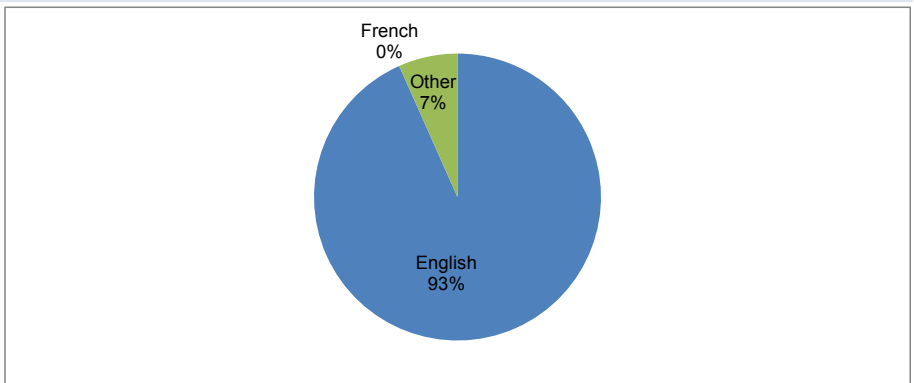
41.) Do you identify yourself as:

Option	Count	Percent
Indigenous/ Aboriginal	5	21.74%
Metis	2	8.70%
Inuit	0	0.00%
Other	16	69.57%
		23



42.) What is your mother tongue?

Option	Count	Percent
English	28	93.33%
French	0	0.00%
Other	2	6.67%
		30



43.) Did you have access to someone who could explain what you needed to know about your care in a language in which you are comfortable?

Option	Count	Percent
Yes, a healthcare provider spoke directly to me in a language in which I am comfortable	18	72.00%
Yes, an interpreter (in-person or over the phone) translated health care information to be in a language in which I am comfortable	0	0.00%
Yes, a person close to be (i.e. family member, friend) translated health care information to be in a language in which I am comfortable	2	8.00%
No	4	16.00%
I do not know	1	4.00%
	25	

