

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

## Emergency Department Sector Survey 2018

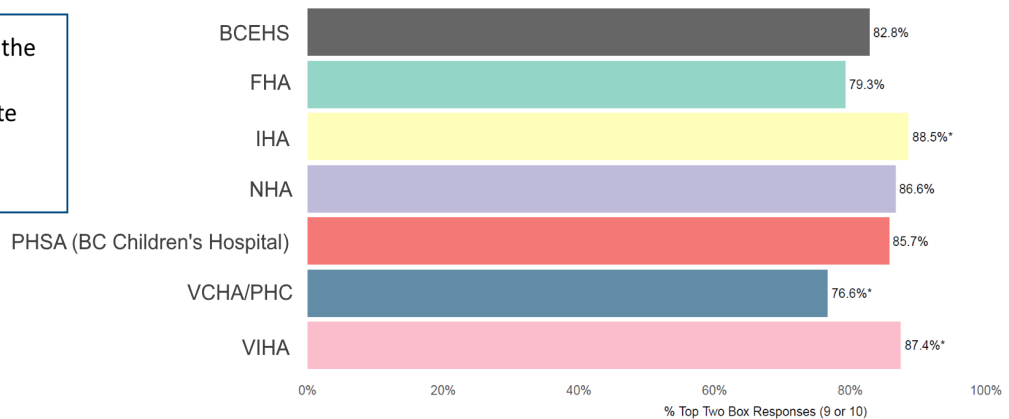
Responses from patients transported to the Emergency Department by ambulance

Jan 1, 2018 - March 31, 2018 Discharge Dates

1,842<sup>†</sup>  
SURVEYS COMPLETED

### Results of British Columbia Emergency Health Services (BCEHS) Global Rating Question

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 from paramedics when you were taken to the emergency department?



### BC Emergency Health Services Questions

Percentage of patients who...	BCEHS	FHA	IHA	NHA	PHSA (BC Children's Hospital)	VCHA/PHC	VIHA
BCEHS1. Reported paramedics treated them with courtesy and respect (ALWAYS)	92.1%	89.5%	95.1%*	92.3%	96.4%	91.9%	93.7%
BCEHS2. Reported paramedics listened carefully to them (ALWAYS)	89.2%	86.3%	92.4%	89.8%	85.7%	87.0%	93.3%*
BCEHS3. Reported paramedics explained things in a way they could understand (ALWAYS)	84.2%	83.1%	84.7%	81.5%	89.3%	82.7%	87.8%
BCEHS4. Reported being comfortable talking with paramedics about their worries or concerns (ALWAYS)	83.4%	81.3%	83.5%	86.1%	85.7%	81.4%	87.7%
BCEHS5. Reported having confidence and trust in the paramedics treating them (ALWAYS)	88.4%	87.3%	90.5%	92.3%	82.1%	84.9%	90.2%
BCEHS6. Rated their care from paramedics with a 9 or 10 on a scale from 0 (worst care possible) to 10 (best care possible)	82.8%	79.3%	88.5%*	86.6%	85.7%	76.6%*	87.4%*

Note: All scores presented are averages  
Note: \* denotes a statistically significant difference (p < 0.05)

<sup>†</sup> Patients who reported they were transported to the Emergency Department by ambulance were asked to provide their assessment of the quality of their care from paramedics during the transport. Of the 14,076 patients who completed the 2018 BC Emergency Department survey, 1,842 (or 13.1%) reported being transported to the ED by ambulance.