

Facility: BC Children's Hospital
Peer Group: Large
Date: Jan 1, 2018 - March 31, 2018 Discharges

FACILITY FINAL REPORT
Surveys Completed: 474
Response Rate: 37.9%
MOE: $\pm 4.4\%$

Using the Patient Experience to Transform Health Care:

British Columbia Patient-Centred Measurement, Reporting and Improvement

EMERGENCY DEPARTMENT SECTOR SURVEY 2018

The results of British Columbia's 2018 Emergency Department sector survey provide a snapshot of patients' assessments about their experiences and their outcomes relevant to quality of life following an Emergency Department visit in one of 108 BC Emergency Departments between January 1, 2018 and March 31, 2018. The survey was completed by 14,076 patients. This report presents the results for BC Children's Hospital emergency department. Where applicable, results for each item are compared to the average (mean) scores for provincial patients less than 18 years of age and patients less than 18 years of age who visited a facility within the large peer group (> 40,000 annual patient visits) on that item or dimension. Statistically significant percentage differences from the facility average score are indicated where appropriate.

This report is organized into three sections:

Section 1: Summary of Key Findings

This section presents results from analyses conducted using patient responses to the questions on the 2018 Emergency Department sector survey[†]. There are 6 sets of analyses in this section:

1. Global Rating Question scores (PREMs);
2. Identification of Key Drivers (PREMs);
3. Top 10 scoring questions (provincial strengths) (PREMs);
4. Bottom 10 scoring questions (provincial areas of improvement) (PREMs);
5. Composite/Dimension scores (PREMs); and
6. Health Domain scores (VR-12 PROMs).

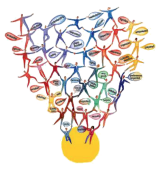
Section 2: Detailed Results

This section presents the results of every question on the 2018 Emergency Department sector survey either individually or grouped with other items. Frequency tables show the results across all response categories for individual items.

Section 3: Patient Comments

This section presents all narrative comments provided by patients who visited the BC Children's Hospital emergency department in response to the question "What is the most important change we could make to improve patient experiences in BC Emergency Departments and ambulance services? We welcome your additional comments." Patient comments are presented according to 43 predefined themes and 4 valence codes (positive, negative, both or neutral).

[†]The 2018 Emergency Department sector survey incorporates the Discharged to Community 2016 version of the Emergency Department Patient Experiences of Care (EDPEC) survey plus the inclusion of the EDPEC Admitted Stand Alone Instrument and supplementary modules, including the Veterans RAND 12 Item Health Survey (VR-12). Please refer to the 2018 Emergency Department Sector Survey Technical Report for full details of the survey.



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Terminology

Key Drivers: Questions that based on patient responses to the PREMs survey questions reflect aspects of care most likely to influence patients overall ratings.

Margin of Error (MOE): This is a statistic expressing the amount of sampling error in a survey's results. The larger the MOE, the less confidence one should have that the reported results are close to "true" figures; that is, the figures for the whole population. This survey is accurate at the 95% confidence level plus or minus less than one percentage point ($\pm 4.4\%$).

n: The number of patients who achieved the mid-point of the survey by completing 50% of survey questions.

Peer Group: There are four peer groups based on the annual visit volumes of each ED in BC: Large (>40K), Medium (20K to 39,999), Small (5K to 19,999), Extra-small (<5K). A breakdown of facilities by peer group is presented in Appendix A.

PREMs (Patient-Reported Experience Measures): Questionnaires measuring patients' own views on their experiences of receiving healthcare.

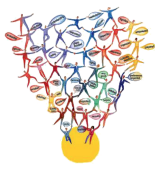
PROMs (Patient-Reported Outcome Measures): Questionnaires measuring patients' own views on their health and health-related quality of life.

Statistical Significance: Indicates a result where the difference between two scores is unlikely to have occurred due to chance with 95% confidence.

Top Box Score: The percentage (weighted) of respondents who selected the most positive response category to a survey question.

Valid Total: Total number of respondents answering the question (i.e., excluding missing and not applicable responses).

Valid Percent: The percentage (weighted) of respondents answering the question (i.e., excluding missing and not applicable responses).



Section 1: Summary of Key Findings

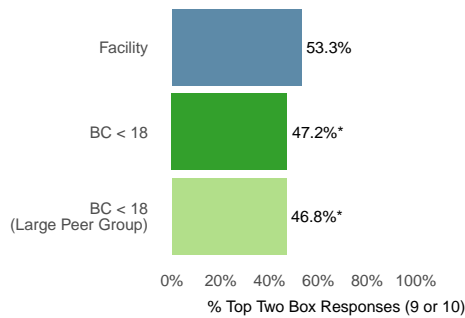
1.1 Global Rating Questions (Top Box Scores): Graphs 1.1-A through 1.1-D show the results of the four overall rating (also called global rating) questions on the 2018 Emergency Department sector survey. BC Children's Hospital results for each item are compared to the average (mean) scores for provincial patients less than 18 years of age and patients less than 18 years of age who visited a facility within the large peer group on that item or dimension. Statistically significant percentage differences from the facility average score are indicated where appropriate.

REPORTING FRAMEWORK

Facility Average compared to ...

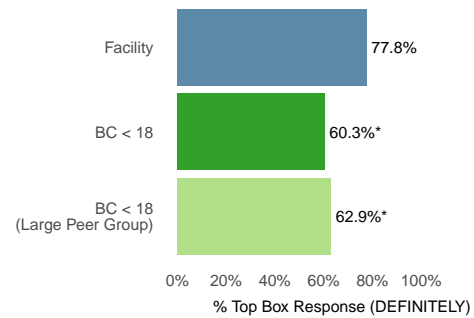
- BC ED < 18 Years of Age Average
- BC ED < 18 Years of Age Large Peer Group Average

Graph 1.1-A. EDPEC29. 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?



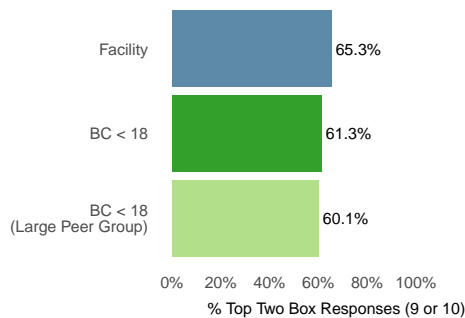
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey (n = 474).
 Note: Provincial scores are weighted.
 Note: * denotes statistically significant difference (p<.05).

Graph 1.1-B. EDPEC30. Would you recommend this emergency department to your friends and family?



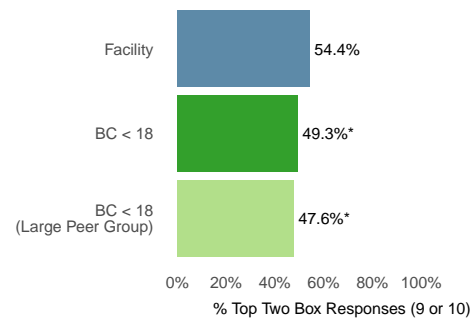
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey (n = 474).
 Note: Provincial scores are weighted.
 Note: * denotes statistically significant difference (p<.05).

Graph 1.1-C. BCED9. Overall, on a scale of 0 to 10, do you feel you were helped by your visit to the emergency department? Please answer on a scale where 0 is "not helped at all" and 10 is "helped completely."

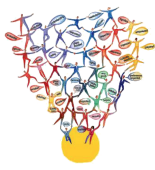


Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey (n = 474).
 Note: Provincial scores are weighted.
 Note: * denotes statistically significant difference (p<.05).

Graph 1.1-D. BCED10. On a scale of 0 to 10, what was your overall experience with your emergency department? Please answer on a scale where 0 is "I had a very poor experience" and 10 is "I had a very good experience."



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey (n = 474).
 Note: Provincial scores are weighted.
 Note: * denotes statistically significant difference (p<.05).



1.2 Identification of Key Drivers

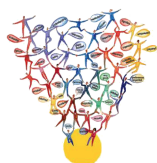
The responses to the ED 2018 survey provided by patients who visited BC EDs between January 1st and March 31st, 2018 are reported in the table below at the dimension level. Because dimensions consist of multiple questions, the content of the question, the scores for each question (their frequencies), as well as the context (e.g., site and region) should be considered to determine whether one or more questions should be the focus of improvement initiatives.

Patients who provide higher scores for the dimensions and questions identified as Key Drivers are also more likely to rate their overall experience of care more positively. Therefore, improvement efforts focused on the Key Drivers are likely to lead to more positive global ratings of care by ED patients (overall experience rating, whether helped by ED visit, rating of overall care, and likelihood to recommend the ED).

Key Driver Dimension	Selected Key Driver Items	β	r	d	Relative Importance
How well continuity across transitions in care is managed	CONT13, EDPEC26, EDPEC27	0.30	0.78	0.29	
Getting timely care	EDPEC3, EDPEC5	0.32	0.71	0.29	
Receiving culturally responsive and compassionate care	BCED13, BCED16	0.27	0.80	0.27	
How well Emergency Department doctors and nurses communicate with patients	EDPEC16, EDPEC17, EDPEC18, EDPEC19, EDPEC20, EDPEC21	0.21	0.76	0.20	

Note: n = 14,076. R-squared (explained variance in outcomes) = .80. Scores for all dimensions and the combined 4 global rating questions were included in the analyses as latent factors. The top 4 dimensions that are mostly likely to have the greatest influence on patients' global ratings are presented. β = strength of association with the global ratings when controlling for all other dimensions. r = correlation with desired outcomes. The bars represent relative importance (d) in terms of the relative degree of explained variance attributable to the dimension, with error bars representing variability based on the standard error.

Interpretation: The relative importance values and ranking of the Key Drivers shown above show the degree to which the dimension is likely to influence improvement in patients' global ratings relative to all other dimensions at the provincial level. The error bars indicate that there may be variation in Key Drivers across unique sites and regions.



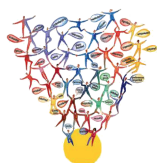
Provincial average (mean) scores for each item, grouped by dimension, are shown in the table below.

Table 1.2. 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 Emergency Department 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%

Guidance: Improving managerial continuity, timeliness of care, receiving culturally responsive and compassionate care, and the quality of communications by doctors and nurses is most likely to lead to the greatest improvement in patient experiences and overall satisfaction with ED care and services in British Columbia. Focusing improvement initiatives on the Key Drivers shown in the table can be expected to also lead to improvements at the local level. There may, however, be other relevant dimensions or individual questions at the local site level; further site-level analysis can be conducted to determine site-specific differences and alignment with the provincial results¹.

¹Please refer to the 2018 Emergency Department Sector Survey Technical Report for Key Driver scoring procedures.



1.3 Top 10 Performing Questions (Provincial Strengths)

Table 1.3 shows the 10 questions that received the highest Top Box Scores from patients who visited an emergency department within the province between January 2018 and March 2018 who also completed a survey; these high-scoring questions reflect areas of strength (when compared to other areas covered by the survey). BC Children's Hospital results for each item are compared to the average (mean) scores for provincial patients less than 18 years of age and patients less than 18 years of age who visited a facility within the large peer group on that item or dimension. Statistically significant percentage differences from the facility average score are indicated where appropriate.

Table 1.3. Ten Highest Scoring Questions

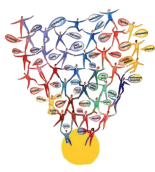
Percentage of patients who ...	Facility Average	BC < 18	BC < 18 (Large Peer Group)
EDPEC IP2. If admitted to hospital, reported they understood why they needed to stay in the hospital (DEFINITELY)	97.9%	86.8%*	92.7%*
BCED12. Reported that they believed they or their family members did NOT AT ALL suffer personal injury or harm which resulted from a medical error or mistake	94.7%	93.1%	92.5%
EDPEC28. Reported that someone talked to them about how to treat pain when they got home (YES)	88.9%	83.0%*	83.1%*
EDPEC19. Reported doctors treated them with courtesy and respect (ALWAYS)	88.0%	84.3%*	84.6%
EDPEC23. Reported that a doctor or nurse told them what their new medicines were for (DEFINITELY)	87.8%	87.9%	87.4%
EDPEC6. Reported that doctors or nurses asked them about all of the medicines they were taking (DEFINITELY)	86.6%	80.8%*	79.6%*
BCED11. Reported the ED was kept clean (DEFINITELY)	85.8%	72.4%*	70.1%*
BCED13. Felt their care providers were respectful of their culture and traditions (COMPLETELY)	85.5%	86.2%	84.8%
QABED2. Reported that doctors introduced themselves (ALWAYS)	85.1%	80.1%*	80.1%*
EDPEC21. Reported doctors explained things in an understandable way (ALWAYS)	84.9%	78.3%*	78.2%*

Source: BC Patient-Centred Measurement, Reporting and Improvement Emergency Department Sector Survey, 2018 (n = 474).

Note: Provincial scores are weighted.

Note: * denotes a statistically significant difference (p<.05).

Note: Refer to Section 2 for the n sizes for each item.



1.4 Bottom 10 Scoring Questions (Provincial Areas of Improvement)

Table 1.4 shows the 10 questions that received the lowest Top Box Scores from patients who visited an emergency department within the province between January 2018 and March 2018 who also completed a survey. Patient scores for these questions indicate possible areas of improvement. BC Children's Hospital results for each item are compared to the average (mean) scores for provincial patients less than 18 years of age and patients less than 18 years of age who visited a facility within the large peer group on that item or dimension. Statistically significant percentage differences from the facility average score are indicated where appropriate.

Table 1.4. Ten Lowest Scoring Questions

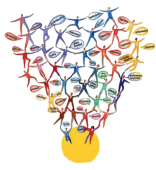
Percentage of patients who ...	Facility Average	BC < 18	BC < 18 (Large Peer Group)
HYGIENE4. Reported emergency department staff showed them how to properly wash or clean their own hands (ALWAYS)	6.4%	5.5%	6.1%
HYGIENE5. Reported doctors, nurses or other staff told them about products available for them to wash or clean their own hands (ALWAYS)	7.4%	6.0%	6.5%
CONT12. Reported that after leaving the ED, someone from the emergency department contacted them to see how they were doing (YES)	15.4%	13.1%	13.6%
OSA4. Received information in writing or verbally from doctors, nurses, or other staff about services available to help them manage their care at home (COMPLETELY)	15.4%	26.2%*	24.3%*
HYGIENE3. Reported doctors, nurses or other staff told them about the importance of washing or cleaning their own hands (COMPLETELY)	16.5%	14.0%	14.5%
HYGIENE6. Reported they felt comfortable asking their care providers if they had washed or cleaned their own hands (ALWAYS)	30.3%	32.2%	27.6%
BCED8. Reported someone helped get their messages to family or friends (DEFINITELY)	33.3%	38.8%*	32.3%
EDPEC3. Reported waiting less than 5 minutes before someone talked to them about the reason they were there	34.8%	43.6%*	41.3%*
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)	40.0%	33.6%*	35.3%
IV4. Reported that their IV was put in on the first attempt by medical staff	40.6%	56.4%*	53.2%*

Source: BC Patient-Centred Measurement, Reporting and Improvement Emergency Department Sector Survey, 2018 (n = 474).

Note: Provincial scores are weighted.

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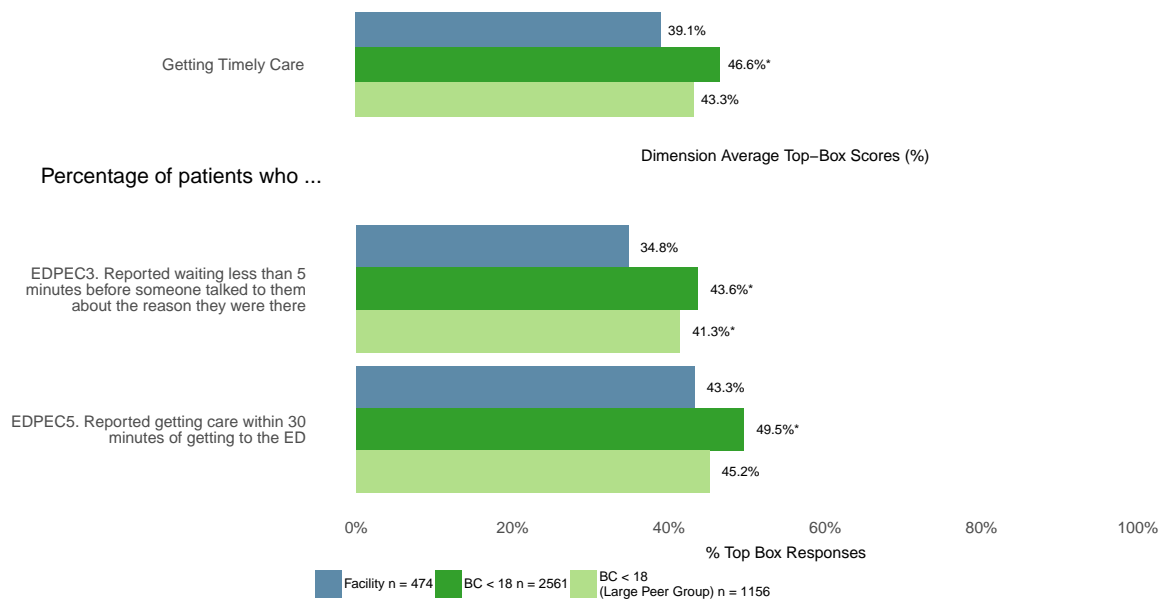
Note: Refer to Section 2 for the n sizes for each item.



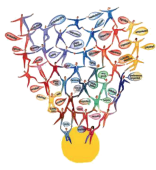
1.5 Composite/Dimension Scores (PREM)

Survey results can be presented in different ways. In this section we present composite or dimension measures which combine two or more survey questions, as well as single-item measures, which reflect the results of a single question. Results presented in this section include the EDPEC RAND composite measures (graphs 1.5A-D), Made-in-BC Modules (graphs 1.5E-J), BC's Patient Safety Module (graphs 1.5K-M) and BC's Continuity across Transitions in Care Module (graphs 1.5N-P). In each graph, BC Children's Hospital results for each item are compared to the average (mean) scores for provincial patients less than 18 years of age and patients less than 18 years of age who visited a facility within the large peer group on that item or dimension. Statistically significant percentage differences from the facility average score are indicated where appropriate.

Graph 1.5-A. Getting Timely Care: EDPEC RAND Composite Measure



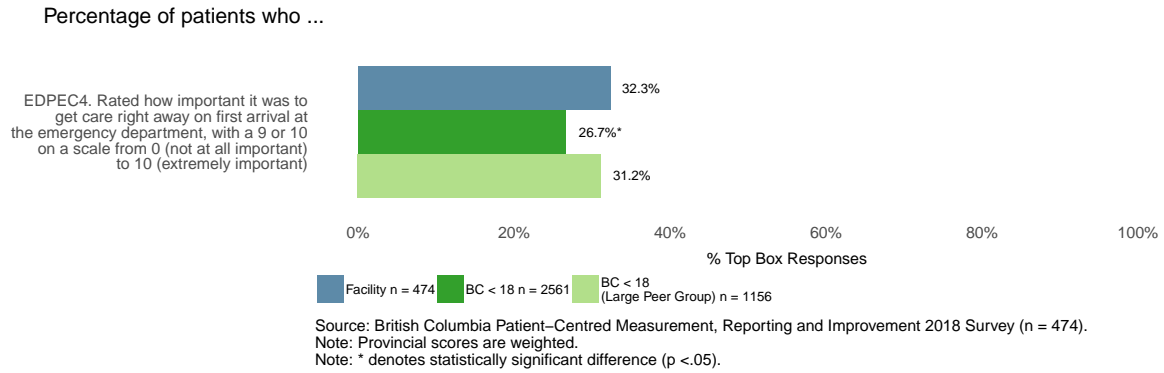
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey (n = 474).
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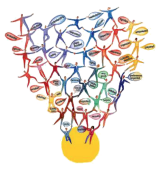


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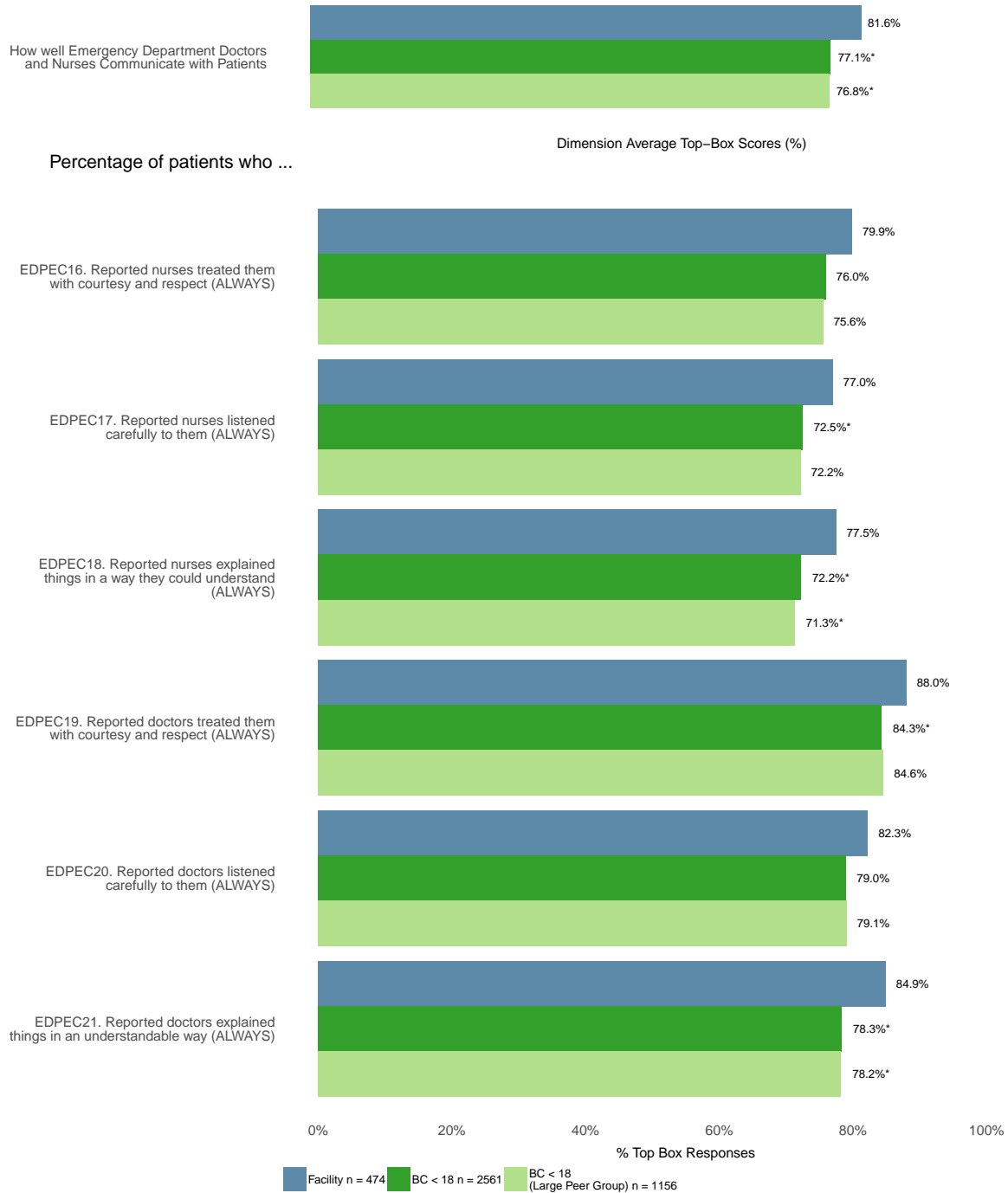
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Graph 1.5-B. Access to Care: EDPEC Single Item Measure

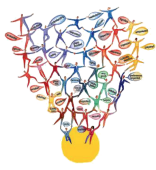




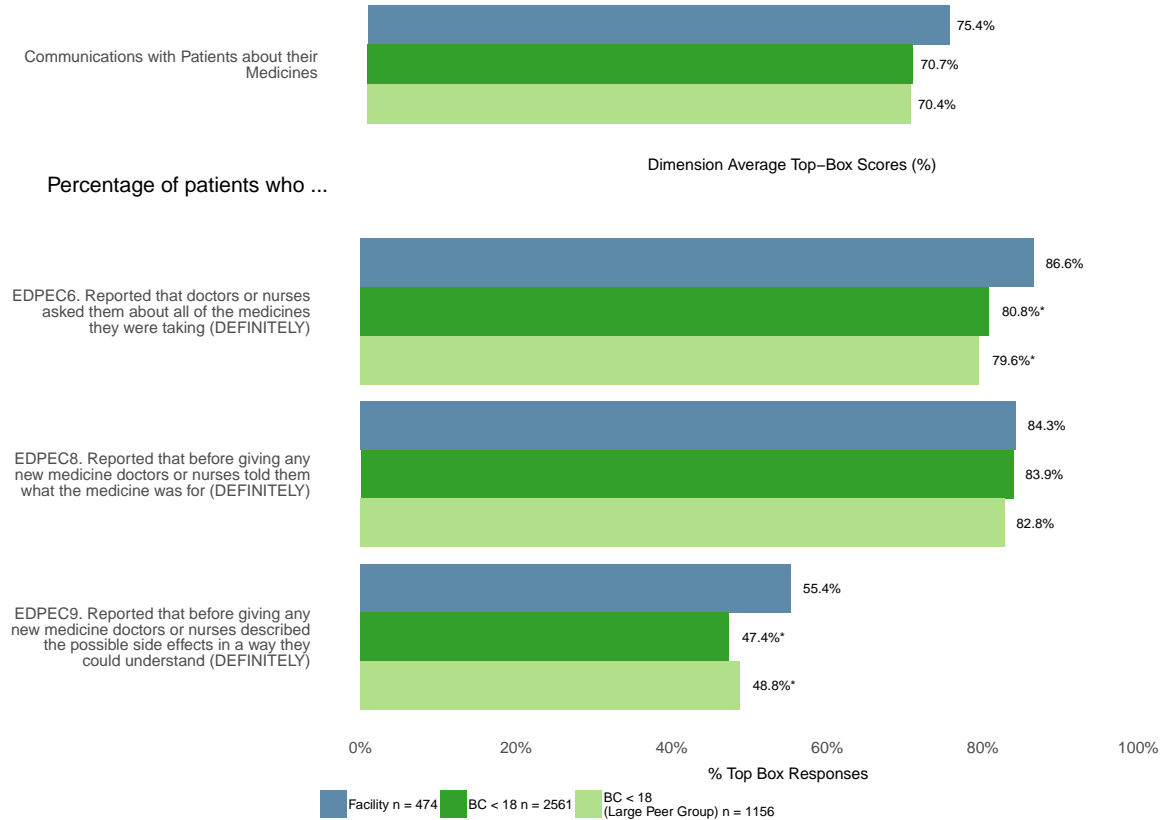
Graph 1.5-C. How well Emergency Department Doctors and Nurses Communicate with Patients: EDPEC RAND Composite Measure



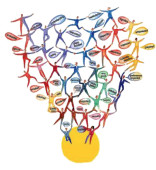
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey (n = 474).
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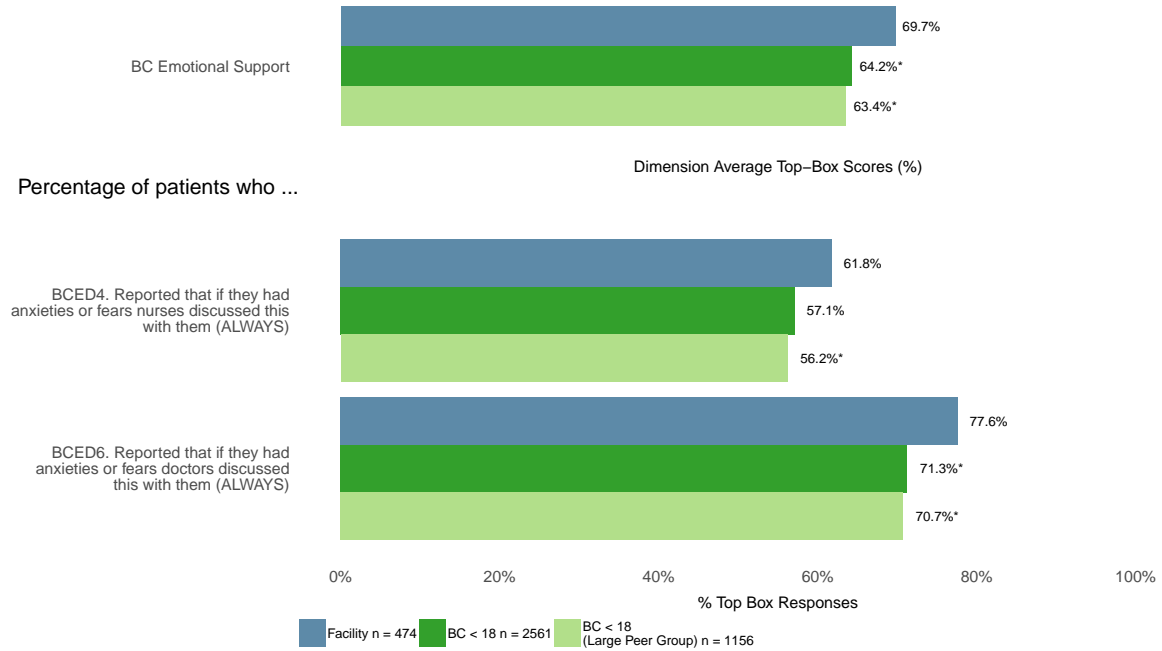
Graph 1.5-D. Communications with Patients about their Medicines: EDPEC RAND Composite Measure



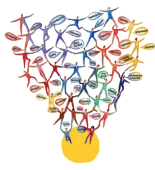
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey (n = 474).
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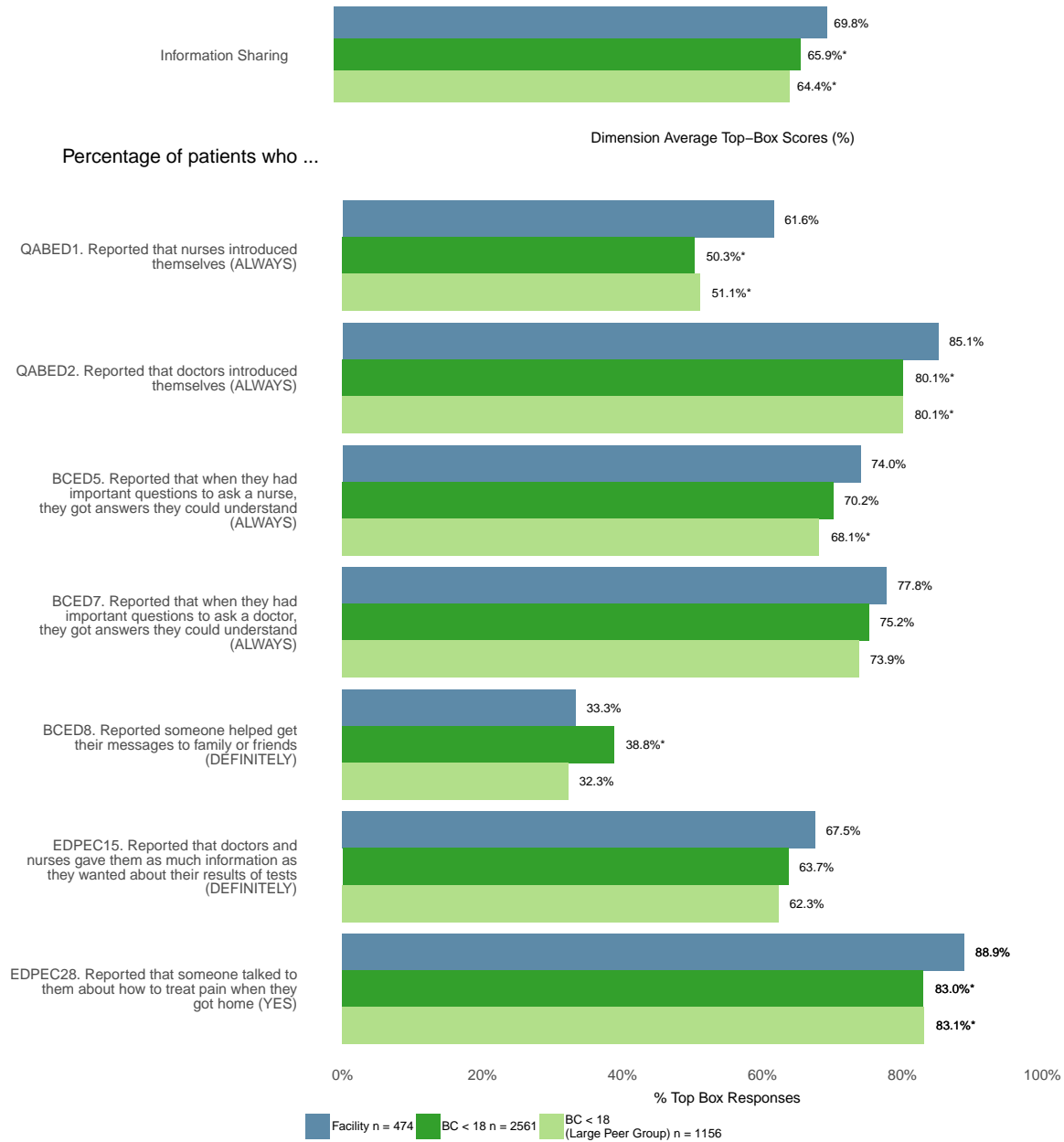
Graph 1.5-E. How well Emergency Department Doctors and Nurses Communicate with Patients: BC Emotional Support Composite Measure



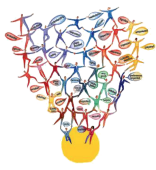
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey (n = 474).
 Note: Provincial scores are weighted.
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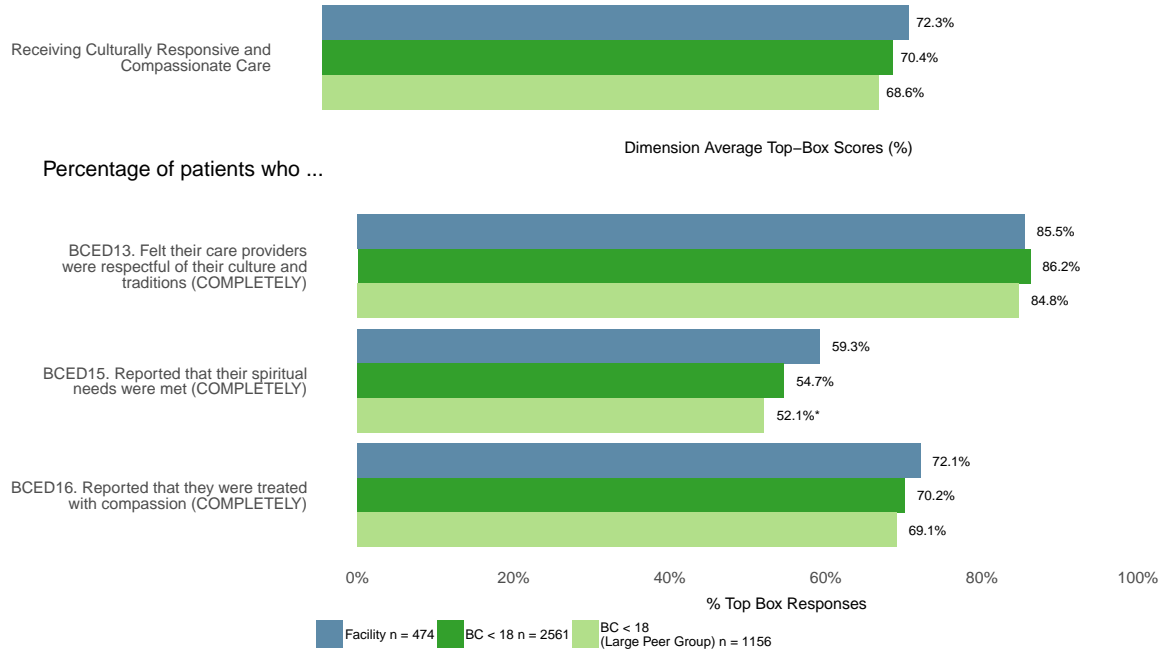
Graph 1.5-F. How well Emergency Department Doctors and Nurses Communicate with Patients: BC Information Sharing Composite Measure



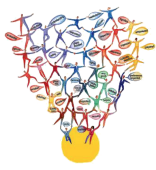
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey (n = 474).
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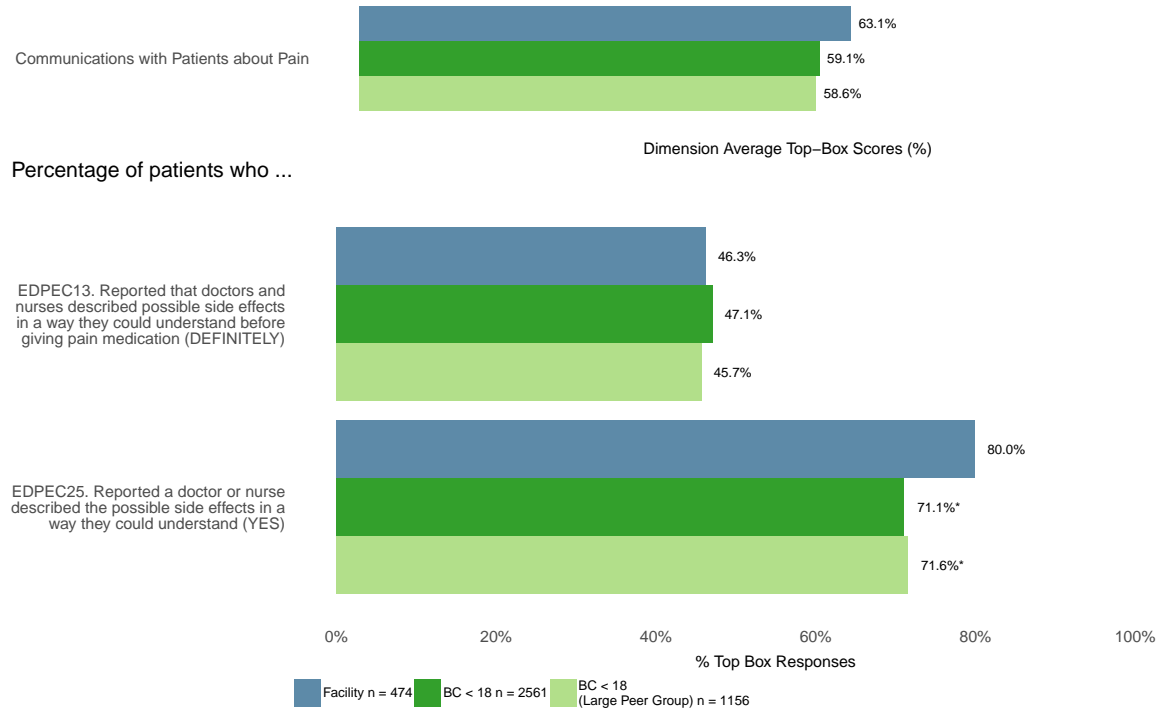
Graph 1.5-G. Receiving Culturally Responsive and Compassionate Care: BC Composite Measure



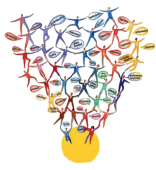
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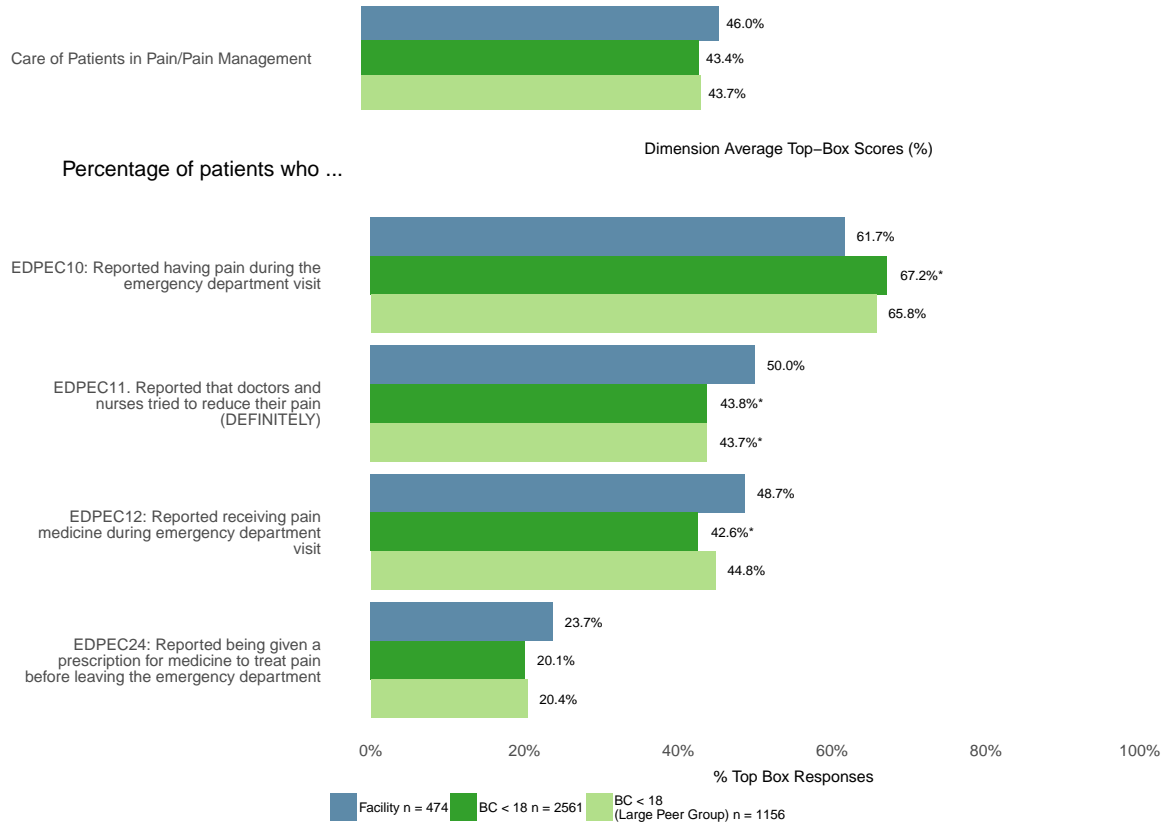
Graph 1.5-H. Communications with Patients about Pain: BC Composite Measure



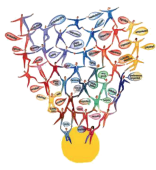
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey (n = 474).
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Graph 1.5-I. Care of Patients in Pain/Pain Management: BC Composite Measure



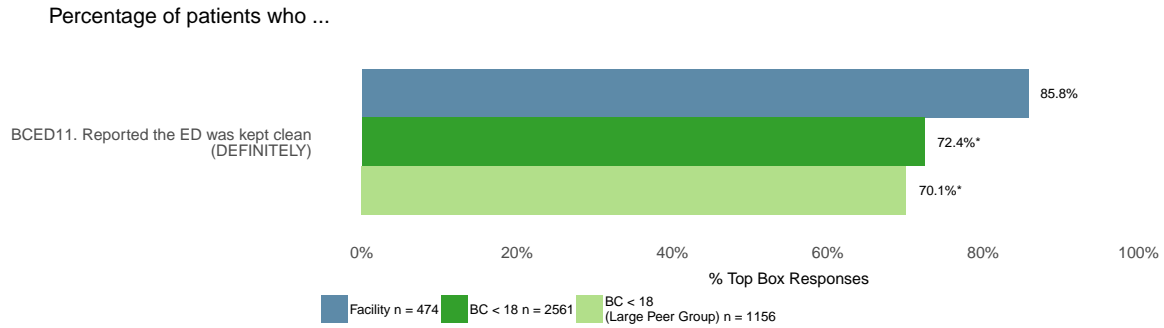
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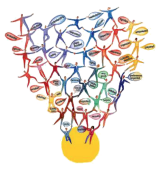
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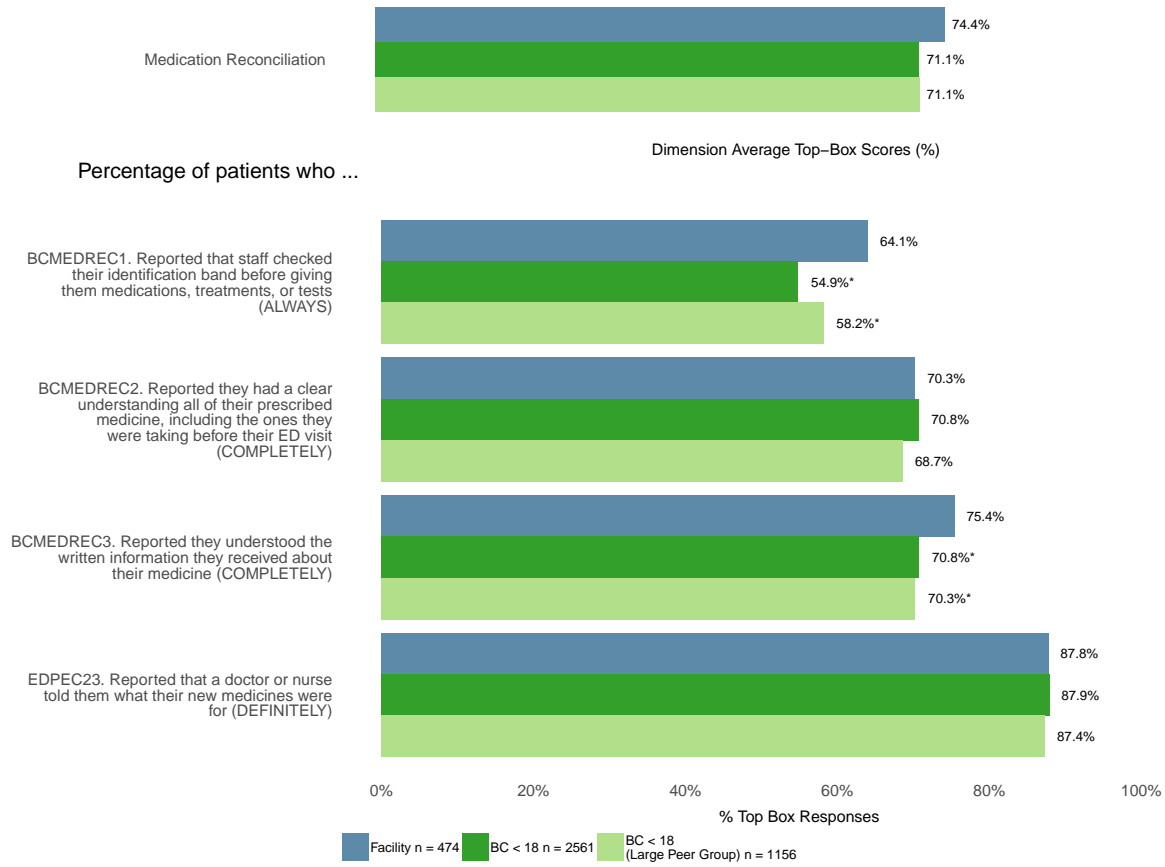
Graph 1.5-J. BC Physical Environment: BC Single Item Measure



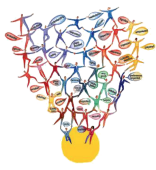
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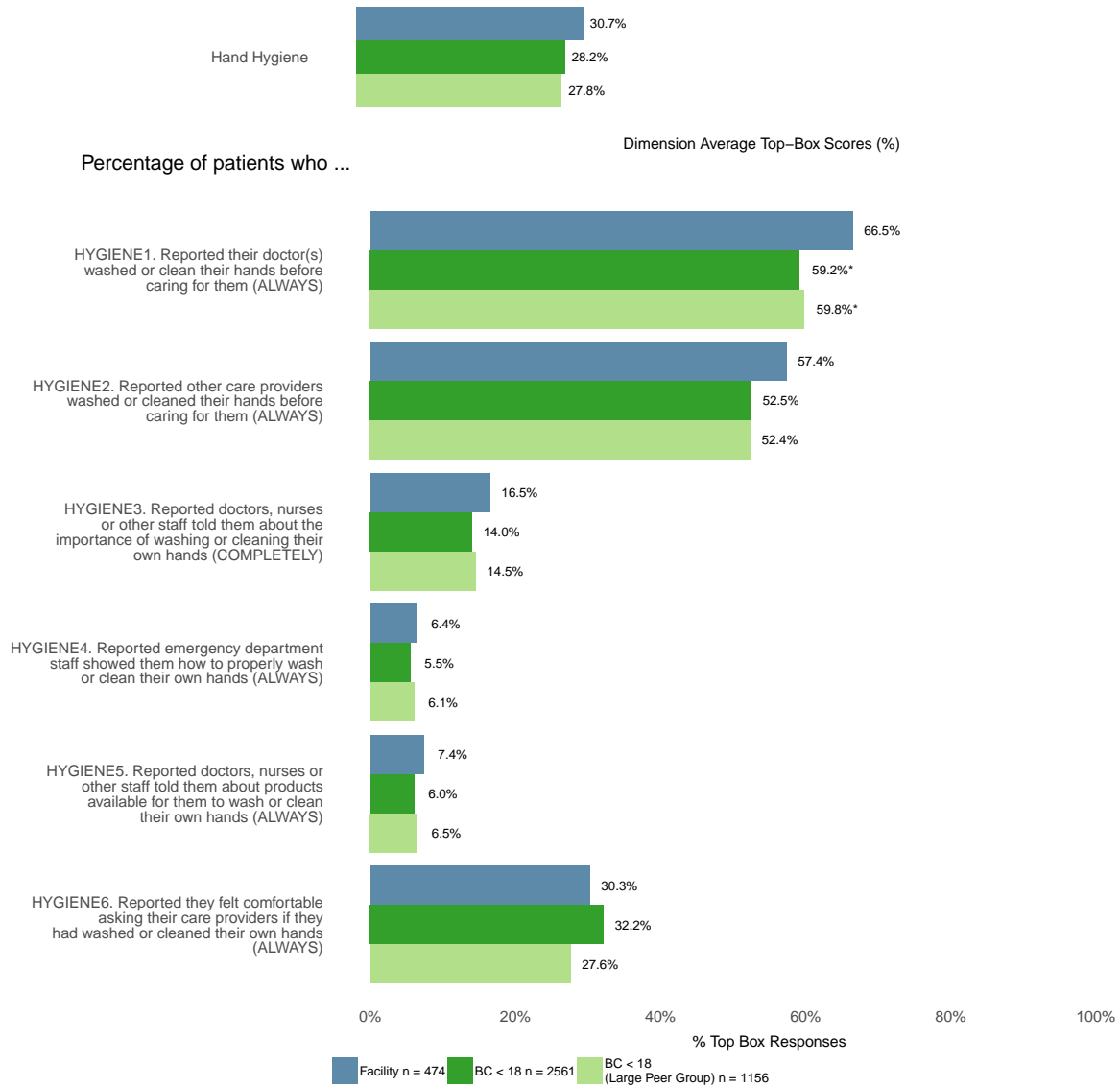
Graph 1.5-K. BC Patient Safety - Medication Reconciliation: BC Composite Measure



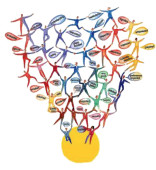
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey (n = 474).
 Note: Provincial scores are weighted.
 Note: * denotes statistically significant difference (p < .05).



Graph 1.5-L. BC Patient Safety - Hand Hygiene: BC Composite Measure



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey (n = 474).
 Note: Provincial scores are weighted.
 Note: * denotes statistically significant difference (p <.05).

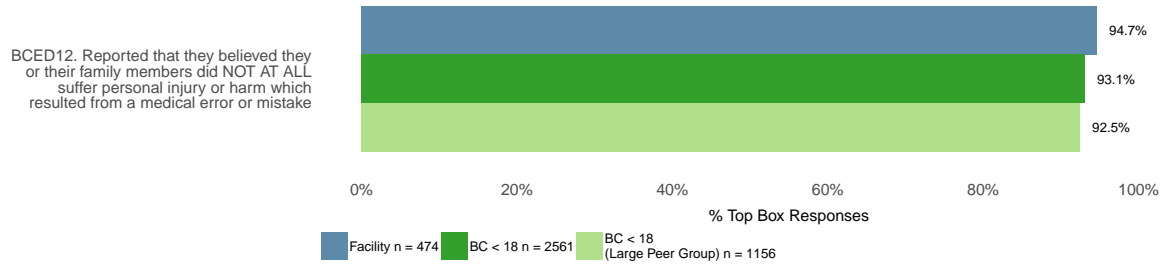


Facility: BC Children's Hospital
Peer Group: Large
Date: Jan 1, 2018 - March 31, 2018 Discharges

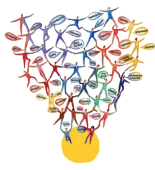
FACILITY FINAL REPORT
Surveys Completed: 474
Response Rate: 37.9%
MOE: ±4.4%

Graph 1.5-M. BC Patient Safety - Medical Harm: BC Single Item Measure

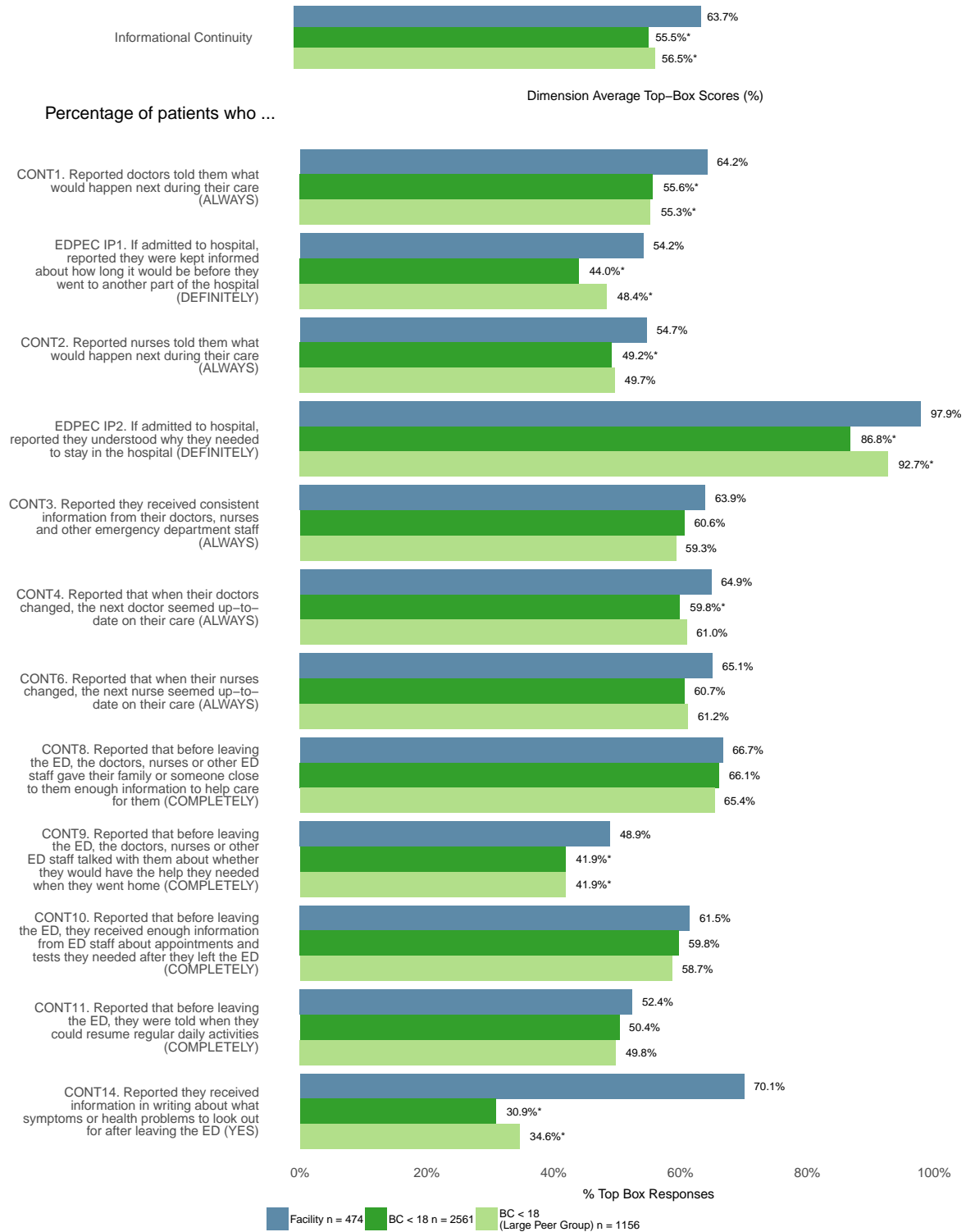
Percentage of patients who ...



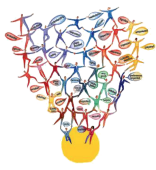
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey (n = 474).
Note: Provincial scores are weighted.
Note: * denotes statistically significant difference (p <.05).



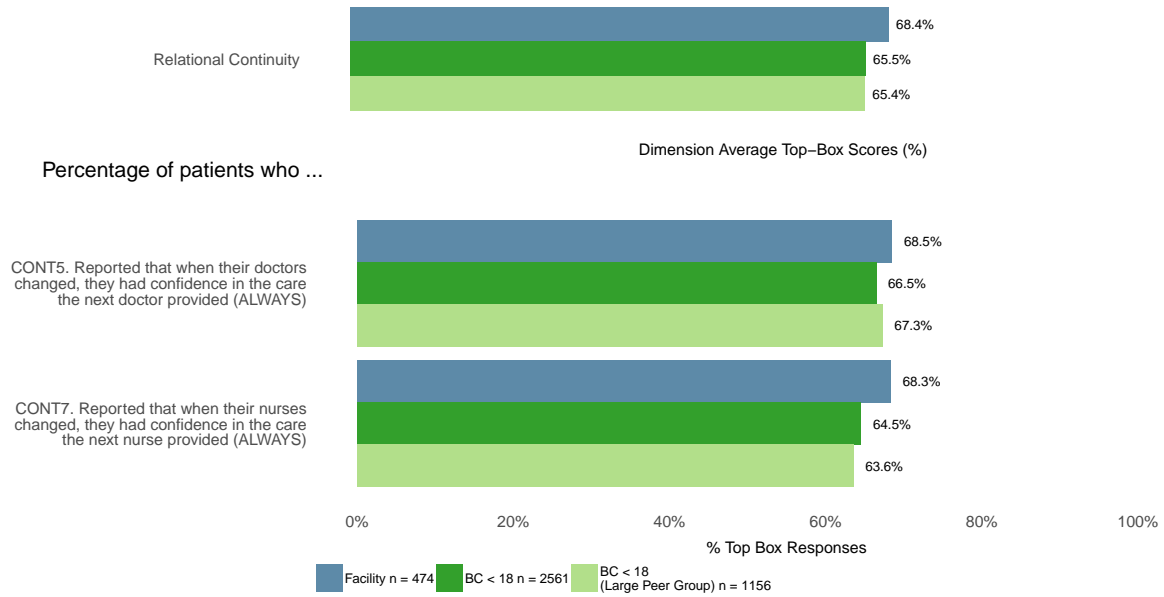
Graph 1.5-N. BC Continuity Across Transitions in Care - Informational Continuity: BC Composite Measure



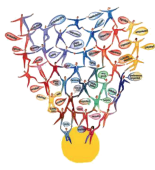
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey (n = 474).
 Note: Provincial scores are weighted.
 Note: * denotes statistically significant difference (p < .05).



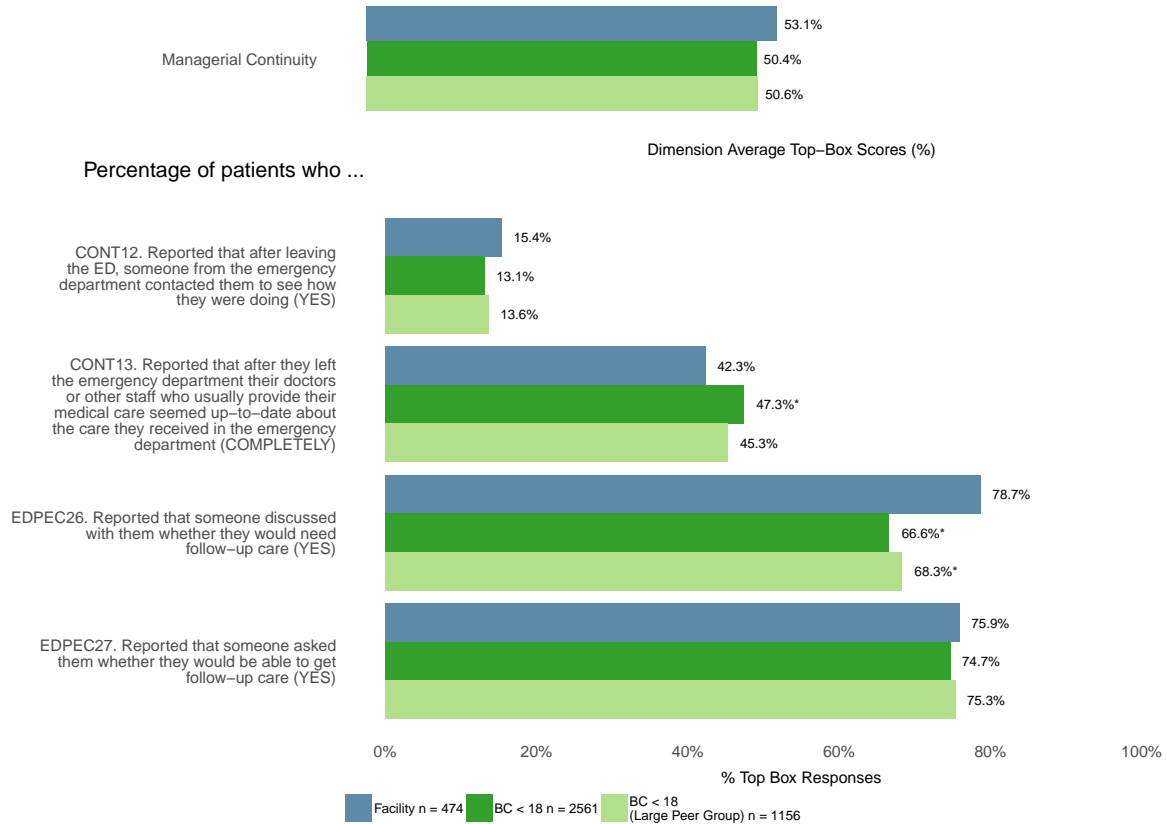
Graph 1.5-O. Continuity Across Transitions in Care - Relational Continuity: BC Composite Measure



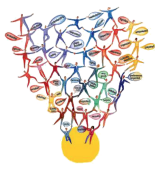
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey (n = 474).
 Note: Provincial scores are weighted.
 Note: * denotes statistically significant difference (p < .05).



Graph 1.5-P. BC Continuity Across Transitions in Care - Managerial Continuity: BC Composite Measure



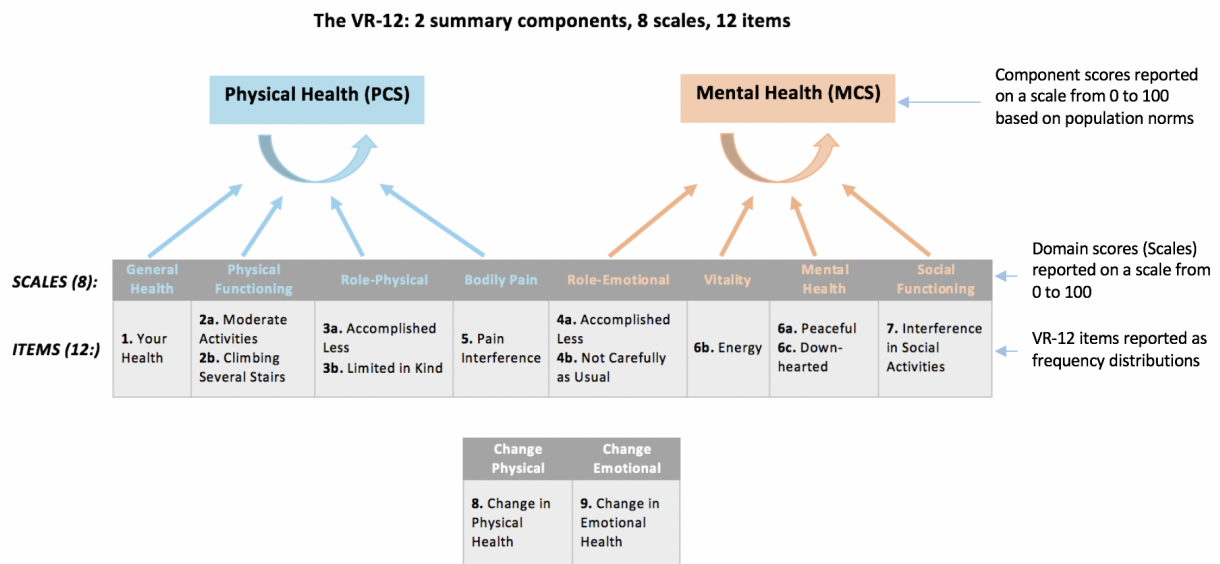
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey (n = 474).
 Note: Provincial scores are weighted.
 Note: * denotes statistically significant difference (p <.05).



1.6 Self-Reported Health Related Quality of Life of BC's ED 2018 patients (Veterans RAND 12 Item Health Survey)

The Veterans RAND 12 Item Health Survey (VR-12) was administered ² together with the Emergency Department Patient Experiences of Care (EDPEC) survey for the 2018 ED survey in an effort to more fully assess patients' perceived health outcomes as additional indicators of quality of care. The VR-12 is an abbreviated version of the more comprehensive SF-36/VR-36 and is used to measure health related quality of life, to estimate disease burden and to evaluate disease-specific impact on general and selected populations. The items in the VR-12 were chosen because they were statistically shown to be good indicators of the domains being measured (such as physical functioning, bodily pain, or general health).

The VR-12 is a multi-dimensional questionnaire that produces scores for eight health domains or scales, sometimes called 'profile' scores. The health domain scores were calculated to correspond with those of the more comprehensive SF-36 based on procedures by Selim et al. (2018) ³. Physical and mental health component scores (PCS & MCS) could be computed but are not reported herein because scoring algorithms are currently only available for US population norms⁴.



Notes:

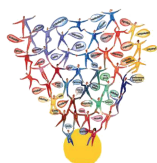
- Items correspond with question numbers on VR-12 questionnaire
- Change in physical and change in emotional scales are not used in the calculation of the PCS and MCS summary measures
- All scales contribute to PCS and MCS; however, the arrows reflect greater contribution to PCS or MCS by selected scales

Figure adapted from: <http://www.bu.edu/sph/about/departments/health-law-policy-and-management/research/vr-36-vr-12-and-vr-6d/about-the-vr-36-vr-12-and-vr-6d/>

²The VR-12 was administered only to people 13 years and older.

³Selim, A., Rogers, W., Qian, S., Rothendler, J. A., Kent, E. E., & Kazis, L. E. (2018). A new algorithm to build bridges between two patient-reported health outcome instruments: the MOS SF-36(R) and the VR-12 Health Survey. *Qual Life Res*, 27(8), 2195-2206.

⁴Please refer to the 2018 Emergency Department Sector Survey Technical Report for PROMs scoring procedures.



ED 2018 VR-12 Health Domain Scores

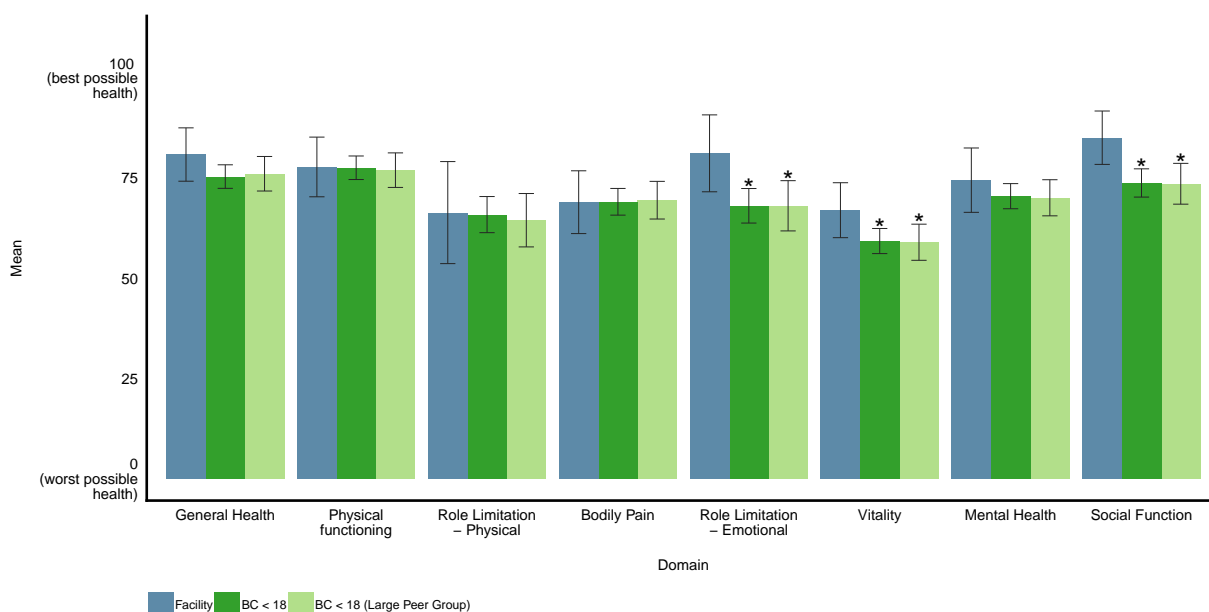
The ED VR-12 domain scores shown below are presented on a scale ranging from 0 (worst possible health) to 100 (best possible health). There is no particular cut-off for what is considered an acceptable score.

	Facility		BC < 18		BC < 18 (Large Peer Group)	
	Mean	SD	Mean	SD	Mean	SD
General Health	80.9	18.1	75.4	25.2	76.1	25.5
Physical functioning	77.8	20.5	77.6	23.2	77.0	24.3
Role Limitation - Physical	66.4	34.7	65.9	38.1	64.5	39.1
Bodily Pain	69.0	21.7	69.1	27.0	69.5	28.2
Role Limitation - Emotional	81.2	26.3	68.1	36.6	68.1	36.1
Vitality	67.0	18.7	59.3	25.8	59.0	26.8
Mental Health	74.5	21.9	70.5	25.4	70.1	26.2
Social Function	85.1	17.9	73.8	29.2	73.6	29.2

*SD = Standard deviation

Note: n = 29. Multiple imputation was used to address potential biases associated with missing responses. Provincial scores are weighted.

Profile of ED 2018 VR-12 Health Domain Scores

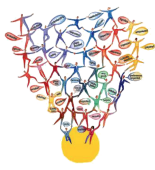


Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey.

Note: n = 29. Multiple imputation was used to address potential biases associated with missing responses. Provincial scores are weighted.

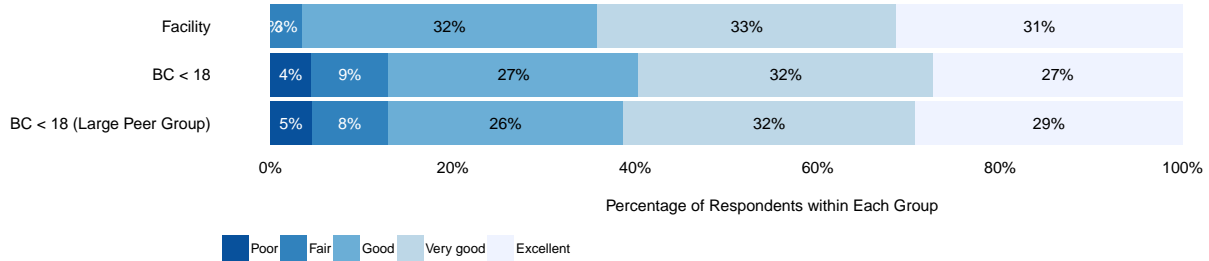
Note: * denotes statistically significant difference (p < .025).

Note: Error bars indicate margin of standard error at the 95% confidence interval.



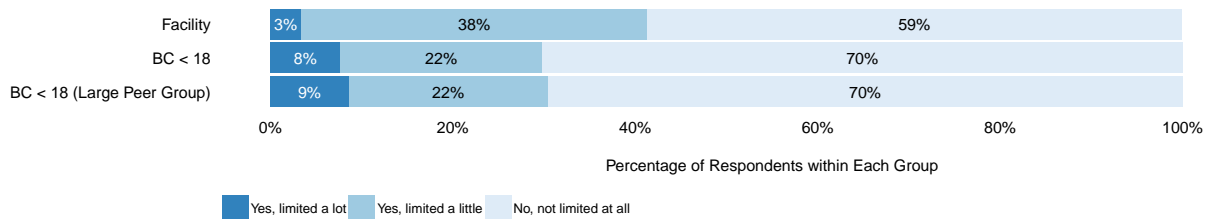
VR-12 Item Frequencies

VR12-1. In general, would you say your health is . . . ?



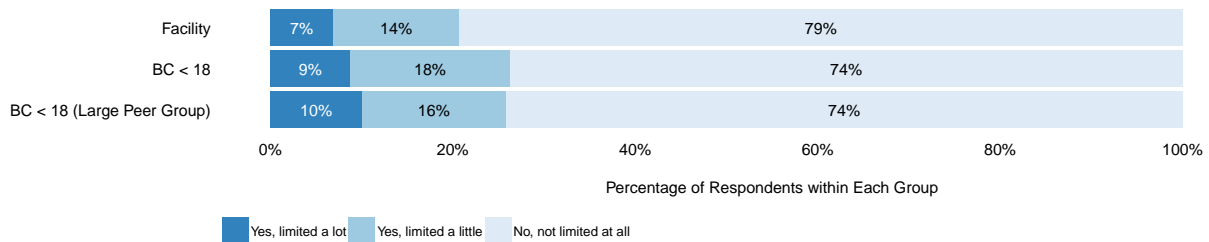
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 29). Multiple imputation was used to address potential biases associated with missing responses. Provincial scores are weighted.

VR12-2. During a typical day, please tell me if your health now limits you a lot, limits you a little, or does not limit you at all when doing moderate activities, such as moving a table, pushing a vacuum cleaner, bowling, or playing golf?



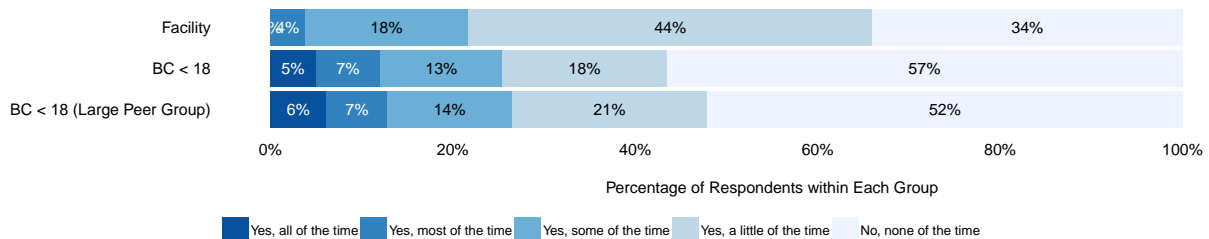
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 29). Multiple imputation was used to address potential biases associated with missing responses. Provincial scores are weighted.

VR12-3. During a typical day, please tell me if your health now limits you a lot, limits you a little, or does not limit you at all when climbing several flights of stairs?

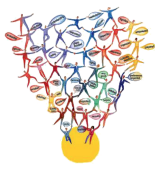


Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 29). Multiple imputation was used to address potential biases associated with missing responses. Provincial scores are weighted.

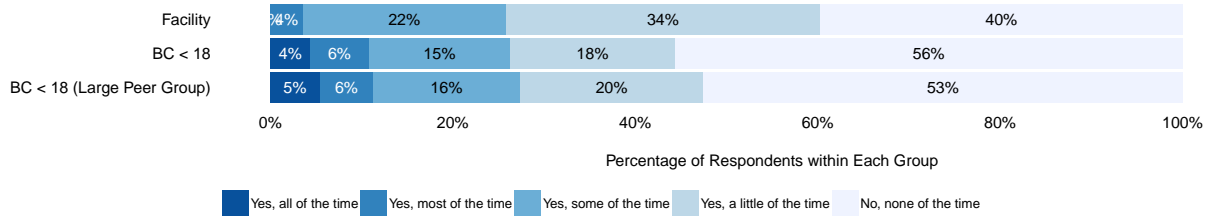
VR12-4. During the past week, have you had any problems with your work or other regular activities as a result of your health where you accomplished less than you would like?



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 29). Multiple imputation was used to address potential biases associated with missing responses. Provincial scores are weighted.

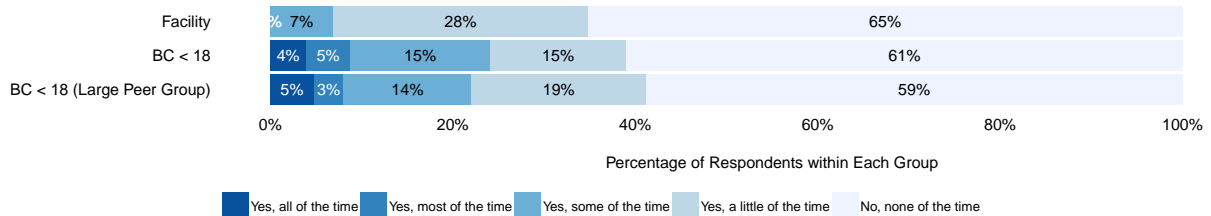


VR12-5. During the past week, have you had any problems with your work or other regular activities as a result of your health where you were limited in the kind of work or other activities?



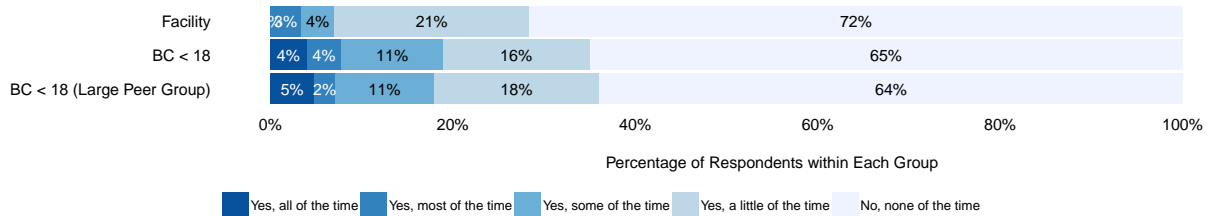
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 29). Multiple imputation was used to address potential biases associated with missing responses. Provincial scores are weighted.

VR12-6. During the past week, have you had any problems with your work or other regular activities as a result of any emotional problems where you accomplished less than you would like?



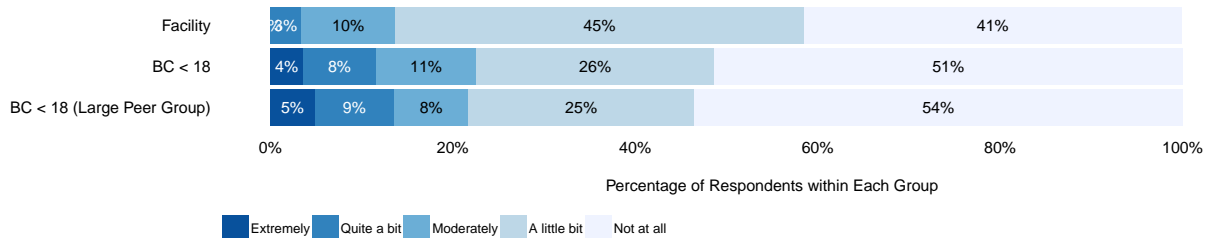
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 29). Multiple imputation was used to address potential biases associated with missing responses. Provincial scores are weighted.

VR12-7. During the past week, have you had any problems with your work or other regular activities as a result of any emotional problems where you didn't do work or other activities as carefully as usual?

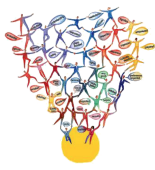


Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 29). Multiple imputation was used to address potential biases associated with missing responses. Provincial scores are weighted.

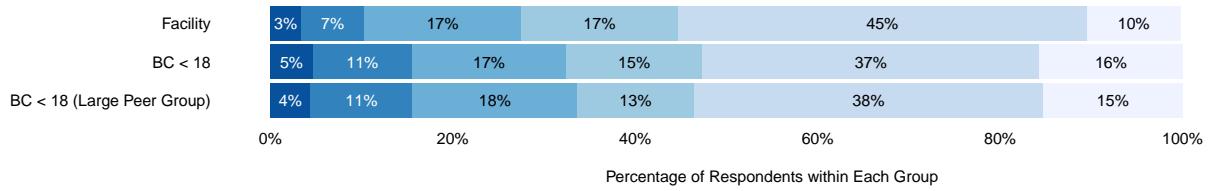
VR12-8. During the past week, how much did pain interfere with your normal work (including both work outside the home and house work)?



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 29). Multiple imputation was used to address potential biases associated with missing responses. Provincial scores are weighted.

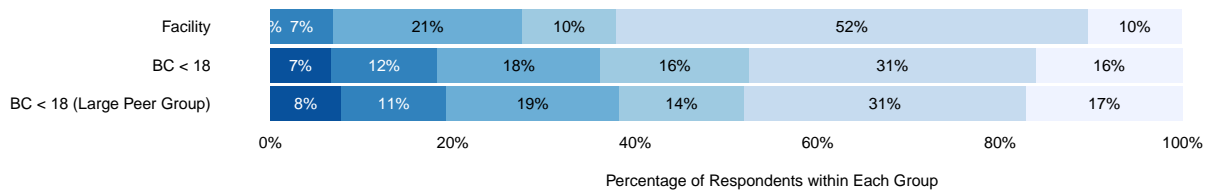


VR12-9. How much of the time during the past week have you felt calm and peaceful?



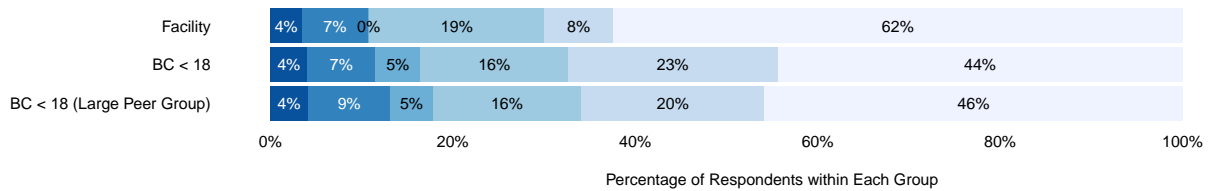
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 29). Multiple imputation was used to address potential biases associated with missing responses. Provincial scores are weighted.

VR12-10. How much of the time during the past week did you have a lot of energy?



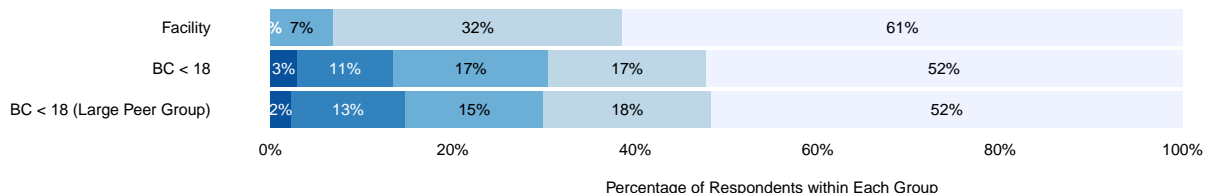
Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 29). Multiple imputation was used to address potential biases associated with missing responses. Provincial scores are weighted.

VR12-11. How much of the time during the past week have you felt downhearted and blue?

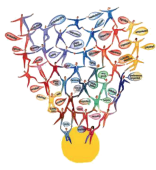


Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 29). Multiple imputation was used to address potential biases associated with missing responses. Provincial scores are weighted.

VR12-12. During the past week, how much of the time has your physical health or emotional problems interfered with your social activities (like visiting with friends, relatives, etc.)?



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 29). Multiple imputation was used to address potential biases associated with missing responses. Provincial scores are weighted.



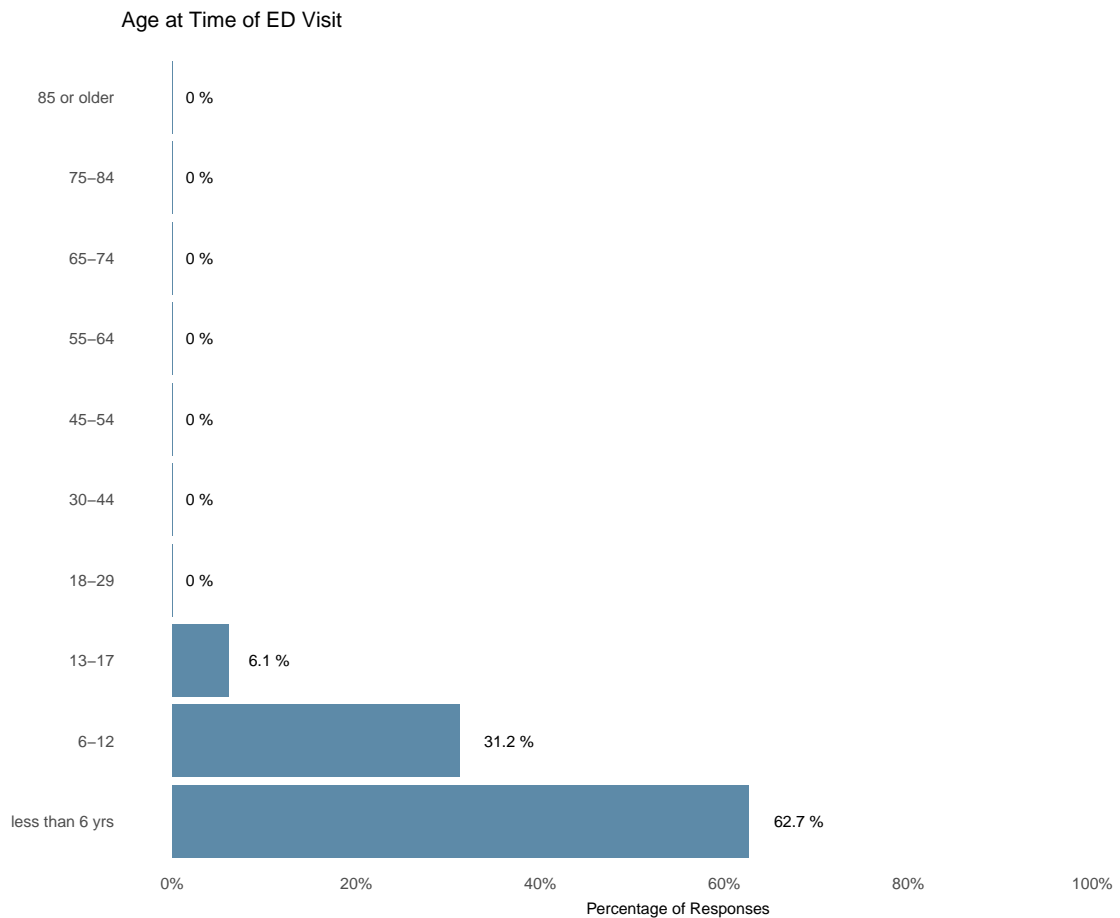
Section 2: Detailed Results

This section presents the survey responses chosen by patients who visited BC Children's Hospital within Provincial Health Services Authority between January 1, 2018 and March 31, 2018 who also completed a survey. Survey questions appear either individually or grouped with other items. Frequency tables show the scores for all response categories for individual items.

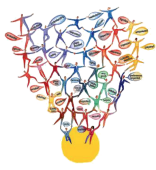
Section 2A. Demographics

Patient Characteristics

Age



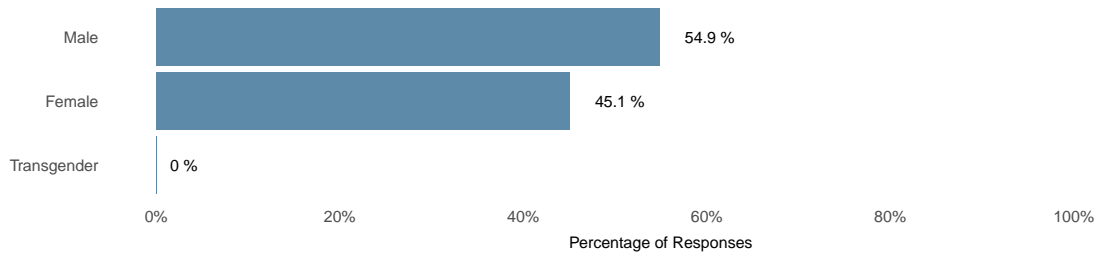
Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 474)
Note: Provincial scores are weighted.



Facility: BC Children's Hospital
 Peer Group: Large
 Date: Jan 1, 2018 - March 31, 2018 Discharges

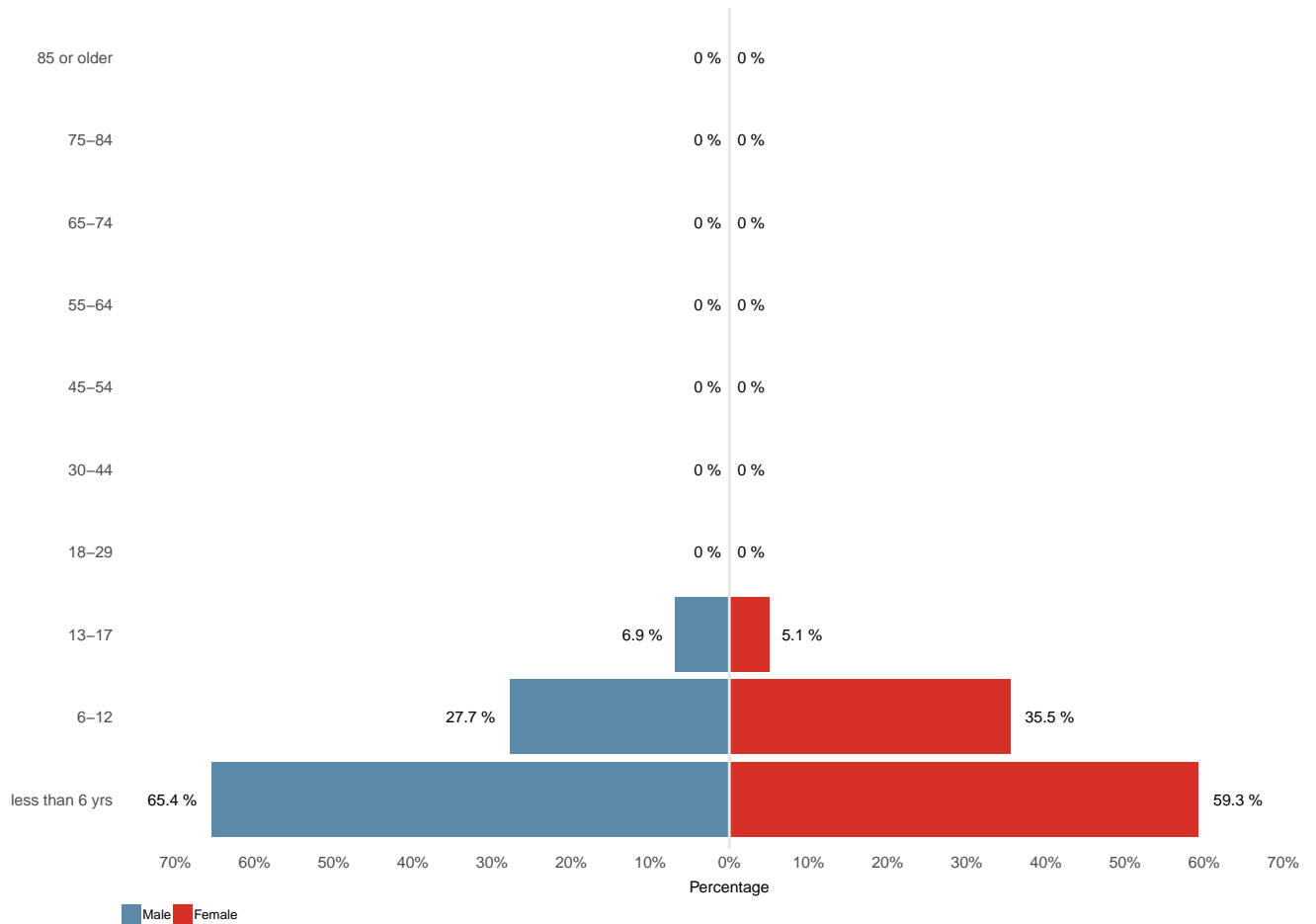
FACILITY FINAL REPORT
 Surveys Completed: 474
 Response Rate: 37.9%
 MOE: ±4.4%

Gender

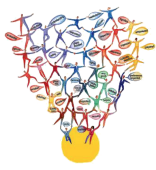


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 474)
 Note: Provincial scores are weighted.

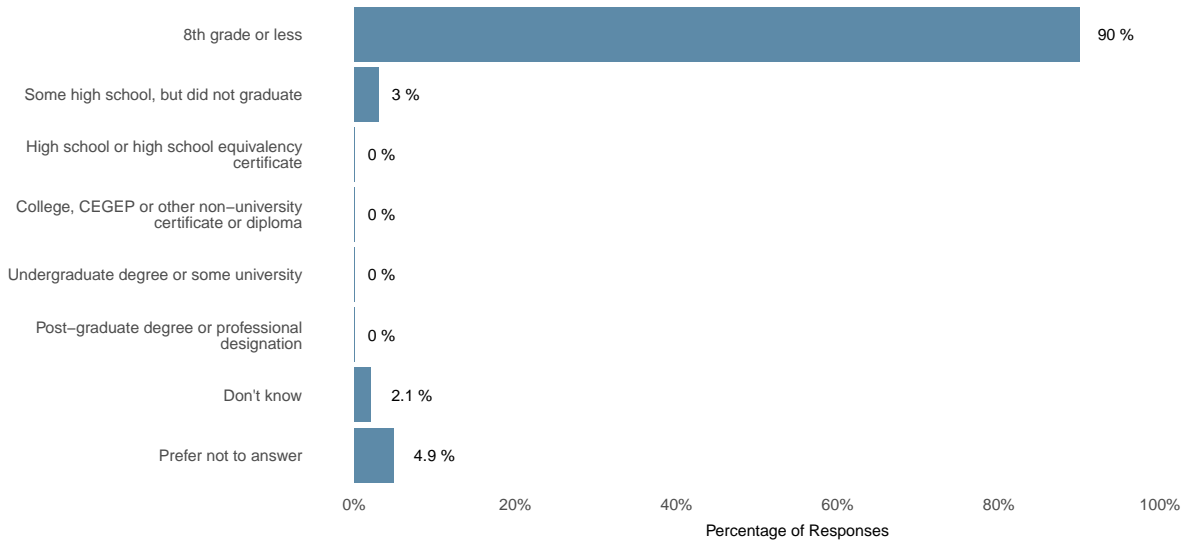
Age Group by Gender



Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 474)

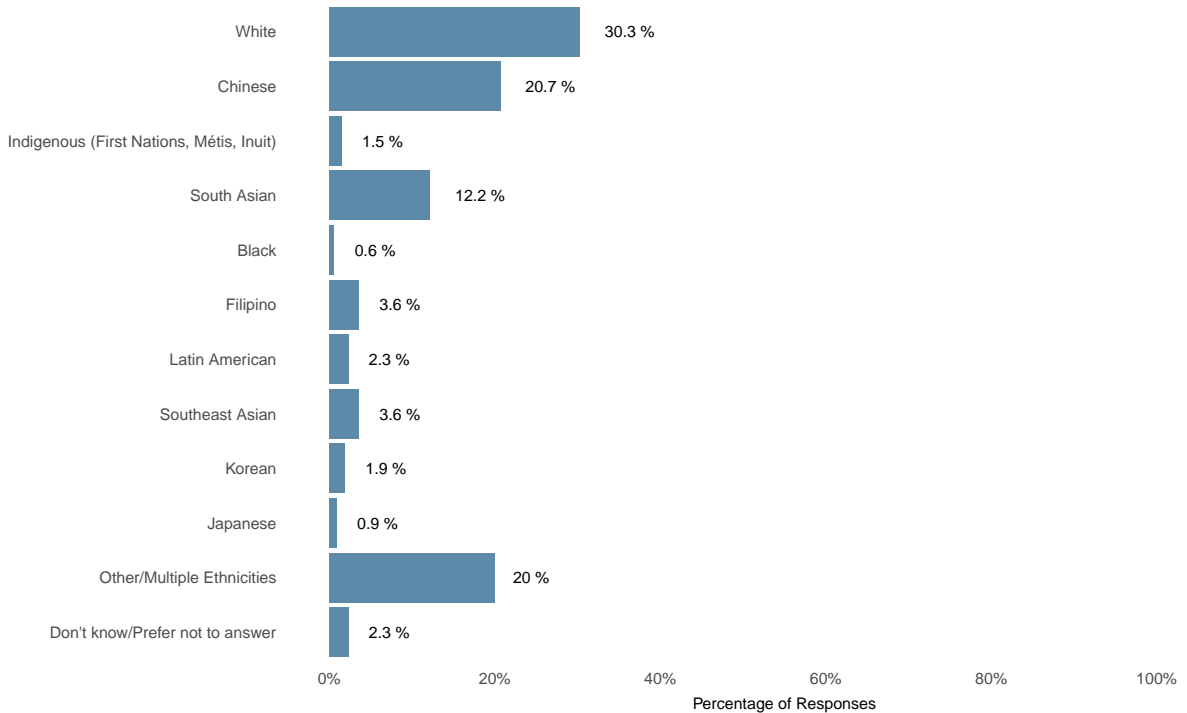


Education Level (Self-Reported)

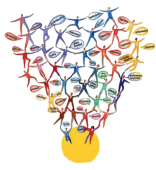


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 469)
Note: Provincial scores are weighted.

Ethnicity (Self-Reported)

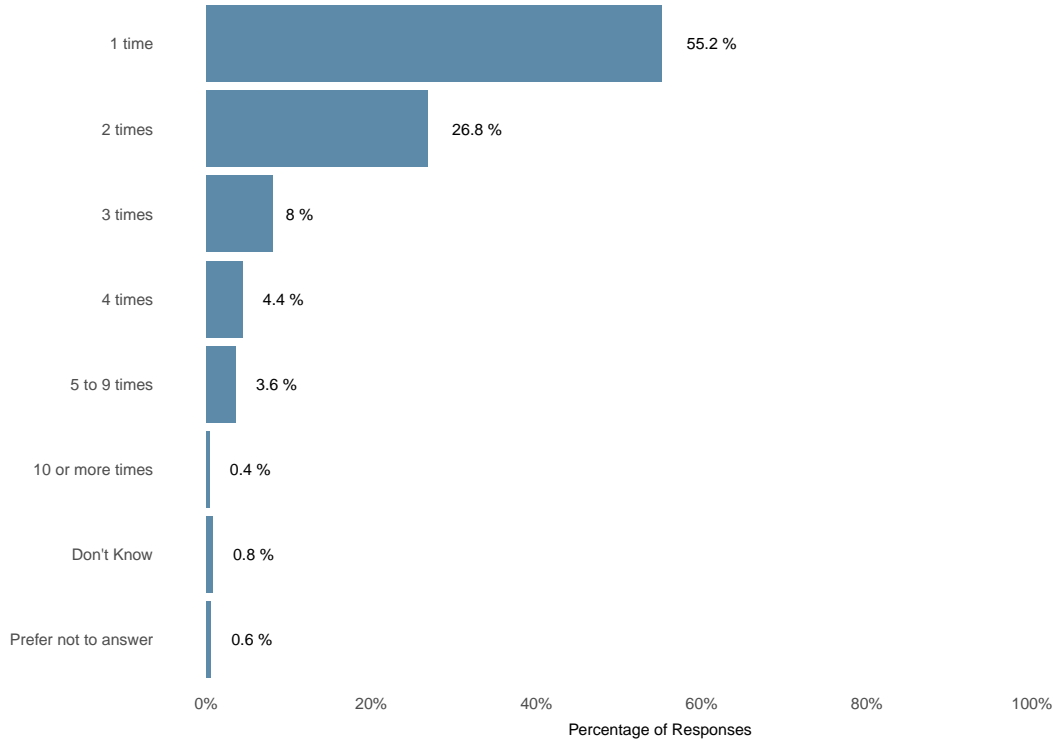


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 469)
Note: Provincial scores are weighted.



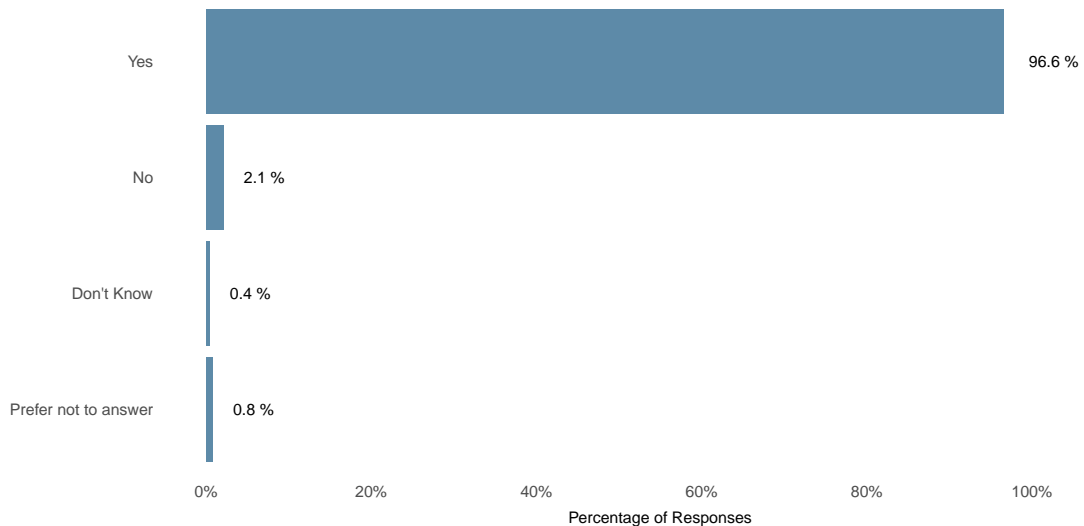
Health Care Use

EDPEC31. 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.

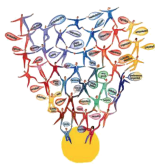


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 473)
Note: Provincial scores are weighted.

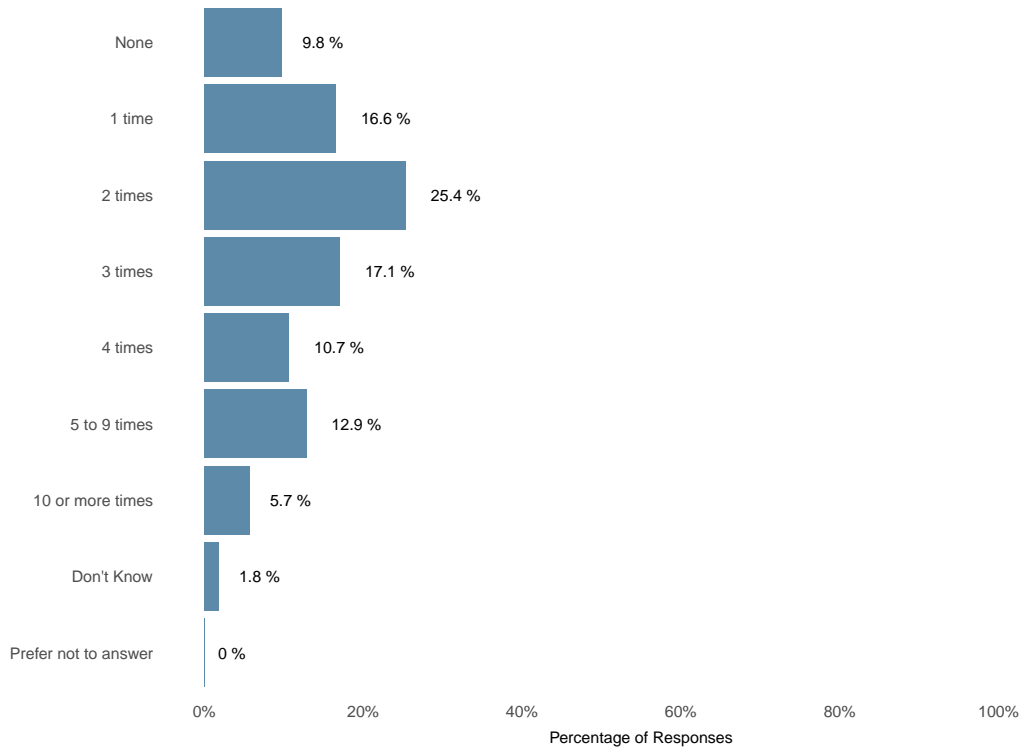
EDPEC32. Not counting the emergency department, is there a doctor's office, clinic, or other place you usually go if you need a check-up, want advice about a health problem, or when you are sick or hurt?



Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 473)
Note: Provincial scores are weighted.

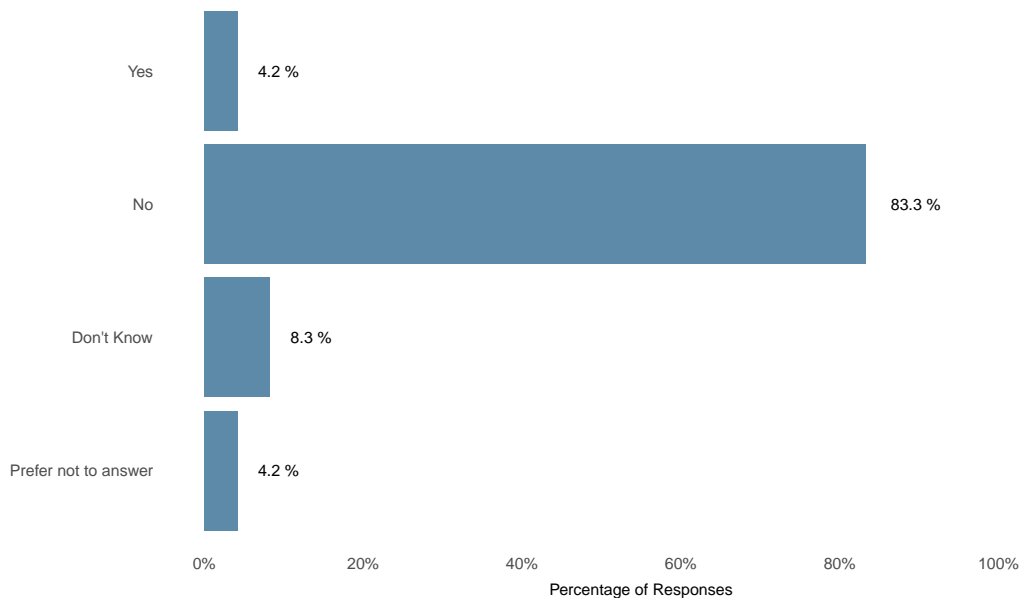


EDPEC33. How many times in the last 6 months did you visit the doctor's office, clinic, or other place to get care or advice about your health?

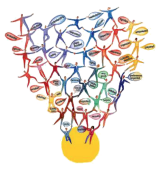


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 457)
Note: Provincial scores are weighted.

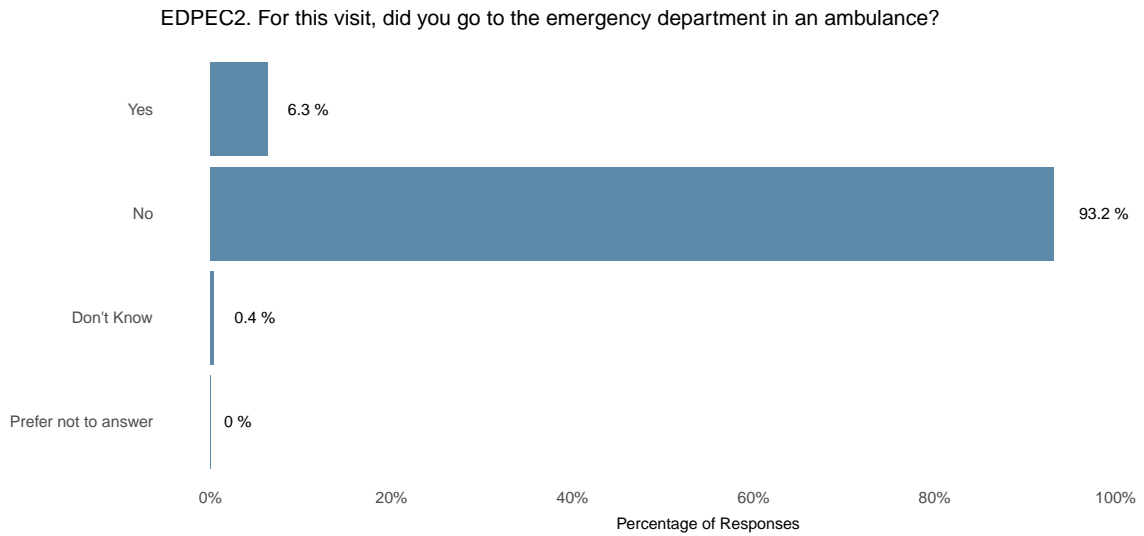
OSA1. Home Support services are provided by community health workers to help people living at home with tasks such as bathing, dressing, feeding, and taking medicines. Before this emergency department visit, were you receiving Home Support services in your home?



Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 24)
Note: Provincial scores are weighted.



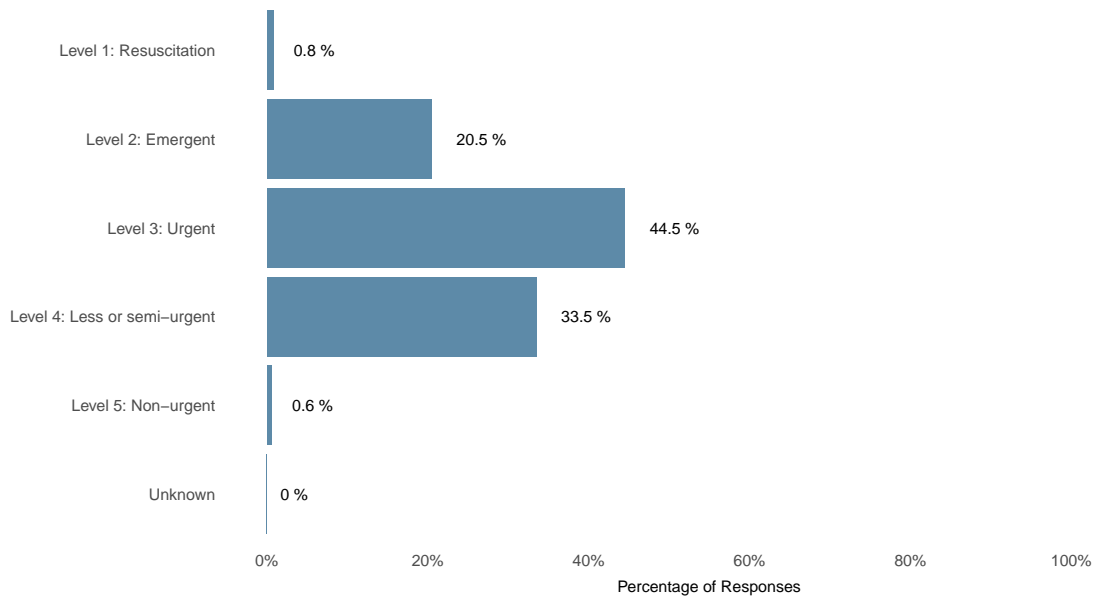
Arrival in Emergency Department by Ambulance



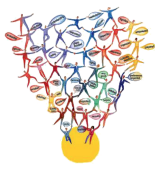
Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 474)
Note: Provincial scores are weighted.

Canadian Triage & Acuity Scale (CTAS) Distribution

The distribution below is based on the level of acuity assigned to the respondents of the ED survey by ED staff based on the patients' presenting complaints and the type and severity of the presenting signs and symptoms.

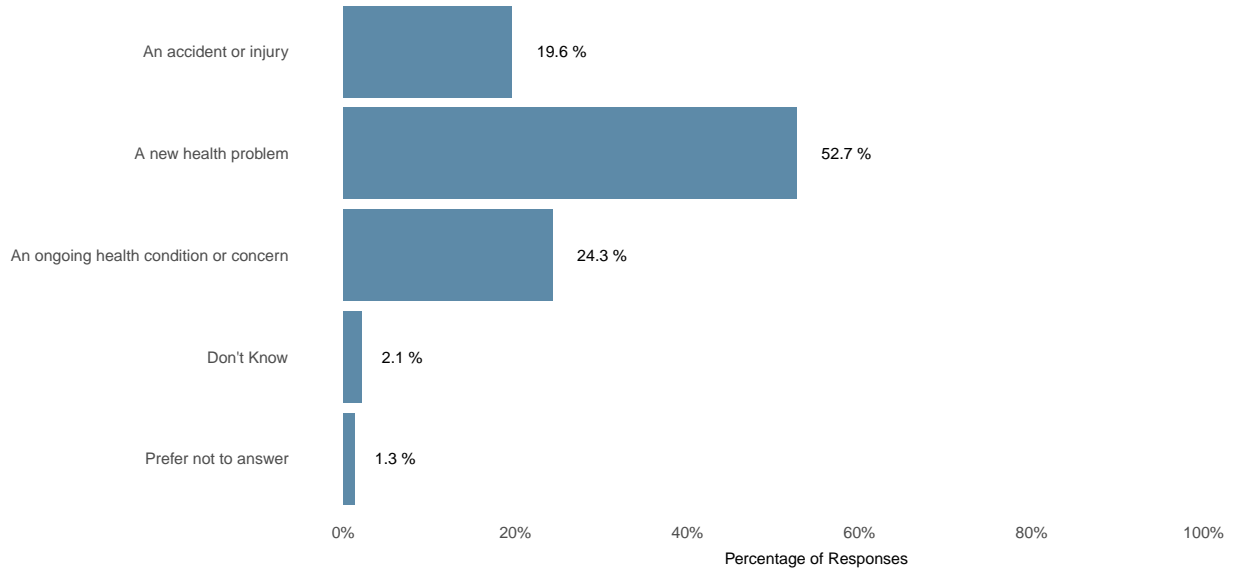


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 474)
Note: Provincial scores are weighted.



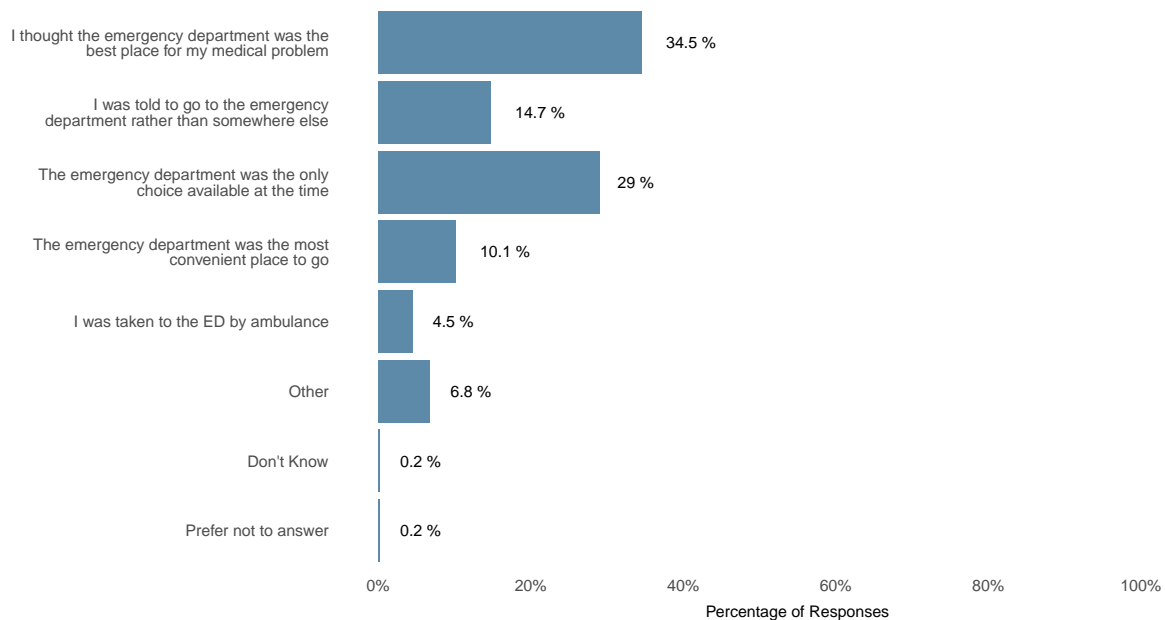
Section 2B. Reason(s) for going to the Emergency Department

EDPEC1. Thinking about this visit, what was the main reason why you went to the emergency department?

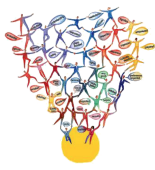


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 474)
Note: Provincial scores are weighted.

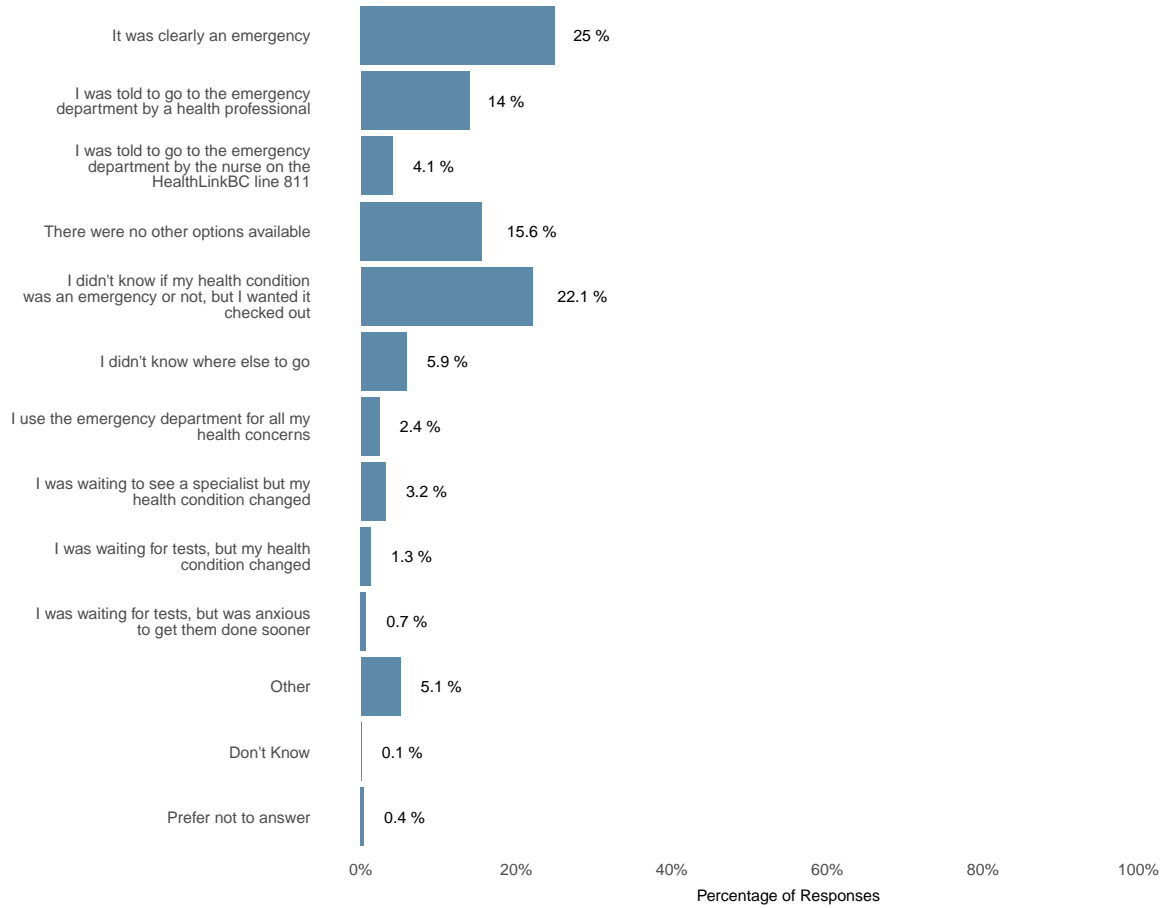
BCED1. Why did you choose to go to the emergency department, instead of somewhere else, such as a doctor's office? (Check all that apply)



Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 661)
Note: Provincial scores are weighted.
Note: Multiple response question, counts of individual response options may add up to more than 100% and the number of respondents who answered the question.

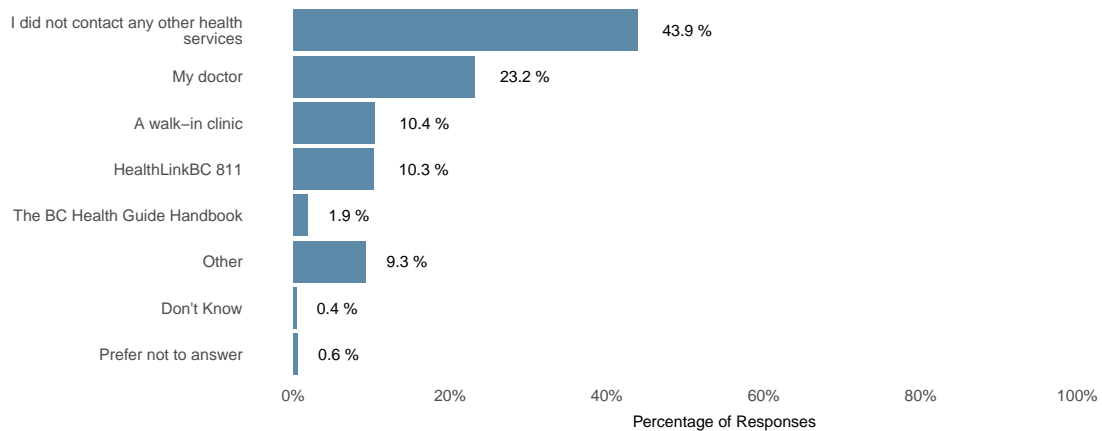


BCED2. What was the reason for your recent emergency department visit? (Check all that apply)

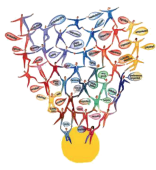


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 748)
 Note: Provincial scores are weighted.
 Note: Multiple response question, counts of individual response options may add up to more than 100% and the number of respondents who answered the question.

BCED3. Which, if any, health services did you try to contact or access before going to the emergency department? (Check all that apply)

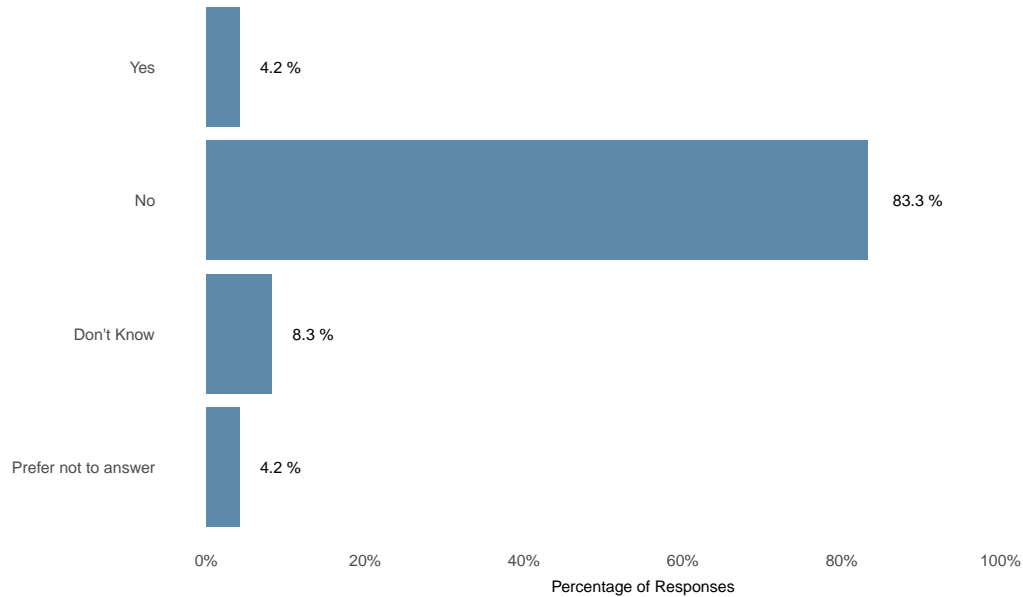


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 517)
 Note: Provincial scores are weighted.
 Note: Multiple response question, counts of individual response options may add up to more than 100% and the number of respondents who answered the question.



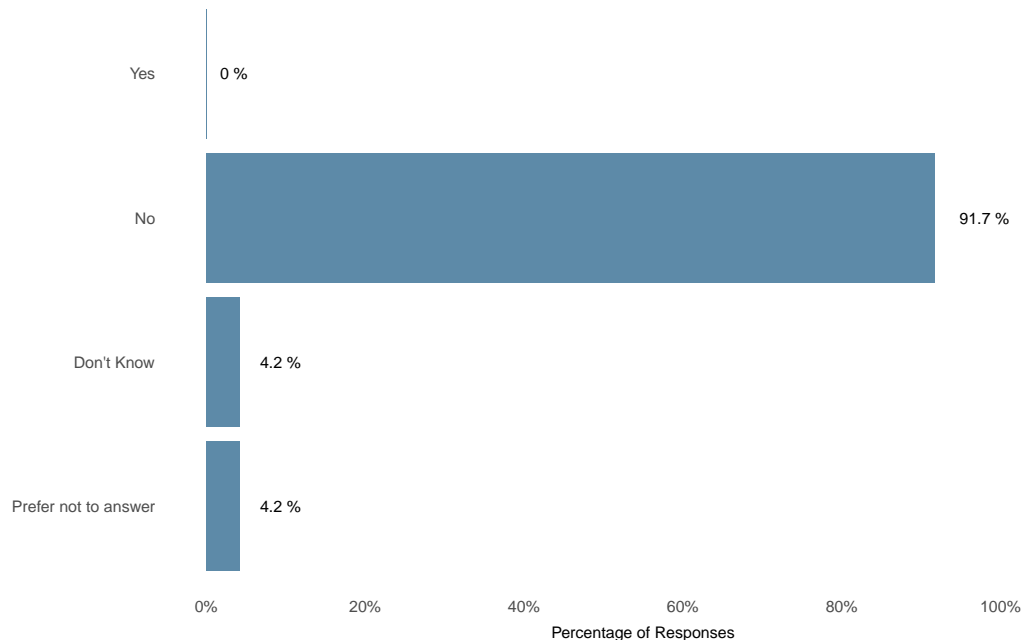
Section 2C. BC Office of the Seniors Advocate: Home Support Module

OSA1. Home Support services are provided by community health workers to help people living at home with tasks such as bathing, dressing, feeding, and taking medicines. Before this emergency department visit, were you receiving Home Support services in your home?

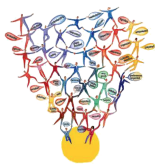


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 24)
Note: Provincial scores are weighted.

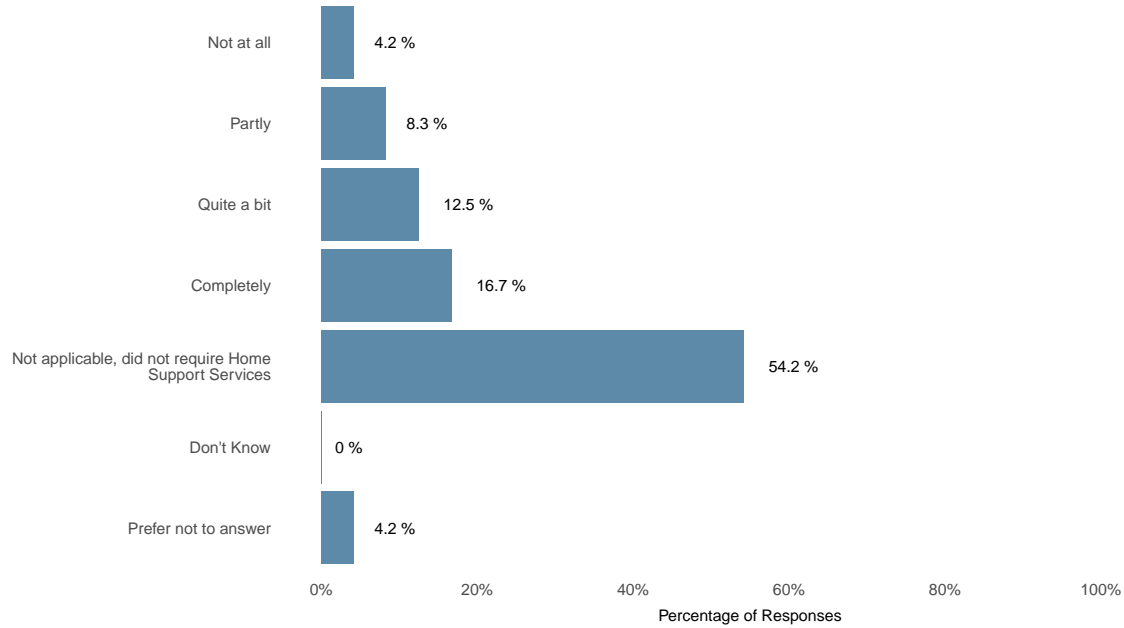
OSA2. After you left the emergency department, did you receive Home Support services in your home?



Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 24)
Note: Provincial scores are weighted.

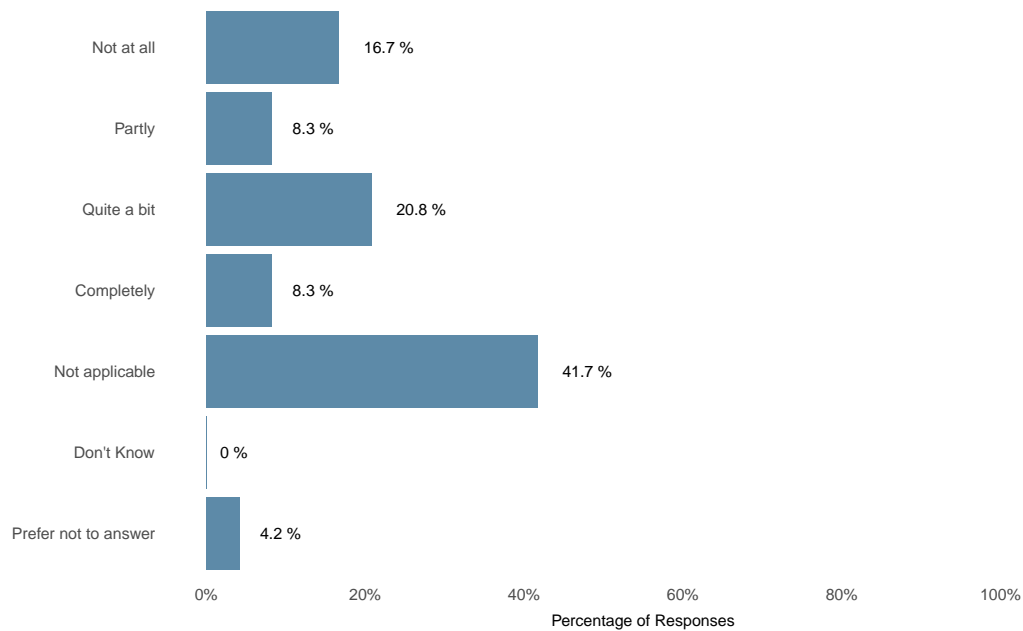


OSA3. Before you left the emergency department, did the doctors, nurses, or other staff ask you, your family, or caregiver(s) what care and services you would need when you returned home?

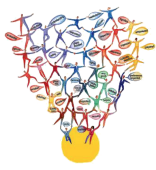


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 24)
Note: Provincial scores are weighted.

OSA4. Before you left the emergency department, did you receive information in writing or verbally from doctors, nurses, or other staff about services available to help you manage your care at home?



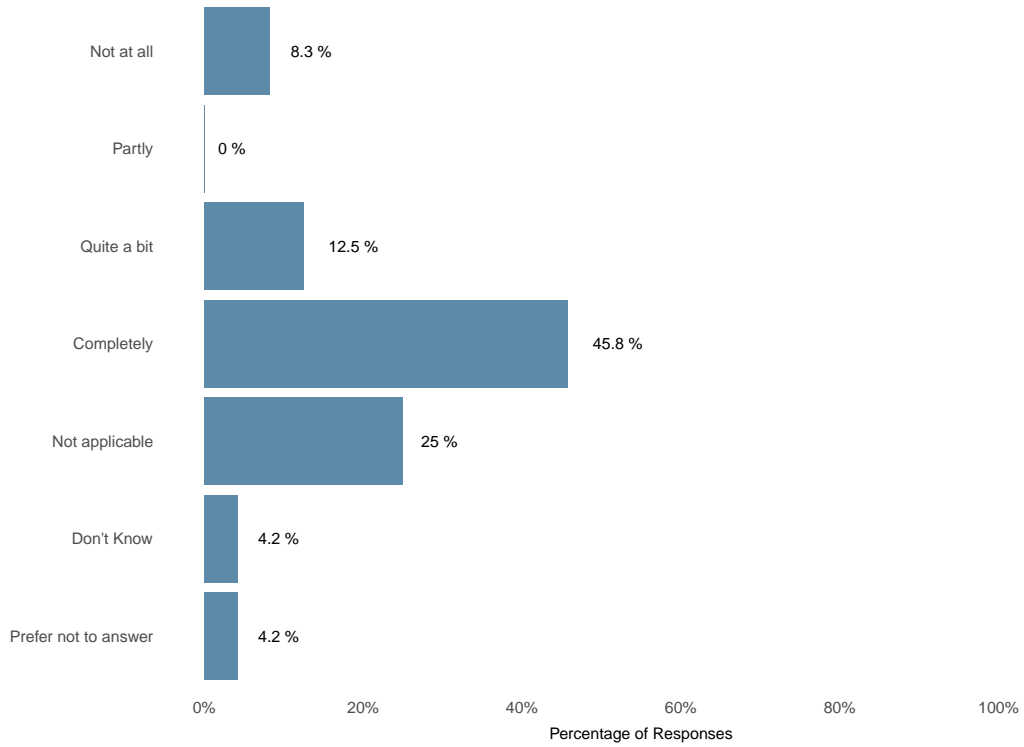
Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 24)
Note: Provincial scores are weighted.



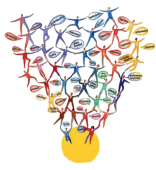
Facility: BC Children's Hospital
Peer Group: Large
Date: Jan 1, 2018 - March 31, 2018 Discharges

FACILITY FINAL REPORT
Surveys Completed: 474
Response Rate: 37.9%
MOE: ±4.4%

OSA5. Since your return home, do you and your family have the services you need to manage at home?

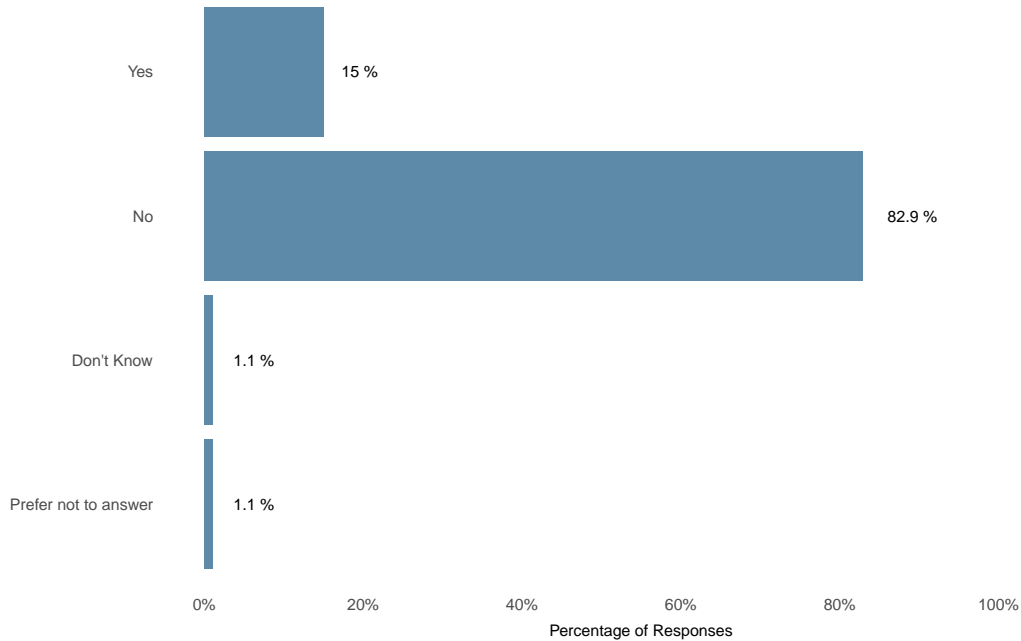


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 24)
Note: Provincial scores are weighted.



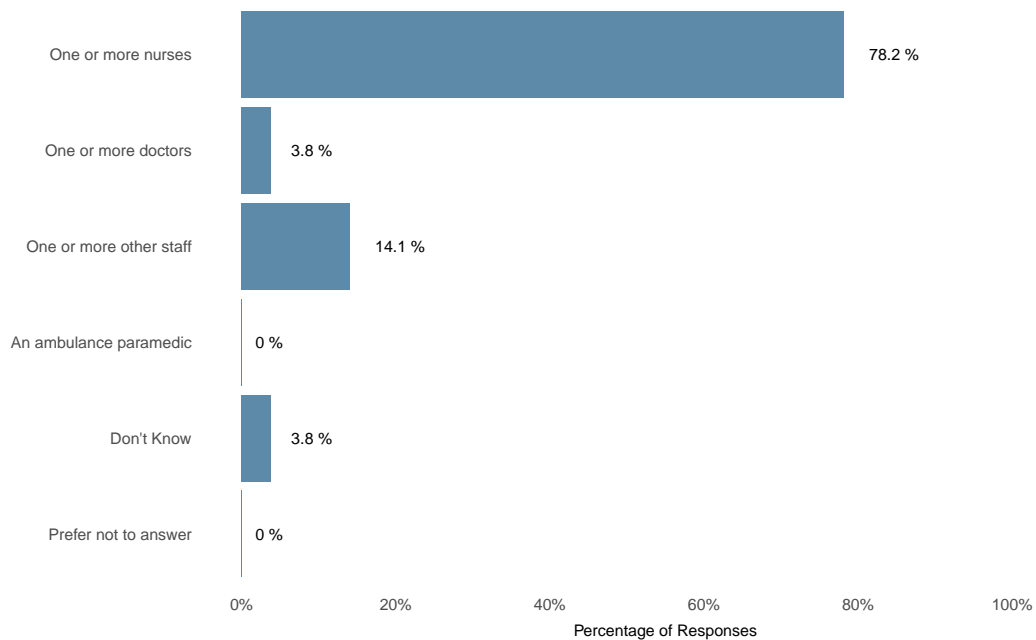
Section 2D. Intravenous Therapy Module

IV1. Did you have at least one IV put into a vein during this emergency department visit or while in the ambulance?

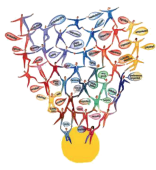


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 473)
Note: Provincial scores are weighted.

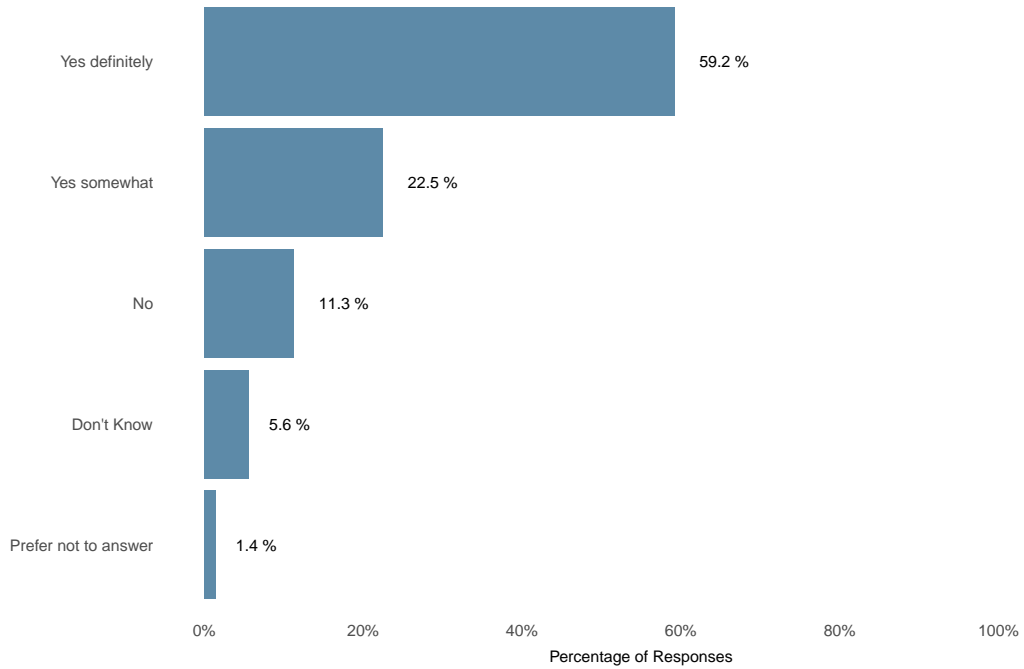
IV2. Who put the IV(s) into your vein? (Check all that apply)



Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 78)
Note: Provincial scores are weighted.
Note: Multiple response question, counts of individual response options may add up to more than 100% and the number of respondents who answered the question.

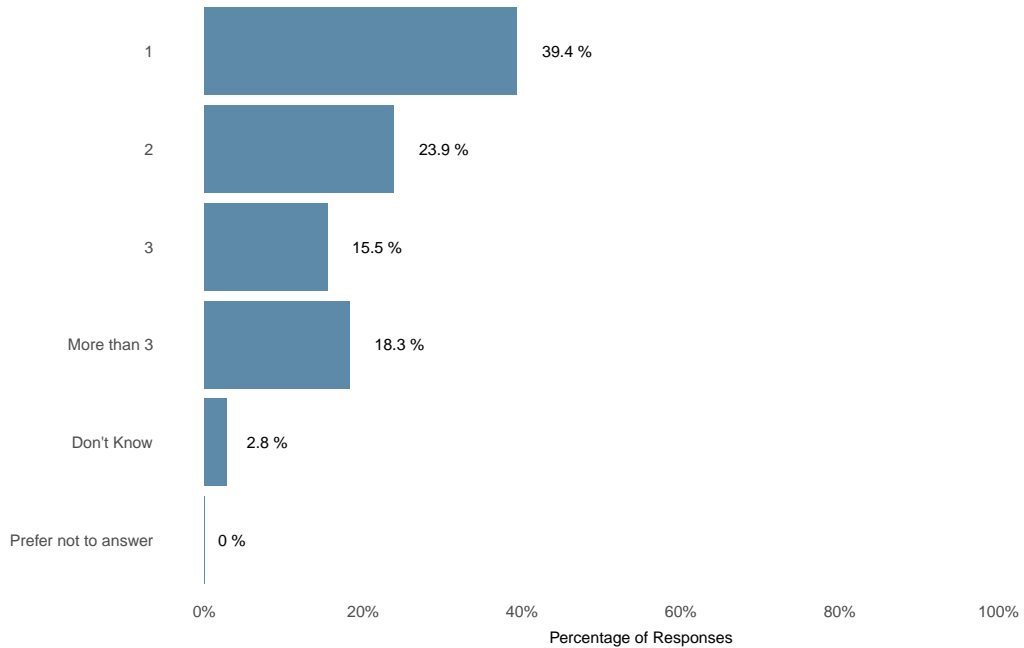


IV3. Were you told what to expect when your IV was being put into your vein?

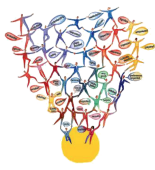


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 71)
Note: Provincial scores are weighted.

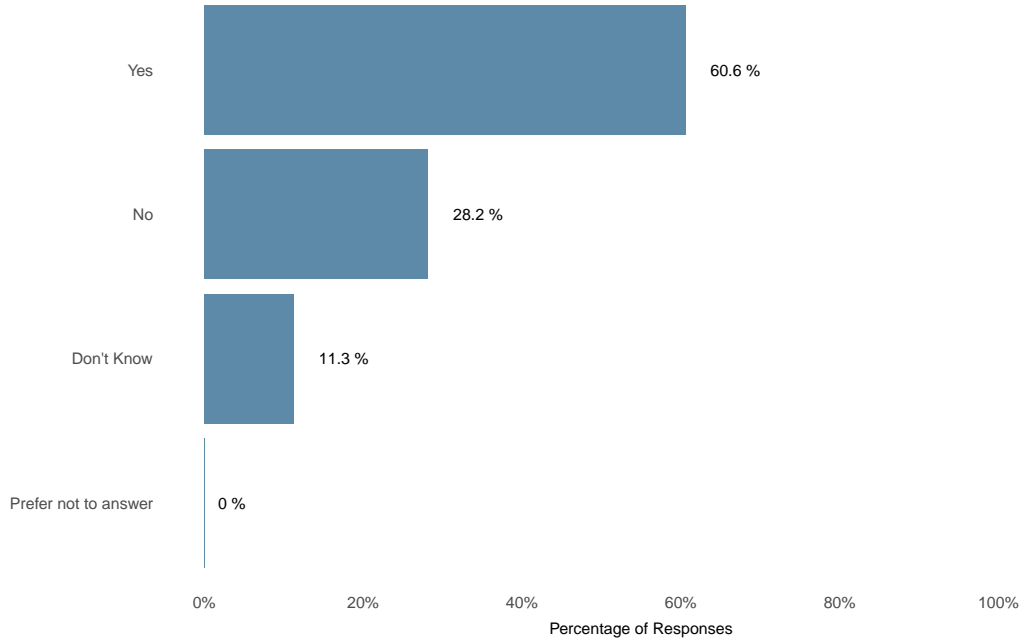
IV4. When you think about the IVs you had during this emergency visit, how many times on average did the nurse, doctor or paramedic try to put an IV into your vein?



Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 71)
Note: Provincial scores are weighted.

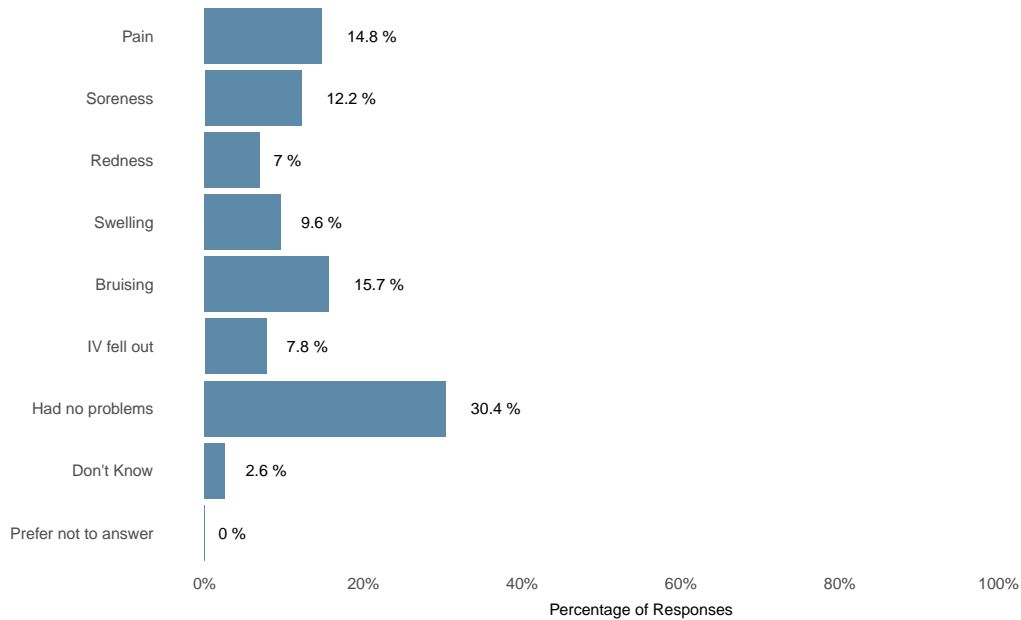


IV5. After an IV was started in the Emergency Department, were you told to call a nurse if you had any problems such as pain, redness around the catheter, swelling, or blood?

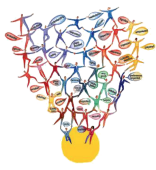


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 71)
Note: Provincial scores are weighted.

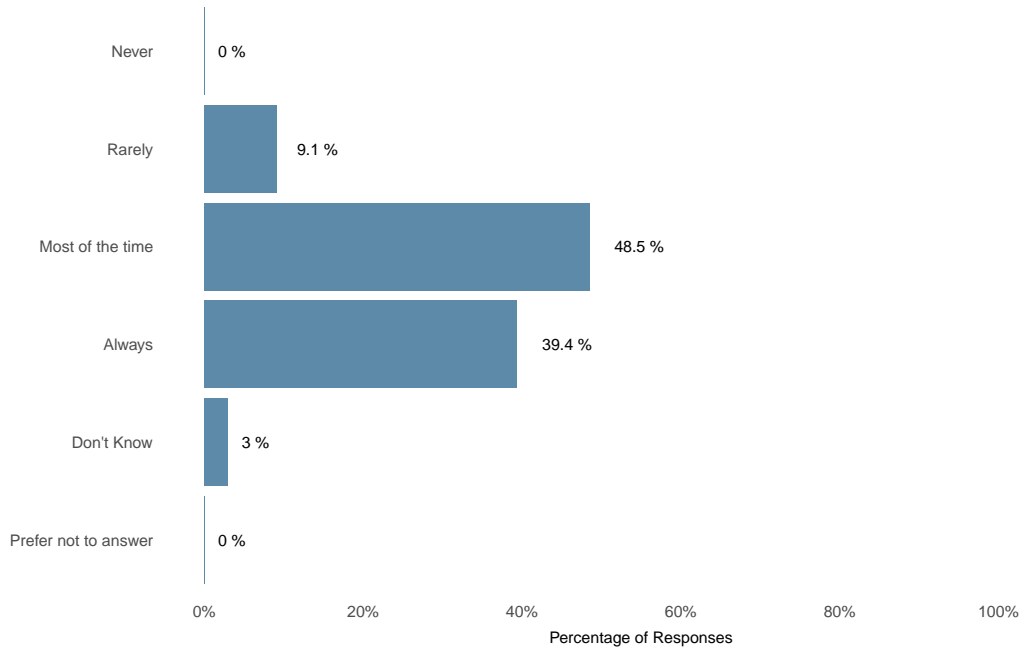
IV6. During this emergency visit, did you experience any of the following problems with your IV? (Check all that apply)



Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 115)
Note: Provincial scores are weighted.
Note: Multiple response question, counts of individual response options may add up to more than 100% and the number of respondents who answered the question.

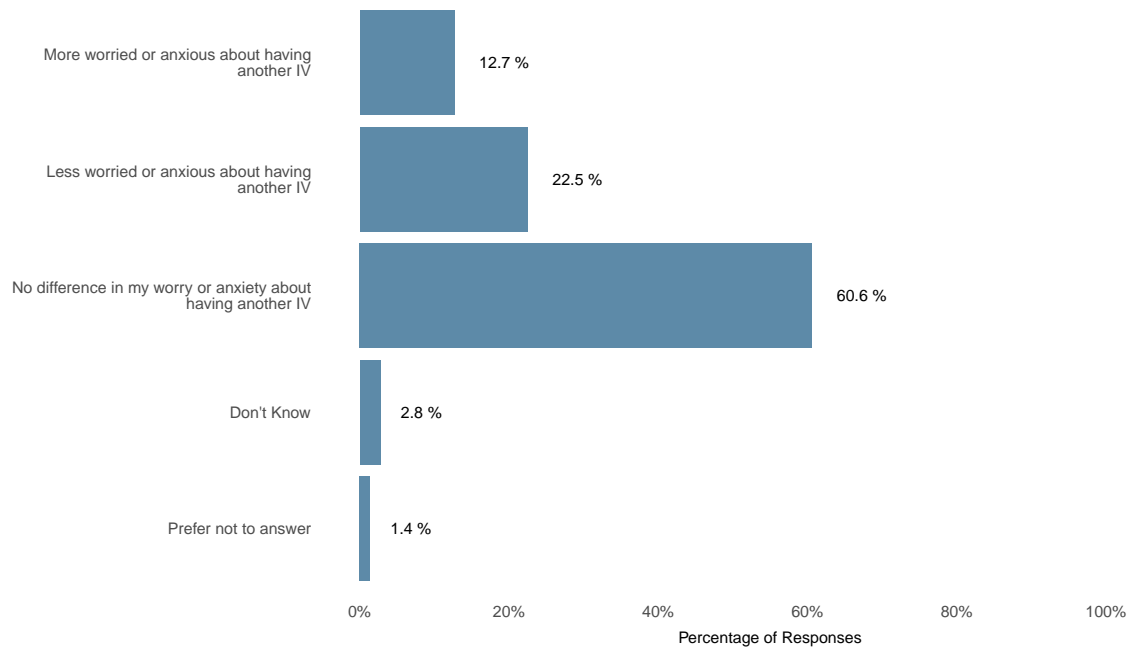


IV7. During this emergency visit, how often did your nurses, doctors or paramedics handle the problems in a timely manner?

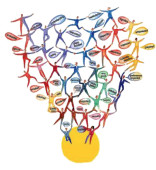


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 33)
Note: Provincial scores are weighted.

IV8. If you needed an IV in the future, would your experience having an IV during this ED visit make you feel . . . ?

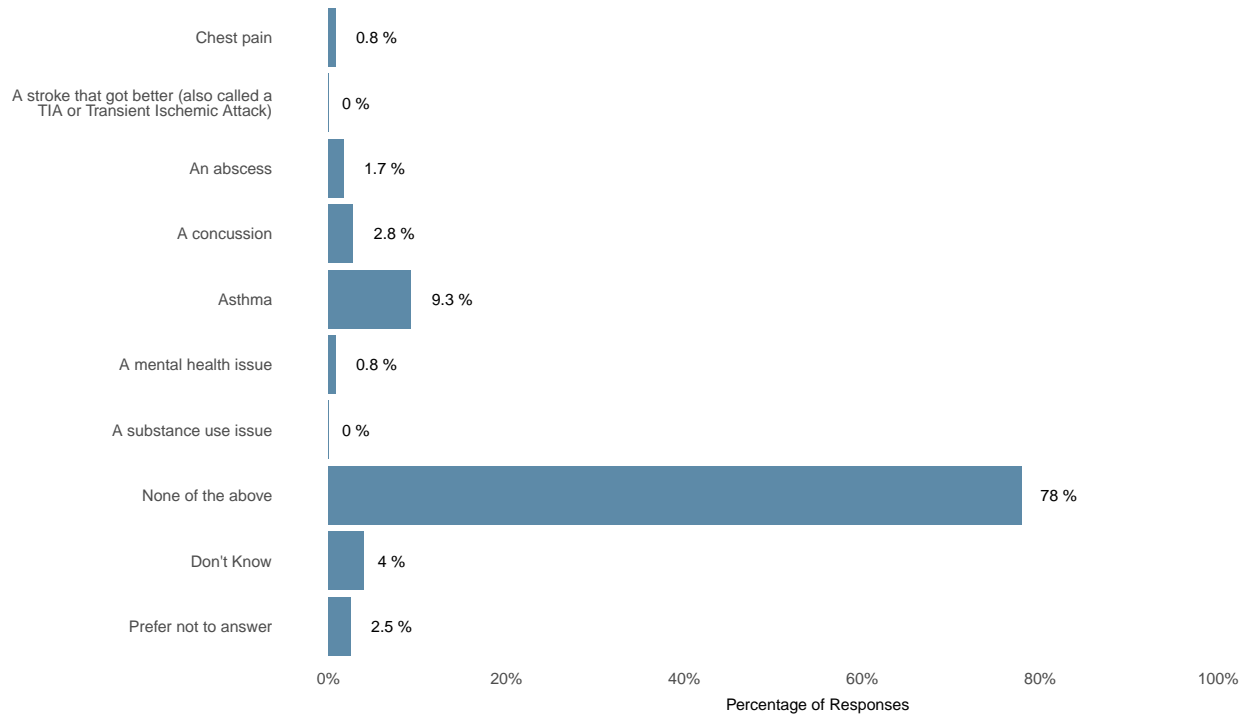


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 71)
Note: Provincial scores are weighted.



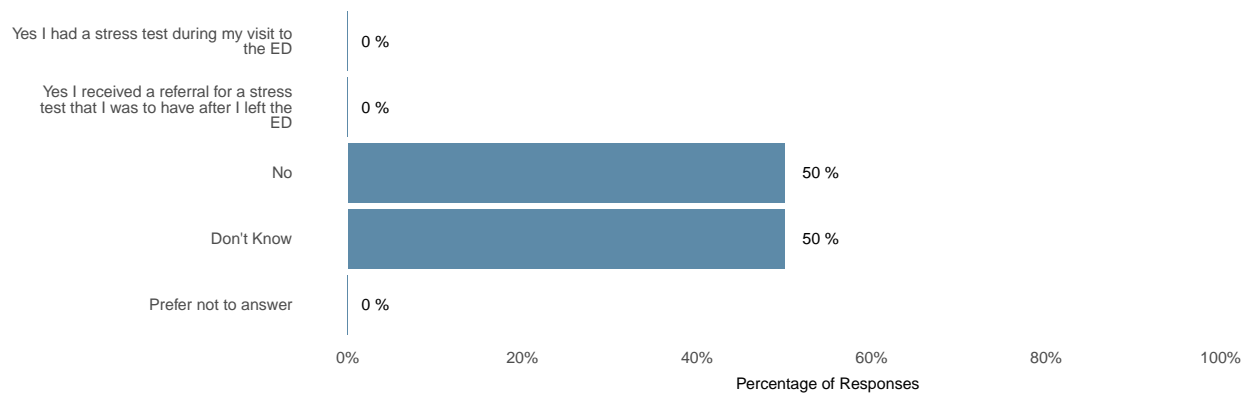
Section 2E. Emergency Medicine Network Module

EMN1. We would like to know if you went to the emergency department because you were experiencing any of the following: (Check all that apply)

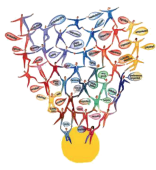


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 472)
Note: Provincial scores are weighted.
Note: Multiple response question, counts of individual response options may add up to more than 100% and the number of respondents who answered the question.

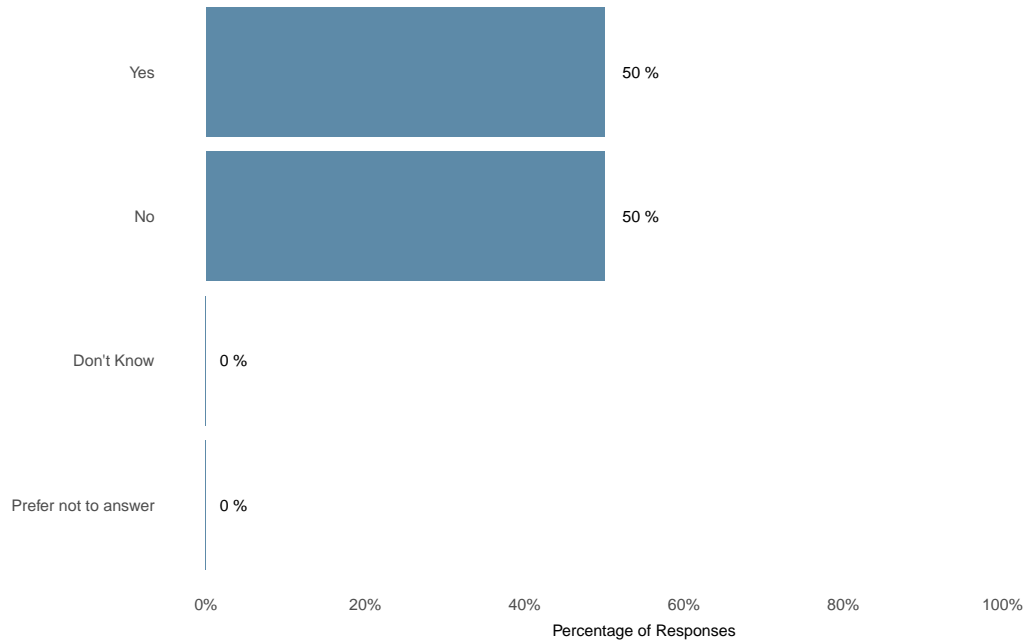
EMN2. You indicated that you went to the emergency department for chest pain. Did the doctor you saw in the emergency department order a stress test during or after your visit to the ED?



Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 4)
Note: Provincial scores are weighted.

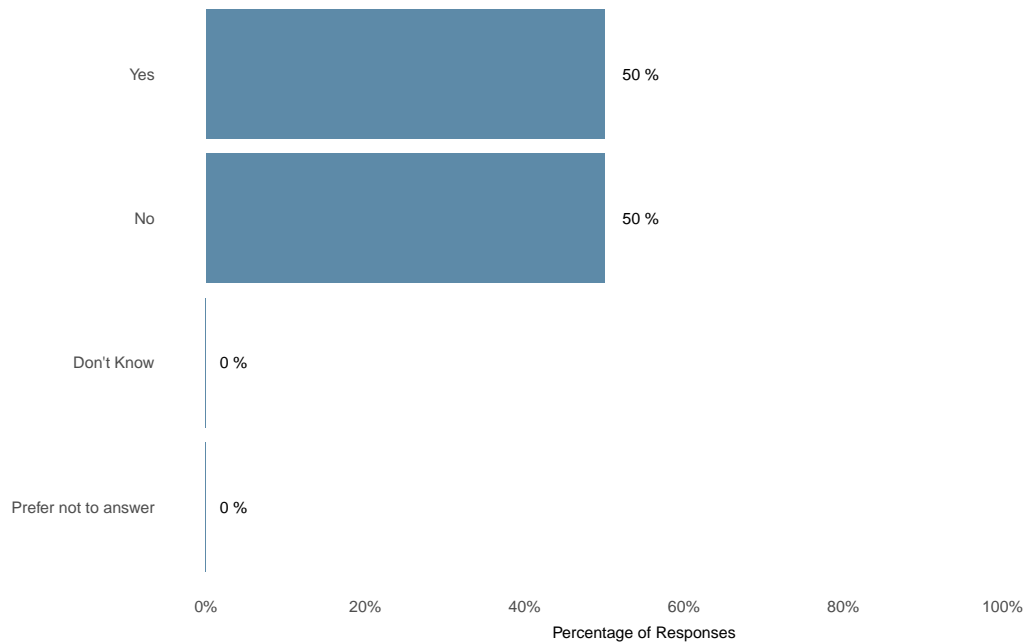


EMN3. Before you left the emergency department, were you given a referral to see a cardiologist (heart specialist)?

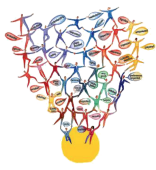


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 4)
Note: Provincial scores are weighted.

EMN4. Since you left the emergency department, have you seen a cardiologist (heart specialist)?



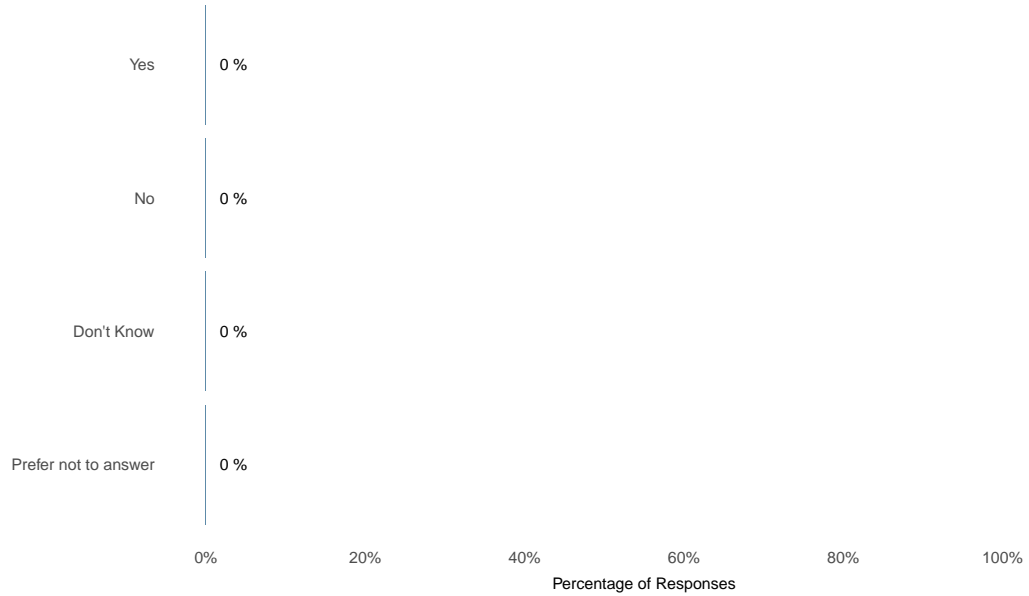
Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 2)
Note: Provincial scores are weighted.



Facility: BC Children's Hospital
Peer Group: Large
Date: Jan 1, 2018 - March 31, 2018 Discharges

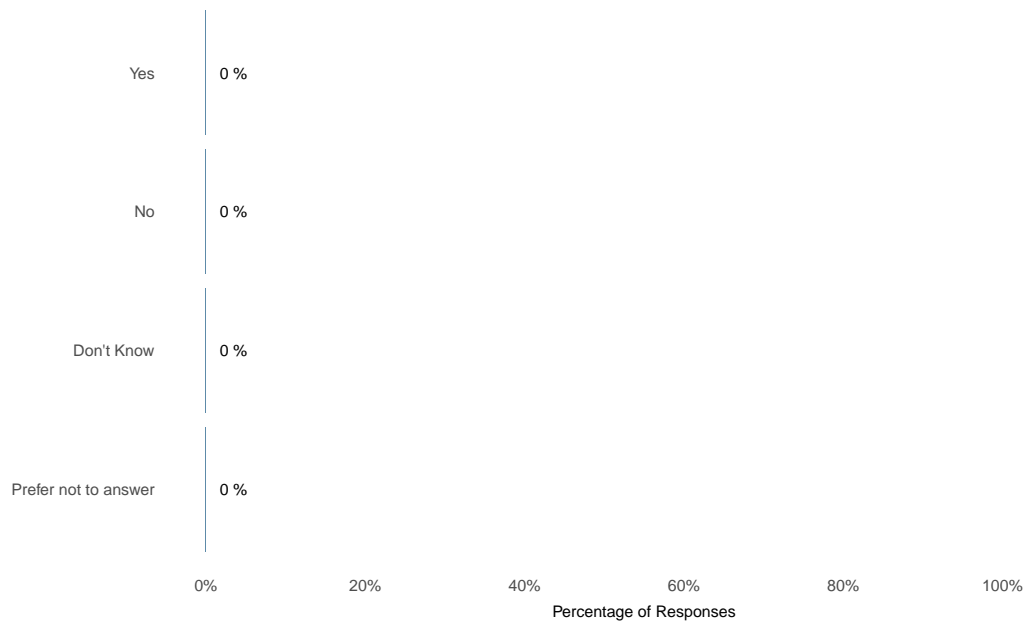
FACILITY FINAL REPORT
Surveys Completed: 474
Response Rate: 37.9%
MOE: ±4.4%

EMN5. You indicated that you went to the emergency department for a stroke that got better (also called a TIA or Transient Ischemic Attack). A carotid ultrasound checks for narrowed arteries that lead to the head and neck. Did you have the carotid ultrasound within 48 hours (2 days) of your emergency department visit?

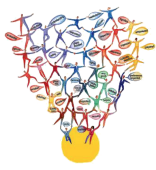


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 0)
Note: Provincial scores are weighted.

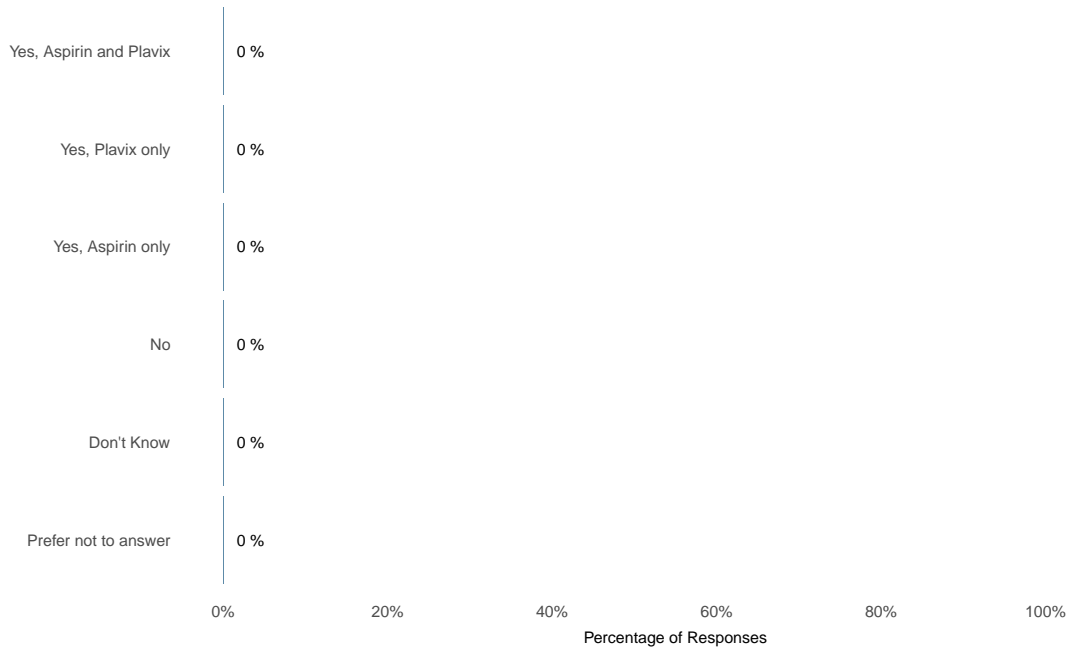
EMN6. A computed tomography angiogram (CT Angiogram) uses an injection of iodine and CT scanning to help diagnose blood vessel diseases or conditions, such as blockages. Did you have a CT Angiogram within 48 hours (2 days) of your emergency department visit?



Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 0)
Note: Provincial scores are weighted.

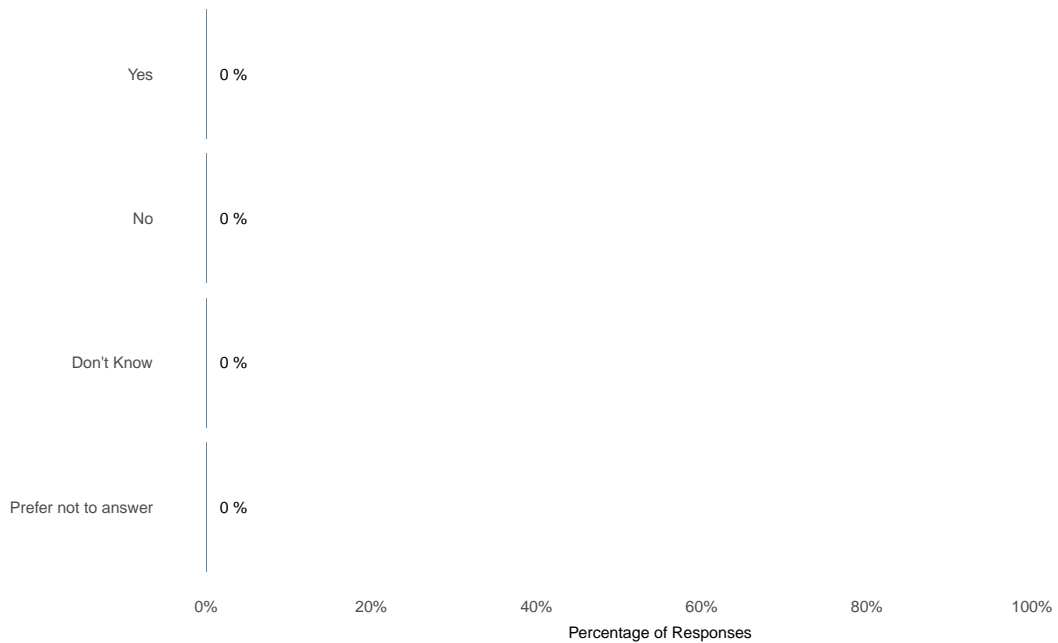


EMN7. Before you left the emergency department, were you given a prescription for Aspirin or Plavix to take at home?

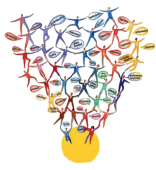


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 0)
Note: Provincial scores are weighted.

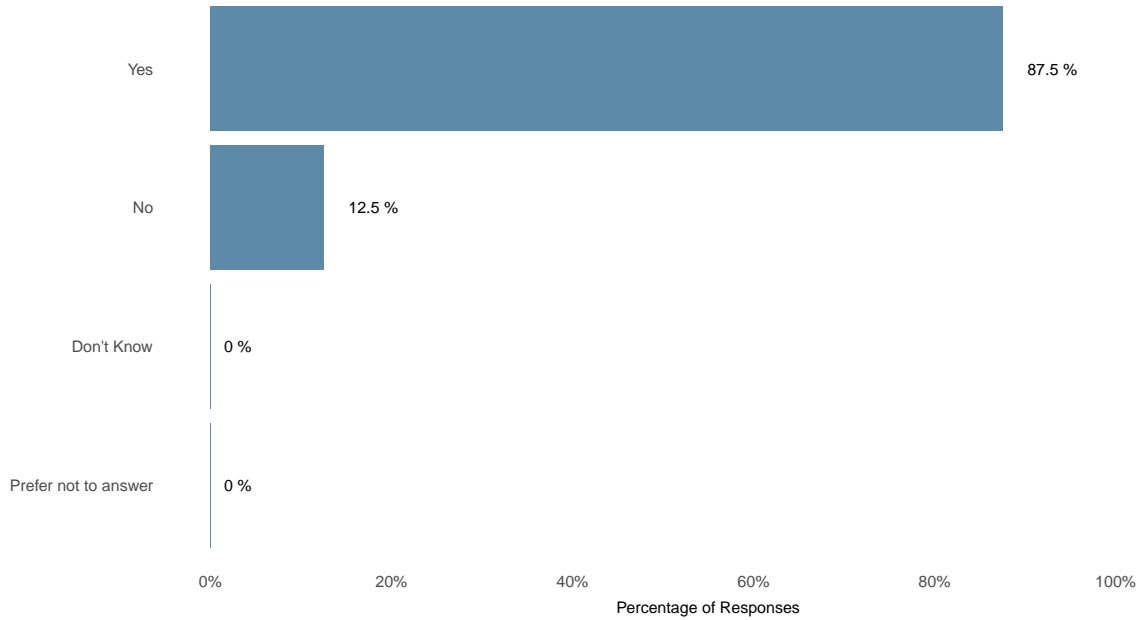
EMN8. Before you left the emergency department, were you told to return to the emergency department immediately if your symptoms returned?



Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 0)
Note: Provincial scores are weighted.

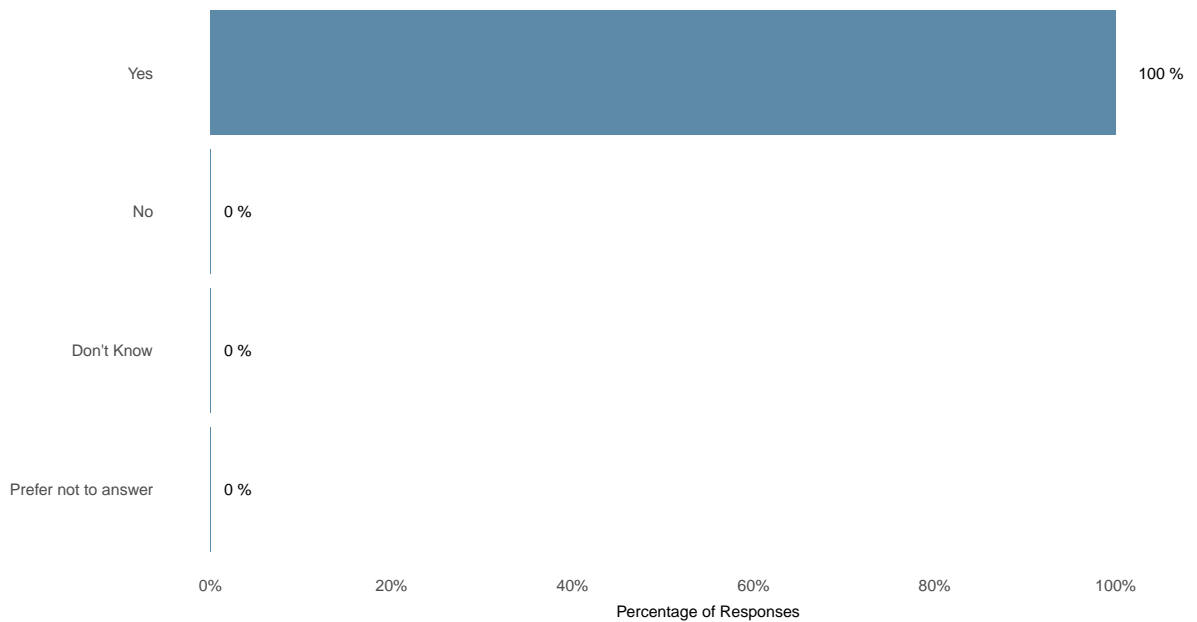


EMN9. You indicated that you went to the emergency department for an abscess. Before you left the emergency department, were you given a prescription for an antibiotic to take at home?

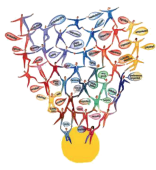


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 8)
Note: Provincial scores are weighted.

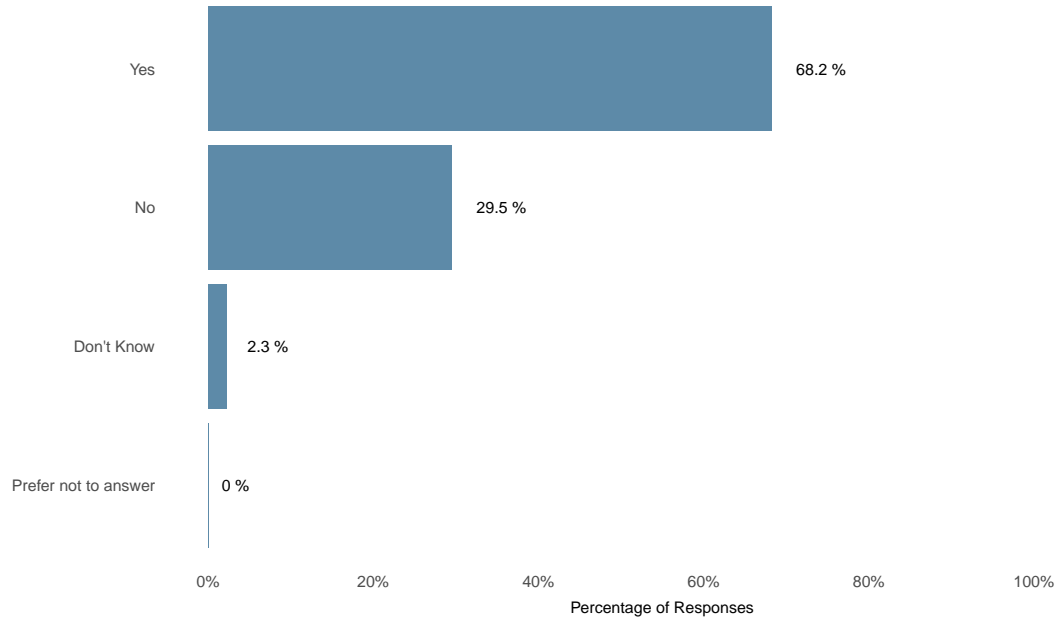
EMN10. You indicated that you went to the emergency department for a concussion. Before you left the emergency department, were you given instructions for how to care for yourself at home?



Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 13)
Note: Provincial scores are weighted.

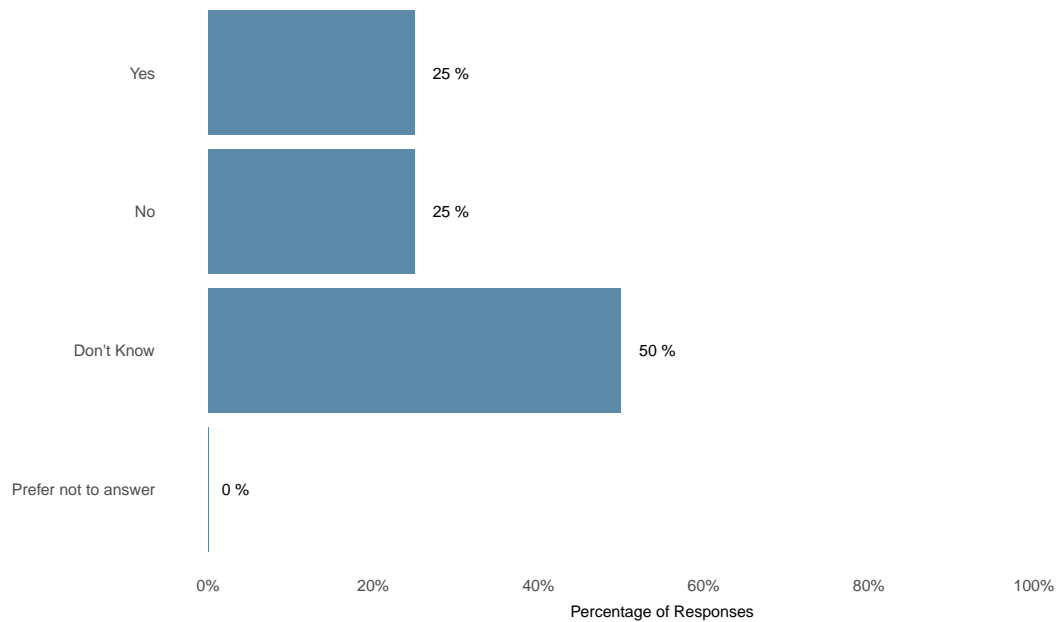


EMN11. You indicated that you went to the emergency department for asthma. Before you left the emergency department, were you given a prescription for steroids or medicine to take at home?

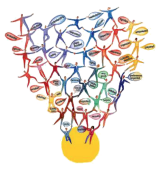


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 44)
Note: Provincial scores are weighted.

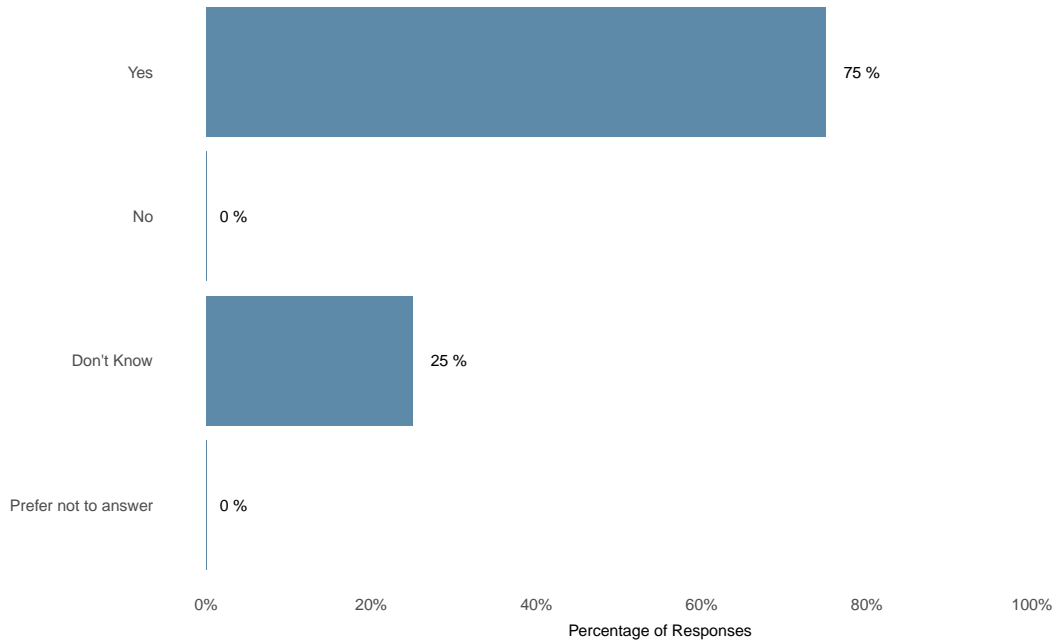
EMN12. You indicated that you went to the emergency department for a mental health issue. While you were in the emergency department, did you have a mental health assessment?



Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 4)
Note: Provincial scores are weighted.

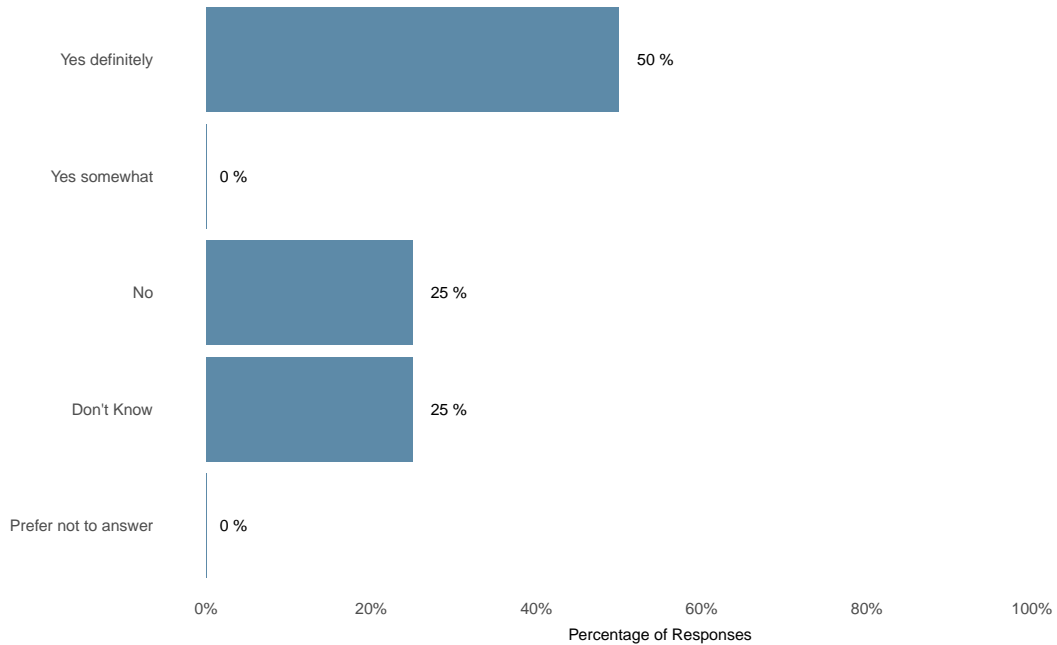


EMN13. Before you left the emergency department, did the doctor you saw in the ED make a referral for mental health care after discharge in the community?

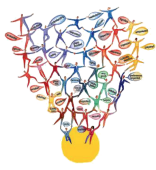


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 4)
Note: Provincial scores are weighted.

EMN14. Before you left the emergency department, did the doctors and nurses make a plan with you for follow up in the community?



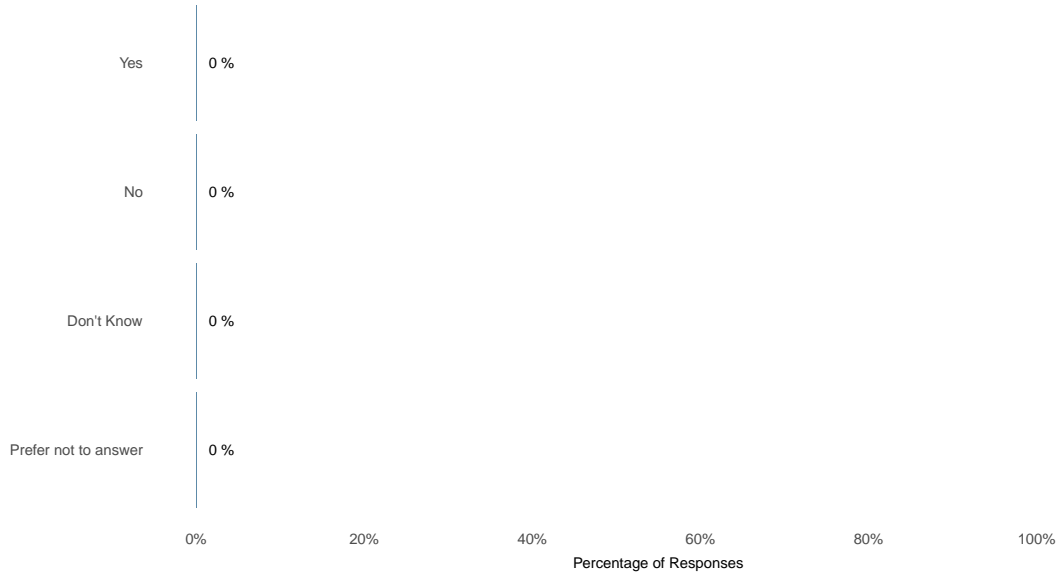
Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 4)
Note: Provincial scores are weighted.



Facility: BC Children's Hospital
Peer Group: Large
Date: Jan 1, 2018 - March 31, 2018 Discharges

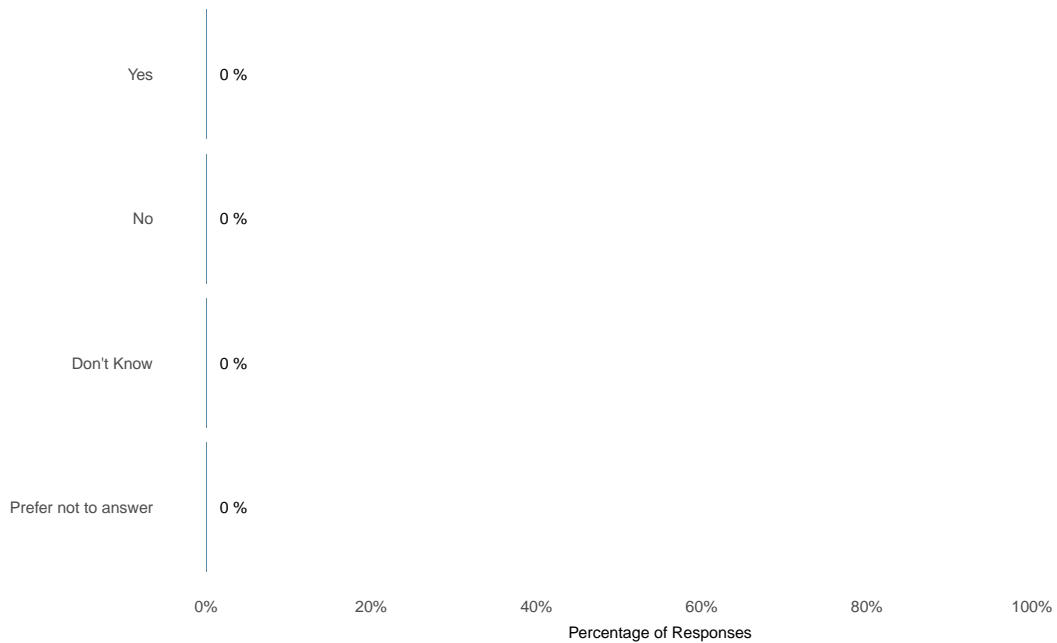
FACILITY FINAL REPORT
Surveys Completed: 474
Response Rate: 37.9%
MOE: ±4.4%

EMN15. You indicated that you went to the emergency department for a substance use issue. While you were in the emergency department, were you asked about your substance use issue?

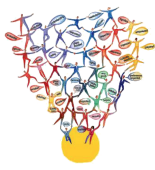


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 0)
Note: Provincial scores are weighted.

EMN16. Before you left the emergency department, were you provided with a take-home naloxone kit?



Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (n = 0)
Note: Provincial scores are weighted.



Section 2F. Frequency Tables

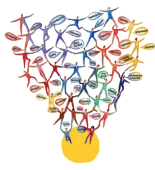
Tips for reading Frequency Tables: n sizes reflect the number of participants who answered a given survey question. The total n size for EDPEC1 matches the value reported on the cover sheet, however, some survey questions were not intended for all participants (had built in skip patterns). The total n size will, therefore, vary. The valid percent column is arguably the best statistic for reporting purposes, as it excludes those for whom the question was not applicable, and those who weren't sure of or didn't know the answer to the question.

EDPEC1. Thinking about this visit, what was the main reason why you went to the emergency department?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
An accident or injury	93	2417	19.6	20.3	20.3
A new health problem	250	6497	52.7	54.6	74.9
An ongoing health condition or concern	115	2989	24.3	25.1	100.0
Total Valid	458	11902	96.6		
Don't Know	10	260	2.1		
Prefer not to answer	6	156	1.3		
Total	474	12318	100.0		

EDPEC2. For this visit, did you go to the emergency department in an ambulance?

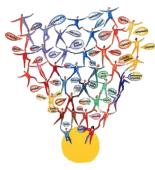
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	30	780	6.3	6.4	6.4
No	442	11486	93.2	93.6	100.0
Total Valid	472	12266	99.6		
Don't Know	2	52	0.4		
Prefer not to answer	0	0	0.0		
Total	474	12318	100.0		



BCED1. Why did you choose to go to the emergency department, instead of somewhere else, such as a doctor's office? (Check all that apply)

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
I thought the emergency department was the best place for my medical problem	228	5925	34.5	34.6	34.6
I was told to go to the emergency department rather than somewhere else	97	2521	14.7	14.7	49.3
The emergency department was the only choice available at the time	192	4990	29.0	29.1	78.5
The emergency department was the most convenient place to go	67	1741	10.1	10.2	88.6
I was taken to the ED by ambulance	30	780	4.5	4.6	93.2
Other	45	1169	6.8	6.8	100.0
Valid Total	659	17126	99.7	100.0	
Don't Know	1	26	0.2		
Prefer not to answer	1	26	0.2		
Total	661	17178	100.0		

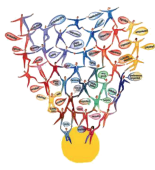
Note: Multiple response question, counts of individual response options may add up to more than 100% and the number of respondents who answered the question.



BCED2. What was the reason for your recent emergency department visit? (Check all that apply)

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
It was clearly an emergency	187	4860	25.0	25.1	25.1
I was told to go to the emergency department by a health professional	105	2729	14.0	14.1	39.2
I was told to go to the emergency department by the nurse on the HealthLinkBC line 811	31	806	4.1	4.2	43.4
There were no other options available	117	3041	15.6	15.7	59.1
I didn't know if my health condition was an emergency or not, but I wanted it checked out	165	4288	22.1	22.2	81.3
I didn't know where else to go	44	1143	5.9	5.9	87.2
I use the emergency department for all my health concerns	18	468	2.4	2.4	89.6
I was waiting to see a specialist but my health condition changed	24	624	3.2	3.2	92.9
I was waiting for tests, but my health condition changed	10	260	1.3	1.3	94.2
I was waiting for tests, but was anxious to get them done sooner	5	130	0.7	0.7	94.9
Other	38	988	5.1	5.1	100.0
Valid Total	744	19337	99.5	100.0	
Don't Know	1	26	0.1		
Prefer not to answer	3	78	0.4		
Total	748	19441	100.0		

Note: Multiple response question, counts of individual response options may add up to more than 100% and the number of respondents who answered the question.



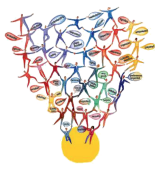
Facility: BC Children's Hospital
Peer Group: Large
Date: Jan 1, 2018 - March 31, 2018 Discharges

FACILITY FINAL REPORT
Surveys Completed: 474
Response Rate: 37.9%
MOE: ±4.4%

BCED3. Which, if any, health services did you try to contact or access before going to the emergency department?
(Check all that apply)

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
I did not contact any other health services	227	5899	43.9	44.3	44.3
My doctor	120	3118	23.2	23.4	67.8
A walk-in clinic	54	1403	10.4	10.5	78.3
HealthLinkBC 811	53	1377	10.3	10.4	88.7
The BC Health Guide Handbook	10	260	1.9	2.0	90.6
Other	48	1247	9.3	9.4	100.0
Valid Total	512	13304	99.0	100.0	
Don't Know	2	52	0.4		
Prefer not to answer	3	78	0.6		
Total	517	13434	100.0		

Note: Multiple response question, counts of individual response options may add up to more than 100% and the number of respondents who answered the question.

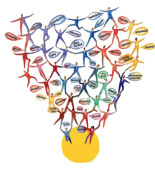


EDPEC3. When you first arrived at the emergency department, how long was it before someone talked to you about the reason why you were there?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Less than 5 minutes	163	4236	34.4	34.8	34.8
5 to 15 minutes	160	4158	33.8	34.2	69.0
More than 15 minutes	145	3768	30.6	31.0	100.0
Total Valid	468	12162	98.7		
Don't Know	5	130	1.1		
Prefer not to answer	1	26	0.2		
Total	474	12318	100.0		

EDPEC4. 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?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not at all important	5	130	1.1	1.1	1.1
1	3	78	0.6	0.6	1.7
2	13	338	2.7	2.8	4.5
3	31	806	6.5	6.7	11.2
4	29	754	6.1	6.3	17.5
5	52	1351	11.0	11.2	28.7
6	49	1273	10.3	10.6	39.2
7	72	1871	15.2	15.5	54.7
8	60	1559	12.7	12.9	67.7
9	29	754	6.1	6.3	73.9
Extremely important	121	3144	25.5	26.1	100.0
Total Valid	464	12058	97.9		
Don't Know	7	182	1.5		
Prefer not to answer	3	78	0.6		
Total	474	12318	100.0		



EDPEC5. During this emergency department visit, did you get care within 30 minutes of getting to the emergency department?

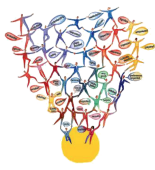
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	201	5223	42.4	43.3	43.3
No	263	6835	55.5	56.7	100.0
Total Valid	464	12058	97.9		
Don't Know	7	182	1.5		
Prefer not to answer	3	78	0.6		
Total	474	12318	100.0		

EDPEC6. During this emergency department visit, did the doctors or nurses ask about all of the medicines you were taking?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes definitely	393	10213	82.9	86.6	86.6
Yes somewhat	47	1221	9.9	10.4	96.9
No	14	364	3.0	3.1	100.0
Total Valid	454	11798	95.8		
Don't Know	19	494	4.0		
Prefer not to answer	1	26	0.2		
Total	474	12318	100.0		

EDPEC7. During this emergency department visit, were you given any medicine that you had not taken before?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	130	3378	27.4	28.2	28.2
No	331	8602	69.8	71.8	100.0
Total Valid	461	11980	97.3		
Don't Know	11	286	2.3		
Prefer not to answer	2	52	0.4		
Total	474	12318	100.0		



EDPEC8. Before giving you any new medicine, did the doctors or nurses tell you what the medicine was for?

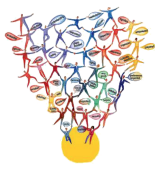
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes definitely	107	2781	82.3	84.3	84.3
Yes somewhat	10	260	7.7	7.9	92.1
No	10	260	7.7	7.9	100.0
Total Valid	127	3300	97.7		
Don't Know	3	78	2.3		
Prefer not to answer	0	0	0.0		
Total	130	3378	100.0		

EDPEC9. Before giving you any new medicine, did the doctors or nurses describe possible side effects to you in a way you could understand?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes definitely	67	1741	51.5	55.4	55.4
Yes somewhat	25	650	19.2	20.7	76.0
No	29	754	22.3	24.0	100.0
Total Valid	121	3144	93.1		
Don't Know	9	234	6.9		
Prefer not to answer	0	0	0.0		
Total	130	3378	100.0		

EDPEC10. During this emergency department visit, did you have any pain?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	267	6939	56.3	61.7	61.7
No	166	4314	35.0	38.3	100.0
Total Valid	433	11253	91.4		
Don't Know	38	988	8.0		
Prefer not to answer	3	78	0.6		
Total	474	12318	100.0		



EDPEC11. During this emergency department visit, did the doctors and nurses try to help reduce your pain?

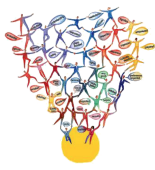
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes definitely	132	3430	49.4	50.0	50.0
Yes somewhat	77	2001	28.8	29.2	79.2
No	55	1429	20.6	20.8	100.0
Total Valid	264	6861	98.9		
Don't Know	2	52	0.7		
Prefer not to answer	1	26	0.4		
Total	267	6939	100.0		

EDPEC12. During this emergency department visit, did you get medicine for pain?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	128	3326	47.9	48.7	48.7
No	135	3508	50.6	51.3	100.0
Total Valid	263	6835	98.5		
Don't Know	4	104	1.5		
Prefer not to answer	0	0	0.0		
Total	267	6939	100.0		

EDPEC13. Before giving you pain medicine, did the doctors and nurses describe possible side effects in a way you could understand?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes definitely	56	1455	43.8	46.3	46.3
Yes somewhat	30	780	23.4	24.8	71.1
No	35	910	27.3	28.9	100.0
Total Valid	121	3144	94.5		
Don't Know	7	182	5.5		
Prefer not to answer	0	0	0.0		
Total	128	3326	100.0		



BCMEDREC1. During this emergency department visit, did staff check your identification band before giving you medications, treatments, or tests?

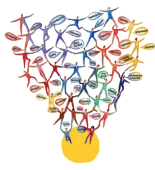
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	47	1221	9.9	11.8	11.8
Sometimes	43	1117	9.1	10.8	22.6
Usually	53	1377	11.2	13.3	35.9
Always	255	6627	53.8	64.1	100.0
Total Valid	398	10343	84.0		
Don't Know	70	1819	14.8		
Prefer not to answer	6	156	1.3		
Total	474	12318	100.0		

EDPEC14. During this emergency department visit, did you have a blood test, x-ray, or any other test?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	192	4990	40.5	40.6	40.6
No	281	7302	59.3	59.4	100.0
Total Valid	473	12292	99.8		
Don't Know	0	0	0.0		
Prefer not to answer	1	26	0.2		
Total	474	12318	100.0		

EDPEC15. During this emergency department visit, did doctors and nurses give you as much information as you wanted about the results of these tests?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes definitely	129	3352	67.2	67.5	67.5
Yes somewhat	50	1299	26.0	26.2	93.7
No	12	312	6.2	6.3	100.0
Total Valid	191	4964	99.5		
Don't Know	1	26	0.5		
Prefer not to answer	0	0	0.0		
Total	192	4990	100.0		



QABED1. During this emergency department visit, how often did nurses introduce themselves to you?

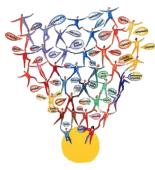
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	10	260	2.1	2.2	2.2
Sometimes	75	1949	15.8	16.3	18.4
Usually	92	2391	19.4	20.0	38.4
Always	284	7380	59.9	61.6	100.0
Total Valid	461	11980	97.3		
Don't Know	12	312	2.5		
Prefer not to answer	1	26	0.2		
Total	474	12318	100.0		

EDPEC16. During this emergency department visit, how often did nurses treat you with courtesy and respect?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	1	26	0.2	0.2	0.2
Sometimes	26	676	5.5	5.5	5.7
Usually	68	1767	14.3	14.4	20.1
Always	377	9797	79.5	79.9	100.0
Total Valid	472	12266	99.6		
Don't Know	1	26	0.2		
Prefer not to answer	1	26	0.2		
Total	474	12318	100.0		

EDPEC17. During this emergency department visit, how often did nurses listen carefully to you?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	1	26	0.2	0.2	0.2
Sometimes	20	520	4.2	4.3	4.5
Usually	87	2261	18.4	18.5	23.0
Always	362	9407	76.4	77.0	100.0
Total Valid	470	12214	99.2		
Don't Know	3	78	0.6		
Prefer not to answer	1	26	0.2		
Total	474	12318	100.0		



EDPEC18. During this emergency department visit, how often did nurses explain things in a way you could understand?

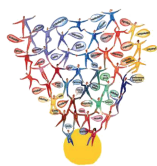
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	4	104	0.8	0.9	0.9
Sometimes	12	312	2.5	2.6	3.4
Usually	89	2313	18.8	19.1	22.5
Always	362	9407	76.4	77.5	100.0
Total Valid	467	12136	98.5		
Don't Know	5	130	1.1		
Prefer not to answer	2	52	0.4		
Total	474	12318	100.0		

BCED4. During this emergency department visit, if you had any anxieties or fears about your condition or treatment, did nurses discuss them with you?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	26	676	5.5	7.0	7.0
Sometimes	38	988	8.0	10.3	17.3
Usually	77	2001	16.2	20.9	38.2
Always	228	5925	48.1	61.8	100.0
Total Valid	369	9589	77.8		
Did not have any anxieties or fears	93	2417	19.6		
Don't Know	9	234	1.9		
Prefer not to answer	3	78	0.6		
Total	474	12318	100.0		

BCED5. During this emergency department visit, when you had important questions to ask a nurse, did you get answers you could understand?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	7	182	1.5	1.6	1.6
Sometimes	33	858	7.0	7.5	9.1
Usually	74	1923	15.6	16.9	26.0
Always	325	8446	68.6	74.0	100.0
Total Valid	439	11408	92.6		
Did not have any questions	31	806	6.5		
Don't Know	2	52	0.4		
Prefer not to answer	2	52	0.4		
Total	474	12318	100.0		



DR SCREEN. Were you seen by a doctor in the Emergency Department?

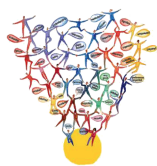
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	454	11798	95.8	97.0	97.0
No	14	364	3.0	3.0	100.0
Total Valid	468	12162	98.7		
Don't Know	4	104	0.8		
Prefer not to answer	2	52	0.4		
Total	474	12318	100.0		

QABED2. During this emergency department visit, how often did doctors introduce themselves to you?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	3	78	0.7	0.7	0.7
Sometimes	25	650	5.5	5.6	6.3
Usually	38	988	8.4	8.6	14.9
Always	378	9823	83.3	85.1	100.0
Total Valid	444	11538	97.8		
Never saw a doctor during ED visit	0	0	0.0		
Don't Know	9	234	2.0		
Prefer not to answer	1	26	0.2		
Total	454	11798	100.0		

EDPEC19. During this emergency department visit, how often did doctors treat you with courtesy and respect?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	5	130	1.1	1.1	1.1
Sometimes	16	416	3.5	3.6	4.7
Usually	33	858	7.3	7.3	12.0
Always	396	10291	87.2	88.0	100.0
Total Valid	450	11694	99.1		
Never saw a doctor during ED visit	0	0	0.0		
Don't Know	3	78	0.7		
Prefer not to answer	1	26	0.2		
Total	454	11798	100.0		



EDPEC20. During this emergency department visit, how often did doctors listen carefully to you?

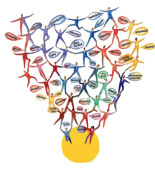
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	5	130	1.1	1.1	1.1
Sometimes	18	468	4.0	4.0	5.1
Usually	57	1481	12.6	12.6	17.7
Always	371	9641	81.7	82.3	100.0
Total Valid	451	11720	99.3		
Never saw a doctor during ED visit	0	0	0.0		
Don't Know	2	52	0.4		
Prefer not to answer	1	26	0.2		
Total	454	11798	100.0		

EDPEC21. During this emergency department visit, how often did doctors explain things in a way you could understand?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	4	104	0.9	0.9	0.9
Sometimes	15	390	3.3	3.3	4.2
Usually	49	1273	10.8	10.9	15.1
Always	383	9953	84.4	84.9	100.0
Total Valid	451	11720	99.3		
Never saw a doctor during ED visit	0	0	0.0		
Don't Know	3	78	0.7		
Prefer not to answer	0	0	0.0		
Total	454	11798	100.0		

BCED6. During this emergency department visit, if you had any anxieties or fears about your condition or treatment, did doctors discuss them with you?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	9	234	2.0	2.4	2.4
Sometimes	20	520	4.4	5.3	7.6
Usually	56	1455	12.3	14.7	22.4
Always	295	7666	65.0	77.6	100.0
Total Valid	380	9875	83.7		
Did not have any anxieties or fears	70	1819	15.4		
Don't Know	3	78	0.7		
Prefer not to answer	1	26	0.2		
Total	454	11798	100.0		



BCED7. During this emergency department visit, when you had important questions to ask a doctor, did you get answers you could understand?

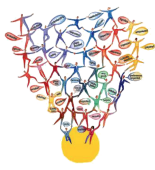
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	7	182	1.5	1.6	1.6
Sometimes	19	494	4.2	4.3	5.9
Usually	72	1871	15.9	16.3	22.2
Always	343	8914	75.6	77.8	100.0
Total Valid	441	11460	97.1		
Did not have any questions	10	260	2.2		
Don't Know	3	78	0.7		
Prefer not to answer	0	0	0.0		
Total	454	11798	100.0		

BCED8. During this emergency department visit, did someone in the ED help get your messages to family or friends?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes definitely	2	52	6.9	33.3	33.3
Yes somewhat	4	104	13.8	66.7	100.0
No	0	0	0.0	0.0	100.0
Total Valid	6	156	20.7		
Did not want or need messages given to family or friends	19	494	65.5		
Don't Know	3	78	10.3		
Prefer not to answer	1	26	3.4		
Total	29	754	100.0		

EDPEC22. Before you left the emergency department, did a doctor or nurse tell you that you should take any new medicines that you had not taken before?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	125	3248	29.3	30.0	30.0
No	291	7562	68.3	70.0	100.0
Total Valid	416	10811	97.7		
Don't Know	6	156	1.4		
Prefer not to answer	4	104	0.9		
Total	426	11071	100.0		



EDPEC23. Before you left the emergency department, did a doctor or nurse tell you what the new medicines were for?

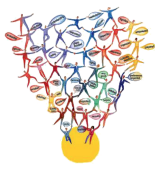
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes definitely	108	2807	86.4	87.8	87.8
Yes somewhat	10	260	8.0	8.1	95.9
No	5	130	4.0	4.1	100.0
Total Valid	123	3196	98.4		
Don't Know	0	0	0.0		
Prefer not to answer	2	52	1.6		
Total	125	3248	100.0		

EDPEC24. Before you left the emergency department, did a doctor or nurse give you a prescription for medicine to treat pain?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	100	2599	23.5	23.7	23.7
No	322	8368	75.6	76.3	100.0
Total Valid	422	10967	99.1		
Don't Know	1	26	0.2		
Prefer not to answer	3	78	0.7		
Total	426	11071	100.0		

EDPEC25. Before giving you the prescription for pain medicine, did a doctor or nurse describe possible side effects in a way you could understand?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	72	1871	72.0	80.0	80.0
No	18	468	18.0	20.0	100.0
Total Valid	90	2339	90.0		
Don't Know	9	234	9.0		
Prefer not to answer	1	26	1.0		
Total	100	2599	100.0		



BCMEDREC2. Before you left the emergency department, did you have a clear understanding about all of your prescribed medications, including those you were taking before your ED visit?

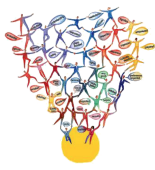
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not at all	7	182	1.6	2.8	2.8
Partly	17	442	4.0	6.8	9.6
Quite a bit	50	1299	11.7	20.1	29.7
Completely	175	4548	41.1	70.3	100.0
Total Valid	249	6471	58.5		
Not applicable	173	4496	40.6		
Don't Know	3	78	0.7		
Prefer not to answer	1	26	0.2		
Total	426	11071	100.0		

BCMEDREC3. Before leaving the emergency department, patients should receive information in writing about what medicines to stop, change or start taking. Was the written information you received about your medicines easy to understand?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not at all	8	208	1.9	3.6	3.6
Partly	17	442	4.0	7.6	11.2
Quite a bit	30	780	7.0	13.4	24.6
Completely	169	4392	39.7	75.4	100.0
Total Valid	224	5821	52.6		
Did not receive any written information	37	962	8.7		
Did not need any medicine	155	4028	36.4		
Don't Know	7	182	1.6		
Prefer not to answer	3	78	0.7		
Total	426	11071	100.0		

EDPEC26. Before you left the emergency department, did someone discuss with you whether you needed follow-up care?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	329	8550	77.2	78.7	78.7
No	89	2313	20.9	21.3	100.0
Total Valid	418	10863	98.1		
Don't Know	7	182	1.6		
Prefer not to answer	1	26	0.2		
Total	426	11071	100.0		

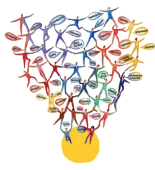


EDPEC27. Before you left the emergency department, did someone ask if you would be able to get this follow-up care?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	227	5899	69.0	75.9	75.9
No	72	1871	21.9	24.1	100.0
Total Valid	299	7770	90.9		
Don't Know	27	702	8.2		
Prefer not to answer	3	78	0.9		
Total	329	8550	100.0		

EDPEC28. Before you left the emergency department, did someone talk with you about how to treat pain after you got home?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	256	6653	60.1	88.9	88.9
No	32	832	7.5	11.1	100.0
Total Valid	288	7484	67.6		
Did not need to treat pain after I got home from the emergency department	130	3378	30.5		
Don't Know	3	78	0.7		
Prefer not to answer	5	130	1.2		
Total	426	11071	100.0		



OSA1. Home Support services are provided by community health workers to help people living at home with tasks such as bathing, dressing, feeding, and taking medicines. Before this emergency department visit, were you receiving Home Support services in your home?

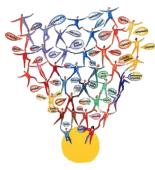
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	1	26	4.2	4.8	4.8
No	20	520	83.3	95.2	100.0
Total Valid	21	546	87.5		
Don't Know	2	52	8.3		
Prefer not to answer	1	26	4.2		
Total	24	624	100.0		

OSA2. After you left the emergency department, did you receive Home Support services in your home?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	0	0	0.0	0.0	0.0
No	22	572	91.7	100.0	100.0
Total Valid	22	572	91.7		
Don't Know	1	26	4.2		
Prefer not to answer	1	26	4.2		
Total	24	624	100.0		

OSA3. Before you left the emergency department, did the doctors, nurses, or other staff ask you, your family, or caregiver(s) what care and services you would need when you returned home?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not at all	1	26	4.2	10.0	10.0
Partly	2	52	8.3	20.0	30.0
Quite a bit	3	78	12.5	30.0	60.0
Completely	4	104	16.7	40.0	100.0
Total Valid	10	260	41.7		
Not applicable, did not require Home Support Services	13	338	54.2		
Don't Know	0	0	0.0		
Prefer not to answer	1	26	4.2		
Total	24	624	100.0		

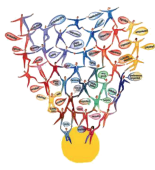


OSA4. Before you left the emergency department, did you receive information in writing or verbally from doctors, nurses, or other staff about services available to help you manage your care at home?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not at all	4	104	16.7	30.8	30.8
Partly	2	52	8.3	15.4	46.2
Quite a bit	5	130	20.8	38.5	84.6
Completely	2	52	8.3	15.4	100.0
Total Valid	13	338	54.2		
Not applicable	10	260	41.7		
Don't Know	0	0	0.0		
Prefer not to answer	1	26	4.2		
Total	24	624	100.0		

OSA5. Since your return home, do you and your family have the services you need to manage at home?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not at all	2	52	8.3	12.5	12.5
Partly	0	0	0.0	0.0	12.5
Quite a bit	3	78	12.5	18.8	31.3
Completely	11	286	45.8	68.8	100.0
Total Valid	16	416	66.7		
Not applicable	6	156	25.0		
Don't Know	1	26	4.2		
Prefer not to answer	1	26	4.2		
Total	24	624	100.0		



CONT1. During your emergency department visit, did doctors tell you what would happen next during your care?

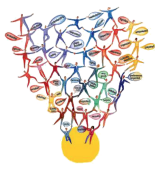
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	28	728	6.2	6.6	6.6
Sometimes	35	910	7.7	8.2	14.8
Usually	89	2313	19.6	20.9	35.8
Always	273	7095	60.1	64.2	100.0
Total Valid	425	11045	93.6		
Don't Know	26	676	5.7		
Prefer not to answer	3	78	0.7		
Total	454	11798	100.0		

CONT2. During your emergency department visit, did nurses tell you what would happen next during your care?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	44	1143	9.3	10.1	10.1
Sometimes	48	1247	10.1	11.0	21.1
Usually	106	2755	22.4	24.3	45.3
Always	239	6211	50.4	54.7	100.0
Total Valid	437	11356	92.2		
Don't Know	29	754	6.1		
Prefer not to answer	8	208	1.7		
Total	474	12318	100.0		

CONT3. During your emergency department visit, did you get consistent information from your doctors, nurses and other staff?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	14	364	3.0	3.0	3.0
Sometimes	37	962	7.8	8.0	11.1
Usually	115	2989	24.3	25.0	36.1
Always	294	7640	62.0	63.9	100.0
Total Valid	460	11954	97.0		
Don't Know	12	312	2.5		
Prefer not to answer	2	52	0.4		
Total	474	12318	100.0		



CONT4. During your emergency department visit, when your doctors changed, did the next doctor seem up-to-date on your care?

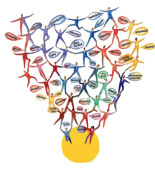
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	6	156	1.3	3.2	3.2
Sometimes	19	494	4.2	10.3	13.5
Usually	40	1039	8.8	21.6	35.1
Always	120	3118	26.4	64.9	100.0
Total Valid	185	4808	40.7		
There were no changes in the doctors treating me	256	6653	56.4		
Don't Know	11	286	2.4		
Prefer not to answer	2	52	0.4		
Total	454	11798	100.0		

CONT5. During your emergency department visit, when your doctors changed, did you have confidence in the care the next doctor provided?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	5	130	1.1	2.8	2.8
Sometimes	12	312	2.6	6.6	9.4
Usually	40	1039	8.8	22.1	31.5
Always	124	3222	27.3	68.5	100.0
Total Valid	181	4704	39.9		
There were no changes in the doctors treating me	266	6913	58.6		
Don't Know	4	104	0.9		
Prefer not to answer	3	78	0.7		
Total	454	11798	100.0		

CONT6. During your emergency department visit, when your nurses changed, did the next nurse seem up-to-date about your care?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	8	208	1.7	3.2	3.2
Sometimes	16	416	3.4	6.4	9.6
Usually	63	1637	13.3	25.3	34.9
Always	162	4210	34.2	65.1	100.0
Total Valid	249	6471	52.5		
Not Applicable	206	5353	43.5		
Don't Know	16	416	3.4		
Prefer not to answer	3	78	0.6		
Total	474	12318	100.0		

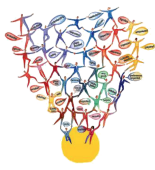


CONT7. During your emergency department visit, when your nurses changed, did you have confidence in the care the next nurse provided?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	3	78	0.6	1.2	1.2
Sometimes	21	546	4.4	8.1	9.3
Usually	58	1507	12.2	22.4	31.7
Always	177	4600	37.3	68.3	100.0
Total Valid	259	6731	54.6		
Not Applicable	202	5249	42.6		
Don't Know	9	234	1.9		
Prefer not to answer	4	104	0.8		
Total	474	12318	100.0		

CONT8. Before you left the emergency department, did the doctors, nurses or other staff give your family or someone close to you enough information to help care for you?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not at all	0	0	0.0	0.0	0.0
Partly	1	26	4.2	5.6	5.6
Quite a bit	5	130	20.8	27.8	33.3
Completely	12	312	50.0	66.7	100.0
Total Valid	18	468	75.0		
Did not want information provided to anyone	0	0	0.0		
Did not need information provided to anyone	2	52	8.3		
Had no family or friends involved	0	0	0.0		
Don't Know	2	52	8.3		
Prefer not to answer	2	52	8.3		
Total	24	624	100.0		



CONT9. Before you left the emergency department, did doctors, nurses or other staff talk with you about whether you would have the help you needed when you went home?

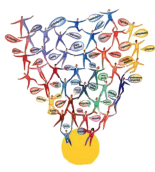
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not at all	99	2573	23.2	26.9	26.9
Partly	38	988	8.9	10.3	37.2
Quite a bit	51	1325	12.0	13.9	51.1
Completely	180	4678	42.3	48.9	100.0
Total Valid	368	9563	86.4		
Don't Know	50	1299	11.7		
Prefer not to answer	8	208	1.9		
Total	426	11071	100.0		

CONT10. Before you left the emergency department, did you get enough information from the doctors, nurses, and other staff about appointments and tests you needed after you left the emergency department?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not at all	25	650	5.9	11.5	11.5
Partly	26	676	6.1	11.9	23.4
Quite a bit	33	858	7.7	15.1	38.5
Completely	134	3482	31.5	61.5	100.0
Total Valid	218	5665	51.2		
Did not need appointments or tests after I left the ED	197	5120	46.2		
Don't Know	6	156	1.4		
Prefer not to answer	5	130	1.2		
Total	426	11071	100.0		

CONT11. Before you left the emergency department, were you told when you could resume your usual activities, such as when to go back to work or drive a car?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not at all	80	2079	18.8	21.4	21.4
Partly	44	1143	10.3	11.8	33.2
Quite a bit	54	1403	12.7	14.4	47.6
Completely	196	5094	46.0	52.4	100.0
Total Valid	374	9719	87.8		
Don't Know	35	910	8.2		
Prefer not to answer	17	442	4.0		
Total	426	11071	100.0		



CONT12. After you left the emergency department, did someone contact you to see how you were doing? (Check all that apply)

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes - Someone from the hospital or ED	24	624	5.6	5.8	5.8
Yes - Someone from my doctor's office	28	728	6.5	6.7	12.5
Yes - Someone else	17	442	3.9	4.1	16.6
No	346	8992	80.1	83.4	100.0
Valid Total	415	10786	96.1	100.0	
Don't Know	11	286	2.5		
Prefer not to answer	6	156	1.4		
Total	432	11228	100.0		

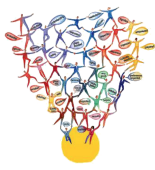
Note: Multiple response question, counts of individual response options may add up to more than 100% and the number of respondents who answered the question.

CONT13. After you left the emergency department, did the doctors or other staff who usually provide your medical care seem informed and up-to-date about the care you received in the emergency department?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not at all	50	1299	11.7	26.5	26.5
Partly	30	780	7.0	15.9	42.3
Quite a bit	29	754	6.8	15.3	57.7
Completely	80	2079	18.8	42.3	100.0
Total Valid	189	4912	44.4		
Did not need care after I left the ED	174	4522	40.8		
Did not have a place where I usually receive medical care	12	312	2.8		
Don't Know	45	1169	10.6		
Prefer not to answer	6	156	1.4		
Total	426	11071	100.0		

CONT14. During this emergency department visit, did you get information in writing about what symptoms or health problems to look out for after you left the emergency department?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	262	6809	61.5	70.1	70.1
No	112	2911	26.3	29.9	100.0
Total Valid	374	9719	87.8		
Not Applicable	37	962	8.7		
Don't Know	11	286	2.6		
Prefer not to answer	4	104	0.9		
Total	426	11071	100.0		

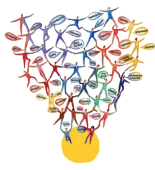


EDPEC29. Using any number from 0 to 10, where 0 is the worst care possible and 10 is the best care possible, what number would you use to rate your care during this emergency department visit?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Worst care possible	0	0	0.0	0.0	0.0
1	1	26	0.2	0.2	0.2
2	3	78	0.6	0.6	0.8
3	12	312	2.5	2.5	3.4
4	4	104	0.8	0.8	4.2
5	23	598	4.9	4.9	9.1
6	15	390	3.2	3.2	12.3
7	62	1611	13.1	13.2	25.5
8	100	2599	21.1	21.2	46.7
9	107	2781	22.6	22.7	69.4
Best care possible	144	3742	30.4	30.6	100.0
Total Valid	471	12240	99.4		
Don't Know	1	26	0.2		
Prefer not to answer	2	52	0.4		
Total	474	12318	100.0		

EDPEC30. Would you recommend this emergency department to your friends and family?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Definitely No	7	182	1.5	1.5	1.5
Probably No	10	260	2.1	2.1	3.6
Probably Yes	87	2261	18.4	18.6	22.2
Definitely Yes	364	9459	76.8	77.8	100.0
Total Valid	468	12162	98.7		
Don't Know	2	52	0.4		
Prefer not to answer	4	104	0.8		
Total	474	12318	100.0		

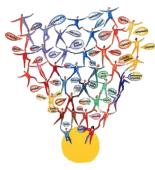


BCED9. Overall, on a scale of 0 to 10, do you feel you were helped by your visit to the emergency department?
 Please answer on a scale where 0 is "not helped at all" and 10 is "helped completely."

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not helped at all	4	104	0.8	0.9	0.9
1	3	78	0.6	0.6	1.5
2	11	286	2.3	2.3	3.8
3	3	78	0.6	0.6	4.5
4	5	130	1.1	1.1	5.5
5	19	494	4.0	4.0	9.6
6	14	364	3.0	3.0	12.6
7	43	1117	9.1	9.1	21.7
8	61	1585	12.9	13.0	34.7
9	64	1663	13.5	13.6	48.3
Helped completely	243	6315	51.3	51.7	100.0
Total Valid	470	12214	99.2		
Don't Know	2	52	0.4		
Prefer not to answer	2	52	0.4		
Total	474	12318	100.0		

BCED10. On a scale of 0 to 10, what was your overall experience with your emergency department visit? Please answer on a scale where 0 is "I had a very poor experience" and 10 is "I had a very good experience."

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Had a very poor experience	6	156	1.3	1.3	1.3
1	2	52	0.4	0.4	1.7
2	11	286	2.3	2.3	4.0
3	6	156	1.3	1.3	5.3
4	10	260	2.1	2.1	7.4
5	18	468	3.8	3.8	11.2
6	23	598	4.9	4.9	16.1
7	63	1637	13.3	13.3	29.4
8	76	1975	16.0	16.1	45.6
9	83	2157	17.5	17.6	63.1
Had a very good experience	174	4522	36.7	36.9	100.0
Total Valid	472	12266	99.6		
Don't Know	0	0	0.0		
Prefer not to answer	2	52	0.4		
Total	474	12318	100.0		



BCED11. During this emergency department visit, did you find the Emergency Department was kept clean?

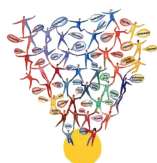
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes definitely	399	10369	84.4	85.8	85.8
Yes somewhat	60	1559	12.7	12.9	98.7
No	6	156	1.3	1.3	100.0
Total Valid	465	12084	98.3		
Don't Know	5	130	1.1		
Prefer not to answer	3	78	0.6		
Total	473	12292	100.0		

EDPEC IP1. Once you found out you would have to stay in the hospital, were you kept informed about how long it would be before you went to another part of the hospital?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes definitely	26	676	54.2	54.2	54.2
Yes somewhat	13	338	27.1	27.1	81.2
No	9	234	18.8	18.8	100.0
Total Valid	48	1247	100.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	48	1247	100.0		

EDPEC IP2. Before you left the emergency department, did you understand why you needed to stay in the hospital?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes definitely	47	1221	97.9	97.9	97.9
Yes somewhat	1	26	2.1	2.1	100.0
No	0	0	0.0	0.0	100.0
Total Valid	48	1247	100.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	48	1247	100.0		



EDPEC31. 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.

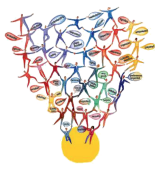
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
1 time	261	6783	55.2	56.0	56.0
2 times	127	3300	26.8	27.3	83.3
3 times	38	988	8.0	8.2	91.4
4 times	21	546	4.4	4.5	95.9
5 to 9 times	17	442	3.6	3.6	99.6
10 or more times	2	52	0.4	0.4	100.0
Total Valid	466	12110	98.5		
Don't Know	4	104	0.8		
Prefer not to answer	3	78	0.6		
Total	473	12292	100.0		

EDPEC32. 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 when you are sick or hurt?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	457	11876	96.6	97.9	97.9
No	10	260	2.1	2.1	100.0
Total Valid	467	12136	98.7		
Don't Know	2	52	0.4		
Prefer not to answer	4	104	0.8		
Total	473	12292	100.0		

EDPEC33. How many times in the last 6 months did you visit the doctor's office, clinic, or other place to get care or advice about your health?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
None	45	1169	9.8	10.0	10.0
1 time	76	1975	16.6	16.9	26.9
2 times	116	3015	25.4	25.8	52.8
3 times	78	2027	17.1	17.4	70.2
4 times	49	1273	10.7	10.9	81.1
5 to 9 times	59	1533	12.9	13.1	94.2
10 or more times	26	676	5.7	5.8	100.0
Total Valid	449	11668	98.2		
Don't Know	8	208	1.8		
Prefer not to answer	0	0	0.0		
Total	457	11876	100.0		



IV1. Did you have at least one IV put into a vein during this emergency department visit or while in the ambulance?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	71	1845	15.0	15.3	15.3
No	392	10187	82.9	84.7	100.0
Total Valid	463	12032	97.9		
Don't Know	5	130	1.1		
Prefer not to answer	5	130	1.1		
Total	473	12292	100.0		

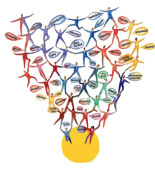
IV2. Who put the IV(s) into your vein? (Check all that apply)

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
One or more nurses	61	1585	78.2	81.3	81.3
One or more doctors	3	78	3.8	4.0	85.3
One or more other staff	11	286	14.1	14.7	100.0
An ambulance paramedic	0	0	0.0	0.0	100.0
Valid Total	75	1949	96.2	100.0	
Don't Know	3	78	3.8		
Prefer not to answer	0	0	0.0		
Total	78	2027	100.0		

Note: Multiple response question, counts of individual response options may add up to more than 100% and the number of respondents who answered the question.

IV3. Were you told what to expect when your IV was being put into your vein?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes definitely	42	1091	59.2	63.6	63.6
Yes somewhat	16	416	22.5	24.2	87.9
No	8	208	11.3	12.1	100.0
Total Valid	66	1715	93.0		
Don't Know	4	104	5.6		
Prefer not to answer	1	26	1.4		
Total	71	1845	100.0		



IV4. When you think about the IVs you had during this emergency visit, how many times on average did the nurse, doctor or paramedic try to put an IV into your vein?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
1	28	728	39.4	40.6	40.6
2	17	442	23.9	24.6	65.2
3	11	286	15.5	15.9	81.2
More than 3	13	338	18.3	18.8	100.0
Total Valid	69	1793	97.2		
Don't Know	2	52	2.8		
Prefer not to answer	0	0	0.0		
Total	71	1845	100.0		

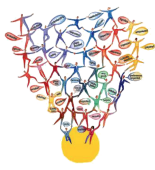
IV5. After an IV was started in the Emergency Department, were you told to call a nurse if you had any problems such as pain, redness around the catheter, swelling, or blood?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	43	1117	60.6	68.3	68.3
No	20	520	28.2	31.7	100.0
Total Valid	63	1637	88.7		
Don't Know	8	208	11.3		
Prefer not to answer	0	0	0.0		
Total	71	1845	100.0		

IV6. During this emergency visit, did you experience any of the following problems with your IV? (Check all that apply)

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Pain	17	442	14.8	15.2	15.2
Soreness	14	364	12.2	12.5	27.7
Redness	8	208	7.0	7.1	34.8
Swelling	11	286	9.6	9.8	44.6
Bruising	18	468	15.7	16.1	60.7
IV fell out	9	234	7.8	8.0	68.8
Had no problems	35	910	30.4	31.2	100.0
Valid Total	112	2912	97.4	100.0	
Don't Know	3	78	2.6		
Prefer not to answer	0	0	0.0		
Total	115	2990	100.0		

Note: Multiple response question, counts of individual response options may add up to more than 100% and the number of respondents who answered the question.

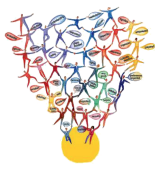


IV7. During this emergency visit, how often did your nurses, doctors or paramedics handle the problems in a timely manner?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	0	0	0.0	0.0	0.0
Rarely	3	78	9.1	9.4	9.4
Most of the time	16	416	48.5	50.0	59.4
Always	13	338	39.4	40.6	100.0
Total Valid	32	832	97.0		
Don't Know	1	26	3.0		
Prefer not to answer	0	0	0.0		
Total	33	858	100.0		

IV8. If you needed an IV in the future, would your experience having an IV during this ED visit make you feel . . . ?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
More worried or anxious about having another IV	9	234	12.7	13.2	13.2
Less worried or anxious about having another IV	16	416	22.5	23.5	36.8
No difference in my worry or anxiety about having another IV	43	1117	60.6	63.2	100.0
Total Valid	68	1767	95.8		
Don't Know	2	52	2.8		
Prefer not to answer	1	26	1.4		
Total	71	1845	100.0		



HYGIENE1. During this emergency department visit, did you notice your doctor(s) wash or clean their hands before caring for you?

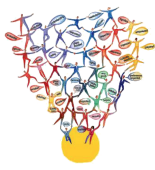
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	34	884	7.5	9.1	9.1
Sometimes	32	832	7.1	8.6	17.7
Usually	59	1533	13.0	15.8	33.5
Always	248	6445	54.7	66.5	100.0
Total Valid	373	9693	82.3		
Don't Know	78	2027	17.2		
Prefer not to answer	2	52	0.4		
Total	453	11772	100.0		

HYGIENE2. During this emergency department visit, did you notice your other care providers wash or clean their hands before caring for you?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	39	1014	8.2	10.5	10.5
Sometimes	41	1065	8.7	11.0	21.4
Usually	79	2053	16.7	21.2	42.6
Always	214	5561	45.2	57.4	100.0
Total Valid	373	9693	78.9		
Don't Know	97	2521	20.5		
Prefer not to answer	3	78	0.6		
Total	473	12292	100.0		

HYGIENE3. During this emergency department visit, did doctors, nurses or other staff tell you about the importance of washing or cleaning your own hands?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not at all	270	7017	57.1	62.8	62.8
Partly	51	1325	10.8	11.9	74.7
Quite a bit	38	988	8.0	8.8	83.5
Completely	71	1845	15.0	16.5	100.0
Total Valid	430	11175	90.9		
Don't Know	40	1039	8.5		
Prefer not to answer	3	78	0.6		
Total	473	12292	100.0		



HYGIENE4. During this emergency department visit, did emergency department staff show you how to properly wash or clean your own hands?

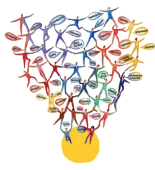
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	389	10109	82.4	86.4	86.4
Sometimes	23	598	4.9	5.1	91.6
Usually	9	234	1.9	2.0	93.6
Always	29	754	6.1	6.4	100.0
Total Valid	450	11694	95.3		
Don't Know	18	468	3.8		
Prefer not to answer	4	104	0.8		
Total	472	12266	100.0		

HYGIENE5. During this emergency department visit, did doctors, nurses or other staff tell you about products available for you to wash or clean your own hands?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	378	9823	80.1	84.8	84.8
Sometimes	22	572	4.7	4.9	89.7
Usually	13	338	2.8	2.9	92.6
Always	33	858	7.0	7.4	100.0
Total Valid	446	11590	94.5		
Don't Know	23	598	4.9		
Prefer not to answer	3	78	0.6		
Total	472	12266	100.0		

HYGIENE6. During this emergency department visit, would you have been comfortable asking your care providers if they had washed or cleaned their hands before caring for you?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	166	4314	35.2	40.2	40.2
Sometimes	65	1689	13.8	15.7	55.9
Usually	57	1481	12.1	13.8	69.7
Always	125	3248	26.5	30.3	100.0
Total Valid	413	10733	87.5		
Don't Know	48	1247	10.2		
Prefer not to answer	11	286	2.3		
Total	472	12266	100.0		



BCED12. During this emergency department visit, do you believe you or your family members suffered personal injury or harm, which resulted from a medical error or mistake?

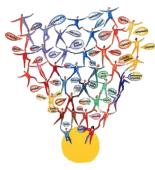
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not at all	428	11123	90.7	94.7	94.7
Partly	6	156	1.3	1.3	96.0
Quite a bit	7	182	1.5	1.5	97.6
Completely	11	286	2.3	2.4	100.0
Total Valid	452	11746	95.8		
Don't Know	16	416	3.4		
Prefer not to answer	4	104	0.8		
Total	472	12266	100.0		

BCED13. During this emergency visit, do you feel that your care providers were respectful of your culture and traditions?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not at all	5	130	1.1	1.2	1.2
Partly	16	416	3.4	3.7	4.9
Quite a bit	41	1065	8.7	9.6	14.5
Completely	366	9511	77.7	85.5	100.0
Total Valid	428	11123	90.9		
Don't Know	37	962	7.9		
Prefer not to answer	6	156	1.3		
Total	471	12240	100.0		

BCED14. Do you feel your spiritual needs were an important part of your care in the emergency department?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	76	1975	16.1	44.2	44.2
No	96	2495	20.4	55.8	100.0
Total Valid	172	4470	36.5		
Did not have spiritual needs	252	6549	53.5		
Don't Know	35	910	7.4		
Prefer not to answer	12	312	2.5		
Total	471	12240	100.0		

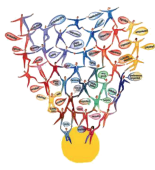


BCED15. During this emergency department visit, were your spiritual needs met?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not at all	6	156	7.9	11.1	11.1
Partly	6	156	7.9	11.1	22.2
Quite a bit	10	260	13.2	18.5	40.7
Completely	32	832	42.1	59.3	100.0
Total Valid	54	1403	71.1		
Did not want spiritual care	8	208	10.5		
Don't Know	11	286	14.5		
Prefer not to answer	3	78	3.9		
Total	76	1975	100.0		

BCED16. During this emergency visit, do you feel your care providers treated you with compassion?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not at all	11	286	2.3	2.4	2.4
Partly	26	676	5.5	5.7	8.1
Quite a bit	90	2339	19.2	19.7	27.9
Completely	329	8550	70.1	72.1	100.0
Total Valid	456	11850	97.2		
Don't Know	11	286	2.3		
Prefer not to answer	2	52	0.4		
Total	469	12188	100.0		



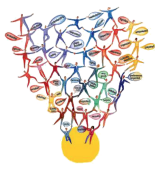
Facility: BC Children's Hospital
 Peer Group: Large
 Date: Jan 1, 2018 - March 31, 2018 Discharges

FACILITY FINAL REPORT
 Surveys Completed: 474
 Response Rate: 37.9%
 MOE: ±4.4%

EMN1. We would like to know if you went to the emergency department because you were experiencing any of the following: (Check all that apply)

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Chest pain	4	104	0.8	0.9	0.9
A stroke that got better (also called a TIA or Transient Ischemic Attack)	0	0	0.0	0.0	0.9
An abscess	8	208	1.7	1.8	2.7
A concussion	13	338	2.8	2.9	5.7
Asthma	44	1143	9.3	10.0	15.6
A mental health issue	4	104	0.8	0.9	16.6
A substance use issue	0	0	0.0	0.0	16.6
None of the above	368	9563	78.0	83.4	100.0
Valid Total	441	11460	93.4	100.0	
Don't Know	19	494	4.0		
Prefer not to answer	12	312	2.5		
Total	472	12266	100.0		

Note: Multiple response question, counts of individual response options may add up to more than 100% and the number of respondents who answered the question.



EMN2. You indicated that you went to the emergency department for chest pain. Did the doctor you saw in the emergency department order a stress test during or after your visit to the ED?

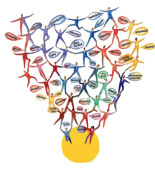
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes I had a stress test during my visit to the ED	0	0	0.0	0.0	0.0
Yes I received a referral for a stress test that I was to have after I left the ED	0	0	0.0	0.0	0.0
No	2	52	50.0	100.0	100.0
Total Valid	2	52	50.0		
Don't Know	2	52	50.0		
Prefer not to answer	0	0	0.0		
Total	4	104	100.0		

EMN3. Before you left the emergency department, were you given a referral to see a cardiologist (heart specialist)?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	2	52	50.0	50.0	50.0
No	2	52	50.0	50.0	100.0
Total Valid	4	104	100.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	4	104	100.0		

EMN4. Since you left the emergency department, have you seen a cardiologist (heart specialist)?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	1	26	50.0	50.0	50.0
No	1	26	50.0	50.0	100.0
Total Valid	2	52	100.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	2	52	100.0		



EMN5. You indicated that you went to the emergency department for a stroke that got better (also called a TIA or Transient Ischemic Attack). A carotid ultrasound checks for narrowed arteries that lead to the head and neck. Did you have the carotid ultrasound within 48 hours (2 days) of your emergency department visit?

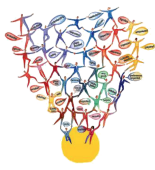
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	0	0	0.0	0.0	0.0
No	0	0	0.0	0.0	0.0
Total Valid	0	0	0.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	0	0	0.0		

EMN6. A computed tomography angiogram (CT Angiogram) uses an injection of iodine and CT scanning to help diagnose blood vessel diseases or conditions, such as blockages. Did you have a CT Angiogram within 48 hours (2 days) of your emergency department visit?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	0	0	0.0	0.0	0.0
No	0	0	0.0	0.0	0.0
Total Valid	0	0	0.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	0	0	0.0		

EMN7. Before you left the emergency department, were you given a prescription for Aspirin or Plavix to take at home?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes, Aspirin and Plavix	0	0	0.0	0.0	0.0
Yes, Plavix only	0	0	0.0	0.0	0.0
Yes, Aspirin only	0	0	0.0	0.0	0.0
No	0	0	0.0	0.0	0.0
Total Valid	0	0	0.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	0	0	0.0		



EMN8. Before you left the emergency department, were you told to return to the emergency department immediately if your symptoms returned?

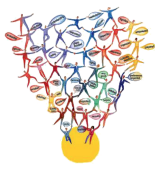
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	0	0	0.0	0.0	0.0
No	0	0	0.0	0.0	0.0
Total Valid	0	0	0.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	0	0	0.0		

EMN9. You indicated that you went to the emergency department for an abscess. Before you left the emergency department, were you given a prescription for an antibiotic to take at home?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	7	182	87.5	87.5	87.5
No	1	26	12.5	12.5	100.0
Total Valid	8	208	100.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	8	208	100.0		

EMN10. You indicated that you went to the emergency department for a concussion. Before you left the emergency department, were you given instructions for how to care for yourself at home?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	13	338	100.0	100.0	100.0
No	0	0	0.0	0.0	100.0
Total Valid	13	338	100.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	13	338	100.0		



EMN11. You indicated that you went to the emergency department for asthma. Before you left the emergency department, were you given a prescription for steroids or medicine to take at home?

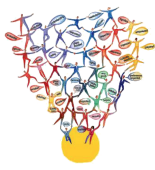
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	30	780	68.2	69.8	69.8
No	13	338	29.5	30.2	100.0
Total Valid	43	1117	97.7		
Don't Know	1	26	2.3		
Prefer not to answer	0	0	0.0		
Total	44	1143	100.0		

EMN12. You indicated that you went to the emergency department for a mental health issue. While you were in the emergency department, did you have a mental health assessment?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	1	26	25.0	50.0	50.0
No	1	26	25.0	50.0	100.0
Total Valid	2	52	50.0		
Don't Know	2	52	50.0		
Prefer not to answer	0	0	0.0		
Total	4	104	100.0		

EMN13. Before you left the emergency department, did the doctor you saw in the ED make a referral for mental health care after discharge in the community?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	3	78	75.0	100.0	100.0
No	0	0	0.0	0.0	100.0
Total Valid	3	78	75.0		
Don't Know	1	26	25.0		
Prefer not to answer	0	0	0.0		
Total	4	104	100.0		



EMN14. Before you left the emergency department, did the doctors and nurses make a plan with you for follow up in the community?

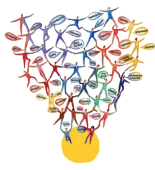
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes definitely	2	52	50.0	66.7	66.7
Yes somewhat	0	0	0.0	0.0	66.7
No	1	26	25.0	33.3	100.0
Total Valid	3	78	75.0		
Don't Know	1	26	25.0		
Prefer not to answer	0	0	0.0		
Total	4	104	100.0		

EMN15. You indicated that you went to the emergency department for a substance use issue. While you were in the emergency department, were you asked about your substance use issue?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	0	0	0.0	0.0	0.0
No	0	0	0.0	0.0	0.0
Total Valid	0	0	0.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	0	0	0.0		

EMN16. Before you left the emergency department, were you provided with a take-home naloxone kit?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	0	0	0.0	0.0	0.0
No	0	0	0.0	0.0	0.0
Total Valid	0	0	0.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	0	0	0.0		



VR12-1. In general, would you say your health is . . . ? (Domain: General Health)

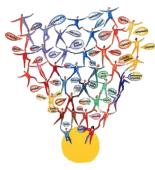
	n size	Weighted frequency	Percentage	Cumulative Percentage
Excellent	9	429	31.4	31.4
Very good	9	448	32.8	64.1
Good	9	443	32.4	96.6
Fair	1	47	3.4	100.0
Poor	0	0	0.0	100.0
Don't Know	1			
Prefer not to answer	0			
Total	29	1368	100.0	

Note: The VR-12 was administered only to people 13 and older.
The n size is the observed frequency for each response.
The weighted frequencies were calculated after multiple imputation for missing responses.

VR12-2. During a typical day, please tell me if your health now limits you a lot, limits you a little, or does not limit you at all when doing moderate activities, such as moving a table, pushing a vacuum cleaner, bowling, or playing golf? (Domain: Physical Functioning)

	n size	Weighted frequency	Percentage	Cumulative Percentage
Yes, limited a lot	1	47	3.4	3.4
Yes, limited a little	11	518	37.9	41.3
No, not limited at all	17	802	58.6	99.9
Don't Know	0			
Prefer not to answer	0			
Total	29	1367	100.0	

Note: The VR-12 was administered only to people 13 and older.
The n size is the observed frequency for each response.
The weighted frequencies were calculated after multiple imputation for missing responses.



VR12-3. During a typical day, please tell me if your health now limits you a lot, limits you a little, or does not limit you at all when climbing several flights of stairs? (Domain: Physical Functioning)

	n size	Weighted frequency	Percentage	Cumulative Percentage
Yes, limited a lot	2	94	6.9	6.9
Yes, limited a little	4	189	13.8	20.7
No, not limited at all	23	1085	79.3	100.0
Don't Know	0			
Prefer not to answer	0			
Total	29	1368	100.0	

Note: The VR-12 was administered only to people 13 and older.

The n size is the observed frequency for each response.

The weighted frequencies were calculated after multiple imputation for missing responses.

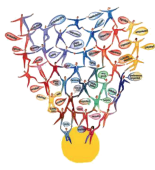
VR12-4. During the past week, have you had any problems with your work or other regular activities as a result of your health where you accomplished less than you would like? (Domain: Role-physical)

	n size	Weighted frequency	Percentage	Cumulative Percentage
No, none of the time	8	465	34.0	34.0
Yes, a little of the time	12	606	44.3	78.3
Yes, some of the time	5	245	17.9	96.2
Yes, most of the time	1	52	3.8	100.0
Yes, all of the time	0	0	0.0	100.0
Don't Know	3			
Prefer not to answer	0			
Total	29	1368	100.0	

Note: The VR-12 was administered only to people 13 and older.

The n size is the observed frequency for each response.

The weighted frequencies were calculated after multiple imputation for missing responses.



VR12-5. During the past week, have you had any problems with your work or other regular activities as a result of your health where you were limited in the kind of work or other activities? (Domain: Role-physical)

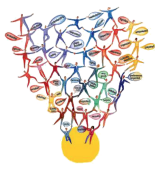
	n size	Weighted frequency	Percentage	Cumulative Percentage
No, none of the time	11	543	39.7	39.7
Yes, a little of the time	9	472	34.5	74.2
Yes, some of the time	6	304	22.2	96.4
Yes, most of the time	1	49	3.6	100.0
Yes, all of the time	0	0	0.0	100.0
Don't Know	2			
Prefer not to answer	0			
Total	29	1368	100.0	

Note: The VR-12 was administered only to people 13 and older.
 The n size is the observed frequency for each response.
 The weighted frequencies were calculated after multiple imputation for missing responses.

VR12-6. During the past week, have you had any problems with your work or other regular activities as a result of any emotional problems where you accomplished less than you would like? (Domain: Role-emotional)

	n size	Weighted frequency	Percentage	Cumulative Percentage
No, none of the time	18	892	65.2	65.2
Yes, a little of the time	8	382	27.9	93.1
Yes, some of the time	2	94	6.9	100.0
Yes, most of the time	0	0	0.0	100.0
Yes, all of the time	0	0	0.0	100.0
Don't Know	1			
Prefer not to answer	0			
Total	29	1368	100.0	

Note: The VR-12 was administered only to people 13 and older.
 The n size is the observed frequency for each response.
 The weighted frequencies were calculated after multiple imputation for missing responses.



VR12-7. During the past week, have you had any problems with your work or other regular activities as a result of any emotional problems where you didn't do work or other activities as carefully as usual? (Domain: Role-emotional)

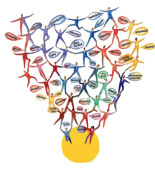
	n size	Weighted frequency	Percentage	Cumulative Percentage
No, none of the time	19	979	71.6	71.6
Yes, a little of the time	6	293	21.4	93.0
Yes, some of the time	1	49	3.6	96.6
Yes, most of the time	1	47	3.4	100.0
Yes, all of the time	0	0	0.0	100.0
Don't Know	2			
Prefer not to answer	0			
Total	29	1368	100.0	

Note: The VR-12 was administered only to people 13 and older.
 The n size is the observed frequency for each response.
 The weighted frequencies were calculated after multiple imputation for missing responses.

VR12-8. During the past week, how much did pain interfere with your normal work (including both work outside the home and house work)? (Domain: Bodily pain)

	n size	Weighted frequency	Percentage	Cumulative Percentage
Not at all	12	566	41.4	41.4
A little bit	13	613	44.8	86.2
Moderately	3	141	10.3	96.5
Quite a bit	1	47	3.4	99.9
Extremely	0	0	0.0	99.9
Don't Know	0			
Prefer not to answer	0			
Total	29	1367	100.0	

Note: The VR-12 was administered only to people 13 and older.
 The n size is the observed frequency for each response.
 The weighted frequencies were calculated after multiple imputation for missing responses.



VR12-9. How much of the time during the past week have you felt calm and peaceful? (Domain: Mental Health)

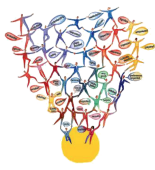
	n size	Weighted frequency	Percentage	Cumulative Percentage
All of the time	3	141	10.3	10.3
Most of the time	13	613	44.8	55.1
A good bit of the time	5	235	17.2	72.3
Some of the time	5	235	17.2	89.5
A little of the time	2	94	6.9	96.4
None of the time	1	47	3.4	99.8
Don't Know	0			
Prefer not to answer	0			
Total	29	1365	100.0	

Note: The VR-12 was administered only to people 13 and older.
The n size is the observed frequency for each response.
The weighted frequencies were calculated after multiple imputation for missing responses.

VR12-10. How much of the time during the past week did you have a lot of energy? (Domain: Vitality)

	n size	Weighted frequency	Percentage	Cumulative Percentage
All of the time	3	141	10.3	10.3
Most of the time	15	707	51.7	62.0
A good bit of the time	3	141	10.3	72.3
Some of the time	6	283	20.7	93.0
A little of the time	2	94	6.9	99.9
None of the time	0	0	0.0	99.9
Don't Know	0			
Prefer not to answer	0			
Total	29	1367	100.0	

Note: The VR-12 was administered only to people 13 and older.
The n size is the observed frequency for each response.
The weighted frequencies were calculated after multiple imputation for missing responses.



VR12-11. How much of the time during the past week have you felt downhearted and blue? (Domain: Mental Health)

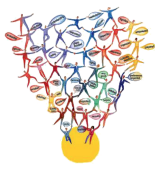
	n size	Weighted frequency	Percentage	Cumulative Percentage
All of the time	1	48	3.5	3.5
Most of the time	2	98	7.2	10.7
A good bit of the time	0	3	0.2	10.9
Some of the time	5	261	19.1	30.0
A little of the time	1	104	7.6	37.6
None of the time	17	854	62.4	100.0
Don't Know	2			
Prefer not to answer	1			
Total	29	1368	100.0	

Note: The VR-12 was administered only to people 13 and older.
 The n size is the observed frequency for each response.
 The weighted frequencies were calculated after multiple imputation for missing responses.

VR12-12. During the past week, how much of the time has your physical health or emotional problems interfered with your social activities (like visiting with friends, relatives, etc.)? (Domain: Social functioning)

	n size	Weighted frequency	Percentage	Cumulative Percentage
All of the time	0	0	0.0	0.0
Most of the time	0	0	0.0	0.0
Some of the time	2	94	6.9	6.9
A little of the time	9	434	31.7	38.6
None of the time	16	840	61.4	100.0
Don't Know	1			
Prefer not to answer	1			
Total	29	1368	100.0	

Note: The VR-12 was administered only to people 13 and older.
 The n size is the observed frequency for each response.
 The weighted frequencies were calculated after multiple imputation for missing responses.



VR12-13. Compared to one year ago, how would you rate your physical health in general now?

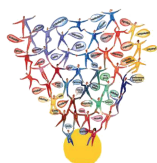
	n size	Weighted frequency	Percentage	Cumulative Percentage
Much better	7	345	25.2	25.2
Slightly better	8	380	27.8	53.0
About the same	4	241	17.6	70.6
Slightly worse	6	300	21.9	92.5
Much worse	2	104	7.6	100.1
Don't Know	2			
Prefer not to answer	0			
Total	29	1369	100.0	

Note: The VR-12 was administered only to people 13 and older.
 The n size is the observed frequency for each response.
 The weighted frequencies were calculated after multiple imputation for missing responses.

VR12-14. Compared to one year ago, how would you rate your emotional problems (such as feeling anxious, depressed or irritable) now?

	n size	Weighted frequency	Percentage	Cumulative Percentage
Much better	4	245	17.9	17.9
Slightly better	4	209	15.3	33.2
About the same	12	654	47.8	81.0
Slightly worse	5	254	18.6	99.6
Much worse	0	4	0.3	99.9
Don't Know	4			
Prefer not to answer	0			
Total	29	1367	100.0	

Note: The VR-12 was administered only to people 13 and older.
 The n size is the observed frequency for each response.
 The weighted frequencies were calculated after multiple imputation for missing responses.



EDPEC34. In general, how would you rate your overall health?

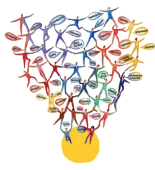
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Excellent	183	4756	39.0	39.2	39.2
Very good	163	4236	34.8	34.9	74.1
Good	83	2157	17.7	17.8	91.9
Fair	30	780	6.4	6.4	98.3
Poor	8	208	1.7	1.7	100.0
Total Valid	467	12136	99.6		
Don't Know	0	0	0.0		
Prefer not to answer	2	52	0.4		
Total	469	12188	100.0		

EDPEC35. In general, how would you rate your overall mental or emotional health?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Excellent	245	6367	52.2	53.0	53.0
Very good	131	3404	27.9	28.4	81.4
Good	71	1845	15.1	15.4	96.8
Fair	14	364	3.0	3.0	99.8
Poor	1	26	0.2	0.2	100.0
Total Valid	462	12006	98.5		
Don't Know	3	78	0.6		
Prefer not to answer	4	104	0.9		
Total	469	12188	100.0		

BCED17. In general, how would you rate your overall physical health?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Excellent	203	5275	43.3	43.6	43.6
Very good	144	3742	30.7	30.9	74.5
Good	93	2417	19.8	20.0	94.4
Fair	18	468	3.8	3.9	98.3
Poor	8	208	1.7	1.7	100.0
Total Valid	466	12110	99.4		
Don't Know	1	26	0.2		
Prefer not to answer	2	52	0.4		
Total	469	12188	100.0		



Facility: BC Children's Hospital
 Peer Group: Large
 Date: Jan 1, 2018 - March 31, 2018 Discharges

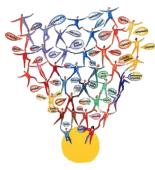
FACILITY FINAL REPORT
 Surveys Completed: 474
 Response Rate: 37.9%
 MOE: ±4.4%

Age at Time of ED Visit

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
less than 6 yrs	297	7718	62.7	62.7	62.7
6-12	148	3846	31.2	31.2	93.9
13-17	29	754	6.1	6.1	100.0
18-29	0	0	0.0	0.0	100.0
30-44	0	0	0.0	0.0	100.0
45-54	0	0	0.0	0.0	100.0
55-64	0	0	0.0	0.0	100.0
65-74	0	0	0.0	0.0	100.0
75-84	0	0	0.0	0.0	100.0
85 or older	0	0	0.0	0.0	100.0
Total Valid	474	12318	100.0		
Total	474	12318	100.0		

Gender

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Male	260	6757	54.9	54.9	54.9
Female	214	5561	45.1	45.1	100.0
Transgender	0	0	0.0	0.0	100.0
Total Valid	474	12318	100.0		
Total	474	12318	100.0		

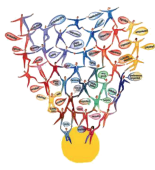


Education Level (self-reported)

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
8th grade or less	422	10967	90.0	96.8	96.8
Some high school, but did not graduate	14	364	3.0	3.2	100.0
High school or high school equivalency certificate	0	0	0.0	0.0	100.0
College, CEGEP or other non-university certificate or diploma	0	0	0.0	0.0	100.0
Undergraduate degree or some university	0	0	0.0	0.0	100.0
Post-graduate degree or professional designation	0	0	0.0	0.0	100.0
Total Valid	436	11330	93.0		
Don't know	10	260	2.1		
Prefer not to answer	23	598	4.9		
Total	469	12188	100.0		

Ethnicity (self-reported)

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
White	142	3690	30.3	31.0	31.0
Chinese	97	2521	20.7	21.2	52.2
Indigenous (First Nations, Métis, Inuit)	7	182	1.5	1.5	53.7
South Asian	57	1481	12.2	12.4	66.2
Black	3	78	0.6	0.7	66.8
Filipino	17	442	3.6	3.7	70.5
Latin American	11	286	2.3	2.4	72.9
Southeast Asian	17	442	3.6	3.7	76.6
Korean	9	234	1.9	2.0	78.6
Japanese	4	104	0.9	0.9	79.5
Other/Multiple Ethnicities	94	2443	20.0	20.5	100.0
Total Valid	458	11902	97.7		
Don't know/Prefer not to answer	11	286	2.3		
Total	469	12188	100.0		

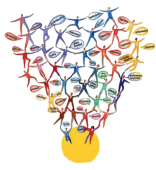


BCED20. Were you visited by an Aboriginal Patient Liaison during your emergency visit?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Yes	0	0	0.0	0.0	0.0
No did not visit	0	0	0.0	0.0	0.0
No but would have liked visit	0	0	0.0	0.0	0.0
Total Valid	0	0	0.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	0	0	0.0		

BCED21. Did the visit(s) by the Aboriginal Patient Liaison help meet your needs?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Not at all	0	0	0.0	0.0	0.0
Partly	0	0	0.0	0.0	0.0
Quite a bit	0	0	0.0	0.0	0.0
Completely	0	0	0.0	0.0	0.0
Total Valid	0	0	0.0		
Don't Know	0	0	0.0		
Prefer not to answer	0	0	0.0		
Total	0	0	0.0		



Facility: BC Children's Hospital
Peer Group: Large
Date: Jan 1, 2018 - March 31, 2018 Discharges

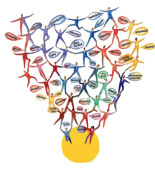
FACILITY FINAL REPORT
Surveys Completed: 474
Response Rate: 37.9%
MOE: $\pm 4.4\%$

Section 3: Patient Comments

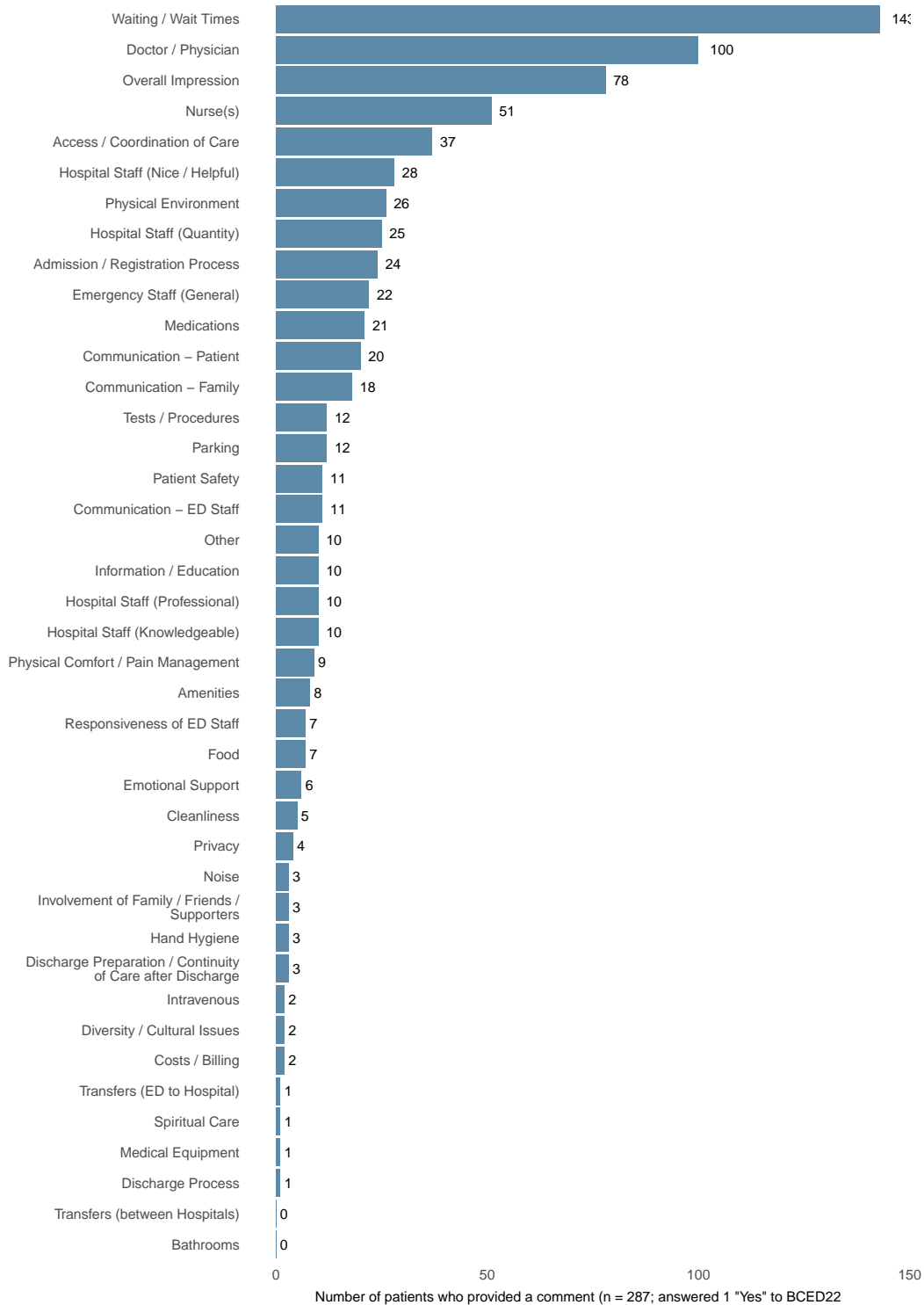
Patients were invited to provide narrative comments at the end of the survey in response to the question "What is the most important change we could make to improve patient experiences in BC Emergency Departments and ambulance services? We welcome your additional comments." These comments were transcribed and coded according to 44 unique themes. Comments were also categorized by valence as: positive, negative, both or neutral. Information that could potentially compromise anonymity (of patients or health care workers) was masked. A complete (albeit truncated) list of patient comments is presented in this section ⁵. It is important to note that comments provide rich information to illustrate the numerical results of the evaluative questions on the survey; they are not, however, representative of the views of all patients, since not all patients who were surveyed provided a comment.

Graph 3A displays the total comment count, by theme, for patients who visited BC Children's Hospital emergency department between January 2018 and March 2018 who also completed a survey.

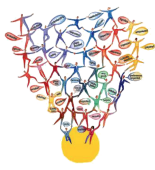
⁵Full text patient comments are available upon request. Please contact your BCPCM working group HA representative.



Graph 3A. BCED22. What is the most important change we could make to improve patient experiences in BC Emergency Departments and ambulance services? We welcome your additional comments.



Note: patient comment counts may not total the n for the questions as respondent comments often applied to multiple comment categories.

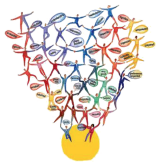


Question BCED22: What is the most important change we could make to improve patient experiences in BC Emergency Departments and ambulance services? We welcome your additional comments.

Amenities

Comments related to patients having access to amenities such as toiletries, hygiene products; physical comfort involving the surroundings and environment where care is given, as well as the availability of things for patients to do.

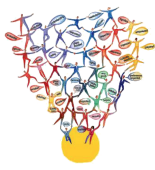
Comments	Valence
As a parent, you seek the best care possible for your child. For my family and many of my friends, the best care is at BC Children's hospital. It's where I recommend anyone to take their children when they are sick, or if they doubt the diagnosis they received from other medical professionals. There is absolutely nothing I would change about the care my children receive as i...	POSITIVE
At the emergency something for kids to look on tv or something, something to entertain them. When we first arrived I was in the line up to register for like an hour or so, so we had to stand to register for that whole time. It would be helpful if they could grab a number and sit. There is also not enough seating in the emergency area. The other thing that happened was a lot ...	NEUTRAL
I think it is useful for kids to have for them to do, and do not keep people waiting for no reason, hire more doctors. The general opinion for ED is 3-4 hours I do not understand why, and I am waiting for 2 hours or so, it feels without knowing what is going on. Why is it taking so long? The care is good, they are respectful generally. Be more efficient not waste time and as...	NEUTRAL
In emergency entrance they they need more seats for people and children. Children were sitting on the floor. More kids videos they can watch. How long the wait is, we would like that told to us. Update us on information. Give us updates on how are child care is going.	NEUTRAL
Like how you have streamlined front entry hall and kept young babies and parents out there. Had to wait 4 hrs but can accept its hard to manage wait times would be good to have free wifi to help distract us loud tvs are bothersome and since most people have headphones perhaps they could be set lower or to close captions	NEUTRAL
Over all it was exceptional experience. Leaving for food is hard to go get. Having a vending machine or food closer would be helpful. All the staff were great and really relatable. Having the colouring books for our other kids was really helpful. The man at the parking area is so helpful and compassionate. He is so approachable and so kind. Having this was huge and was so...	POSITIVE
Reduce the waiting time for each process, including see a doctor, have a test, and get results. I would like to know if I need to stay overnight at hospital or any approximate wait time. I would also like some follow up calls from hospital to ask about my child's health condition. Also, the hospital should add more toys and upgrade the TV to keep children engaged. Adding mor...	NEUTRAL



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FACILITY FINAL REPORT
Surveys Completed: 474
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The nurses are sometimes reckless and careless as my child stayed for a week in the hospital, they would not know when to change the milk bag and most of the times they would not offer the basic necessity items inspite of asking them for several times. NEGATIVE

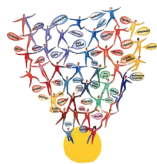


Question BCED22: What is the most important change we could make to improve patient experiences in BC Emergency Departments and ambulance services? We welcome your additional comments.

Food

Comments related to patients' food, including the availability of food, the quality of the food available, the cost of food, and cafeteria and food service staff related comments.

Comments	Valence
Ambulance staff were great, but once it was clear my son wasn't in any immediate danger they didn't provide much guidance in terms of possible options/next steps, just an open-ended "What do you want to do now?" The triage area is poorly set up and demarcated. Although it wasn't the case on this visit, we've previously been stuck in long lines to get triaged and it's not a c...	NEUTRAL
It was my first experience as a father to go with a child to the hospital. I have worked at the hospital before and as a teacher and I know a lot of how hospitals work. However, in child care a visit to hospital had a waiting time of more than 4 hours. After visiting the doctor said that the problem is not serious. Nice news, but waited a long time with small baby without fo...	NEUTRAL
More triage staff to clear long lineups quicker, provide meals or at least offer a meal during breakfast, lunch or dinner.	NEUTRAL
Offer juice to parents who are waiting 12 hours in the emergency department before the child is moved to another part of the hospital. Also, offer relief for the parent to go for a walk and have some food after they have been waiting for a few hours. I take my child in around 5pm on average and don't go to another part of the hospital until 5am, the last couple of visits. Th...	NEGATIVE
Over all it was exceptional experience. Leaving for food is hard to go get. Having a vending machine or food closer would be helpful. All the staff were great and really relatable. Having the colouring books for our other kids was really helpful. The man at the parking area is so helpful and compassionate. He is so approachable and so kind. Having this was huge and was so...	NEUTRAL
The waiting area should be slightly bigger and there should be two areas that people can wait in. So one area should be for people who are throwing up and coughing heavily and the other area should be everything else, because otherwise they are cross-contaminating everybody. Sitting next to somebody else for a long time who is coughing or throwing up for a long time is unpl...	NEUTRAL
Unlike the old BCCH, there are no concession stand/machines in the new facility to purchase simple drinks/water/snacks. In an emergency situation, it is rush enough to bring everything the child needs, and my own needs did not even cross my minds. Sometimes the visit can be a long wait and of long duration, a drink/snack could alleviate a bit of burden on the parents (or the...	NEUTRAL

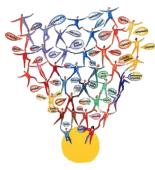


Question BCED22: What is the most important change we could make to improve patient experiences in BC Emergency Departments and ambulance services? We welcome your additional comments.

Physical Environment

Comments related to the physical state of the emergency department, distance and ease to get to and around in the emergency department, general appearance, and lighting.

Comments	Valence
As a parent, you seek the best care possible for your child. For my family and many of my friends, the best care is at BC Children's hospital. It's where I recommend anyone to take their children when they are sick, or if they doubt the diagnosis they received from other medical professionals. There is absolutely nothing I would change about the care my children receive as i...	POSITIVE
At the emergency something for kids to look on tv or something, something to entertain them. When we first arrived I was in the line up to register for like an hour or so, so we had to stand to register for that whole time. It would be helpful if they could grab a number and sit. There is also not enough seating in the emergency area. The other thing that happened was a lot ...	NEGATIVE
Every time I go to emerge to take my son in sometimes the nurses are kind of rude. Sometimes the nurses are helpful sometimes not. The wait is too long to have my child checked waiting time is long. Once I'm in the room I'm out within half an hour. I know you guys are busy but I think there should be a certain area designated for extremely sick kids. Another section for kids...	NEUTRAL
Getting them out sooner. More staffing so you can be out quicker. I know that is a funding issue. Its great to have a children's hospital. Everything in the hospital was well organized and they had an area for stitches so we did not need to sit with someone who had infections.	POSITIVE
Good experience, everyone was nice. Nice new facilities.	POSITIVE
Have contagious children with flu, or vomit separately from kids who are there for injuries	NEUTRAL
Having a person to make patients aware of wait time estimates and reasoning if possible on why the wait times are so long it would help alleviate tension. I personally have watched my file get bumped back three times in one visit without any notification. One of my biggest issues is a massive lack of information. my husband lost his father a few months ago, he had a big prob...	NEUTRAL
I came in with extreme migraine pain, and I was placed to wait for over an hour with screaming children. Having a designated waiting area for those in pain, like myself, would be very beneficial.	NEUTRAL



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I can tell they are short staffed; they definitely need more manpower across all fields, docs, nurses, and general help down to asking where the bathroom is. I would also like to see more physical space as I feel that patients crammed in triages and other waiting spaces in general. NEUTRAL

I noticed when we arrived there was no chair for the child to sit. He had to stand beside me. He had to stand the entire time until he was brought in. The cleanliness was poor at this particular time at the ED. NEUTRAL

If the intake people could direct everyone to wash hands as soon as they come in. There's hand sanitizers around and washing areas but not everybody uses it. I would also like to see a seating area for kids who have viruses like vomiting, coughs, fevers or unknown rashes. And a different seating area for kids who have injuries. My son thinks that this hospital is just fabulo... NEUTRAL

In our experiences that I see, I understand that ED is for emergencies, but sometimes we run to emergency and spend all night or hours there. Maybe you should have one space with one doctor only for a doctor who can deal with things quickly and then you are not waiting all night. You are waiting and waiting and waiting. I have spent all night waiting in the hospital to se... NEUTRAL

More chairs in the waiting room. NEUTRAL

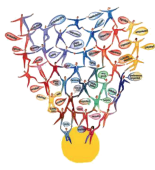
My son had respiratory issues and he waited 5hours before a nurse realised his chart was stuck to another one. I keep going in but given meds for symptoms and 1 Month later he has it again. Also all kids vomiting and leaving tissues on seats. I think the waiting room needs to be bleached down or whatever to get rid of trace germs. Kids.woth a broken bone or.cut shouldn't be ... NEGATIVE

provide options for more separation between patients waiting to be admitted NEUTRAL

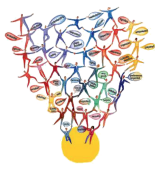
The doors going into the waiting room should be moved as every time they open a cold wind blows in on all the people waiting for treatment and it is awful (fall and winter). It also would be nice if Children's Hospital would be added to the list on the radio telling the approximate wait times in Emergency. NEUTRAL

The hospital is much better now, atmosphere in the room is warm and friendly. They are very friendly to families, and providing privacy for families. My child doesn't feel as worried or scared as before. I suggest for the waiting area to have chairs along the line up areas. There is alot of younger kids that are sick that need to sit with their parents. Kids when they are il... POSITIVE

The intake was not private and there were no chairs to sit or place your child while waiting for intake or speaking with the intake team (billing and triage nurse). Absolutely LOVED the valet service. So helpful when carrying a sick ked and all their gear. NEGATIVE



<p>The old ED had chairs to sit on while waiting for triage. The new ED just has a line where you stand. At this visit, we had to stand over an hour to be seen by the triage nurse. This was uncomfortable, especially 930pm. There should be chairs. Also, if someone has been to the ED for the same thing, like us - croup, over and over again, and they always get the same drug...</p>	NEUTRAL
<p>The signs for the children's hospital are not obvious because it's changed from where it used to be- creates confusion. Reducing wait times is a big deal.</p>	NEUTRAL
<p>The wait time for Doctors are too long. The hospital is beautiful and the nurses are friendly, helpful and very approachable.</p>	POSITIVE
<p>The waiting area should be slightly bigger and there should be two areas that people can wait in. So one area should be for people who are throwing up and coughing heavily and the other area should be everything else, because otherwise they are cross-contaminating everybody. Sitting next to somebody else for a long time who is coughing or throwing up for a long time is unpl...</p>	NEUTRAL
<p>There should be a separate waiting area for non-contagious patients to avoid virus spreading</p>	NEUTRAL
<p>There was a volunteer working in Turtle Bay the night we were there who did crafts and coloring with the kids to keep them occupied. She walked around the toy area and cleaned everything with sanitizer when the kids were done playing with it. The Dr who saw my daughter was very kind, spoke directly to her (she is 12) and involved her in the process completely. He showed h...</p>	POSITIVE
<p>Under staff, should have more compassion to patients. A patient who waited a long time asked a nurse how long still need to wait, the nurse said you can leave if you don't feel like waiting. We waited 5 hours, but only saw the doctor for only around 30 seconds. The environment in BC Children's Hospital is way better than before, but the service is much worse than before.</p>	POSITIVE
<p>Waiting rooms should have more capacity. They should also supply seats while being checked in. It's very hard to hold your child in your arms while being asked all those questions and standing up. More and better communication between doctors, nurses and parents while waiting to be admitted. Also better and clearer information provided about medications being administered to...</p>	NEUTRAL

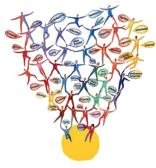


Question BCED22: What is the most important change we could make to improve patient experiences in BC Emergency Departments and ambulance services? We welcome your additional comments.

Parking

Comments related to the patient and visitors availability to park, the cost of parking, the distance to parking lot, availability of handicapped parking, and parking lot size.

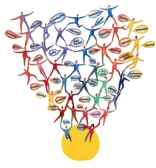
Comments	Valence
I don't think there should be paid parking, especially if you are worried and concerned about your child.	NEUTRAL
I was charged twice for parking and I never received it back.	NEUTRAL
I was there with my child for about two hours. They should be able to fix the parking meter so that it automatically adjusts for the time that you are there without having to go back and add more money to the meter in between. It was not possible for me to go back and add more money to the meter because I was alone there with my kids. I did not want to leave the waiting r...	NEGATIVE
I would like to be . . . sometimes the emergency is too full and it takes too long to have someone attend us. Nobody could answer questions about parking . . . as we stayed overnight we had questions to add more hours . . . how do we proceed . . . these kind of questions.	NEUTRAL
If possible please provide at least 1 free parking for patients. Instead of just worrying only about a sick kid, parents worry about the time they need to put more money in the meter and even getting a parking ticket. Maybe they can add something in their system of checking in a car plate number for their patients . . .	NEUTRAL
It was faster than before and directed to the right department quickly very good experience. Maybe have a parking machine. The staff is very nice and treated all of us with respect and they were very nice.	NEUTRAL
Not convenient for parking, spent a long time looking for a place to park. Do not know how to make an appointment for specialists, worry it would take a long time to wait for an appointment. In general, the BC Children's Hospital is pretty good, services are in time, wait time is short.	NEGATIVE
Parking fees were a stress. I had to keep going out to put more money in the machine. It was VERY expensive	NEGATIVE
Parking is terrible. Took me almost 30 minutes to find a spot. Should not be worried about parking when in an emergency.	NEGATIVE
Patient's and their families should have a better parking situation and assistance	NEUTRAL
The valet service at the hospital is wonderful. We did not have to worry about parking before we rushed into the emergency department.	POSITIVE



Facility: BC Children's Hospital
Peer Group: Large
Date: Jan 1, 2018 - March 31, 2018 Discharges

FACILITY FINAL REPORT
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MOE: $\pm 4.4\%$

With the BC Children's Hospital, no complaints they are great! Free parking would be even better! NEUTRAL



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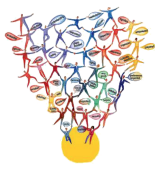
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Question BCED22: What is the most important change we could make to improve patient experiences in BC Emergency Departments and ambulance services? We welcome your additional comments.

Bathrooms

Comments related to the availability, size, cleanliness, and distance to the bathroom.

No Comment



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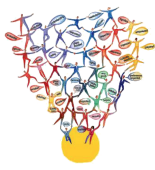
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Cleanliness of ED/Facility

Comments related to the extent to which the emergency department was swept, dusted, mopped, and the frequency and amount of cleanliness.

Comments	Valence
A video or cartoon for the children about triaging to explain why they are waiting in the emergency department. Any indication for why and how long patients are waiting. Manage expectations for the wait - for the children. A dad was carrying a baby, and the baby threw up. Yet, the place was not properly cleaned. There was nobody at the desk. Signs or any other ways for patients...	NEGATIVE
Felt that the process was disorganized, everyone was standing there waiting for check-in in a line up, I was standing there for 30 min. Once I saw the nurse, it was fine but some nurses didn't seem very caring. The nurse who helped us didn't seem to be on the same page as the doctor, she was a little rude and there was an instance where she literally said: "Oh, you're still ..."	NEGATIVE
I noticed when we arrived there was no chair for the child to sit. He had to stand beside me. He had to stand the entire time until he was brought in. The cleanliness was poor at this particular time at the ED.	NEGATIVE
It was really good. People were organized. It was clean. They were accommodating and friendly.	POSITIVE
The Emergency Department was really busy so it actually took 6 hours before my daughter saw a doctor. It was quite a while and at that point I was getting quite concerned about my daughter's overall status of health. I also had the flu and which made it difficult to care for her. The long wait was hard because of that. The major issue I had was that my daughter's main nurse,...	NEUTRAL



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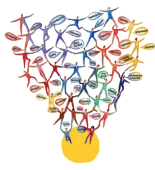
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Privacy

Comments related to the extent to which patients have 'personal' comforts such as curtains, privacy, and patients of different genders.

Comments	Valence
The hospital is much better now, atmosphere in the room is warm and friendly. They are very friendly to families, and providing privacy for families. My child doesn't feel as worried or scared as before. I suggest for the waiting area to have chairs along the line up areas. There is a lot of younger kids that are sick that need to sit with their parents. Kids when they are ill...	POSITIVE
The intake was not private and there were no chairs to sit or place your child while waiting for intake or speaking with the intake team (billing and triage nurse). Absolutely LOVED the valet service. So helpful when carrying a sick kid and all their gear.	NEGATIVE
There should be more doctors, but we understand they're doing the best they can with what they have. They don't have a personal area for the nurses to ask personal questions and be able to access the patients in a private matter, but that could just be because of the renovations and construction.	NEUTRAL
When you arrive at BC Children's hospital, there is no privacy when giving your information. Also, there should be staff on call from GI or radiology.	NEUTRAL



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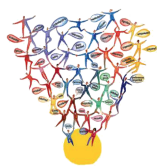
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Noise

Comments related to the extent of noise from equipment, staff, family, visitors, and other patients.

Comments	Valence
I just found that when I took my kid in the early morning and he was sleeping the staff were very loud. Other people were trying to sleep too. The staff should be a little more considerate.	NEUTRAL
Like how you have streamlined front entry hall and kept young babies and parents out there. Had to wait 4 hrs but can accept its hard to manage wait times would be good to have free wifi to help distract us loud tvs are bothersome and since most people have headphones perhaps they could be set lower or to close captions	NEGATIVE
Make the IV machines quieter as I am noise sensitive and that would help not interrupt my sleeping.	NEUTRAL

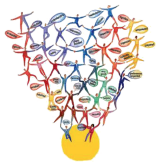


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Physical Comfort/Pain Management

Comments related to pain management.

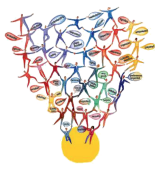
Comments	Valence
I came in with extreme migraine pain, and I was placed to wait for over an hour with screaming children. Having a designated waiting area for those in pain, like myself, would be very beneficial.	NEGATIVE
more care provided by doctor. we waited over 2 hours and the doctor only spent 5 minutes with us without taking an accurate history or probing my daughter as to what brought on her symptoms. we went in with my 6 year old having a headache and neck pain, i was worried about meningitis or something similar. The doctor felt her lymph nodes and said she has a cold thats why s...	NEUTRAL
My doctor had no reports from the tests done while at the ED when we contacted her a week later. There was nothing transferred to her from the ED that the visit had even occurred, nor any information on what tests had been run. Having a child in pain for a "mystery" reason, but not being able to make a good plan with our doctor because she did not know what tests had been al...	NEGATIVE
Overall it was really good. It was a really long wait. There was a boy in a lot of pain. I think that they should do who was in more pain first. There should be better service there.	NEUTRAL
Really only 2 things could have been improved. My son was admitted for an acute allergic reaction that may have been anaphylactic. He had Benadryl and was in decreasing distress while we waited, but we did wait for over 3 hours to be seen by the doctor. I can appreciate that he wasn't urgent anymore but that was still far too long. Second, upon follow up by our regular d...	NEGATIVE
The doors going into the waiting room should be moved as every time they open a cold wind blows in on all the people waiting for treatment and it is awful (fall and winter). It also would be nice if Children's Hospital would be added to the list on the radio telling the approximate wait times in Emergency.	NEUTRAL
There was a volunteer working in Turtle Bay the night we were there who did crafts and coloring with the kids to keep them occupied. She walked around the toy area and cleaned everything with sanitizer when the kids were done playing with it. The Dr who saw my daughter was very kind, spoke directly to her (she is 12) and involved her in the process completely. He showed h...	NEUTRAL
to be seen faster, had xray and waited long time for results. everyone was very nice just a long time to wait to be referred to orthopaedic surgeon and a lot of probing and moving her poor stress fractured wrist but everyone was very nice.	NEUTRAL



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one point my daughter was screaming from pain and shortly thereafter a nurse
offered her some medicine to ease the pain.

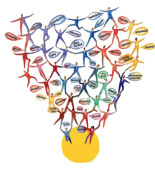


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Medications

Comments related to medication, prescriptions, dosage, amount of medication, and comments related to hospital pharmacy services.

Comments	Valence
I am not please last doctor we have seen. He did not build a depth relations with my child. They need to have doctors to build better connections to children, his diagnoses was not accurate. He said to stop to antibiotic which was wrong. This time was bad service, and we wait over one hour to see a doctor.	NEUTRAL
As a parent, you seek the best care possible for your child. For my family and many of my friends, the best care is at BC Children's hospital. It's where I recommend anyone to take their children when they are sick, or if they doubt the diagnosis they received from other medical professionals. There is absolutely nothing I would change about the care my children receive as i...	POSITIVE
I don't understand why the waiting time was that long and at the end the doctor did not even spend 5min with us to listen to our preoccupations and fears and to take them into consideration. They should show more compassion, and treat each patient equally even if they are busy, every child should be an emergency. The pediatrician prescribed medicines but the Emergency Depart...	NEUTRAL
I felt that the triage process is not functional because it took 4 hrs to see a doctor. I feel somehow we got dropped down from the queue. Others who had come in later left before us. However, our doctor had written a prescription for treatment for ER doctor and it took at least 4hrs for that to be seen and agreed upon. The visit was a total of 7 hrs for blood work and x-ra...	NEUTRAL
I hope they have people to help me translate when I communicate with doctors, I worried about if I don't understand the usage of medication clearly.	NEUTRAL
I noticed that when I visited there, after 15 minutes they get all the information. 3 different nurses gave my child different medicines/juice. If we can get one nurse assigned to one patient it would be better, rather than having multiple nurses assigned to one patient, to avoid confusion.	NEUTRAL
more care provided by doctor. we waited over 2 hours and the doctor only spent 5 minutes with us without taking an accurate history or probing my daughter as to what brought on her symptoms. we went in with my 6 year old having a headache and neck pain, i was worried about meningitis or something similar. The doctor felt her lymph nodes and said she has a cold thats why s...	NEUTRAL



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My child had a 41 degree fever. The wait time was 2 hours plus before we were seen by someone, during that time my child's fever kept going up. We have a history of febrile seizures in the family. I felt that someone could have given him some Tylenol or Advil while waiting. I ended up running to the car and giving him some. When we saw the doctor the doctor prescribed amoxi...

NEGATIVE

My son had respiratory issues and he waited 5hours before a nurse realised his chart was stuck to another one. I keep going in but given meds for symptoms and 1 Month later he has it again. Also all kids vomiting and leaving tissues on seats. I think the waiting room needs to be bleached down or whatever to get rid of trace germs. Kids.woth a broken bone or.cut shouldn't be ...

NEUTRAL

Really only 2 things could have been improved. My son was admitted for an acute allergic reaction that may have been anaphylactic. He had Benadryl and was in decreasing distress while we waited, but we did wait for over 3 hours to be seen by the doctor. I can appreciate that he wasn't urgent anymore but that was still far too long. Second, upon follow up by our regular d...

NEUTRAL

Sometimes the doctors are too careful to prescribe a medicine and that becomes late and complicates the health issue.

NEGATIVE

The nurses are usually very passionate to kids, this nurse was very grumpy. She had no interest or passion and her attitude was not friendly. We followed her to the examination room. I was walking slowly and she walked off down the hall. When we were in the room she was asking questions. We were there for the second time, he took his script but it got worse and we came back....

NEUTRAL

The old ED had chairs to sit on while waiting for triage. The new ED just has a line where you stand. At this visit, we had to stand over an hour to be seen by the triage nurse. This was uncomfortable, especially 930pm. There should be chairs. Also, if someone has been to the ED for the same thing, like us - croup, over and over again, and they always get the same drug...

NEUTRAL

The waiting time is way too much and it is hard to sit with your sick child for such long hours and keep waiting. Especially when your child is crying and growling. Not only this, the doctors don't offer any sorts of medicines to the children to offer immediate relief. These things are sad and must be changed.

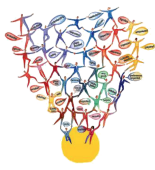
NEGATIVE

Very good experience! Doctors were very informed about how to treat my sons breathing issues while sick without prescribed medicine as he is still so young. He already has a blue inhaler, so they didn't prescribe a steroid inhaler. He was sick, so his asthmatic symptoms only seem to appear when sick.

POSITIVE

Wait time was the only negative aspect of our visit, but that had more to do with the required effects of the medication and the fact that it was a busy night. The nurses were fantastic! Very good experience overall.

NEUTRAL



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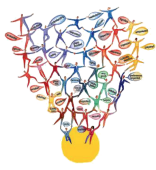
Waiting rooms should have more capacity. They should also supply seats while being checked in. It's very hard to hold your child in your arms while being asked all those questions and standing up. More and better communication between doctors, nurses and parents while waiting to be admitted. Also better and clearer information provided about medications being administered to... NEUTRAL

Waiting time was too long. My child had a wood splinter in his foot. We waited at least 30 mins for the nurse to come in to give us the freezing cream after the doctor came to see us. Then, after Doctor visited us, we waited for about an hour for a prescription paper. We left after we've received the prescription. I felt there should be better and more efficient communicati... NEUTRAL

we had to wait about 4 hours in the middle of the night until we saw the doctor. At one point my daughter was screaming from pain and shortly thereafter a nurse offered her some medicine to ease the pain. NEUTRAL

We waited for around 4-5 hours in the waiting area after we arrived. We got into the patient's room, and waited another 2 hours for the doctor. The doctor sent us home after around 10 minutes diagnosis. No one really asked my child if he was alright in the waiting area for hours. My child was given medicine when we got in the patient room, and the doctor came after 2 hours I... NEUTRAL

We went to the emergence at 2:45 am so they already know my sons history. They already know this ITP. They have to give blood work. Then we waited 3-4 hours before getting blood work done. They took blood work at 7am and the doctors changed. That he(son) had critical platelet and we had to wait to get medication administered. We had to give medicine at night time at 9:20... NEGATIVE



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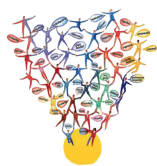
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Medical Equipment

Comments related to machines or equipment used in the emergency department.

Comments	Valence
Make the IV machines quieter as I am noise sensitive and that would help not interrupt my sleeping.	NEUTRAL

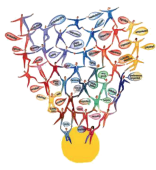


Question BCED22: What is the most important change we could make to improve patient experiences in BC Emergency Departments and ambulance services? We welcome your additional comments.

Tests/Procedures

Comments related to the types, amount, and wait times of tests.

Comments	Valence
As a parent, you seek the best care possible for your child. For my family and many of my friends, the best care is at BC Children's hospital. It's where I recommend anyone to take their children when they are sick, or if they doubt the diagnosis they received from other medical professionals. There is absolutely nothing I would change about the care my children receive as i...	POSITIVE
I feel that the emergency staff should give tests quicker, especially when it is involving children, because a delay could be dangerous.	NEUTRAL
I felt that the triage process is not functional because it took 4 hrs to see a doctor. I feel somehow we got dropped down from the queue. Others who had come in later left before us. However, our doctor had written a prescription for treatment for ER doctor and it took at least 4hrs for that to be seen and agreed upon. The visit was a total of 7 hrs for blood work and x-ra...	NEUTRAL
My daughter got sick, we had a lot of family visit over the holidays. We went to a clinic and another hospital and had terrible experiences. My daughter wasn't getting better. I wasn't sure what to do. I called my husband. He said we are going to British Columbia Childrens Hospital. They did all the tests and got everything right but we had to stay two weeks. The doctor and ...	NEUTRAL
My doctor had no reports from the tests done while at the ED when we contacted her a week later. There was nothing transferred to her from the ED that the visit had even occurred, nor any information on what tests had been run. Having a child in pain for a "mystery" reason, but not being able to make a good plan with our doctor because she did not know what tests had been al...	NEGATIVE
My last visit to the emergency which this survey is about was good, my daughter had a very high fever and was vomiting and that's why I took her they said she had a virus. However I would like to give feed back on my visit on July 2/2017 when I took her to the emergency dept and waited I believe about 6 hours to see a DR which we complained about. The wait was WAY too long a...	NEUTRAL
Over all it was exceptional experience. Leaving for food is hard to go get. Having a vending machine or food closer would be helpful. All the staff were great and really relatable. Having the colouring books for our other kids was really helpful. The man at the parking area is so helpful and compassionate. He is so approachable and so kind. Having this was huge and was so...	NEUTRAL



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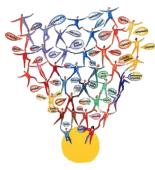
Reduce the wait times after getting into one of the emergency rooms. Don't tell us that tests cannot be done because it costs a lot of money and our son doesn't look like he needs tests to be done. NEUTRAL

The ECG result that night was compared to the ECG result a few years past and both showed slight symptoms of arrhythmia. Why did the doctor not do anything to follow-up on this. Tachycardia/palpitation was the reason why my daughter was brought to the hospital that night. She had the symptom after 2 puffs of Ventolin. NEUTRAL

to be seen faster, had xray and waited long time for results. everyone was very nice just a long time to wait to be referred to orthopaedic surgeon and a lot of probing and moving her poor stress fractured wrist but everyone was very nice. NEGATIVE

Wait times for testing and results needs to shorten. Follow up should be immediate upon receipt of test results NEUTRAL

We spent 5,5 hours to have our X-Ray done. This is too much as there not a lot of people requiring such procedure. So, I don't understand the reason for delay. NEGATIVE



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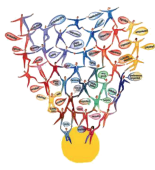
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Intravenous

Comments related to receiving an IV in the emergency department.

Comments	Valence
I have 3 kids so [identifier removed] who was admitted is the youngest and my middle son has leukemia with regards to the ED I think that nurses in ED need more training to access VAD. Accessing VAD is a matter of training and access because every time we go to oncology they do it well, but every time we go to emergency the nurses take 3 or 4 times to get the needle to go i...	NEUTRAL
The new check in procedure was very strange. Previously patients that just came in could sit down and wait to be registered. Now you come in and have to stand until you are registered. Luckily, ED was not busy at all and we were registered right away. However, people that came in after us had to STAND. My daughter was VERY weak at the time, and she would not have been able t...	POSITIVE



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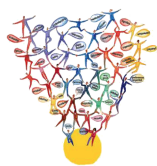
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Hand Hygiene

Comments related to hand hygiene of the patient or emergency department staff.

Comments	Valence
I think it makes no sense for a doctor to teach patients how to wash their hands specially in an emergency and it not their job, be respectful to patient's culture and traditions and the doctors are not accountable for patients spirituality other than their health. The biggest problem in BC health care is information between the doctor and hospital and emergency service is n...	NEUTRAL
If the intake people could direct everyone to wash hands as soon as they come in. There's hand sanitizers around and washing areas but not everybody uses it. I would also like to see a seating area for kids who have viruses like vomiting, coughs, fevers or unknown rashes. And a different seating area for kids who have injuries. My son thinks that this hospital is just fabulo...	NEUTRAL
The Emergency Department was really busy so it actually took 6 hours before my daughter saw a doctor. It was quite a while and at that point I was getting quite concerned about my daughter's overall status of health. I also had the flu and which made it difficult to care for her. The long wait was hard because of that. The major issue I had was that my daughter's main nurse,...	NEGATIVE

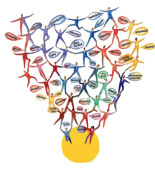


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Access/Coordination of Care

Comments related to the extent to which clinical services were coordinated, communication between members of the clinical team, availability of services at the appropriate time, and the availability of rooms.

Comments	Valence
Ambulance staff were great, but once it was clear my son wasn't in any immediate danger they didn't provide much guidance in terms of possible options/next steps, just an open-ended "What do you want to do now?" The triage area is poorly set up and demarcated. Although it wasn't the case on this visit, we've previously been stuck in long lines to get triaged and it's not a c...	NEGATIVE
As a parent, you seek the best care possible for your child. For my family and many of my friends, the best care is at BC Children's hospital. It's where I recommend anyone to take their children when they are sick, or if they doubt the diagnosis they received from other medical professionals. There is absolutely nothing I would change about the care my children receive as i...	NEUTRAL
As always, I would recommend this emergency department and great care. The only feedback I had (which I gave to the resident doctor on the follow up visit) is that I wasn't explained what to do if my child had vertigo symptoms that lasted many days, i.e is there a way to make it go away. I feel fortunate to live in a City where we have access to this facility. The staff at t...	POSITIVE
Better access for family doctors	NEUTRAL
Communication: I think the majority of people don't understand that our healthcare does well when it comes to emergencies, for example where bleeding cannot be stopped, the heart has stopped, or breathing is not right. Non-emergencies are like my son having a fever that is controllable by medication, but if you choose to go to ER, that does not mean you're going to get a qui...	NEUTRAL
Continue to make non-emergency, family doctors, dental care and other services available to families so that only emergencies come to the Emergency department at Children's	NEUTRAL
Felt that the process was disorganized, everyone was standing there waiting for check-in in a line up, I was standing there for 30 min. Once I saw the nurse, it was fine but some nurses didn't seem very caring. The nurse who helped us didn't seem to be on the same page as the doctor, she was a little rude and there was an instance where she literally said: "Oh, you're still ...	NEGATIVE



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For staff to ask parents if there is anything they want them to know about their child before asking for your address, date of birth, phone number etc because it's an emergency. My daughter has a rare disease and it's not overall understood, so we are the experts in that and only call when we need incubation/oxygen, and when she is really sick; so I find with all the staff a... NEUTRAL

Getting them out sooner. More staffing so you can be out quicker. I know that is a funding issue. Its great to have a children's hospital. Everything in the hospital was well organized and they had an area for stitches so we did not need to sit with someone who had infections. NEUTRAL

Had to explain child's situation 4 different times. At the reception of the ED, examining room nurse (in detail), other nurses, and doctor as well. If they digitize the information at the front booth, they could at least read that. Or the nurses and doctors could have the same information instead of asking again with a blank form. NEUTRAL

I am really dissatisfied with the amount of waiting that we have to do. Especially with kids and small children it becomes so hard and then they dont give enough time unless we visit twice or thrice. NEUTRAL

I live far away from this hospital, I knew already they have all the information and that is why I took him there. I took him 11 am and I work from 6pm and I still was not able to work. I thought it was going to at max 5 or 6 hours but still took longer. In the line up we were waiting for 4 to 5 hours then they took inside. NEUTRAL

I think it would have been nice to see an attending physician rather than a resident one, but I know that's not possible. NEUTRAL

I wish there were more locations of BC Children's hospitals. NEUTRAL

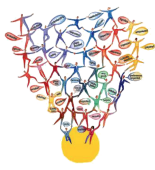
In our experiences that I see, I understand that ED is for emergencies, but sometimes we run to emergency and spend all night or hours there. Maybe you should have one space with one doctor only for a doctor who can deal with things quickly and then you are not waiting all night. You are waiting and waiting and waiting. I have spent all night waiting in the hospital to se... NEUTRAL

It is better more doctors available specially in the weekends. NEUTRAL

It took a little bit too long to get a doctor to see my child, we were in the ER from 3 am to about 7, but the ER seemed empty, not sure why it took so long. My child was sick and exhausted. But overall, I cannot be happier with the service received. NEUTRAL

Kid having seizures shouldn't be waiting for 4 hours to see a doctor in the ER and another 5 hours to hear from doctors around next steps. NEGATIVE

Lessen the wait time, enhance the efficiency. NEUTRAL



more care provided by doctor. we waited over 2 hours and the doctor only spent 5 minutes with us without taking an accurate history or probing my daughter as to what brought on her symptoms. we went in with my 6 year old having a headache and neck pain, i was worried about meningitis or something similar. The doctor felt her lymph nodes and said she has a cold thats why s...

NEUTRAL

My child had a high fever, and we were at the hospital from 6 30 pm to 1 am. It is a very long time period for just a treatment for high fever.

NEGATIVE

My daughter has been bumped 5 times for heart surgery.

NEUTRAL

My doctor had no reports from the tests done while at the ED when we contacted her a week later. There was nothing transferred to her from the ED that the visit had even occurred, nor any information on what tests had been run. Having a child in pain for a "mystery" reason, but not being able to make a good plan with our doctor because she did not know what tests had been al...

NEGATIVE

Not convenient for parking, spent a long time looking for a place to park. Do not know how to make an appointment for specialists, worry it would take a long time to wait for an appointment. In general, the BC Children's Hospital is pretty good, services are in time, wait time is short.

NEUTRAL

Once I brought my two year old daughter to Emergency, because she had diarrhea on the plane. It didn't improve when we got to Vancouver, and I even found blood in her stool. When we got to Emergency a nurse had me put my daughter's stool into a sample jar. When we were notified that we could leave Emergency and leave the filled sample jar behind for testing, I overheard [t...

NEUTRAL

Really only 2 things could have been improved. My son was admitted for an acute allergic reaction that may have been anaphylactic. He had Benadryl and was in decreasing distress while we waited, but we did wait for over 3 hours to be seen by the doctor. I can appreciate that he wasn't urgent anymore but that was still far too long. Second, upon follow up by our regular d...

NEUTRAL

Reduce the wait times after getting into one of the emergency rooms. Don't tell us that tests cannot be done because it costs a lot of money and our son doesn't look like he needs tests to be done.

NEUTRAL

Shorter wait times. Improve walk in clinic times

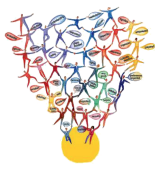
NEUTRAL

The ECG result that night was compared to the ECG result a few years past and both showed slight symptoms of arrhythmia. Why did the doctor not do anything to follow-up on this. Tachycardia/palpitation was the reason why my daughter was brought to the hospital that night. She had the symptom after 2 puffs of Ventolin.

NEUTRAL

The most important change that would improve patient experiences in BC Emergency Departments and ambulance services is the communication between the unit clerks in the ER waiting room. We arrived by ambulance and the first clerk told us to take our child one way and then another clerk told us to go back the other way and then another clerk told us to go back again and then e...

NEUTRAL



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Peer Group: Large
Date: Jan 1, 2018 - March 31, 2018 Discharges

FACILITY FINAL REPORT
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The old ED had chairs to sit on while waiting for triage. The new ED just has a line where you stand. At this visit, we had to stand over an hour to be seen by the triage nurse. This was uncomfortable, especially 930pm. There should be chairs. Also, if someone has been to the ED for the same thing, like us - croup, over and over again, and they always get the same drug...

NEUTRAL

The resident doctor seemed to be indecisive about what treatments to give the child and how to contact the other doctors within the BC Children's Hospital. A pediatrician or another doctor should have been seen sooner. The nurses were nice and helpful.

NEUTRAL

The wait time was very long. Faster service would be the most important change.

NEUTRAL

There should be more doctors, but we understand they're doing the best they can with what they have. They don't have a personal area for the nurses to ask personal questions and be able to access the patients in a private matter, but that could just be because of the renovations and construction.

NEUTRAL

There was a volunteer working in Turtle Bay the night we were there who did crafts and coloring with the kids to keep them occupied. She walked around the toy area and cleaned everything with sanitizer when the kids were done playing with it. The Dr who saw my daughter was very kind, spoke directly to her (she is 12) and involved her in the process completely. He showed h...

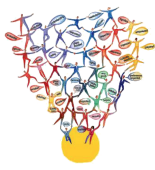
POSITIVE

Wait time was long without any sense of how long it would be.

NEUTRAL

When I spoke to the nurse on the hotline none of that data was available to the hospital. It took time for them to figure out she was in the hospital before. There is a lack of information sharing. When I call my doctor they should all have access to the same chronology of events. It may be politically difficult but healthcare can improve with reliable data. If there is anyt...

NEGATIVE

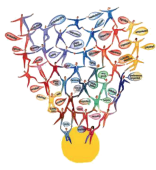


Question BCED22: What is the most important change we could make to improve patient experiences in BC Emergency Departments and ambulance services? We welcome your additional comments.

Communication - Emergency Department Staff

Comments related to the communication between doctors, nurses, cleaners, and/or receptionists.

Comments	Valence
Communication between nurses and doctors.	NEUTRAL
Computer system. Child was born at hospital however first visit and no record whatsoever. Errors inputting information provided such as family doctor's name. Otherwise, great.	NEGATIVE
Felt that the process was disorganized, everyone was standing there waiting for check-in in a line up, I was standing there for 30 min. Once I saw the nurse, it was fine but some nurses didn't seem very caring. The nurse who helped us didn't seem to be on the same page as the doctor, she was a little rude and there was an instance where she literally said: "Oh, you're still ...	NEGATIVE
Had to explain child's situation 4 different times. At the reception of the ED, examining room nurse (in detail), other nurses, and doctor as well. If they digitize the information at the front booth, they could at least read that. Or the nurses and doctors could have the same information instead of asking again with a blank form.	NEUTRAL
I noticed that when I visited there, after 15 minutes they get all the information. 3 different nurses gave my child different medicines/juice. If we can get one nurse assigned to one patient it would be better, rather than having multiple nurses assigned to one patient, to avoid confusion.	NEUTRAL
I think it makes no sense for a doctor to teach patients how to wash their hands specially in an emergency and it not their job, be respectful to patient's culture and traditions and the doctors are not accountable for patients spirituality other than their health. The biggest problem in BC health care is information between the doctor and hospital and emergency service is n...	NEGATIVE
I would say more Emergency Rooms communication. I found communication was lacking. When there were shift changes with Nurses, we did not know Nurses had changed. My Child required a lot of Blood Tests. We asked for EMLA cream, for numbing the needle pain, but when the technician came in, they didn't have an idea about our request. The Doctor and Nurses said that my child nee...	NEGATIVE
Listen to parents and better to give more clear instructions and as this was follow up visit so probably a better communication within doctors would be good.	NEUTRAL
The resident doctor seemed to be indecisive about what treatments to give the child and how to contact the other doctors within the BC Children's Hospital. A pediatrician or another doctor should have been seen sooner. The nurses were nice and helpful.	NEUTRAL

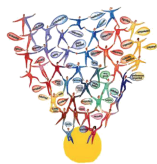


Facility: BC Children's Hospital
Peer Group: Large
Date: Jan 1, 2018 - March 31, 2018 Discharges

FACILITY FINAL REPORT
Surveys Completed: 474
Response Rate: 37.9%
MOE: $\pm 4.4\%$

Waiting rooms should have more capacity. They should also supply seats while being checked in. It's very hard to hold your child in your arms while being asked all those questions and standing up. More and better communication between doctors, nurses and parents while waiting to be admitted. Also better and clearer information provided about medications being administered to... NEUTRAL

Waiting time was too long. My child had a wood splinter in his foot. We waited at least 30 mins for the nurse to come in to give us the freezing cream after the doctor came to see us. Then, after Doctor visited us, we waited for about an hour for a prescription paper. We left after we've received the prescription. I felt there should be better and more efficient communicati... NEGATIVE

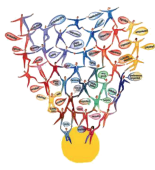


Question BCED22: What is the most important change we could make to improve patient experiences in BC Emergency Departments and ambulance services? We welcome your additional comments.

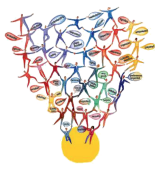
Communication - Family

Comments related to the communication between emergency department staff and family members, as well as allowing patients to communicate with their families.

Comments	Valence
After we registered, we went to the Turtle Bay waiting area and it took us an hour until someone finally acknowledged that we were there. We were the only people waiting in that waiting room at that time. The other thing that I would suggest is for the doctors to be a little bit more informative on what is going on with the child.	NEUTRAL
As always, I would recommend this emergency department and great care. The only feedback I had (which I gave to the resident doctor on the follow up visit) is that I wasn't explained what to do if my child had vertigo symptoms that lasted many days, i.e is there a way to make it go away. I feel fortunate to live in a City where we have access to this facility. The staff at t...	NEUTRAL
Because its asthma, and we have been to the ED several times, we would like to leave with more information and education on his long term condition,or to be referred to an asthma clinic. I am a little bit unhappy that nothing has been done about it. Its disappointing that there has been no consultation about it outside E.R. He is now four and no lung X-Ray or anything. Even ...	NEUTRAL
For staff to ask parents if there is anything they want them to know about their child before asking for your address, date of birth, phone number etc because it's an emergency. My daughter has a rare disease and it's not overall understood, so we are the experts in that and only call when we need incubation/oxygen, and when she is really sick; so I find with all the staff a...	NEUTRAL
I believe that when you have a medically ill child, the staff should listen to the input of the parents.	NEUTRAL
I didn't fully understand what was going on with my son, but the doctors didn't exactly know, either. They had to give me an educated guess, and said that if things didn't get better in the next couple days to come back. The doctors did their best to explain what they knew about the situation, and the problem went away on its own in a few days.	NEUTRAL
I think the doctor should be more open to hear than just to say. They should look at how mom's see their child or why they're sick.	NEUTRAL
In emergency entrance they they need more seats for people and children. Children were sitting on the floor. More kids videos they can watch. How long the wait is, we would like that told to us. Update us on information. Give us updates on how are child care is going.	NEUTRAL



In my experience I found I had to explain the condition of my child being that she had been able to eat for a week without feeling extreme nausea however they did not seem to be taking me serious until I had gotten my child to eat and her symptoms were exaggerated. I had to put my child through extreme anxiety and actual suffering for them to take me serious at all. If I had...	NEGATIVE
Listen to parents and better to give more clear instructions and as this was follow up visit so probably a better communication within doctors would be good.	NEUTRAL
Listen to the parent about their child's complaints. I felt like the doctors didn't care. Look further into the complaint and do not just assume.	NEUTRAL
My entire experience regarding my child was WORST AND PATHETIC. It is shameful that the doctors did not bother to listen and did not even care to hear out worries. My child has been sick and coughing so bad and even bleeding when he coughs. This is so sad that they said nothing happened. I had been running all over Vancouver for three days everyday then took him to Surrey ho...	NEGATIVE
The doctor was absolutely amazing. He had incredible bedside manner and make me and my child feel very comfortable. He was very thorough. He was just wonderful. I appreciated that he said it was good that I brought her in.	POSITIVE
The doctors we saw at our two visits to the Emergency disregarded that our daughter may have strep. They made us feel like we had no experience and could not make a diagnosis on our own. We insisted on a strep test but were told it wasn't necessary and that they haven't ever seen her symptoms without a sore throat being strep. The test came back positive three days later and...	NEGATIVE
The intake nurse that day informed me that my child is not breathing on one side of lung, which was traumatizing. When trying to get clarification, this question was brushed off. I needed assurance of what, if anything, I should be doing differently as a parent.	NEGATIVE
The staff should pay more attention to the parent's medical family knowledge. Sometimes the junior doctors are tentative when making some medical decisions.	NEUTRAL
Waiting rooms should have more capacity. They should also supply seats while being checked in. It's very hard to hold your child in your arms while being asked all those questions and standing up. More and better communication between doctors, nurses and parents while waiting to be admitted. Also better and clearer information provided about medications being administered to...	NEUTRAL
We are thankful the ER dr listened to our concerns about the numerous CT scans our child has received. She pushed for an MRI and we are very grateful. The ER Dr was also very thorough in her evaluation. Our child needs surgery and infection has been an issue in the past. Extra precautions and an explanation of the extra steps taken to ensure the best sterile environment...	POSITIVE

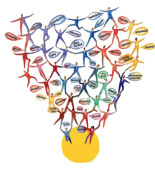


Question BCED22: What is the most important change we could make to improve patient experiences in BC Emergency Departments and ambulance services? We welcome your additional comments.

Communication - Patient

Comments related to involvement or lack of involvement in communicating plans of care or partnering with patients (or families) in developing plans of care

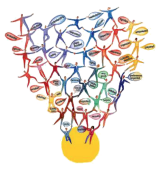
Comments	Valence
My concern is that we had a discussion and we had a plan. Five minutes later, the doctor changed her mind on the plan.	NEGATIVE
I am not please last doctor we have seen. He did not build a depth relations with my child. They need to have doctors to build better connections to children, his diagnoses was not accurate. He said to stop to antibiotic which was wrong. This time was bad service, and we wait over one hour to see a doctor.	NEUTRAL
A video or cartoon for the children about triaging to explain why they are waiting in the emergency department. Any indication for why and how long patients are waiting. Manage expectations for the wait - for the children. A dad was carrying a baby, and the baby threw up. Yet, the place was not properly cleaned. There was nobody at the desk. Signs or any other ways for patients...	NEUTRAL
Ambulance staff were great, but once it was clear my son wasn't in any immediate danger they didn't provide much guidance in terms of possible options/next steps, just an open-ended "What do you want to do now?" The triage area is poorly set up and demarcated. Although it wasn't the case on this visit, we've previously been stuck in long lines to get triaged and it's not a c...	NEGATIVE
Communication: I think the majority of people don't understand that our healthcare does well when it comes to emergencies, for example where bleeding cannot be stopped, the heart has stopped, or breathing is not right. Non-emergencies are like my son having a fever that is controllable by medication, but if you choose to go to ER, that does not mean you're going to get a qui...	NEUTRAL
Communications on the location of the ambulance.	NEUTRAL
Having a person to make patients aware of wait time estimates and reasoning if possible on why the wait times are so long it would help alleviate tension. I personally have watched my file get bumped back three times in one visit without any notification. One of my biggest issues is a massive lack of information. my husband lost his father a few months ago, he had a big prob...	NEUTRAL
I don't understand why the waiting time was that long and at the end the doctor did not even spend 5min with us to listen to our preoccupations and fears and to take them into consideration. They should show more compassion, and treat each patient equally even if they are busy, every child should be an emergency. The pediatrician prescribed medicines but the Emergency Depart...	NEGATIVE



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I have no complaints. However, I took my baby to emergency because of a fever. I think in cases like this, there should be follow up call to see if the child still has a high fever.	NEUTRAL
I hope they have people to help me translate when I communicate with doctors, I worried about if I don't understand the usage of medication clearly.	NEUTRAL
I noticed too many computers but no printers and for doctors it's time consuming to write to every patient and at times it is very hard at times to understand their handwriting.	NEGATIVE
I went to emergency for two reasons, After Doctor checked my son for first problem, the doctor almost rushed out of the room not giving me an opportunity to ask second question, luckily second problem was something I just needed confirmation and it wasn't very serious. So perhaps asking the parent if that was all or if there was anything else I needed to ask would have been ...	NEUTRAL
I would say more Emergency Rooms communication. I found communication was lacking. When there were shift changes with Nurses, we did not know Nurses had changed. My Child required a lot of Blood Tests. We asked for EMLA cream, for numbing the needle pain, but when the technician came in, they didn't have an idea about our request. The Doctor and Nurses said that my child nee...	NEUTRAL
more care provided by doctor. we waited over 2 hours and the doctor only spent 5 minutes with us without taking an accurate history or probing my daughter as to what brought on her symptoms. we went in with my 6 year old having a headache and neck pain, i was worried about meningitis or something similar. The doctor felt her lymph nodes and said she has a cold thats why s...	NEUTRAL
Reduce the waiting time for each process, including see a doctor, have a test, and get results. I would like to know if I need to stay overnight at hospital or any approximate wait time. I would also like some follow up calls from hospital to ask about my child's health condition. Also, the hospital should add more toys and upgrade the TV to keep children engaged. Adding mor...	NEUTRAL
The only problem, had the nurse do the initial intake, she was called away and we were left with no explanation as to what was happening. We were unclear whether our paper work was in the cue or not. I had to hunt that down a little bit.	NEUTRAL
There was a volunteer working in Turtle Bay the night we were there who did crafts and coloring with the kids to keep them occupied. She walked around the toy area and cleaned everything with sanitizer when the kids were done playing with it. The Dr who saw my daughter was very kind, spoke directly to her (she is 12) and involved her in the process completely. He showed h...	POSITIVE
Too long waiting time in ED. Some doctors explain patiently, but some don't.	POSITIVE & NEGATIVE

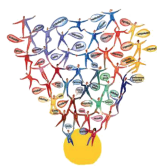


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Under staff, should have more compassion to patients. A patient who waited a long time asked a nurse how long still need to wait, the nurse said you can leave if you don't feel like waiting. We waited 5 hours, but only saw the doctor for only around 30 seconds. The environment in BC Children's Hospital is way better than before, but the service is much worse than before. NEUTRAL

We waited for around 4-5 hours in the waiting area after we arrived. We got into the patient's room, and waited another 2 hours for the doctor. The doctor sent us home after around 10 minutes diagnosis. No one really asked my child if he was alright in the waiting area for hours. My child was given medicine when we got in the patient room, and the doctor came after 2 hours l... NEUTRAL

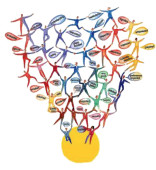


Question BCED22: What is the most important change we could make to improve patient experiences in BC Emergency Departments and ambulance services? We welcome your additional comments.

Information/Education

Comments related to information and/or education given to the patient/family about the status and progress of the patient's condition, test results and discussions explained in a way that patient and family can understand.

Comments	Valence
A video or cartoon for the children about triaging to explain why they are waiting in the emergency department. Any indication for why and how long patients are waiting. Manage expectations for the wait - for the children. A dad was carrying a baby, and the baby threw up. Yet, the place was not properly cleaned. There was nobody at the desk. Signs or any other ways for patients...	NEUTRAL
After we registered, we went to the Turtle Bay waiting area and it took us an hour until someone finally acknowledged that we were there. We were the only people waiting in that waiting room at that time. The other thing that I would suggest is for the doctors to be a little bit more informative on what is going on with the child.	NEUTRAL
Because its asthma, and we have been to the ED several times, we would like to leave with more information and education on his long term condition, or to be referred to an asthma clinic. I am a little bit unhappy that nothing has been done about it. Its disappointing that there has been no consultation about it outside E.R. He is now four and no lung X-Ray or anything. Even ...	NEUTRAL
Everything in the hospital is very good. Very clear instructions on how to treat my child. The doctors good the nurses good. The wait time is too long.	POSITIVE
Have the wait time at Children's Hospital Emergency posted on the website.	NEUTRAL
Having a person to make patients aware of wait time estimates and reasoning if possible on why the wait times are so long it would help alleviate tension. I personally have watched my file get bumped back three times in one visit without any notification. One of my biggest issues is a massive lack of information. my husband lost his father a few months ago, he had a big prob...	NEUTRAL
Over all it was exceptional experience. Leaving for food is hard to go get. Having a vending machine or food closer would be helpful. All the staff were great and really relatable. Having the colouring books for our other kids was really helpful. The man at the parking area is so helpful and compassionate. He is so approachable and so kind. Having this was huge and was so...	NEUTRAL
There was a volunteer working in Turtle Bay the night we were there who did crafts and coloring with the kids to keep them occupied. She walked around the toy area and cleaned everything with sanitizer when the kids were done playing with it. The Dr who saw my daughter was very kind, spoke directly to her (she is 12) and involved her in the process completely. He showed h...	POSITIVE

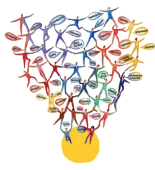


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Waiting rooms should have more capacity. They should also supply seats while being checked in. It's very hard to hold your child in your arms while being asked all those questions and standing up. More and better communication between doctors, nurses and parents while waiting to be admitted. Also better and clearer information provided about medications being administered to... NEUTRAL

We are thankful the ER dr listened to our concerns about the numerous CT scans our child has received. She pushed for an MRI and we are very grateful. The ER Dr was also very thorough in her evaluation. Our child needs surgery and infection has been an issue in the past. Extra precautions and an explanation of the extra steps taken to ensure the best sterile environment... NEUTRAL



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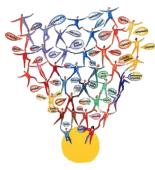
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Involvement of Family/Friends/Supporters

Comments related to accommodations, support, and recognition given to family and friends as part of the treatment process.

Comments	Valence
doctors should give family some options of treatment, say here is option 1 and option 2. In general, we don't feel comfortable of requesting further testings/screenings such as ultra sound etc	NEGATIVE
For staff to ask parents if there is anything they want them to know about their child before asking for your address, date of birth, phone number etc because it's an emergency. My daughter has a rare disease and it's not overall understood, so we are the experts in that and only call when we need incubation/oxygen, and when she is really sick; so I find with all the staff a...	NEUTRAL
Offer juice to parents who are waiting 12 hours in the emergency department before the child is moved to another part of the hospital. Also, offer relief for the parent to go for a walk and have some food after they have been waiting for a few hours. I take my child in around 5pm on average and don't go to another part of the hospital until 5am, the last couple of visits. Th...	NEUTRAL

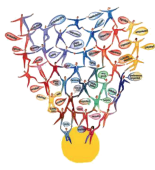


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Patient Safety

Comments related to the patients safety being compromised/jeopardized or a medical error.

Comments	Valence
I am not please last doctor we have seen. He did not build a depth relations with my child. They need to have doctors to build better connections to children, his diagnoses was not accurate. He said to stop to antibiotic which was wrong. This time was bad service, and we wait over one hour to see a doctor.	NEUTRAL
Getting them out sooner. More staffing so you can be out quicker. I know that is a funding issue. Its great to have a children's hospital. Everything in the hospital was well organized and they had an area for stitches so we did not need to sit with someone who had infections.	NEUTRAL
I feel that the emergency staff should give tests quicker, especially when it is involving children, because a delay could be dangerous.	NEUTRAL
In my experience I found I had to explain the condition of my child being that she had been able to eat for a week without feeling extreme nausea however they did not seem to be taking me serious until I had gotten my child to eat and her symptoms were exaggerated. I had to put my child through extreme anxiety and actual suffering for them to take me serious at all. If I had...	NEGATIVE
more care provided by doctor. we waited over 2 hours and the doctor only spent 5 minutes with us without taking an accurate history or probing my daughter as to what brought on her symptoms. we went in with my 6 year old having a headache and neck pain, i was worried about meningitis or something similar. The doctor felt her lymph nodes and said she has a cold thats why s...	NEUTRAL
My child had a 41 degree fever. The wait time was 2 hours plus before we were seen by someone, during that time my child's fever kept going up. We have a history of febrile seizures in the family. I felt that someone could have given him some Tylenol or Advil while waiting. I ended up running to the car and giving him some. When we saw the doctor the doctor prescribed amoxi...	NEGATIVE
My entire experience regarding my child was WORST AND PATHETIC. It is shameful that the doctors did not bother to listen and did not even care to hear out worries. My child has been sick and coughing so bad and even bleeding when he coughs. This is so sad that they said nothing happened. I had been running all over Vancouver for three days everyday then took him to Surrey ho...	NEGATIVE



Facility: BC Children's Hospital
Peer Group: Large
Date: Jan 1, 2018 - March 31, 2018 Discharges

FACILITY FINAL REPORT
Surveys Completed: 474
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Our experience was very good at children's hospital but I can't say the same 3 years ago at the emergency department in new Westminster at Royal Columbia hospital they did not treat us very well and my daughter had ear infection and almost numonia and they told us she was fine next day she wasn't responding thanks that we took her to children's hospital she recover. So pleas...

NEGATIVE

Overall the experience was good, emergency is very helpful, doctor's office is good, gives full attention. But cnce the operation is done, the "PR", the short stay after surgery where the patient is for 25-30 minutes during recovery from anesthesia, this area needs some improvement. The personnel doesn't need to rush it, trying to wake the child, but leave him to recover n...

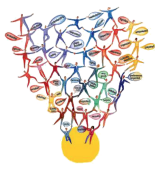
NEUTRAL

The doctors we saw at our two visits to the Emergency disregarded that our daughter may have strep. They made us feel like we had no experience and could not make a diagnosis on our own. We insisted on a strep test but were told it wasn't necessary and that they haven't ever seen her symptoms without a sore throat being strep. The test came back positive three days later and...

NEGATIVE

There should be a seperate waiting area for non-contagious patients to avoid virus spreading

NEUTRAL

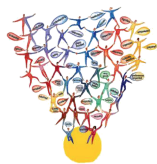


Question BCED22: What is the most important change we could make to improve patient experiences in BC Emergency Departments and ambulance services? We welcome your additional comments.

Emotional Support

Comments relating to the anxiety felt by patients and family, as well as knowledge and availability of clinical staff to address emotional concerns.

Comments	Valence
I would say more Emergency Rooms communication. I found communication was lacking. When there were shift changes with Nurses, we did not know Nurses had changed. My Child required a lot of Blood Tests. We asked for EMLA cream, for numbing the needle pain, but when the technician came in, they didn't have an idea about our request. The Doctor and Nurses said that my child nee...	NEGATIVE
In my experience I found I had to explain the condition of my child being that she had been able to eat for a week without feeling extreme nausea however they did not seem to be taking me serious until I had gotten my child to eat and her symptoms were exaggerated. I had to put my child through extreme anxiety and actual suffering for them to take me serious at all. If I had...	NEGATIVE
My daughter got sick, we had a lot of family visit over the holidays. We went to a clinic and another hospital and had terrible experiences. My daughter wasn't getting better. I wasn't sure what to do. I called my husband. He said we are going to British Columbia Childrens Hospital. They did all the tests and got everything right but we had to stay two weeks. The doctor and ...	NEUTRAL
Over all it was exceptional experience. Leaving for food is hard to go get. Having a vending machine or food closer would be helpful. All the staff were great and really relatable. Having the colouring books for our other kids was really helpful. The man at the parking area is so helpful and compassionate. He is so approachable and so kind. Having this was huge and was so...	NEUTRAL
The Emergency Department was really busy so it actually took 6 hours before my daughter saw a doctor. It was quite a while and at that point I was getting quite concerned about my daughter's overall status of health. I also had the flu and which made it difficult to care for her. The long wait was hard because of that. The major issue I had was that my daughter's main nurse,...	NEUTRAL
the nurses are so wonderful, compassionate, and fun. they always know how to turn a scary experience into a great one.	POSITIVE



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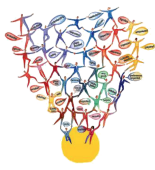
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Emergency Staff (General)

Comments relating to emergency department staff in general.

Comments	Valence
As always, I would recommend this emergency department and great care. The only feedback I had (which I gave to the resident doctor on the follow up visit) is that I wasn't explained what to do if my child had vertigo symptoms that lasted many days, i.e is there a way to make it go away. I feel fortunate to live in a City where we have access to this facility. The staff at t...	POSITIVE
I believe that when you have a medically ill child, the staff should listen to the input of the parents.	NEUTRAL
I can tell they are short staffed; they definitely need more manpower across all fields, docs, nurses, and general help down to asking where the bathroom is. I would also like to see more physical space as I feel that patients crammed in triages and other waiting spaces in general.	NEUTRAL
I just found that when I took my kid in the early morning and he was sleeping the staff were very loud. Other people were trying to sleep too. The staff should be a little more considerate.	NEUTRAL
I left the ED during this visit because our wait was too long, and because I am a registered nurse, I was able to access an ED doctor and have a side discussion with her about my decision to leave the ED and what may be the general protocol for treating a condition like (redacted)'s. My experience with the ED staff was pleasant, they were however very busy. I think the way...	NEUTRAL
I think the registration when you arrive is frustrating. Only one person was doing registration and then they send you to your section. To change the registration to a faster registration they need more people. As we were waiting a cold wind was blowing through. We stood there for more than 15 minutes while they process one family at a time. It was very busy but only one pe...	POSITIVE
I was really impressed with the emergency department and staff at Childrens Hospital. If I had to provide any constructive comments, it would be the 2 and half hour wait before we were able to see a nurse/doctor.	POSITIVE
Improve the wait times in the ED - I have 2 children and have had to use the ED for each one in the last couple months. Each visit is about 6-6.5 hours. I think this is considered an average wait time at BC Children's and it depends on the severity of the issue but the wait time I do consider long. The care however, at BC Children's is top of class and I ensure I really need...	NEUTRAL



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It was faster than before and directed to the right department quickly very good experience. Maybe have a parking machine. The staff is very nice and treated all of us with respect and they were very nice. POSITIVE

It was really good. People were organized. It was clean. They were accommodating and friendly. NEUTRAL

More triage staff to clear long lineups quicker, provide meals or at least offer a meal during breakfast, lunch or dinner. NEUTRAL

My daughter got sick, we had a lot of family visit over the holidays. We went to a clinic and another hospital and had terrible experiences. My daughter wasn't getting better. I wasn't sure what to do. I called my husband. He said we are going to British Columbia Childrens Hospital. They did all the tests and got everything right but we had to stay two weeks. The doctor and ... POSITIVE

Over all it was exceptional experience. Leaving for food is hard to go get. Having a vending machine or food closer would be helpful. All the staff were great and really relatable. Having the colouring books for our other kids was really helpful. The man at the parking area is so helpful and compassionate. He is so approachable and so kind. Having this was huge and was so... POSITIVE

Overall service for every visit to children's hospital has been fantastic, very knowledgeable friendly staff. POSITIVE

Staff did an excellent job POSITIVE

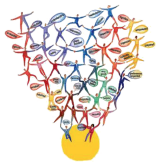
The Emergency Department was really busy so it actually took 6 hours before my daughter saw a doctor. It was quite a while and at that point I was getting quite concerned about my daughter's overall status of health. I also had the flu and which made it difficult to care for her. The long wait was hard because of that. The major issue I had was that my daughter's main nurse,... NEUTRAL

The staff should pay more attention to the parent's medical family knowledge. Sometimes the junior doctors are tentative when making some medical decisions. NEUTRAL

The wait time changes everything. It is frustrating when you have to make your child wait for 5 hours in a waiting room. They get tired and it just makes their condition gets worse. The doctors and nurses are not the problem. The survey needs more questions about the wait time and about the front desk staff as these people are not very helpful or seem to care about the wait ... NEGATIVE

The wait times are just ridiculous. Amazing care and staff approached was great but we are not there because we have nothing else better to do, we are there because of an emergency or possible emergency waiting for 4-6 hours is not acceptable. POSITIVE

to be seen faster, had xray and waited long time for results. everyone was very nice just a long time to wait to be referred to orthopaedic surgeon and a lot of probing and moving her poor stress fractured wrist but everyone was very nice. NEUTRAL

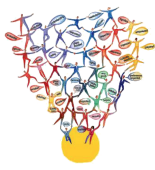


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We had an incredible care. We were taken care well of. Amazing care for this hospital even the staff, volunteers, nurses and doctors. We were just very lucky . It took for the first doctor that responded to us longer to diagnose my son. Maybe just a more experience on the part of the doctor. Its just a minor thing and this is the only constructive feedback I could give. POSITIVE

When you arrive at BC Childrens hospital, there is no privacy when giving your information. Also, there should be staff on call from GI or radiology. NEUTRAL



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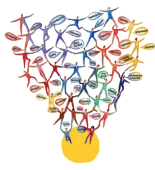
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Responsiveness of Emergency Department Staff

Comments relating to attentiveness and responsiveness of emergency department staff, wait times for attention to call bells, requests to see physicians, nursing staff, nurse manager, midwives, and requests for medications or pain relief.

Comments	Valence
A child's vitals should be checked and assessed regularly even in the waiting area, while waiting to see the doctor.	NEUTRAL
For staff to ask parents if there is anything they want them to know about their child before asking for your address, date of birth, phone number etc because it's an emergency. My daughter has a rare disease and it's not overall understood, so we are the experts in that and only call when we need incubation/oxygen, and when she is really sick; so I find with all the staff a...	NEGATIVE
It was not a pleasant experience this time. Should be more doctors and nurses. Because it's a children's hospital. Adults can cope with pain but children cannot, felt very sad. Children emergency should be just that an emergency.	NEUTRAL
My last visit to the emergency which this survey is about was good, my daughter had a very high fever and was vomiting and that's why I took her they said she had a virus. However I would like to give feed back on my visit on July 2/2017 when I took her to the emergency dept and waited I believe about 6 hours to see a DR which we complained about. The wait was WAY too long a...	NEGATIVE
Pay more attention to patients. Reduce the wait time.	NEUTRAL
Quicker response to see specialists in Emergency Department.	NEUTRAL
They didnt have a staff available at the registration desk and there was no one to ask me what happened to my child. There was a long wait. The doctor didn't answer the question the mother had for her child.	NEUTRAL



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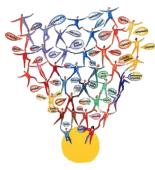
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Hospital Staff (Nice/Helpful)

Comments relating to the emergency department staff as nice, helpful, going above-and-beyond, caring, friendly, empathetic, compassionate, and culturally sensitive.

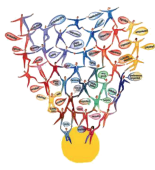
Comments	Valence
As a parent, you seek the best care possible for your child. For my family and many of my friends, the best care is at BC Children's hospital. It's where I recommend anyone to take their children when they are sick, or if they doubt the diagnosis they received from other medical professionals. There is absolutely nothing I would change about the care my children receive as i...	POSITIVE
Everyone was really calm, which made me really calm.	NEUTRAL
Felt that the process was disorganized, everyone was standing there waiting for check-in in a line up, I was standing there for 30 min. Once I saw the nurse, it was fine but some nurses didn't seem very caring. The nurse who helped us didn't seem to be on the same page as the doctor, she was a little rude and there was an instance where she literally said: "Oh, you're still ...	NEGATIVE
First when we arrived to ED i had my older child in another building and it was better, they had a scale to weigh, this time they had no room or space for that, there was just a paper for info, bad customer service by what she believes to be nurses- bad customer service, women with child in arms sick, also wanted check up for older child, but could only accommodate baby even...	NEUTRAL
I am satisfied with the care at Children's Hospital. They are very friendly and the medical care is excellent. However, the waiting time is too long. Sometimes you need to wait six hours.	POSITIVE
I don't understand why the waiting time was that long and at the end the doctor did not even spend 5min with us to listen to our preoccupations and fears and to take them into consideration. They should show more compassion, and treat each patient equally even if they are busy, every child should be an emergency. The pediatrician prescribed medicines but the Emergency Depart...	NEUTRAL
I think it is useful for kids to have for them to do, and do not keep people waiting for no reason, hire more doctors. The general opinion for ED is 3-4 hours I do not understand why, and I am waiting for 2 hours or so, it feels without knowing what is going on. Why is it taking so long? The care is good, they are respectful generally. Be more efficient not waste time and as...	POSITIVE
I was very happy with my experience with Children's Hospital. The staff were helpful and sincere. I really do like the discharge notes and what to symptoms may or may not appear and when to follow up all written up for me.	POSITIVE



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I would like to get help faster although I know you have many patients. Thank you for your help and kindness.	POSITIVE
It was really good. People were organized. It was clean. They were accommodating and friendly.	POSITIVE
My biggest complaint would be the check in process. I walked in and there was someone at the desk checking in so I was standing in line. I had eye contact with the lady checking in. I waited for about 5-10 mins and when that person was done, as person with their child walked straight up to her coming through the emergency door and she checked them in. This than made me wai...	POSITIVE
My daughter got sick, we had a lot of family visit over the holidays. We went to a clinic and another hospital and had terrible experiences. My daughter wasn't getting better. I wasn't sure what to do. I called my husband. He said we are going to British Columbia Childrens Hospital. They did all the tests and got everything right but we had to stay two weeks. The doctor and ...	POSITIVE
Nurses should be more considerate and should always have a heart for sick kids!	NEGATIVE
Once I brought my two year old daughter to Emergency, because she had diarrhea on the plane. It didn't improve when we got to Vancouver, and I even found blood in her stool. When we got to Emergency a nurse had me put my daughter's stool into a sample jar. When we were notified that we could leave Emergency and leave the filled sample jar behind for testing, I overheard [t...	NEUTRAL
Our doctor told us that 'there are very sick children here' and brushed off my child's medical issues even though we were sent by my family doctor. She was lacking empathy.	NEUTRAL
Over all it was exceptional experience. Leaving for food is hard to go get. Having a vending machine or food closer would be helpful. All the staff were great and really relatable. Having the colouring books for our other kids was really helpful. The man at the parking area is so helpful and compassionate. He is so approachable and so kind. Having this was huge and was so...	POSITIVE
Overall service for every visit to children's hospital has been fantastic, very knowledgeable friendly staff.	POSITIVE
Overall, we feel the care we received was excellent. The nurses (mostly) did everything with a smile! We were at Emergency twice in two days. Both times we waited over 4 hours in the waiting room to receive care. I feel that this is an area that could be improved on .	NEUTRAL
The new check in procedure was very strange. Previously patients that just came in could sit down and wait to be registered. Now you come in and have to stand until you are registered. Luckily, ED was not busy at all and we were registered right away. However, people that came in after us had to STAND. My daughter was VERY weak at the time, and she would not have been able t...	POSITIVE & NEGATIVE



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the nurses are so wonderful, compassionate, and fun. they always know how to turn a scary experience into a great one. POSITIVE

The nurses are usually very passionate to kids, this nurse was very grumpy. She had no interest or passion and her attitude was not friendly. We followed her to the examination room. I was walking slowly and she walked off down the hall. When we were in the room she was asking questions. We were there for the second time, he took his script but it got worse and we came back... NEGATIVE

The wait time for Doctors are too long. The hospital is beautiful and the nurses are friendly, helpful and very approachable. POSITIVE

There was a volunteer working in Turtle Bay the night we were there who did crafts and coloring with the kids to keep them occupied. She walked around the toy area and cleaned everything with sanitizer when the kids were done playing with it. The Dr who saw my daughter was very kind, spoke directly to her (she is 12) and involved her in the process completely. He showed h... POSITIVE

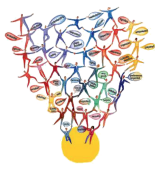
to be seen faster, had xray and waited long time for results. everyone was very nice just a long time to wait to be referred to orthopaedic surgeon and a lot of probing and moving her poor stress fractured wrist but everyone was very nice. POSITIVE

Under staff, should have more compassion to patients. A patient who waited a long time asked a nurse how long still need to wait, the nurse said you can leave if you don't feel like waiting. We waited 5 hours, but only saw the doctor for only around 30 seconds. The environment in BC Children's Hospital is way better than before, but the service is much worse than before. NEUTRAL

We are extremely grateful that Dr.[identifier removed] and other related doctors (don't know all names) saved our daughter with a successful brain-tumor-removal surgery. They have hands of God and golden hearts. All other care providers were very compassionate and kind too. We want to thank them all every time we have a chance. POSITIVE

We get treatment within 30min of wait time. I used heard rumour that I need to wait for hours and hours before any treatment. The nurse is helpful and kind. Excellent service. POSITIVE

we had an excellent experience. The doctor took her time with us. Was so much nicer then a clinic which rushes you through.. POSITIVE

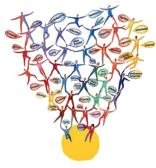


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Hospital Staff (Professional)

Comments relating to the emergency department staff's professional demeanor, appearance, respect of patient, and professional honesty.

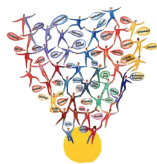
Comments	Valence
Felt that the process was disorganized, everyone was standing there waiting for check-in in a line up, I was standing there for 30 min. Once I saw the nurse, it was fine but some nurses didn't seem very caring. The nurse who helped us didn't seem to be on the same page as the doctor, she was a little rude and there was an instance where she literally said: "Oh, you're still ...	NEGATIVE
Having a person to make patients aware of wait time estimates and reasoning if possible on why the wait times are so long it would help alleviate tension. I personally have watched my file get bumped back three times in one visit without any notification. One of my biggest issues is a massive lack of information. my husband lost his father a few months ago, he had a big prob...	NEUTRAL
Hope the nurses could be more professional when caring babies.	NEUTRAL
I'd like to thank everybody involved after this incident. They were all calm, professional, friendly and just fantastic. Thank you!	POSITIVE
My son had respiratory issues and he waited 5hours before a nurse realised his chart was stuck to another one. I keep going in but given meds for symptoms and 1 Month later he has it again. Also all kids vomiting and leaving tissues on seats. I think the waiting room needs to be bleached down or whatever to get rid of trace germs. Kids.woth a broken bone or.cut shouldn't be ...	NEUTRAL
Once I brought my two year old daughter to Emergency, because she had diarrhea on the plane. It didn't improve when we got to Vancouver, and I even found blood in her stool. When we got to Emergency a nurse had me put my daughter's stool into a sample jar. When we were notified that we could leave Emergency and leave the filled sample jar behind for testing, I overheard [t...	NEGATIVE
Overall we had a very good experience at the emergency department and were treated by very professional healthcare providers. One issue we had was the waiting time for the visit, actually we almost left that night after waiting for 2 hours.	POSITIVE
Suggest for nurses to understand patient because they can be sometimes rude because of their situation	NEGATIVE
The doctor was absolutely amazing. He had incredible bedside manner and make me and my child feel very comfortable. He was very thorough. He was just wonderful. I appreciated that he said it was good that I brought her in.	POSITIVE



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We are thankful the ER dr listened to our concerns about the numerous CT scans our child has received. She pushed for an MRI and we are very grateful. The ER Dr was also very thorough in her evaluation. Our child neede surgery and infection has been an issue in the past. Extra precautions and an explanation of the extra steps taken to ensure the best sterile environment... POSITIVE

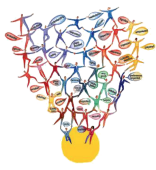


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Hospital Staff (Knowledgeable)

Comments relating to the emergency department staff's knowledge of tests, procedures, condition, medications, prescriptions, and overall health.

Comments	Valence
I am not please last doctor we have seen. He did not build a depth relations with my child. They need to have doctors to build better connections to children, his diagnoses was not accurate. He said to stop to antibiotic which was wrong. This time was bad service, and we wait over one hour to see a doctor.	NEUTRAL
For staff to ask parents if there is anything they want them to know about their child before asking for your address, date of birth, phone number etc because it's an emergency. My daughter has a rare disease and it's not overall understood, so we are the experts in that and only call when we need incubation/oxygen, and when she is really sick; so I find with all the staff a...	NEUTRAL
I am very happy with how it went. It was very good and quick. The doctor was knowledgeable.	NEUTRAL
I didn't fully understand what was going on with my son, but the doctors didn't exactly know, either. They had to give me an educated guess, and said that if things didn't get better in the next couple days to come back. The doctors did their best to explain what they knew about the situation, and the problem went away on its own in a few days.	NEGATIVE
I have 3 kids so [identifier removed] who was admitted is the youngest and my middle son has leukemia with regards to the ED I think that nurses in ED need more training to access VAD. Accessing VAD is a matter of training and access because every time we go to oncology they do it well, but every time we go to emergency the nurses take 3 or 4 times to get the needle to go i...	NEUTRAL
My son had respiratory issues and he waited 5hours before a nurse realised his chart was stuck to another one. I keep going in but given meds for symptoms and 1 Month later he has it again. Also all kids vomiting and leaving tissues on seats. I think the waiting room needs to be bleached down or whatever to get rid of trace germs. Kids.woth a broken bone or.cut shouldn't be ...	NEUTRAL
The doctors we saw at our two visits to the Emergency disregarded that our daughter may have strep. They made us feel like we had no experience and could not make a diagnosis on our own. We insisted on a strep test but were told it wasn't necessary and that they haven't ever seen her symptoms without a sore throat being strep. The test came back positive three days later and...	NEGATIVE



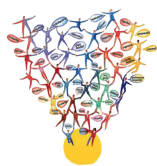
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The nurses are sometimes reckless and careless as my child stayed for a week in the hospital, they would not know when to change the milk bag and most of the times they would not offer the basic necessity items inspite of asking them for several times. NEGATIVE

Very good experience! Doctors were very informed about how to treat my sons breathing issues while sick without prescribed medicine as he is still so young. He already has a blue inhaler, so they didn't prescribe a steroid inhaler. He was sick, so his asthmatic symptoms only seem to appear when sick. POSITIVE

We had an incredible care. We were taken care well of. Amazing care for this hospital even the staff, volunteers, nurses and doctors. We were just very lucky . It took for the first doctor that responded to us longer to diagnose my son. Maybe just a more experience on the part of the doctor. Its just a minor thing and this is the only constructive feedback I could give. NEUTRAL

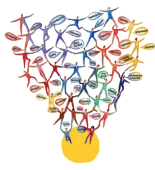


Question BCED22: What is the most important change we could make to improve patient experiences in BC Emergency Departments and ambulance services? We welcome your additional comments.

Hospital Staff (Quantity)

Comments related to the number of emergency department staff.

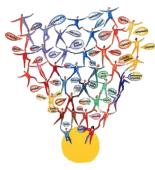
Comments	Valence
More triage nurses would solve longer wait times.	NEUTRAL
A video or cartoon for the children about triaging to explain why they are waiting in the emergency department. Any indication for why and how long patients are waiting. Manage expectations for the wait - for the children. A dad was carrying a baby, and the baby threw up. Yet, the place was not properly cleaned. There was nobody at the desk. Signs or any other ways for patients...	NEUTRAL
Every time I go to emerge to take my son in sometimes the nurses are kind of rude. Sometimes the nurses are helpful sometimes not. The wait is too long to have my child checked waiting time is long. Once I'm in the room I'm out within half an hour. I know you guys are busy but I think there should be a certain area designated for extremely sick kids. Another section for kids...	NEUTRAL
Getting them out sooner. More staffing so you can be out quicker. I know that is a funding issue. Its great to have a children's hospital. Everything in the hospital was well organized and they had an area for stitches so we did not need to sit with someone who had infections.	NEUTRAL
I believe waiting time for patients were excessively long - both days we waited about 5 hours because it was in the afternoon. There should more doctors.	NEUTRAL
I can tell they are short staffed; they definitely need more manpower across all fields, docs, nurses, and general help down to asking where the bathroom is. I would also like to see more physical space as I feel that patients crammed in triages and other waiting spaces in general.	NEUTRAL
I think it is useful for kids to have for them to do, and do not keep people waiting for no reason, hire more doctors. The general opinion for ED is 3-4 hours I do not understand why, and I am waiting for 2 hours or so, it feels without knowing what is going on. Why is it taking so long? The care is good, they are respectful generally. Be more efficient not waste time and as...	NEUTRAL
I think more Doctors are needed. Everything is perfect	NEUTRAL
It was not a pleasant experience this time. Should be more doctors and nurses. Because it's a children's hospital. Adults can cope with pain but children cannot, felt very sad. Children emergency should be just that an emergency.	NEGATIVE
Making the process a little faster by having more doctors available	NEUTRAL
More doctors, more nurses	NEUTRAL



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Date: Jan 1, 2018 - March 31, 2018 Discharges

FACILITY FINAL REPORT
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More triage staff to clear long lineups quicker, provide meals or at least offer a meal during breakfast, lunch or dinner.	NEUTRAL
My last visit to the emergency which this survey is about was good, my daughter had a very high fever and was vomiting and that's why I took her they said she had a virus. However I would like to give feed back on my visit on July 2/2017 when I took her to the emergency dept and waited I believe about 6 hours to see a DR which we complained about. The wait was WAY too long a...	NEGATIVE
Pretty good treatment whenever I go. Sometimes there is a lot of people. More support staff is needed so people know where they are in priority.	NEUTRAL
The wait times are too long and the kids cry.they need more doctors in emergency	NEUTRAL
The wait time was excessive; it was 7 hours with no indication of when we were actually going to get seen. There were lots of empty beds but not enough staff.	NEUTRAL
The wait times are too long; we waited about an hour or 2 to get help for my child. Getting more practitioners on the job during all hours would help there seem to be a shortage of personnel.	NEUTRAL
There should be more doctors in the emergency department	NEUTRAL
There should be more doctors, but we understand they're doing the best they can with what they have. They don't have a personal area for the nurses to ask personal questions and be able to access the patients in a private matter, but that could just be because of the renovations and construction.	NEUTRAL
They should have more Doctors to reduce wait times.	NEUTRAL
To have more doctors so people wouldn't have to wait like 6 hours and up.	NEUTRAL
Under staff, should have more compassion to patients. A patient who waited a long time asked a nurse how long still need to wait, the nurse said you can leave if you don't feel like waiting. We waited 5 hours, but only saw the doctor for only around 30 seconds. The environment in BC Children's Hospital is way better than before, but the service is much worse than before.	NEGATIVE
Under-staffed, the wait time was too long.	NEGATIVE
We wait 6hours in emergency!! We hope in the future yhey can have more doctors and nurse who working in the children hospital and reduce waiting hours	NEUTRAL
we were waiting for 4 hours to see a doctor. we were very surprised when we were told that there is only one doctor at the moment on the floor.	NEUTRAL



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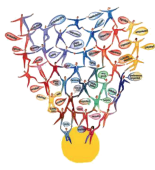
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Question BCED22: What is the most important change we could make to improve patient experiences in BC Emergency Departments and ambulance services? We welcome your additional comments.

Doctor/Physician

Comments related to physician care.

Comments	Valence
My concern is that we had a discussion and we had a plan. Five minutes later, the doctor changed her mind on the plan.	NEUTRAL
I am not please last doctor we have seen. He did not build a depth relations with my child. They need to have doctors to build better connections to children, his diagnoses was not accurate. He said to stop to antibiotic which was wrong. This time was bad service, and we wait over one hour to see a doctor.	NEGATIVE
A child's vitals should be checked and assessed regularly even in the waiting area, while waiting to see the doctor.	NEUTRAL
A video or cartoon for the children about triaging to explain why they are waiting in the emergency department.Any indication for why and how long patients are waiting. Manage expectations for the wait - for the children.A dad was carrying a baby, and the baby threw up. Yet, the place was not properly cleaned. There was nobody at the desk.Signs or any other ways for patients...	NEUTRAL
After we registered, we went to the Turtle Bay waiting area and it took us an hour until someone finally acknowledged that we were there. We were the only people waiting in that waiting room at that time. The other thing that I would suggest is for the doctors to be a little bit more informative on what is going on with the child.	NEUTRAL
As a parent, you seek the best care possible for your child. For my family and many of my friends, the best care is at BC Children's hospital. It's where I recommend anyone to take their children when they are sick, or if they doubt the diagnosis they received from other medical professionals. There is absolutely nothing I would change about the care my children receive as i...	POSITIVE
As always, I would recommend this emergency department and great care. The only feedback I had (which I gave to the resident doctor on the follow up visit) is that I wasn't explained what to do if my child had vertigo symptoms that lasted many days, i.e is there a way to make it go away. I feel fortunate to live in a City where we have access to this facility. The staff at t...	NEUTRAL
Communication between nurses and doctors.	NEUTRAL
Doctor wait times are too long.	NEUTRAL



Even considering a fact that my child's issue was not really urgent (he needed a glue treatment or a stitch for a cut), a waiting time was pretty long. I've been to BC Children's ER twice. Waiting time for the first visit was fairly short, while we had to wait around 3 hours to see a doctor on the second visit. Also, BC Children's is not on a website where provides ER wait t...

NEUTRAL

Every time I go to emerge to take my son in sometimes the nurses are kind of rude. Sometimes the nurses are helpful sometimes not. The wait is too long to have my child checked waiting time is long. Once I'm in the room I'm out within half an hour. I know you guys are busy but I think there should be a certain area designated for extremely sick kids. Another section for kids...

NEUTRAL

Everything in the hospital is very good. Very clear instructions on how to treat my child. The doctors good the nurses good. The wait time is too long.

POSITIVE

Felt that the process was disorganized, everyone was standing there waiting for check-in in a line up, I was standing there for 30 min. Once I saw the nurse, it was fine but some nurses didn't seem very caring. The nurse who helped us didn't seem to be on the same page as the doctor, she was a little rude and there was an instance where she literally said: "Oh, you're still ...

NEUTRAL

First when we arrived to ED i had my older child in another building and it was better, they had a scale to weigh, this time they had no room or space for that, there was just a paper for info, bad customer service by what she believes to be nurses- bad customer service, women with child in arms sick, also wanted check up for older child, but could only accommodate baby even...

NEUTRAL

For staff to ask parents if there is anything they want them to know about their child before asking for your address, date of birth, phone number etc because it's an emergency. My daughter has a rare disease and it's not overall understood, so we are the experts in that and only call when we need incubation/oxygen, and when she is really sick; so I find with all the staff a...

NEUTRAL

Had to explain child's situation 4 different times. At the reception of the ED, examining room nurse (in detail), other nurses, and doctor as well. If they digitize the information at the front booth, they could at least read that. Or the nurses and doctors could have the same information instead of asking again with a blank form.

NEUTRAL

I am very happy with how it went. It was very good and quick. The doctor was knowledgeable.

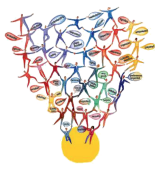
NEUTRAL

I believe waiting time for patients were excessively long - both days we waited about 5 hours because it was in the afternoon. There should more doctors.

NEUTRAL

I can tell they are short staffed; they definitely need more manpower across all fields, docs, nurses, and general help down to asking where the bathroom is. I would also like to see more physical space as I feel that patients crammed in triages and other waiting spaces in general.

NEUTRAL



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I didn't fully understand what was going on with my son, but the doctors didn't exactly know, either. They had to give me an educated guess, and said that if things didn't get better in the next couple days to come back. The doctors did their best to explain what they knew about the situation, and the problem went away on its own in a few days. NEUTRAL

I don't understand why the waiting time was that long and at the end the doctor did not even spend 5min with us to listen to our preoccupations and fears and to take them into consideration. They should show more compassion, and treat each patient equally even if they are busy, every child should be an emergency. The pediatrician prescribed medicines but the Emergency Depart... NEUTRAL

I felt that the triage process is not functional because it took 4 hrs to see a doctor. I feel somehow we got dropped down from the queue. Others who had come in later left before us. However, our doctor had written a prescription for treatment for ER doctor and it took at least 4hrs for that to be seen and agreed upon. The visit was a total of 7 hrs for blood work and x-ra... NEUTRAL

I hope they have people to help me translate when I communicate with doctors, I worried about if I don't understand the usage of medication clearly. NEUTRAL

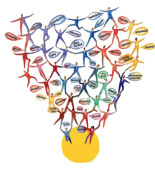
I left the ED during this visit because our wait was too long, and because I am a registered nurse, I was able to access an ED doctor and have a side discussion with her about my decision to leave the ED and what may be the general protocol for treating a condition like (redacted)s. My experience with the ED staff was pleasant, they were however very busy. I think the way... NEUTRAL

I noticed too many computers but no printers and for doctors it's time consuming to write to every patient and at times it is very hard at times to understand their handwriting. NEUTRAL

I say waiting time. If they can shorten them more that would be nice. Usually people have to wait 2-3 hours and it's really not easy. I understand that nurses and doctors take their time to look at every patient but if waiting times could come down that would be nice. NEUTRAL

I think it is useful for kids to have for them to do, and do not keep people waiting for no reason, hire more doctors. The general opinion for ED is 3-4 hours I do not understand why, and I am waiting for 2 hours or so, it feels without knowing what is going on. Why is it taking so long? The care is good, they are respectful generally. Be more efficient not waste time and as... NEUTRAL

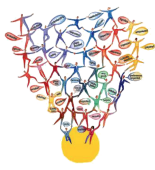
I think it makes no sense for a doctor to teach patients how to wash their hands specially in an emergency and it not their job, be respectful to patient's culture and traditions and the doctors are not accountable for patients spirituality other than their health. The biggest problem in BC health care is information between the doctor and hospital and emergency service is n... NEUTRAL



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- I think it would have been nice to see an attending physician rather than a resident one, but I know that's not possible. NEUTRAL
- I think more Doctors are needed. Everything is perfect NEUTRAL
- I think the doctor should be more open to hear than just to say. They should look at how mom's see their child or why they're sick. NEUTRAL
- I was really impressed with the emergency department and staff at Childrens Hospital. If I had to provide any constructive comments, it would be the 2 and half hour wait before we were able to see a nurse/doctor. NEUTRAL
- I went to emergency for two reasons, After Doctor checked my son for first problem, the doctor almost rushed out of the room not giving me an opportunity to ask second question, luckily second problem was something I just needed confirmation and it wasn't very serious. So perhaps asking the parent if that was all or if there was anything else I needed to ask would have been ... NEUTRAL
- I would say more Emergency Rooms communication. I found communication was lacking. When there were shift changes with Nurses, we did not know Nurses had changed. My Child required a lot of Blood Tests. We asked for EMLA cream, for numbing the needle pain, but when the technician came in, they didn't have an idea about our request. The Doctor and Nurses said that my child nee... NEUTRAL
- In my experience I found I had to explain the condition of my child being that she had been able to eat for a week without feeling extreme nausea however they did not seem to be taking me serious until I had gotten my child to eat and her symptoms were exaggerated. I had to put my child through extreme anxiety and actual suffering for them to take me serious at all. If I had... NEGATIVE
- In our experiences that I see, I understand that ED is for emergencies, but sometimes we run to emergency and spend all night or hours there. Maybe you should have one space with one doctor only for a doctor who can deal with things quickly and then you are not waiting all night. You are waiting and waiting and waiting. I have spent all night waiting in the hospital to se... NEUTRAL
- It is better more doctors available specially in the weekends. NEUTRAL
- It too long to get a Doctor to give some information. We waited a long time when we wanted to go home. NEUTRAL
- It took a little bit too long to get a doctor to see my child, we were in the ER from 3 am to about 7, but the ER seemed empty, not sure why it took so long. My child was sick and exhausted. But overall, I cannot be happier with the service received. NEUTRAL
- It took around 2-3 hours to see the doctor after we arrived. Waiting time too long. NEUTRAL
- It took forever waiting for the nurses/doctors to come check up on my daughter. NEUTRAL



It was my first experience as a father to go with a child to the hospital. I have worked at the hospital before and as a teacher and I know a lot of how hospitals work. However, in child care a visit to hospital had a waiting time of more than 4 hours. After visiting the doctor said that the problem is not serious. Nice news, but waited a long time with small baby without fo... NEUTRAL

Kid having seizures shouldn't be waiting for 4 hours to see a doctor in the ER and another 5 hours to hear from doctors around next steps. NEUTRAL

Listen to the parent about their child's complaints. I felt like the doctors didn't care. Look further into the complaint and do not just assume. NEUTRAL

Making the process a little faster by having more doctors available NEUTRAL

more care provided by doctor. we waited over 2 hours and the doctor only spent 5 minutes with us without taking an accurate history or probing my daughter as to what brought on her symptoms. we went in with my 6 year old having a headache and neck pain, i was worried about meningitis or something similar. The doctor felt her lymph nodes and said she has a cold thats why s... NEUTRAL

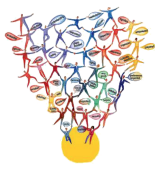
More doctors, more nurses NEUTRAL

My biggest complaint would be the check in process. I walked in and there was someone at the desk checking in so I was standing in line.I had eye contact with the lady checking in. I waited for about 5-10 mins and when that person was done, as person with their child walked straight up to her coming through the emergency door and she checked them in. This than made me wai... POSITIVE

My child had a 41 degree fever. The wait time was 2 hours plus before we were seen by someone, during that time my child's fever kept going up. We have a history of febrile seizures in the family. I felt that someone could have given him some Tylenol or Advil while waiting. I ended up running to the car and giving him some. When we saw the doctor the doctor prescribed amoxi... NEUTRAL

My daughter got sick, we had a lot of family visit over the holidays. We went to a clinic and another hospital and had terrible experiences. My daughter wasn't getting better. I wasn't sure what to do. I called my husband. He said we are going to British Columbia Childrens Hospital. They did all the tests and got everything right but we had to stay two weeks. The doctor and ... POSITIVE

My entire experience regarding my child was WORST AND PATHETIC. It is shameful that the doctors did not bother to listen and did not even care to hear out worries. My child has been sick and coughing so bad and even bleeding when he coughs. This is so sad that they said nothing happened. I had been running all over Vancouver for three days everyday then took him to Surrey ho... NEGATIVE



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My last visit to the emergency which this survey is about was good, my daughter had a very high fever and was vomiting and that's why I took her they said she had a virus. However I would like to give feed back on my visit on July 2/2017 when I took her to the emergency dept and waited I believe about 6 hours to see a DR which we complained about. The wait was WAY too long a...

NEUTRAL

Our doctor told us that 'there are very sick children here' and brushed off my child's medical issues even though we were sent by my family doctor. She was lacking empathy.

NEUTRAL

Overall the experience was good, emergency is very helpful, doctor's office is good, gives full attention. But cnce the operation is done, the "PR", the short stay after surgery where the patient is for 25-30 minutes during recovery from anesthesia, this area needs some improvement. The personnel doesn't need to rush it, trying to wake the child, but leave him to recover n...

NEUTRAL

Quicker response to see specialists in Emergency Department.

NEUTRAL

Really only 2 things could have been improved. My son was admitted for an acute allergic reaction that may have been anaphylactic. He had Benadryl and was in decreasing distress while we waited, but we did wait for over 3 hours to be seen by the doctor. I can appreciate that he wasn't urgent anymore but that was still far too long. Second, upon follow up by our regular d...

NEUTRAL

Reduce the waiting time for each process, including see a doctor, have a test, and get results. I would like to know if I need to stay overnight at hospital or any approximate wait time. I would also like some follow up calls from hospital to ask about my child's health condition. Also, the hospital should add more toys and upgrade the TV to keep children engaged. Adding mor...

NEUTRAL

shorten wait times to see the doctor.

NEUTRAL

Shorter wait times for children to be seen by the nurse/doctor, especially if it may be non-life threatening

NEUTRAL

Shorter wait times. My husband and I were with our newborn infant waiting for at least 6 hours before a doctor came to see us.

NEUTRAL

Shorter waiting time to see a dr.

NEUTRAL

Sometimes the doctors are too careful to prescribe a medicine and that becomes late and complicates the health issue.

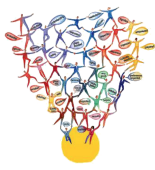
NEUTRAL

The wait times are too long and the kids cry.they need more doctors in emergency

NEUTRAL

The biggest concern I have is the wait times to see a doctor. Other than that I don't have any other concerns at all. Because of my background with Chinese hospitals, their wait times to see a doctor is maybe half an hour, or less, while in Canada the wait times are significantly longer.

NEUTRAL



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The care we received at BC Children's Hospital was all that we could have hoped for. Obviously we would prefer not to have to be there in the first place, but the nurses and doctor who helped us were so amazing! POSITIVE

The doctor was absolutely amazing. He had incredible bedside manner and made me and my child feel very comfortable. He was very thorough. He was just wonderful. I appreciated that he said it was good that I brought her in. POSITIVE

The doctors we saw at our two visits to the Emergency disregarded that our daughter may have strep. They made us feel like we had no experience and could not make a diagnosis on our own. We insisted on a strep test but were told it wasn't necessary and that they haven't ever seen her symptoms without a sore throat being strep. The test came back positive three days later and... NEGATIVE

The ECG result that night was compared to the ECG result a few years past and both showed slight symptoms of arrhythmia. Why did the doctor not do anything to follow-up on this. Tachycardia/palpitation was the reason why my daughter was brought to the hospital that night. She had the symptom after 2 puffs of Ventolin. NEUTRAL

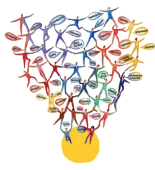
The Emergency Department was really busy so it actually took 6 hours before my daughter saw a doctor. It was quite a while and at that point I was getting quite concerned about my daughter's overall status of health. I also had the flu and which made it difficult to care for her. The long wait was hard because of that. The major issue I had was that my daughter's main nurse,... NEUTRAL

The new check in procedure was very strange. Previously patients that just came in could sit down and wait to be registered. Now you come in and have to stand until you are registered. Luckily, ED was not busy at all and we were registered right away. However, people that came in after us had to STAND. My daughter was VERY weak at the time, and she would not have been able to... POSITIVE

The old ED had chairs to sit on while waiting for triage. The new ED just has a line where you stand. At this visit, we had to stand over an hour to be seen by the triage nurse. This was uncomfortable, especially 930pm. There should be chairs. Also, if someone has been to the ED for the same thing, like us - croup, over and over again, and they always get the same drug... NEUTRAL

The resident doctor seemed to be indecisive about what treatments to give the child and how to contact the other doctors within the BC Children's Hospital. A pediatrician or another doctor should have been seen sooner. The nurses were nice and helpful. NEUTRAL

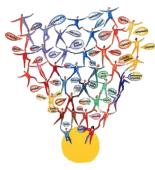
The staff should pay more attention to the parent's medical family knowledge. Sometimes the junior doctors are tentative when making some medical decisions. NEUTRAL



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The wait time changes everything. It is frustrating when you have to make your child wait for 5 hours in a waiting room. They get tired and it just makes their condition gets worse. The doctors and nurses are not the problem. The survey needs more questions about the wait time and about the front desk staff as these people are not very helpful or seem to care about the wait ...	NEUTRAL
The wait time for Doctors are too long. The hospital is beautiful and the nurses are friendly, helpful and very approachable.	NEUTRAL
The wait times are too long; we waited about an hour or 2 to get help for my child. Getting more practitioners on the job during all hours would help there seem to be a shortage of personnel.	NEUTRAL
The waiting time is way too much and it is hard to sit with your sick child for such long hours and keep waiting. Especially when your child is crying and growling. Not only this, the doctors don't offer any sorts of medicines to the children to offer immediate relief. These things are sad and must be changed.	NEUTRAL
The waiting time was too long sometimes. Should consider to have the severer ones seen the doctors first.	NEUTRAL
There should be more doctors in the emergency department	NEUTRAL
There should be more doctors, but we understand they're doing the best they can with what they have. They don't have a personal area for the nurses to ask personal questions and be able to access the patients in a private matter, but that could just be because of the renovations and construction.	NEUTRAL
There was a volunteer working in Turtle Bay the night we were there who did crafts and coloring with the kids to keep them occupied. She walked around the toy area and cleaned everything with sanitizer when the kids were done playing with it. The Dr who saw my daughter was very kind, spoke directly to her (she is 12) and involved her in the process completely. He showed h...	POSITIVE
They didnt have a staff available at the registration desk and there was no one to ask me what happened to my child. There was a long wait. The doctor didn't answer the question the mother had for her child.	NEUTRAL
They should have more Doctors to reduce wait times.	NEUTRAL
to be seen faster, had xray and waited long time for results. everyone was very nice just a long time to wait to be referred to orthopaedic surgeon and a lot of probing and moving her poor stress fractured wrist but everyone was very nice.	NEUTRAL
To have more doctors so people wouldn't have to wait like 6 hours and up.	NEUTRAL
Too long waiting time in ED. Some doctors explain patiently, but some don't.	POSITIVE & NEGATIVE



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Under staff, should have more compassion to patients. A patient who waited a long time asked a nurse how long still need to wait, the nurse said you can leave if you don't feel like waiting. We waited 5 hours, but only saw the doctor for only around 30 seconds. The environment in BC Children's Hospital is way better than before, but the service is much worse than before. NEUTRAL

Very good experience! Doctors were very informed about how to treat my sons breathing issues while sick without prescribed medicine as he is still so young. He already has a blue inhaler, so they didn't prescribe a steroid inhaler. He was sick, so his asthmatic symptoms only seem to appear when sick. POSITIVE

Waiting rooms should have more capacity. They should also supply seats while being checked in. It's very hard to hold your child in your arms while being asked all those questions and standing up. More and better communication between doctors, nurses and parents while waiting to be admitted. Also better and clearer information provided about medications being administered to... NEUTRAL

Waiting time was too long. My child had a wood splinter in his foot. We waited at least 30 mins for the nurse to come in to give us the freezing cream after the doctor came to see us. Then, after Doctor visited us, we waited for about an hour for a prescription paper. We left after we've received the prescription. I felt there should be better and more efficient communicati... NEUTRAL

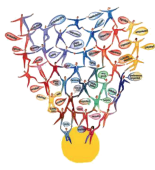
We are extremely grateful that Dr.[identifier removed] and other related doctors (don't know all names) saved our daughter with a successful brain-tumor-removal surgery. They have hands of God and golden hearts. All other care providers were very compassionate and kind too. We want to thank them all every time we have a chance. POSITIVE

We are thankful the ER dr listened to our concerns about the numerous CT scans our child has received. She pushed for an MRI and we are very grateful. The ER Dr was also very thorough in her evaluation. Our child neede surgery and infection has been an issue in the past. Extra precautions and an explanation of the extra steps taken to ensure the best sterile environment... POSITIVE

we had an excellent experience. The doctor took her time with us. Was so much nicer then a clinic which rushes you through.. POSITIVE

We had an incredible care. We were taken care well of. Amazing care for this hospital even the staff, volunteers, nurses and doctors. We were just very lucky . It took for the first doctor that responded to us longer to diagnose my son. Maybe just a more experience on the part of the doctor. Its just a minor thing and this is the only constructive feedback I could give. POSITIVE

we had to wait about 4 hours in the middle of the night until we saw the doctor. At one point my daughter was screaming from pain and shortly thereafter a nurse offered her some medicine to ease the pain. NEUTRAL



Facility: BC Children's Hospital
Peer Group: Large
Date: Jan 1, 2018 - March 31, 2018 Discharges

FACILITY FINAL REPORT
Surveys Completed: 474
Response Rate: 37.9%
MOE: ±4.4%

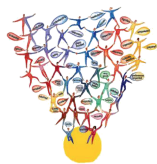
We wait 6hours in emergency!! We hope in the future yhey can have more doctors and nurse who working in the children hospital and reduce waiting hours NEUTRAL

We waited over five hours to receive treatment from a doctor. This was unnecessarily lengthy. When I asked if I could check in and leave (we live close by) and return, our request was denied. Care was excellent, but the wait excruciating. NEUTRAL

We went to the emergence at 2:45 am so they already know my sons history. They already know this ITP. They have to give blood work. Then we waited 3-4 hours before getting blood work done. They took blood work at 7am and the doctors changed. That he(son) had critical platelet and we had to wait to get medication administered. We had to give medicine at night time at 9:20... NEUTRAL

We were the only one in ED and they still took them 40 min to be seen by a doctor. It was 5 am . It would be nice to be quicker. NEUTRAL

we were waiting for 4 hours to see a doctor. we were very surprised when we were told that there is only one doctor at the moment on the floor. NEUTRAL

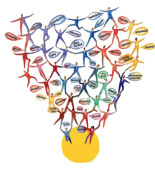


Question BCED22: What is the most important change we could make to improve patient experiences in BC Emergency Departments and ambulance services? We welcome your additional comments.

Nurse(s)

Comments related to care from nurses.

Comments	Valence
More triage nurses would solve longer wait times.	NEUTRAL
A video or cartoon for the children about triaging to explain why they are waiting in the emergency department. Any indication for why and how long patients are waiting. Manage expectations for the wait - for the children. A dad was carrying a baby, and the baby threw up. Yet, the place was not properly cleaned. There was nobody at the desk. Signs or any other ways for patients...	NEUTRAL
As a parent, you seek the best care possible for your child. For my family and many of my friends, the best care is at BC Children's hospital. It's where I recommend anyone to take their children when they are sick, or if they doubt the diagnosis they received from other medical professionals. There is absolutely nothing I would change about the care my children receive as i...	POSITIVE
Communication between nurses and doctors.	NEUTRAL
Every time I go to emerge to take my son in sometimes the nurses are kind of rude. Sometimes the nurses are helpful sometimes not. The wait is too long to have my child checked waiting time is long. Once I'm in the room I'm out within half an hour. I know you guys are busy but I think there should be a certain area designated for extremely sick kids. Another section for kids...	POSITIVE & NEGATIVE
Everything in the hospital is very good. Very clear instructions on how to treat my child. The doctors good the nurses good. The wait time is too long.	POSITIVE
Felt that the process was disorganized, everyone was standing there waiting for check-in in a line up, I was standing there for 30 min. Once I saw the nurse, it was fine but some nurses didn't seem very caring. The nurse who helped us didn't seem to be on the same page as the doctor, she was a little rude and there was an instance where she literally said: "Oh, you're still ...	NEUTRAL
First when we arrived to ED i had my older child in another building and it was better, they had a scale to weigh, this time they had no room or space for that, there was just a paper for info, bad customer service by what she believes to be nurses- bad customer service, women with child in arms sick, also wanted check up for older child, but could only accommodate baby even...	NEUTRAL



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For staff to ask parents if there is anything they want them to know about their child before asking for your address, date of birth, phone number etc because it's an emergency. My daughter has a rare disease and it's not overall understood, so we are the experts in that and only call when we need incubation/oxygen, and when she is really sick; so I find with all the staff a... NEUTRAL

Had to explain child's situation 4 different times. At the reception of the ED, examining room nurse (in detail), other nurses, and doctor as well. If they digitize the information at the front booth, they could at least read that. Or the nurses and doctors could have the same information instead of asking again with a blank form. NEUTRAL

Hope the nurses could be more professional when caring babies. NEUTRAL

I can tell they are short staffed; they definitely need more manpower across all fields, docs, nurses, and general help down to asking where the bathroom is. I would also like to see more physical space as I feel that patients crammed in triages and other waiting spaces in general. NEUTRAL

I have 3 kids so [identifier removed] who was admitted is the youngest and my middle son has leukemia with regards to the ED I think that nurses in ED need more training to access VAD. Accessing VAD is a matter of training and access because every time we go to oncology they do it well, but every time we go to emergency the nurses take 3 or 4 times to get the needle to go i... NEUTRAL

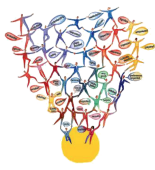
I left the ED during this visit because our wait was too long, and because I am a registered nurse, I was able to access an ED doctor and have a side discussion with her about my decision to leave the ED and what may be the general protocol for treating a condition like (redacted)'s. My experience with the ED staff was pleasant, they were however very busy. I think the way... NEUTRAL

I noticed that when I visited there, after 15 minutes they get all the information. 3 different nurses gave my child different medicines/juice. If we can get one nurse assigned to one patient it would be better, rather than having multiple nurses assigned to one patient, to avoid confusion. NEUTRAL

I say waiting time. If they can shorten them more that would be nice. Usually people have to wait 2-3 hours and it's really not easy. I understand that nurses and doctors take their time to look at every patient but if waiting times could come down that would be nice. NEUTRAL

I was quite impressed with being non resident and they don't have practical health nurse, still got treatment and I appreciated the trust. The only hassle I had with the billing, was the billing department had difficulty to put two addresses, the Dubai address, and they said we can't put two addresses and then supervisor told the staff to do it and got the bill with the ch... NEUTRAL

I was really impressed with the emergency department and staff at Childrens Hospital. If I had to provide any constructive comments, it would be the 2 and half hour wait before we were able to see a nurse/doctor. NEUTRAL



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I would say more Emergency Rooms communication. I found communication was lacking. When there were shift changes with Nurses, we did not know Nurses had changed. My Child required a lot of Blood Tests. We asked for EMLA cream, for numbing the needle pain, but when the technician came in, they didn't have an idea about our request. The Doctor and Nurses said that my child nee... NEUTRAL

It took forever waiting for the nurses/doctors to come check up on my daughter. NEUTRAL

More doctors, more nurses NEUTRAL

My biggest complaint would be the check in process. I walked in and there was someone at the desk checking in so I was standing in line.I had eye contact with the lady checking in. I waited for about 5-10 mins and when that person was done, as person with their child walked straight up to her coming through the emergency door and she checked them in. This than made me wai... POSITIVE

My son had respiratory issues and he waited 5hours before a nurse realised his chart was stuck to another one. I keep going in but given meds for symptoms and 1 Month later he has it again. Also all kids vomiting and leaving tissues on seats. I think the waiting room needs to be bleached down or whatever to get rid of trace germs. Kids.woth a broken bone or.cut shouldn't be ... NEUTRAL

Nurses should be more considerate and should always have a heart for sick kids! NEGATIVE

Once I brought my two year old daughter to Emergency, because she had diarrhea on the plane. It didn't improve when we got to Vancouver, and I even found blood in her stool. When we got to Emergency a nurse had me put my daughter's stool into a sample jar. When we were notified that we could leave Emergency and leave the filled sample jar behind for testing, I overheard [t... NEUTRAL

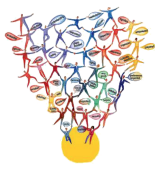
Over all it was exceptional experience. Leaving for food is hard to go get. Having a vending machine or food closer would be helpful. All the staff were great and really relatable. Having the colouring books for our other kids was really helpful. The man at the parking area is so helpful and compassionate. He is so approachable and so kind. Having this was huge and was so... NEUTRAL

Overall, we feel the care we received was excellent. The nurses (mostly) did everything with a smile! We were at Emergency twice in two days. Both times we waited over 4 hours in the waiting room to receive care. I feel that this is an area that could be improved on . NEUTRAL

Shorter wait times for children to be seen by the nurse/doctor, especially if it may be non-life threatening NEUTRAL

Suggest for nurses to understand patient because they can be sometimes rude because of their situation NEUTRAL

The care we received at BC Children's Hospital was all that we could have hoped for. Obviously we would prefer not to have to be there in the first place, but the nurses and doctor who helped us were so amazing! POSITIVE



The Emergency Department was really busy so it actually took 6 hours before my daughter saw a doctor. It was quite a while and at that point I was getting quite concerned about my daughter's overall status of health. I also had the flu and which made it difficult to care for her. The long wait was hard because of that. The major issue I had was that my daughter's main nurse,...

NEUTRAL

The intake nurse that day informed me that my child is not breathing on one side of lung, which was traumatizing. When trying to get clarification, this question was brushed off. I needed assurance of what, if anything, I should be doing differently as a parent.

NEUTRAL

The new check in procedure was very strange. Previously patients that just came in could sit down and wait to be registered. Now you come in and have to stand until you are registered. Luckily, ED was not busy at all and we were registered right away. However, people that came in after us had to STAND. My daughter was VERY weak at the time, and she would not have been able t...

POSITIVE

the nurses are so wonderful, compassionate, and fun. they always know how to turn a scary experience into a great one.

POSITIVE

The nurses are sometimes reckless and careless as my child stayed for a week in the hospital, they would not know when to change the milk bag and most of the times they would not offer the basic necessity items inspite of asking them for several times.

NEGATIVE

The nurses are usually very passionate to kids, this nurse was very grumpy. She had no interest or passion and her attitude was not friendly. We followed her to the examination room. I was walking slowly and she walked off down the hall. When we were in the room she was asking questions. We were there for the second time, he took his script but it got worse and we came back...

NEUTRAL

The old ED had chairs to sit on while waiting for triage. The new ED just has a line where you stand. At this visit, we had to stand over an hour to be seen by the triage nurse. This was uncomfortable, especially 930pm. There should be chairs. Also, if someone has been to the ED for the same thing, like us - croup, over and over again, and they always get the same drug...

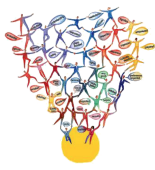
NEUTRAL

The only problem, had the nurse do the initial intake, she was called away and we were left with no explanation as to what was happening. We were unclear whether our paper work was in the cue or not. I had to hunt that down a little bit.

NEUTRAL

The resident doctor seemed to be indecisive about what treatments to give the child and how to contact the other doctors within the BC Children's Hospital. A pediatrician or another doctor should have been seen sooner. The nurses were nice and helpful.

POSITIVE



The wait time changes everything. It is frustrating when you have to make your child wait for 5 hours in a waiting room. They get tired and it just makes their condition gets worse. The doctors and nurses are not the problem. The survey needs more questions about the wait time and about the front desk staff as these people are not very helpful or seem to care about the wait ...

NEUTRAL

The wait time for Doctors are too long. The hospital is beautiful and the nurses are friendly, helpful and very approachable.

POSITIVE

There should be more doctors, but we understand they're doing the best they can with what they have. They don't have a personal area for the nurses to ask personal questions and be able to access the patients in a private matter, but that could just be because of the renovations and construction.

NEUTRAL

There was a volunteer working in Turtle Bay the night we were there who did crafts and coloring with the kids to keep them occupied. She walked around the toy area and cleaned everything with sanitizer when the kids were done playing with it. The Dr who saw my daughter was very kind, spoke directly to her (she is 12) and involved her in the process completely. He showed h...

POSITIVE

Under staff, should have more compassion to patients. A patient who waited a long time asked a nurse how long still need to wait, the nurse said you can leave if you don't feel like waiting. We waited 5 hours, but only saw the doctor for only around 30 seconds. The environment in BC Children's Hospital is way better than before, but the service is much worse than before.

NEUTRAL

Wait time was the only negative aspect of our visit, but that had more to do with the required effects of the medication and the fact that it was a busy night. The nurses were fantastic! Very good experience overall.

POSITIVE

Waiting rooms should have more capacity. They should also supply seats while being checked in. It's very hard to hold your child in your arms while being asked all those questions and standing up. More and better communication between doctors, nurses and parents while waiting to be admitted. Also better and clearer information provided about medications being administered to...

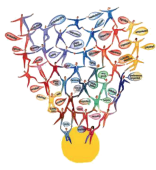
NEUTRAL

Waiting time was too long. My child had a wood splinter in his foot. We waited at least 30 mins for the nurse to come in to give us the freezing cream after the doctor came to see us. Then, after Doctor visited us, we waited for about an hour for a prescription paper. We left after we've received the prescription. I felt there should be better and more efficient communicati...

NEUTRAL

We get treatment within 30min of wait time. I used heard rumour that I need to wait for hours and hours before any treatment. The nurse is helpful and kind. Excellent service.

POSITIVE



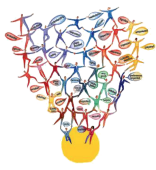
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We had an incredible care. We were taken care well of. Amazing care for this hospital even the staff, volunteers, nurses and doctors. We were just very lucky . It took for the first doctor that responded to us longer to diagnose my son. Maybe just a more experience on the part of the doctor. Its just a minor thing and this is the only constructive feedback I could give. POSITIVE

we had to wait about 4 hours in the middle of the night until we saw the doctor. At one point my daughter was screaming from pain and shortly thereafter a nurse offered her some medicine to ease the pain. NEUTRAL

We wait 6hours in emergency!! We hope in the future yhey can have more doctors and nurse who working in the children hospital and reduce waiting hours NEUTRAL



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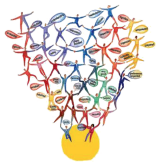
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Question BCED22: What is the most important change we could make to improve patient experiences in BC Emergency Departments and ambulance services? We welcome your additional comments.

Transfers (Emergency Department to Hospital)

Comments related to the transfer of patients from the emergency department to another room or to get another test or procedure.

Comments	Valence
The intake was not private and there were no chairs to sit or place your child while waiting for intake or speaking with the intake team (billing and triage nurse). Absolutely LOVED the valet service. So helpful when carrying a sick kid and all their gear.	POSITIVE



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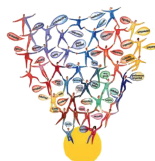
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Question BCED22: What is the most important change we could make to improve patient experiences in BC Emergency Departments and ambulance services? We welcome your additional comments.

Transfers (between hospitals)

Comments related to the transfer of patients from one facility to another, including ambulance and air transfers.

No Comment

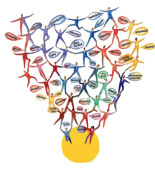


Question BCED22: What is the most important change we could make to improve patient experiences in BC Emergency Departments and ambulance services? We welcome your additional comments.

Admission/Registration Process

Comments related to patient admission wait times, information, ID requirements, registering, and next steps.

Comments	Valence
A video or cartoon for the children about triaging to explain why they are waiting in the emergency department. Any indication for why and how long patients are waiting. Manage expectations for the wait - for the children. A dad was carrying a baby, and the baby threw up. Yet, the place was not properly cleaned. There was nobody at the desk. Signs or any other ways for patients...	NEUTRAL
After we registered, we went to the Turtle Bay waiting area and it took us an hour until someone finally acknowledged that we were there. We were the only people waiting in that waiting room at that time. The other thing that I would suggest is for the doctors to be a little bit more informative on what is going on with the child.	NEUTRAL
At the emergency something for kids to look on tv or something, something to entertain them. When we first arrived I was in the line up to register for like an hour or so, so we had to stand to register for that whole time. It would be helpful if they could grab a number and sit. There is also not enough seating in the emergency area. The other thing that happened was a lot ...	NEUTRAL
Better system to admit patients, get in line and wait for your turn while carrying a child is very hard.	NEGATIVE
Check in could be faster there was two people checking people in and only one of them was checking people in other than that it was good	NEUTRAL
From the time we first arrived, we were registered after waiting for less than five minutes. We had to wait close to five hours to see a doctor however.	POSITIVE
Had to explain child's situation 4 different times. At the reception of the ED, examining room nurse (in detail), other nurses, and doctor as well. If they digitize the information at the front booth, they could at least read that. Or the nurses and doctors could have the same information instead of asking again with a blank form.	NEUTRAL
I always consult the 811 link before going to emergency. I feel uncomfortable when they ask why I came to the emergency.	NEUTRAL
I felt that the triage process is not functional because it took 4 hrs to see a doctor. I feel somehow we got dropped down from the queue. Others who had come in later left before us. However, our doctor had written a prescription for treatment for ER doctor and it took at least 4hrs for that to be seen and agreed upon. The visit was a total of 7 hrs for blood work and x-ra...	NEGATIVE



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I left the ED during this visit because our wait was too long, and because I am a registered nurse, I was able to access an ED doctor and have a side discussion with her about my decision to leave the ED and what may be the general protocol for treating a condition like (redacted)'s. My experience with the ED staff was pleasant, they were however very busy. I think the way... NEUTRAL

I think the registration when you arrive is frustrating. Only one person was doing registration and then they send you to your section. To change the registration to a faster registration they need more people. As we were waiting a cold wind was blowing through. We stood there for more than 15 minutes while they process one family at a time. It was very busy but only one pe... NEGATIVE

If the intake people could direct everyone to wash hands as soon as they come in. There's hand sanitizers around and washing areas but not everybody uses it. I would also like to see a seating area for kids who have viruses like vomiting, coughs, fevers or unknown rashes. And a different seating area for kids who have injuries. My son thinks that this hospital is just fabulo... NEUTRAL

Like how you have streamlined front entry hall and kept young babies and parents out there. Had to wait 4 hrs but can accept its hard to manage wait times would be good to have free wifi to help distract us loud tvs are bothersome and since most people have headphones perhaps they could be set lower or to close captions POSITIVE

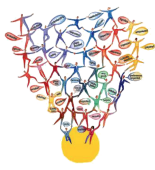
My biggest complaint would be the check in process. I walked in and there was someone at the desk checking in so I was standing in line.I had eye contact with the lady checking in. I waited for about 5-10 mins and when that person was done, as person with their child walked straight up to her coming through the emergency door and she checked them in. This than made me wai... NEGATIVE

My only concern was that it took quite a bit of time for the initial check in. NEUTRAL

The intake nurse that day informed me that my child is not breathing on one side of lung, which was traumatizing. When trying to get clarification, this question was brushed off. I needed assurance of what, if anything, I should be doing differently as a parent. NEUTRAL

The intake was not private and there were no chairs to sit or place your child while waiting for intake or speaking with the intake team (billing and triage nurse). Absolutely LOVED the valet service. So helpful when carrying a sick ked and all their gear. NEUTRAL

The most important change that would improve patient experiences in BC Emergency Departments and ambulance services is the communication between the unit clerks in the ER waiting room. We arrived by ambulance and the first clerk told us to take our child one way and then another clerk told us to go back the other way and then another clerk told us to go back again and then e... NEUTRAL



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The new check in procedure was very strange. Previously patients that just came in could sit down and wait to be registered. Now you come in and have to stand until you are registered. Luckily, ED was not busy at all and we were registered right away. However, people that came in after us had to STAND. My daughter was VERY weak at the time, and she would not have been able t...

NEGATIVE

The old ED had chairs to sit on while waiting for triage. The new ED just has a line where you stand. At this visit, we had to stand over an hour to be seen by the triage nurse. This was uncomfortable, especially 930pm. There should be chairs. Also, if someone has been to the ED for the same thing, like us - croup, over and over again, and they always get the same drug...

NEUTRAL

The only problem, had the nurse do the initial intake, she was called away and we were left with no explanation as to what was happening. We were unclear whether our paper work was in the cue or not. I had to hunt that down a little bit.

NEUTRAL

The wait time changes everything. It is frustrating when you have to make your child wait for 5 hours in a waiting room. They get tired and it just makes their condition gets worse. The doctors and nurses are not the problem. The survey needs more questions about the wait time and about the front desk staff as these people are not very helpful or seem to care about the wait ...

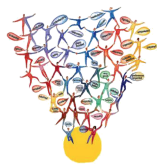
NEGATIVE

They didnt have a staff available at the registration desk and there was no one to ask me what happened to my child. There was a long wait. The doctor didn't answer the question the mother had for her child.

NEGATIVE

To improve, the Emergency Department could get blankets for patients that are waiting especially for flu-related patients. It was generally cool in the emergency department.

NEUTRAL

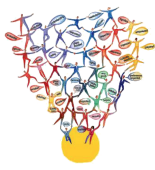


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Waiting/Wait Times

Comments regarding the amount of time in triage and waiting to see a doctor in the emergency department.

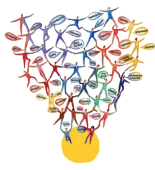
Comments	Valence
More triage nurses would solve longer wait times.	NEUTRAL
I am not please last doctor we have seen. He did not build a depth relations with my child. They need to have doctors to build better connections to children, his diagnoses was not accurate. He said to stop to antibiotic which was wrong. This time was bad service, and we wait over one hour to see a doctor.	NEGATIVE
No use ambulance. Less wait time, I waited three hours.	NEUTRAL
A video or cartoon for the children about triaging to explain why they are waiting in the emergency department.Any indication for why and how long patients are waiting. Manage expectations for the wait - for the children.A dad was carrying a baby, and the baby threw up. Yet, the place was not properly cleaned. There was nobody at the desk.Signs or any other ways for patients...	NEUTRAL
After we registered, we went to the Turtle Bay waiting area and it took us an hour until someone finally acknowledged that we were there. We were the only people waiting in that waiting room at that time. The other thing that I would suggest is for the doctors to be a little bit more informative on what is going on with the child.	NEUTRAL
Communication: I think the majority of people don't understand that our healthcare does well when it comes to emergencies, for example where bleeding cannot be stopped, the heart has stopped, or breathing is not right. Non-emergencies are like my son having a fever that is controllable by medication, but if you choose to go to ER, that does not mean you're going to get a qui...	NEUTRAL
Doctor wait times are too long.	NEGATIVE
Even considering a fact that my child's issue was not really urgent (he needed a glue treatment or a stitch for a cut), a waiting time was pretty long. I've been to BC Children's ER twice. Waiting time for the first visit was fairly short, while we had to wait around 3 hours to see a doctor on the second visit. Also, BC Children's is not on a website where provides ER wait t...	NEUTRAL
Every time I go to emerge to take my son in sometimes the nurses are kind of rude. Sometimes the nurses are helpful sometimes not. The wait is too long to have my child checked waiting time is long. Once I'm in the room I'm out within half an hour. I know you guys are busy but I think there should be a certain area designated for extremely sick kids. Another section for kids...	NEGATIVE
Everything in the hospital is very good. Very clear instructions on how to treat my child. The doctors good the nurses good. The wait time is too long.	NEGATIVE



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Everything was perfect except for the waiting time.	NEUTRAL
Fast service	NEUTRAL
fast, more efficiency especially to shorten the waiting time	NEUTRAL
Faster service	NEUTRAL
Faster wait times	NEUTRAL
Find a way to make wait times less. This was the most frustrating thing about our visit.	NEGATIVE
For staff to ask parents if there is anything they want them to know about their child before asking for your address, date of birth, phone number etc because it's an emergency. My daughter has a rare disease and it's not overall understood, so we are the experts in that and only call when we need incubation/oxygen, and when she is really sick; so I find with all the staff a...	NEGATIVE
From the time we first arrived, we were registered after waiting for less than five minutes. We had to wait close to five hours to see a doctor however.	NEUTRAL
Having a person to make patients aware of wait time estimates and reasoning if possible on why the wait times are so long it would help alleviate tension. I personally have watched my file get bumped back three times in one visit without any notification. One of my biggest issues is a massive lack of information. my husband lost his father a few months ago, he had a big prob...	NEUTRAL
I am really dissatisfied with the amount of waiting that we have to do. Especially with kids and small children it becomes so hard and then they dont give enough time unless we visit twice or thrice.	NEGATIVE
I am satisfied with the care at Children's Hospital. They are very friendly and the medical care is excellent. However, the waiting time is too long. Sometimes you need to wait six hours.	NEGATIVE
I believe waiting time for patients were excessively long - both days we waited about 5 hours because it was in the afternoon. There should more doctors.	NEGATIVE
I don't understand why the waiting time was that long and at the end the doctor did not even spend 5min with us to listen to our preoccupations and fears and to take them into consideration. They should show more compassion, and treat each patient equally even if they are busy, every child should be an emergency. The pediatrician prescribed medicines but the Emergency Depart...	NEGATIVE
I feel that this time the Emergency Department was good, but previously I have had to wait over 3 hours to be seen. Otherwise everything else was good.	NEUTRAL



Facility: BC Children's Hospital
Peer Group: Large
Date: Jan 1, 2018 - March 31, 2018 Discharges

FACILITY FINAL REPORT
Surveys Completed: 474
Response Rate: 37.9%
MOE: ±4.4%

I felt that the triage process is not functional because it took 4 hrs to see a doctor. I feel somehow we got dropped down from the queue. Others who had come in later left before us. However, our doctor had written a prescription for treatment for ER doctor and it took at least 4hrs for that to be seen and agreed upon. The visit was a total of 7 hrs for blood work and x-ra...

NEGATIVE

I just want to tell about the waiting time. The waiting is very long. And the BC Children's Hospital is a 5 to 6 hours wait.

NEGATIVE

I left the ED during this visit because our wait was too long, and because I am a registered nurse, I was able to access an ED doctor and have a side discussion with her about my decision to leave the ED and what may be the general protocol for treating a condition like (redacted)'s. My experience with the ED staff was pleasant, they were however very busy. I think the way...

NEGATIVE

I live far away from this hospital, I knew already they have all the information and that is why I took him there. I took him 11 am and I work from 6pm and I still was not able to work. I thought it was going to at max 5 or 6 hours but still took longer. In the line up we were waiting for 4 to 5 hours then they took inside.

NEGATIVE

I say waiting time. If they can shorten them more that would be nice. Usually people have to wait 2-3 hours and it's really not easy. I understand that nurses and doctors take their time to look at every patient but if waiting times could come down that would be nice.

NEUTRAL

I think it is useful for kids to have for them to do, and do not keep people waiting for no reason, hire more doctors. The general opinion for ED is 3-4 hours I do not understand why, and I am waiting for 2 hours or so, it feels without knowing what is going on. Why is it taking so long? The care is good, they are respectful generally. Be more efficient not waste time and as...

NEUTRAL

I think overall everything is good except the wait time was too long.

NEGATIVE

I think the registration when you arrive is frustrating. Only one person was doing registration and then they send you to your section. To change the registration to a faster registration they need more people. As we were waiting a cold wind was blowing through. We stood there for more than 15 minutes while they process one family at a time. It was very busy but only one pe...

NEUTRAL

I thought the waiting time was a bit too long.

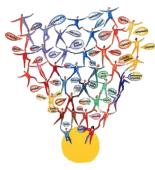
NEGATIVE

I waited a long time to get service. If they could speed things up that would be great.

NEUTRAL

I was really impressed with the emergency department and staff at Childrens Hospital. If I had to provide any constructive comments, it would be the 2 and half hour wait before we were able to see a nurse/doctor.

NEUTRAL



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I was there with my child for about two hours. They should be able to fix the parking meter so that it automatically adjusts for the time that you are there without having to go back and add more money to the meter in between. It was not possible for me to go back and add more money to the meter because I was alone there with my kids. I did not want to leave the waiting r...

NEUTRAL

I would like to be . . . sometimes the emergency is too full and it takes too long to have someone attend us. Nobody could answer questions about parking . . . as we stayed overnight we had questions to add more hours . . . how do we proceed . . . these kind of questions.

NEUTRAL

I would like to change the waiting time. We waited for more than 6 hours.

NEUTRAL

I would like to get help faster although I know you have many patients. Thank you for your help and kindness.

NEUTRAL

I would like to suggest to reduce the waiting time as it is too painful to wait with a child in pain.

NEGATIVE

Improve the wait times in the ED - I have 2 children and have had to use the ED for each one in the last couple months. Each visit is about 6-6.5 hours. I think this is considered an average wait time at BC Children's and it depends on the severity of the issue but the wait time I do consider long. The care however, at BC Children's is top of class and I ensure I really need...

NEGATIVE

In emergency entrance they they need more seats for people and children. Children were sitting on the floor. More kids videos they can watch. How long the wait is, we would like that told to us. Update us on information. Give us updates on how are child care is going.

NEUTRAL

In our experiences that I see, I understand that ED is for emergencies, but sometimes we run to emergency and spend all night or hours there. Maybe you should have one space with one doctor only for a doctor who can deal with things quickly and then you are not waiting all night. You are waiting and waiting and waiting. I have spent all night waiting in the hospital to se...

NEUTRAL

Initial wait can be more than the parents expect.

NEUTRAL

It too long to get a Doctor to give some information. We waited a long time when we wanted to go home.

NEUTRAL

It took a little bit too long to get a doctor to see my child, we were in the ER from 3 am to about 7, but the ER seemed empty, not sure why it took so long. My child was sick and exhausted. But overall, I cannot be happier with the service received.

NEUTRAL

It took around 2-3 hours to see the doctor after we arrived. Waiting time too long.

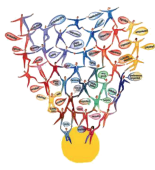
NEUTRAL

It took forever waiting for the nurses/doctors to come check up on my daughter.

NEGATIVE

It was a long wait, around 90 minutes and my child was very tired at that time.

NEGATIVE



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It was faster than before and directed to the right department quickly very good experience. Maybe have a parking machine. The staff is very nice and treated all of us with respect and they were very nice. POSITIVE

It was my first experience as a father to go with a child to the hospital. I have worked at the hospital before and as a teacher and I know a lot of how hospitals work. However, in child care a visit to hospital had a waiting time of more than 4 hours. After visiting the doctor said that the problem is not serious. Nice news, but waited a long time with small baby without fo... NEGATIVE

Just the wait is so long. NEGATIVE

Kid having seizures shouldn't be waiting for 4 hours to see a doctor in the ER and another 5 hours to hear from doctors around next steps. NEGATIVE

Lessen the wait time, be more effective. NEUTRAL

Lessen the wait time, enhance the efficiency. NEUTRAL

Like how you have streamlined front entry hall and kept young babies and parents out there. Had to wait 4 hrs but can accept its hard to manage wait times would be good to have free wifi to help distract us loud tvs are bothersome and since most people have headphones perhaps they could be set lower or to close captions NEUTRAL

Making the process a little faster by having more doctors available NEUTRAL

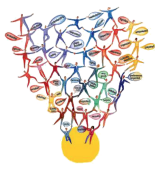
more care provided by doctor. we waited over 2 hours and the doctor only spent 5 minutes with us without taking an accurate history or probing my daughter as to what brought on her symptoms. we went in with my 6 year old having a headache and neck pain, i was worried about meningitis or something similar. The doctor felt her lymph nodes and said she has a cold thats why s... NEUTRAL

My child had a 41 degree fever. The wait time was 2 hours plus before we were seen by someone, during that time my child's fever kept going up. We have a history of febrile seizures in the family. I felt that someone could have given him some Tylenol or Advil while waiting. I ended up running to the car and giving him some. When we saw the doctor the doctor prescribed amoxi... NEUTRAL

My last visit to the emergency which this survey is about was good, my daughter had a very high fever and was vomiting and that's why I took her they said she had a virus. However I would like to give feed back on my visit on July 2/2017 when I took her to the emergency dept and waited I believe about 6 hours to see a DR which we complained about. The wait was WAY too long a... NEGATIVE

My only concern was that it took quite a bit of time for the initial check in. NEUTRAL

My son had respiratory issues and he waited 5hours before a nurse realised his chart was stuck to another one. I keep going in but given meds for symptoms and 1 Month later he has it again. Also all kids vomiting and leaving tissues on seats. I think the waiting room needs to be bleached down or whatever to get rid of trace germs. Kids.woth a broken bone or.cut shouldn't be ... NEGATIVE



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Not convenient for parking, spent a long time looking for a place to park. Do not know how to make an appointment for specialists, worry it would take a long time to wait for an appointment. In general, the BC Children's Hospital is pretty good, services are in time, wait time is short. POSITIVE

Offer juice to parents who are waiting 12 hours in the emergency department before the child is moved to another part of the hospital. Also, offer relief for the parent to go for a walk and have some food after they have been waiting for a few hours. I take my child in around 5pm on average and don't go to another part of the hospital until 5am, the last couple of visits. Th... NEGATIVE

Overall it was really good. It was a really long wait. There was a boy in a lot of pain. I think that they should do who was in more pain first. There should be better service there. NEGATIVE

Overall, we feel the care we received was excellent. The nurses (mostly) did everything with a smile! We were at Emergency twice in two days. Both times we waited over 4 hours in the waiting room to receive care. I feel that this is an area that could be improved on . NEUTRAL

Pay more attention to patients. Reduce the wait time. NEUTRAL

Please improve wait times. The whole experience in ED lasted 5 hours although the services we received were nothing short of excellent. NEGATIVE

Quality of care is good however the wait time is not, I do not fault the hospitals for this though. NEGATIVE

Really only 2 things could have been improved. My son was admitted for an acute allergic reaction that may have been anaphylactic. He had Benadryl and was in decreasing distress while we waited, but we did wait for over 3 hours to be seen by the doctor. I can appreciate that he wasn't urgent anymore but that was still far too long. Second, upon follow up by our regular d... NEGATIVE

Reduce the wait time. NEUTRAL

Reduce the wait time. It took 5 - 6 hours every time I went there. NEUTRAL

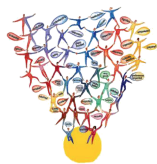
Reduce the waiting time for each process, including see a doctor, have a test, and get results. I would like to know if I need to stay overnight at hospital or any approximate wait time. I would also like some follow up calls from hospital to ask about my child's health condition. Also, the hospital should add more toys and upgrade the TV to keep children engaged. Adding mor... NEUTRAL

Reduce the waiting time. NEUTRAL

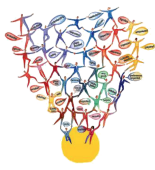
reduce wait times. NEUTRAL

shorten wait times to see the doctor. NEUTRAL

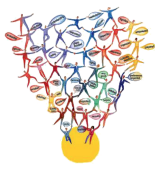
shorter line up and wait time NEUTRAL



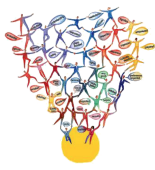
shorter line ups and wait times	NEUTRAL
Shorter wait times for children to be seen by the nurse/doctor, especially if it may be non-life threatening	NEUTRAL
shorter wait times!	NEUTRAL
Shorter wait times. My husband and I were with our newborn infant waiting for at least 6 hours before a doctor came to see us.	NEUTRAL
Shorter wait times. Improve walk in clinic times	NEGATIVE
Shorter waiting time to see a dr.	NEUTRAL
The wait times are too long and the kids cry.they need more doctors in emergency	NEGATIVE
The biggest concern I have is the wait times to see a doctor. Other than that I don't have any other concerns at all. Because of my background with Chinese hospitals, their wait times to see a doctor is maybe half an hour, or less, while in Canada the wait times are significantly longer.	NEGATIVE
The doctors we saw at our two visits to the Emergency disregarded that our daughter may have strep. They made us feel like we had no experience and could not make a diagnosis on our own. We insisted on a strep test but were told it wasn't necessary and that they haven't ever seen her symptoms without a sore throat being strep. The test came back positive three days later and...	NEUTRAL
The doors going into the waiting room should be moved as every time they open a cold wind blows in on all the people waiting for treatment and it is awful (fall and winter). It also would be nice if Children's Hospital would be added to the list on the radio telling the approximate wait times in Emergency.	NEUTRAL
The Emergency Department was really busy so it actually took 6 hours before my daughter saw a doctor. It was quite a while and at that point I was getting quite concerned about my daughter's overall status of health. I also had the flu and which made it difficult to care for her. The long wait was hard because of that. The major issue I had was that my daughter's main nurse,...	NEUTRAL
The first time I went to ED, it was a good experience but sometimes its too hard and the waiting is too long. So waiting list must be cut short.	NEGATIVE
The hospital is much better now, atmosphere in the room is warm and friendly. They are very friendly to families, and providing privacy for families. My child doesn't feel as worried or scared as before. I suggest for the waiting area to have chairs along the line up areas. There is alot of younger kids that are sick that need to sit with their parents. Kids when they are il...	NEUTRAL
The most important change the hospital can do is lessen the wait times. My visit with my 2 year old was from 1am-5am, extremely long considering how old and sick she was. The nurses and doctor treated us with the utmost respect and care and I was very happy with their services. The wait time is my only complaint.	NEGATIVE



The old ED had chairs to sit on while waiting for triage. The new ED just has a line where you stand. At this visit, we had to stand over an hour to be seen by the triage nurse. This was uncomfortable, especially 930pm. There should be chairs. Also, if someone has been to the ED for the same thing, like us - croup, over and over again, and they always get the same drug...	NEUTRAL
The only thing is that I would like to shorten the wait time.	NEUTRAL
The signs for the children's hospital are not obvious because it's changed from where it used to be- creates confusion. Reducing wait times is a big deal.	NEUTRAL
The wait time changes everything. It is frustrating when you have to make your child wait for 5 hours in a waiting room. They get tired and it just makes their condition gets worse. The doctors and nurses are not the problem. The survey needs more questions about the wait time and about the front desk staff as these people are not very helpful or seem to care about the wait ...	NEGATIVE
The wait time for Doctors are too long. The hospital is beautiful and the nurses are friendly, helpful and very approachable.	NEGATIVE
The wait time is way too long. It would be better if that would've been better.	NEGATIVE
The wait time must be reduced and cut short. There must be volunteers to make sure that if someone needs special attention and needs to be taken at priority basis because not everyone is equally sick. Lines must be cut short. Waiting should be less.	NEGATIVE
The wait time was excessive; it was 7 hours with no indication of when we were actually going to get seen. There were lots of empty beds but not enough staff.	NEGATIVE
The wait time was very long. Faster service would be the most important change.	NEGATIVE
The wait times are just ridiculous. Amazing care and staff approached was great but we are not there because we have nothing else better to do, we are there because of an emergency or possible emergency waiting for 4-6 hours is not acceptable.	NEGATIVE
The wait times are rather long.	NEUTRAL
The wait times are really the biggest issue.	NEUTRAL
The wait times are too long; we waited about an hour or 2 to get help for my child. Getting more practitioners on the job during all hours would help there seem to be a shortage of personnel.	NEGATIVE
The wait times should be reduced.	NEUTRAL
The wait times was a huge problem. Was there for 5 hours.	NEGATIVE
The waiting must be reduced. We had to wait for so long to show my child as he was so sick but we had to wait for like forever.	NEGATIVE
The waiting must worked upon because its too time consuming.	NEGATIVE



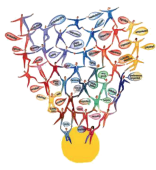
The waiting time is too long.	NEGATIVE
The waiting time is too long. When we go to the room and we have to wait more than half hour	NEGATIVE
The waiting time is way too much and it is hard to sit with your sick child for such long hours and keep waiting. Especially when your child is crying and growling. Not only this, the doctors don't offer any sorts of medicines to the children to offer immediate relief. These things are sad and must be changed.	NEGATIVE
The waiting time was too long sometimes. Should consider to have the severer ones seen the doctors first.	NEGATIVE
The waiting time was too long.	NEGATIVE
The waiting time was too long. Small babies should be taken care sooner. There are long queues	NEGATIVE
They didnt have a staff available at the registration desk and there was no one to ask me what happened to my child. There was a long wait. The doctor didn't answer the question the mother had for her child.	NEGATIVE
They should have more Doctors to reduce wait times.	NEUTRAL
To have more doctors so people wouldn't have to wait like 6 hours and up.	NEGATIVE
Too long waiting time in ED. Some doctors explain patiently, but some don't.	NEUTRAL
Try to make the waiting time shorter. We were in emergency for 8 hours and my child became tired and hungry and restless.	NEUTRAL
Under staff, should have more compassion to patients. A patient who waited a long time asked a nurse how long still need to wait, the nurse said you can leave if you don't feel like waiting. We waited 5 hours, but only saw the doctor for only around 30 seconds. The environment in BC Children's Hospital is way better than before, but the service is much worse than before.	NEUTRAL
Under-staffed, the wait time was too long.	NEGATIVE
WAIT TIME IS VERY LONG.	NEGATIVE
Wait time was long without any sense of how long it would be.	NEUTRAL
Wait time was the only negative aspect of our visit, but that had more to do with the required effects of the medication and the fact that it was a busy night. The nurses were fantastic! Very good experience overall.	NEGATIVE
Wait time was too long.	NEGATIVE
Wait times - anything over 2 hours I believe is unacceptable	NEGATIVE
Wait times too long. Operation is of high quality however operationally, the process appears inefficient.	NEGATIVE



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Waited too long for surgery	NEGATIVE
waiting time is too long.	NEGATIVE
Waiting time was too long.	NEGATIVE
Waiting time was too long. My child had a wood splinter in his foot. We waited at least 30 mins for the nurse to come in to give us the freezing cream after the doctor came to see us. Then, after Doctor visited us, we waited for about an hour for a prescription paper. We left after we've received the prescription. I felt there should be better and more efficient communicati...	NEGATIVE
Waiting times for babies under 1. We waited 4 hours in ER between check in and out.	NEUTRAL
We get treatment within 30min of wait time. I used heard rumour that I need to wait for hours and hours before any treatment. The nurse is helpful and kind. Excellent service.	NEUTRAL
We had a great experience. There was a slight wait but I was expecting the wait to be much longer.	NEUTRAL
we had to wait about 4 hours in the middle of the night until we saw the doctor. At one point my daughter was screaming from pain and shortly thereafter a nurse offered her some medicine to ease the pain.	NEUTRAL
We wait 6hours in emergency!! We hope in the future yhey can have more doctors and nurse who working in the children hospital and reduce waiting hours	NEGATIVE
We waited for around 4-5 hours in the waiting area after we arrived. We got into the patient's room, and waited another 2 hours for the doctor. The doctor sent us home after around 10 minutes diagnosis. No one really asked my child if he was alright in the waiting area for hours. My child was given medicine when we got in the patient room, and the doctor came after 2 hours l...	NEUTRAL
We waited in the ER for about two hours. Most people were very anxious about the waiting time was about three hours. I would say that the waiting time could be less, be much better. Thank you so much!	NEUTRAL
We waited over five hours to receive treatment from a doctor. This was unnecessarily lengthy. When I asked if I could check in and leave (we live close by) and return, our request was denied. Care was excellent, but the wait excruciating.	NEGATIVE
We went to the emergence at 2:45 am so they already know my sons history. They already know this ITP. They have to give blood work. Then we waited 3-4 hours before getting blood work done. They took blood work at 7am and the doctors changed. That he(son) had critical platelet and we had to wait to get medication administered. We had to give medicine at night time at 9:20...	NEGATIVE
We were the only one in ED and they still took them 40 min to be seen by a doctor. It was 5 am . It would be nice to be quicker.	NEUTRAL

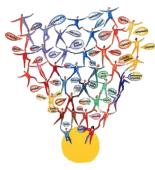


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we were waiting for 4 hours to see a doctor. we were very surprised when we were told that there is only one doctor at the moment on the floor. NEUTRAL

We were waiting to visit a doctor more than 3 hours, after that we were waiting a result of our survey more than one hour. It was the worst waiting-hours. It's very difficult to be emotionless, when your 14 month child couldn't do anything and weak. NEGATIVE



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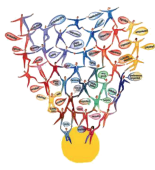
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Discharge Process

Comments related to patient discharge wait times, information, ID requirements, and next steps.

Comments	Valence
Overall the experience was good, emergency is very helpful, doctor's office is good, gives full attention. But cnce the operation is done, the "PR", the short stay after surgery where the patient is for 25-30 minutes during recovery from anesthesia, this area needs some improvement. The personnel doesn't need to rush it, trying to wake the child, but leave him to recover n...	NEUTRAL



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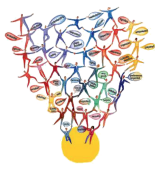
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Discharge Preparation/Continuity of Care after Discharge

Comments relating to preparing the patient (and family, if appropriate) for discharge, and adequacy of that preparation as experienced by the patient post discharge.

Comments	Valence
Because its asthma, and we have been to the ED several times, we would like to leave with more information and education on his long term condition,or to be referred to an asthma clinic. I am a little bit unhappy that nothing has been done about it. Its disappointing that there has been no consultation about it outside E.R. He is now four and no lung X-Ray or anything. Even ...	NEUTRAL
I was very happy with my experience with Children's Hospital. The staff were helpful and sincere. I really do like the discharge notes and what to symptoms may or may not appear and when to follow up all written up for me.	POSITIVE
Reduce the waiting time for each process, including see a doctor, have a test, and get results. I would like to know if I need to stay overnight at hospital or any approximate wait time. I would also like some follow up calls from hospital to ask about my child's health condition. Also, the hospital should add more toys and upgrade the TV to keep children engaged. Adding mor...	NEUTRAL



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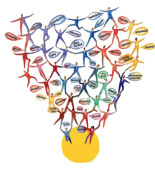
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Spiritual Care

Comments related to pastoral care, the hospital's religious affiliation, amenities for spiritual reflection (chapel) or spirituality (smudging or other space for First Nations spiritual care) or general spiritual care/support comments.

Comments	Valence
I think it makes no sense for a doctor to teach patients how to wash their hands specially in an emergency and it not their job, be respectful to patient's culture and traditions and the doctors are not accountable for patients spirituality other than their health. The biggest problem in BC health care is information between the doctor and hospital and emergency service is n...	NEUTRAL



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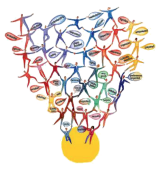
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Question BCED22: What is the most important change we could make to improve patient experiences in BC Emergency Departments and ambulance services? We welcome your additional comments.

Diversity/Cultural Issues

Comments related to cultural issues, such as language barriers, and/or diversity

Comments	Valence
I think it makes no sense for a doctor to teach patients how to wash their hands specially in an emergency and it not their job, be respectful to patient's culture and traditions and the doctors are not accountable for patients spirituality other than their health. The biggest problem in BC health care is information between the doctor and hospital and emergency service is n...	NEUTRAL
My entire experience regarding my child was WORST AND PATHETIC. It is shameful that the doctors did not bother to listen and did not even care to hear out worries. My child has been sick and coughing so bad and even bleeding when he coughs. This is so sad that they said nothing happened. I had been running all over Vancouver for three days everyday then took him to Surrey ho...	NEGATIVE



Facility: BC Children's Hospital
Peer Group: Large
Date: Jan 1, 2018 - March 31, 2018 Discharges

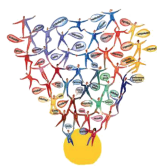
FACILITY FINAL REPORT
Surveys Completed: 474
Response Rate: 37.9%
MOE: ±4.4%

Question BCED22: What is the most important change we could make to improve patient experiences in BC Emergency Departments and ambulance services? We welcome your additional comments.

Costs/Billing

Comments related to out of pocket costs for treatment at this facility.

Comments	Valence
I was quite impressed with being non resident and they don't have practical health nurse, still got treatment and I appreciated the trust. The only hassle I had with the billing, was the billing department had difficulty to put two addresses, the Dubai address, and they said we can't put two addresses and then supervisor told the staff to do it and got the bill with the ch...	NEUTRAL
Parking fees were a stress. I had to keep going out to put more money in the machine. It was VERY expensive	NEGATIVE



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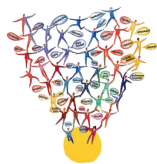
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Overall Impression

Comments related to the patient's overall visit at this facility.

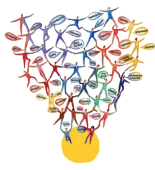
Comments	Valence
All is good so far.	POSITIVE
As a parent, you seek the best care possible for your child. For my family and many of my friends, the best care is at BC Children's hospital. It's where I recommend anyone to take their children when they are sick, or if they doubt the diagnosis they received from other medical professionals. There is absolutely nothing I would change about the care my children receive as i...	POSITIVE
As always, I would recommend this emergency department and great care. The only feedback I had (which I gave to the resident doctor on the follow up visit) is that I wasn't explained what to do if my child had vertigo symptoms that lasted many days, i.e is there a way to make it go away. I feel fortunate to live in a City where we have access to this facility. The staff at t...	POSITIVE
Check in could be faster there was two people checking people in and only one of them was checking people in other then that it was good	POSITIVE
Computer system. Child was born at hospital however first visit and no record whatsoever. Errors inputting information provided such as family doctor's name. Otherwise, great.	POSITIVE
Do not change:)	NEUTRAL
Everyone was really calm, which made me really calm.	NEUTRAL
Everything in the hospital is very good. Very clear instructions on how to treat my child. The doctors good the nurses good. The wait time is too long.	POSITIVE
Everything was perfect except for the waiting time.	POSITIVE
Everything's fine.	NEUTRAL
Felt that the process was disorganized, everyone was standing there waiting for check-in in a line up, I was standing there for 30 min. Once I saw the nurse, it was fine but some nurses didn't seem very caring. The nurse who helped us didn't seem to be on the same page as the doctor, she was a little rude and there was an instance where she literally said: "Oh, you're still ...	NEUTRAL
Getting them out sooner. More staffing so you can be out quicker. I know that is a funding issue. Its great to have a children's hospital. Everything in the hospital was well organized and they had an area for stitches so we did not need to sit with someone who had infections.	POSITIVE



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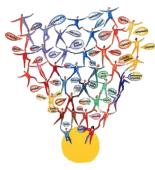
Good experience, everyone was nice. Nice new facilities.	POSITIVE
Had wonderful care.	NEUTRAL
I am satisfied with the care at Children's Hospital. They are very friendly and the medical care is excellent. However, the waiting time is too long. Sometimes you need to wait six hours.	POSITIVE
I am very happy with how it went. It was very good and quick. The doctor was knowledgeable.	POSITIVE
I feel I always get excellent care.	POSITIVE
I feel that this time the Emergency Department was good, but previously I have had to wait over 3 hours to be seen. Otherwise everything else was good.	POSITIVE
I felt that the triage process is not functional because it took 4 hrs to see a doctor. I feel somehow we got dropped down from the queue. Others who had come in later left before us. However, our doctor had written a prescription for treatment for ER doctor and it took at least 4hrs for that to be seen and agreed upon. The visit was a total of 7 hrs for blood work and x-ra...	POSITIVE
I had a good experience, it was more than my expectations.i wasnt treating that good in other hospitals. I would like to appreciate their effort.	POSITIVE
I had an excellent experience at this hospital and I felt very fortunate that I was referred to this particular ER for treatment of my daughter's acute asthma.	POSITIVE
I have no complaints. However, I took my baby to emergency because of a fever. I think in cases like this, there should be follow up call to see if the child still has a high fever.	NEUTRAL
I think more Doctors are needed. Everything is perfect	POSITIVE
I think overall everything is good except the wait time was too long.	POSITIVE
I thought it was an amazing experience.	POSITIVE
I was happy with service there, I was happy with the experience	POSITIVE
I was quite impressed with being non resident and they don't have practical health nurse, still got treatment and I appreciated the trust. The only hassle I had with the billing, was the billing department had difficulty to put two addresses, the Dubai address, and they said we can't put two addresses and then supervisor told the staff to do it and got the bill with the ch...	POSITIVE
I was really impressed with the emergency department and staff at Childrens Hospital. If I had to provide any constructive comments, it would be the 2 and half hour wait before we were able to see a nurse/doctor.	POSITIVE
I was very happy with my experience with Children's Hospital. The staff were helpful and sincere. I really do like the discharge notes and what to symptoms may or may not appear and when to follow up all written up for me.	POSITIVE



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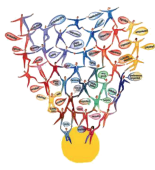
I would like to get help faster although I know you have many patients. Thank you for your help and kindness.	POSITIVE
I'd like to thank everybody involved after this incident. They were all calm, professional, friendly and just fantastic. Thank you!	POSITIVE
If the intake people could direct everyone to wash hands as soon as they come in. There's hand sanitizers around and washing areas but not everybody uses it. I would also like to see a seating area for kids who have viruses like vomiting, coughs, fevers or unknown rashes. And a different seating area for kids who have injuries. My son thinks that this hospital is just fabulo...	POSITIVE
Important note that he has cancer. The care would be different.	NEUTRAL
Improve the wait times in the ED - I have 2 children and have had to use the ED for each one in the last couple months. Each visit is about 6-6.5 hours. I think this is considered an average wait time at BC Children's and it depends on the severity of the issue but the wait time I do consider long. The care however, at BC Children's is top of class and I ensure I really need...	POSITIVE
It took a little bit too long to get a doctor to see my child, we were in the ER from 3 am to about 7, but the ER seemed empty, not sure why it took so long. My child was sick and exhausted. But overall, I cannot be happier with the service received.	POSITIVE
It was a positive experience	POSITIVE
It was amazing how everyone was. Especially the ambulance team.	POSITIVE
It was really good. People were organized. It was clean. They were accommodating and friendly.	POSITIVE
My child had a 41 degree fever. The wait time was 2 hours plus before we were seen by someone, during that time my child's fever kept going up. We have a history of febrile seizures in the family. I felt that someone could have given him some Tylenol or Advil while waiting. I ended up running to the car and giving him some. When we saw the doctor the doctor prescribed amoxi...	POSITIVE & NEGATIVE
My daughter got sick, we had a lot of family visit over the holidays. We went to a clinic and another hospital and had terrible experiences. My daughter wasn't getting better. I wasn't sure what to do. I called my husband. He said we are going to British Columbia Childrens Hospital. They did all the tests and got everything right but we had to stay two weeks. The doctor and ...	POSITIVE
My doctor had no reports from the tests done while at the ED when we contacted her a week later. There was nothing transferred to her from the ED that the visit had even occurred, nor any information on what tests had been run. Having a child in pain for a "mystery" reason, but not being able to make a good plan with our doctor because she did not know what tests had been al...	POSITIVE



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My entire experience regarding my child was WORST AND PATHETIC. It is shameful that the doctors did not bother to listen and did not even care to hear out worries. My child has been sick and coughing so bad and even bleeding when he coughs. This is so sad that they said nothing happened. I had been running all over Vancouver for three days everyday then took him to Surrey ho...	NEGATIVE
My last visit to the emergency which this survey is about was good, my daughter had a very high fever and was vomiting and that's why I took her they said she had a virus. However I would like to give feed back on my visit on July 2/2017 when I took her to the emergency dept and waited I believe about 6 hours to see a DR which we complained about. The wait was WAY too long a...	POSITIVE
No changes.	NEUTRAL
Not convenient for parking, spent a long time looking for a place to park. Do not know how to make an appointment for specialists, worry it would take a long time to wait for an appointment. In general, the BC Children's Hospital is pretty good, services are in time, wait time is short.	POSITIVE
Nothing to improve. My infant and us, the parents, were treated with such compassion and patience. Our care was top-notch.	NEUTRAL
Our experience was very good at children's hospital but I can't say the same 3 years ago at the emergency department in new Westminster at Royal Columbia hospital they did not treat us very well and my daughter had ear infection and almost numonia and they told us she was fine next day she wasn't responding thanks that we took her to children's hospital she recover. So pleas...	POSITIVE & NEGATIVE
Over all it was exceptional experience. Leaving for food is hard to go get. Having a vending machine or food closer would be helpful. All the staff were great and really relatable. Having the colouring books for our other kids was really helpful. The man at the parking area is so helpful and compassionate. He is so approachable and so kind. Having this was huge and was so...	POSITIVE
Overall it was really good. It was a really long wait. There was a boy in a lot of pain. I think that they should do who was in more pain first. There should be better service there.	POSITIVE
Overall service for every visit to children's hospital has been fantastic, very knowledgeable friendly staff.	POSITIVE
Overall the experience was good, emergency is very helpful, doctor's office is good, gives full attention. But cnce the operation is done, the "PR", the short stay after surgery where the patient is for 25-30 minutes during recovery from anesthesia, this area needs some improvement. The personnel doesn't need to rush it, trying to wake the child, but leave him to recover n...	POSITIVE



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Overall, we feel the care we received was excellent. The nurses (mostly) did everything with a smile! We were at Emergency twice in two days. Both times we waited over 4 hours in the waiting room to receive care. I feel that this is an area that could be improved on . POSITIVE

Please improve wait times. The whole experience in ED lasted 5 hours although the services we received were nothing short of excellent. POSITIVE

Pretty good treatment whenever I go. Sometimes there is a lot of people. More support staff is needed so people know where they are in priority. POSITIVE

Quality of care is good however the wait time is not, I do not fault the hospitals for this though. POSITIVE

Staff did an excellent job POSITIVE

The biggest concern I have is the wait times to see a doctor. Other than that I don't have any other concerns at all. Because of my background with Chinese hospitals, their wait times to see a doctor is maybe half an hour, or less, while in Canada the wait times are significantly longer. NEUTRAL

The care we received at BC Children's Hospital was all that we could have hoped for. Obviously we would prefer not to have to be there in the first place, but the nurses and doctor who helped us were so amazing! POSITIVE

The doctors we saw at our two visits to the Emergency disregarded that our daughter may have strep. They made us feel like we had no experience and could not make a diagnosis on our own. We insisted on a strep test but were told it wasn't necessary and that they haven't ever seen her symptoms without a sore throat being strep. The test came back positive three days later and... NEGATIVE

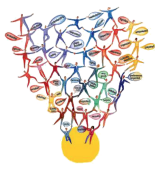
The first time I went to ED, it was a good experience but sometimes its too hard and the waiting is too long. So waiting list must be cut short. POSITIVE

The most important change the hospital can do is lessen the wait times. My visit with my 2 year old was from 1am-5am, extremely long considering how old and sick she was. The nurses and doctor treated us with the utmost respect and care and I was very happy with their services. The wait time is my only complaint. POSITIVE

The service we received was excellent. POSITIVE

Under staff, should have more compassion to patients. A patient who waited a long time asked a nurse how long still need to wait, the nurse said you can leave if you don't feel like waiting. We waited 5 hours, but only saw the doctor for only around 30 seconds. The environment in BC Children's Hospital is way better than before, but the service is much worse than before. NEGATIVE

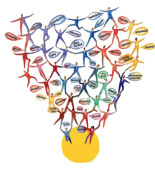
Very good experience! Doctors were very informed about how to treat my sons breathing issues while sick without prescribed medicine as he is still so young. He already has a blue inhaler, so they didn't prescribe a steroid inhaler. He was sick, so his asthmatic symptoms only seem to appear when sick. POSITIVE



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Wait time was the only negative aspect of our visit, but that had more to do with the required effects of the medication and the fact that it was a busy night. The nurses were fantastic! Very good experience overall.	POSITIVE
Wait times too long. Operation is of high quality however operationally, the process appears inefficient.	POSITIVE
We get treatment within 30min of wait time. I used heard rumour that I need to wait for hours and hours before any treatment. The nurse is helpful and kind. Excellent service.	POSITIVE
We had a great experience. There was a slight wait but I was expecting the wait to be much longer.	POSITIVE
we had an excellent experience. The doctor took her time with us. Was so much nicer then a clinic which rushes you through..	POSITIVE
We had an incredible care. We were taken care well of. Amazing care for this hospital even the staff, volunteers, nurses and doctors. We were just very lucky . It took for the first doctor that responded to us longer to diagnose my son. Maybe just a more experience on the part of the doctor. Its just a minor thing and this is the only constructive feedback I could give.	POSITIVE
We have always felt VERY well taken care of by all the staff at Children's Hospital. Thank you!!	POSITIVE
We received excellent care.	POSITIVE
We received very good care.	POSITIVE
We waited over five hours to receive treatment from a doctor. This was unnecessarily lengthy. When I asked if I could check in and leave (we live close by) and return, our request was denied. Care was excellent, but the wait excruciating.	POSITIVE
We went in there at 2 am in the morning. It was quicker than I thought it would be. It wasn't a horrible experience.	NEUTRAL
We went to the emergence at 2:45 am so they already know my sons history. They already know this ITP. They have to give blood work. Then we waited 3-4 hours before getting blood work done. They took blood work at 7am and the doctors changed. That he(son) had critical platelet and we had to wait to get medication administered. We had to give medicine at night time at 9:20...	NEGATIVE
When I spoke to the nurse on the hotline none of that data was available to the hospital. It took time for them to figure out she was in the hospital before. There is a lack of information sharing. When I call my doctor they should all have access to the same chronology of events. It may be politically difficult but healthcare can improve with reliable data. If there is anyt...	POSITIVE & NEGATIVE
With the BC Children's Hospital, no complaints they are great! Free parking would be even better!	POSITIVE



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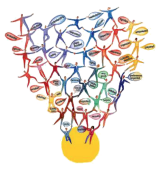
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Other

Comments that do not fit into any of the previously identified themes.

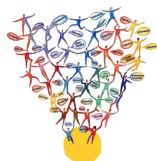
Comments	Valence
Because it was a new hospital, staff were challenged finding needed items in a timely manner.	NEUTRAL
Even considering a fact that my child's issue was not really urgent (he needed a glue treatment or a stitch for a cut), a waiting time was pretty long. I've been to BC Children's ER twice. Waiting time for the first visit was fairly short, while we had to wait around 3 hours to see a doctor on the second visit. Also, BC Children's is not on a website where provides ER wait t...	NEUTRAL
I always consult the 811 link before going to emergency. I feel uncomfortable when they ask why I came to the emergency.	NEUTRAL
It was my first experience as a father to go with a child to the hospital. I have worked at the hospital before and as a teacher and I know a lot of how hospitals work. However, in child care a visit to hospital had a waiting time of more than 4 hours. After visiting the doctor said that the problem is not serious. Nice news, but waited a long time with small baby without fo...	NEUTRAL
My entire experience regarding my child was WORST AND PATHETIC. It is shameful that the doctors did not bother to listen and did not even care to hear out worries. My child has been sick and coughing so bad and even bleeding when he coughs. This is so sad that they said nothing happened. I had been running all over Vancouver for three days everyday then took him to Surrey ho...	NEGATIVE
Overall the experience was good, emergency is very helpful, doctor's office is good, gives full attention. But cnce the operation is done, the "PR", the short stay after surgery where the patient is for 25-30 minutes during recovery from anesthesia, this area needs some improvement. The personnel doesn't need to rush it, trying to wake the child, but leave him to recover n...	NEUTRAL
The wait time must be reduced and cut short. There must be volunteers to make sure that if someone needs special attention and needs to be taken at priority basis because not everyone is equally sick. Lines must be cut short. Waiting should be less.	NEUTRAL
Wait times too long. Operation is of high quality however operationally, the process appears inefficient.	NEGATIVE
We waited over five hours to receive treatment from a doctor. This was unnecessarily lengthy. When I asked if I could check in and leave (we live close by) and return, our request was denied. Care was excellent, but the wait excruciating.	NEUTRAL



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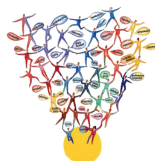
We were waiting to visit a doctor more than 3 hours, after that we were waiting a result of our survey more than one hour. It was the worst waiting-hours. It's very difficult to be emotionless, when your 14 month child couldn't do anything and weak. NEUTRAL



Appendix A

Peer Group - Facility Size

Large: an ED with more than 40,000 annual patient visits n=19			
Abbotsford Regional General Hospital*	FHA	University Hospital of Northern British Columbia*	NHA
Burnaby Hospital*	FHA	BC Children's Hospital*	PHSA
Chilliwack General Hospital*	FHA	Lions Gate Hospital*	VCHA
Eagle Ridge Hospital*	FHA	Richmond Hospital*	VCHA
Langley Memorial Hospital*	FHA	St. Paul's Hospital*	PROVIDENCE
Peace Arch Hospital*	FHA	Vancouver General Hospital*	VCHA
Royal Columbian Hospital*	FHA	Nanaimo Regional General Hospital*	VIHA
Surrey Memorial Hospital*	FHA	Royal Jubilee Hospital*	VIHA
Kelowna General Hospital*	IHA	Victoria General Hospital*	VIHA
Royal Inland Hospital*	IHA		
Medium: an ED with between 20,000 and 39,999 annual patient visits n=21			
Delta Hospital*	FHA	Mills Memorial Hospital	NHA
Mission Memorial Hospital*	FHA	Prince Rupert Regional Hospital	NHA
Ridge Meadows Hospital*	FHA	Mount Saint Joseph Hospital*	PROVIDENCE
Cariboo Memorial Hospital	IHA	Whistler Health Care Centre	VCHA
East Kootenay Regional Hospital	IHA	North Island Hospital Campbell River Campus*	VIHA
Penticton Regional Hospital	IHA	Cowichan District Hospital*	VIHA
Shuswap Lake General Hospital	IHA	Oceanside Health Centre	VIHA
Vernon Jubilee Hospital	IHA	Saanich Peninsula Hospital*	VIHA
Dawson Creek and District Hospital	NHA	North Island Hospital Comox Valley Campus*	VIHA
Fort Nelson General Hospital	NHA	West Coast General Hospital	VIHA
Fort St. John Hospital	NHA		
Small: an ED with between 5,000 and 19,999 annual patient visits n=36			
Fraser Canyon Hospital*	FHA	Fraser Lake Community Health Centre	NHA
100 Mile District General Hospital	IHA	GR Baker Memorial Hospital	NHA
Boundary Hospital	IHA	Kitimat General Hospital	NHA
Castlegar & District Community Health Centre	IHA	Lakes District Hospital and Health Centre	NHA



Small: an ED with between 5,000 and 19,999 annual patient visits			
n=36			
Chase Health Centre	IHA	MacKenzie and District Hospital and Health Centre	NHA
Creston Valley Hospital	IHA	St. John Hospital	NHA
Elk Valley Hospital	IHA	Stuart Lake Hospital	NHA
Golden and District General Hospital	IHA	Wrinch Memorial Hospital	NHA
Invermere and District Hospital	IHA	Pemberton Health Care Centre	VCHA
Kootenay Boundary Regional Hospital	IHA	Powell River General Hospital	VCHA
Kootenay Lake District Hospital	IHA	Sechelt Hospital	VCHA
Lillooet District Hospital	IHA	Squamish General Hospital	VCHA
Nicola Valley Health Centre	IHA	UBC Hospital*	VCHA
Princeton General Hospital	IHA	Chemainus Health Care Centre	VIHA
Queen Victoria Hospital	IHA	Lady Minto Gulf Islands Hospital	VIHA
South Okanagan General Hospital	IHA	Ladysmith Community Health Centre	VIHA
Bulkley Valley District Hospital	NHA	Port Hardy Hospital	VIHA
Chetwynd General Hospital	NHA	Tofino General Hospital	VIHA
Extra-Small: an ED with less than 5,000 annual patient visits			
n=33			
Alexis Creek Outpost Hospital	IHA	Hudson's Hope Health Centre	NHA
Arrow Lakes Hospital	IHA	McBride and District Hospital	NHA
Ashcroft and District General Hospital	IHA	Northern Haida Gwaii Hospital & Health Centre	NHA
Barriere Health Centre	IHA	Stewart Health Centre	NHA
Blue River Outpost Hospital	IHA	Stikine Health Centre	NHA
Dr. Helmcken Memorial Hospital	IHA	Tumbler Ridge Community Health Centre	NHA
Edgewood Outpost Hospital	IHA	Valemount Health Centre	NHA
Elkford Health Care Centre	IHA	Bella Coola General Hospital	VCHA
Slocan Community Health Centre	IHA	R.W. Large Memorial Hospital	VCHA
South Similkameen Health Centre	IHA	Bamfield Health Centre	VIHA
Sparwood Health Care Centre	IHA	Cormorant Island Health Centre	VIHA
St. Bartholomew's Hospital	IHA	Gold River Health Centre	VIHA
Victorian Community Health Centre	IHA	Kyuquot Health Centre	VIHA
West Chilcotin Health Centre	IHA	Port Alice Health Centre	VIHA
Atlin Health Centre	NHA	Port McNeill and District Hospital	VIHA
Haida Gwaii Hospital and Health Centre – XaaydaGwaayNgaaysdIIlNaay	NHA	Tahsis Health Centre	VIHA
Houston Health Centre	NHA		

No discharge files were received from Edgewood Outpost Hospital between January 1st to March 31st, 2018.

* indicates the 29 National Ambulatory Care Reporting System (NACRS) emergency departments in BC.