


Year to Date Performance	56.4%	Performance Assessment	 Yellow
Island Health Target	Greater than or equal to 58.4%	Performance is outside acceptable range; monitor and take action as appropriate.	

What do we measure and why?

The Patient Experience – Emergency Department measure reports the percentage of people who received care in an emergency department and reported they had a very good experience with their emergency department visit.

Patient experience surveys give important insights into how patients feel about the care they receive. This feedback is used to identify areas for improvement to meet patients’ needs and provide high-quality health care. Island Health strives for excellence in quality and safety, and exemplary patient experience.

What is the target?

Island Health’s target for 2023/24 was greater than or equal to 61.9% (which was our result in 2022/23).

Higher rates are better.

How are we doing?

As of October 2025, Island Health’s overall experience measure was lower than the target but was higher than the provincial average.

What actions are we taking?

Island Health recently established a Human Experience Strategy which will act on learnings from patient experience data.