


# Emergency Department Patient Experience

Year to Date Performance	<b>91% (2018/19)</b>	Performance Assessment		<b>Baseline</b>
Island Health Target	<b>Greater than or equal to 91%</b>	Performance cannot yet be assessed.		

### What do we measure and why?

Emergency Department Patient Experience measures the percentage of patients with a positive response to a survey question asking whether they would recommend the emergency department based on their recent emergency or urgent care experience there.

Patient experience surveys provide us with valuable information about the way patients feel about our services. We use the feedback to identify areas for improvement so that we can continue to provide high quality health care.

### What is the target?

2018 was a baseline year for future target setting. Island Health's goal is for higher rates (indicating improvement).

### How are we doing?

Island Health participated in the provincial Acute Emergency Department Sector Survey that was conducted January to March 2018.

A total of 91% of patients surveyed indicated that they would probably (24%) or definitely (67%) recommend the emergency department they visited to their friends and family.

### What actions are we taking?

Information from this survey will be used to: assess patients' satisfaction and experiences with Island Health's emergency care and urgent care and services; build on identified strengths; promote improvement in areas deemed important by patients; provide information about the performance of the health care system over time.