**Using the Patient Experience to Transform Health Care:**

British Columbia Patient-Centred Measurement, Reporting and Improvement

EMERGENCY DEPARTMENT SECTOR SURVEY 2018

British Columbia Emergency Health Services (BCEHS) Results

The results of British Columbia's 2018 Emergency Department sector survey provide a snapshot of patients' assessments about their experiences 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 reflects the results of questions developed to ask patients who reported they were transported to the emergency department by BC Emergency Health Services paramedics to provide feedback about their care experience during ambulance transport. Of the total patients who responded to the BC ED survey, 10% (n = 1411) reported they were transported to the ED by ambulance.

BCEHS scores are compared to the average (mean) EHS scores for each health authority within BC; and the EHS scores from those patients who self-identified as Aboriginal. Where applicable, statistically significant percentage differences from the provincial EHS average score are indicated.

This report is organized into six sections:

Section 1: Summary of Key Findings

There are 2 sets of analyses in this section:

1. BC Emergency Health Services Global Rating Question scores; and
2. BC Emergency Health Services Composite Score

Section 2: Detailed Results**Section 3: Intravenous Therapy Module Questions****Section 4: Patient Characteristics****Section 5: Frequency Tables****Terminology**

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 (n/a †).

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

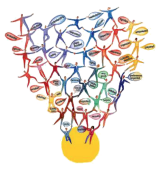
Statistical Significance: Indicates a result where the difference between two scores is unlikely to have occurred due to chance with 95% confidence.

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).

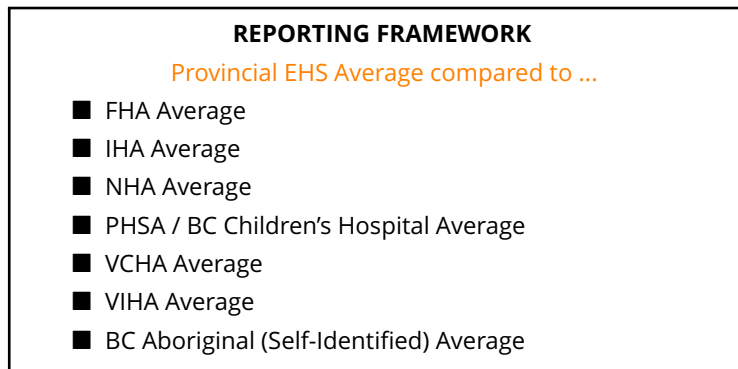
†Transport by ambulance was self-reported by patients who completed the Emergency Department survey. A response rate and MOE cannot be calculated as the total number of patients who reported being transported to the ED by ambulance in the study sample and population universe are unknown



Section 1: Summary of Key Findings

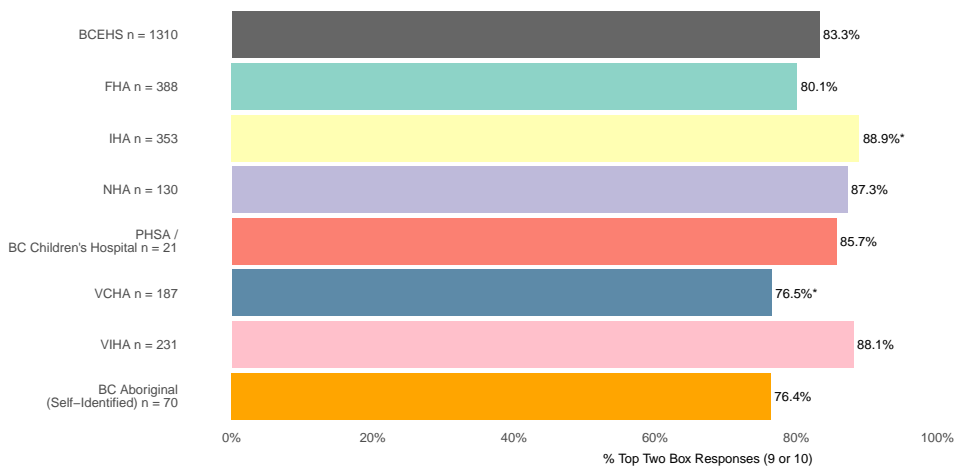
Global Rating Question (Top Box Scores):

Graph 1 displays the results of question BCEHS6, an overall rating measure (also called a global rating) of the experience of patients who were transported to the emergency department by ambulance. BCEHS scores are compared to the average (mean) for each health authority within BC; and the EHS scores from those patients who self-identified as Aboriginal. Where applicable, statistically significant percentage differences from the provincial EHS average score are indicated.



GRAPH 1: Global Rating Question

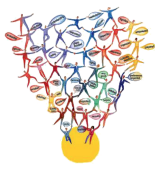
BCEHS6. Using any number from 0 to 10, where 0 is the worst care possible and 10 is the best care possible, what number would you use to rate your care from paramedics when you were taken to the emergency department by ambulance?



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

Note: Health Authority and Provincial scores are weighted.

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



Date: Jan 1 - March 31, 2018 Emergency Visits
 Surveys Completed: n = 1411

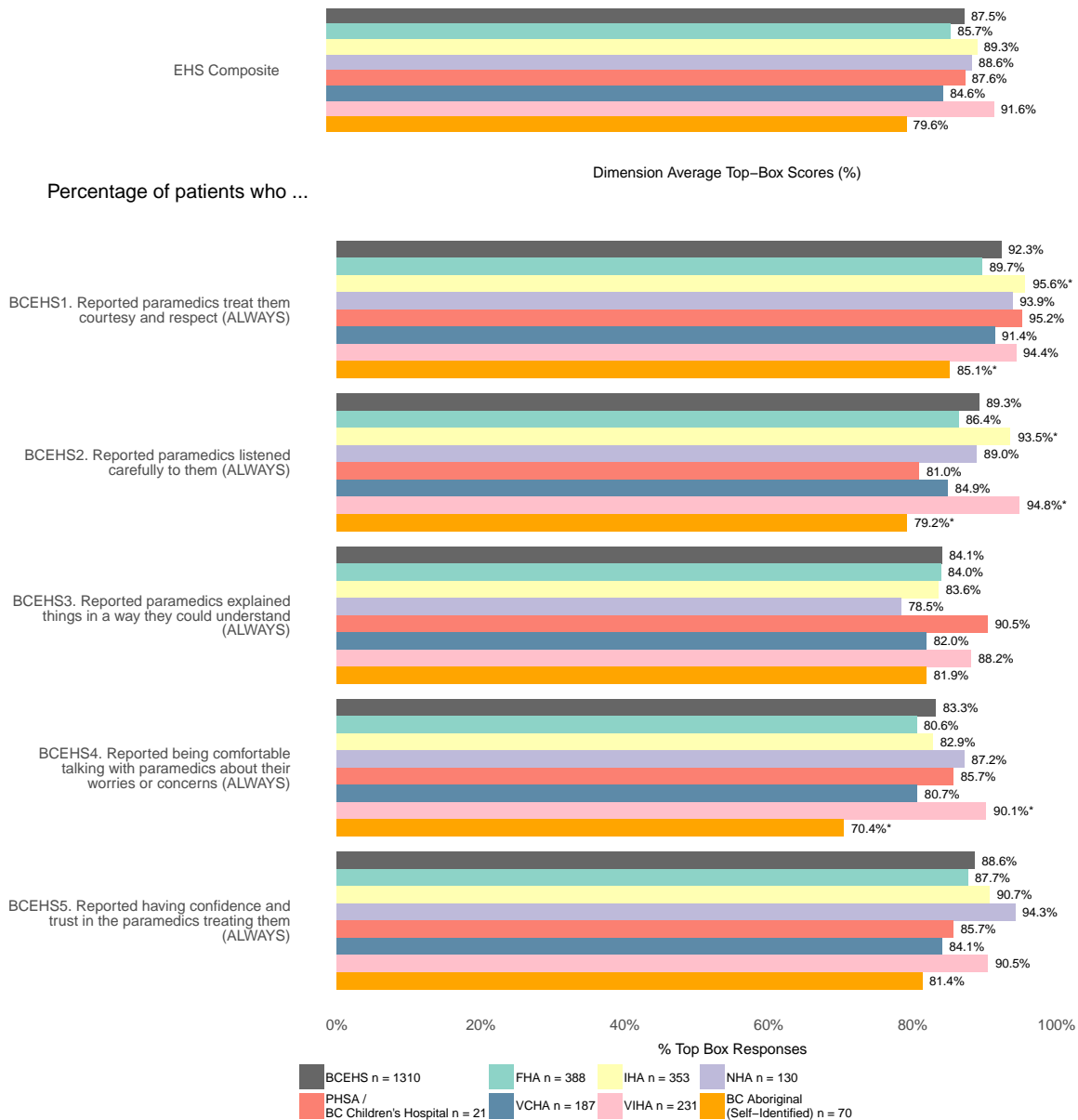
BC EMERGENCY HEALTH SERVICES FINAL RESULTS

Response Rate: n/a †
 MOE: n/a †

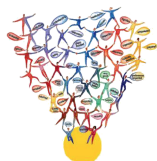
BC Emergency Health Services Composite Score

Graph 2 displays the results of a BC Emergency Health Services composite score, which combines the results of the five (5) BCEHS survey questions fielded with the BC ED 2018 survey. BCEHS scores are compared to the average (mean) for each health authority within BC; and the EHS scores from those patients who self-identified as Aboriginal. Where applicable, statistically significant percentage differences from the provincial EHS average score are indicated.

Graph 2. BC Emergency Health Services Composite Score



Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey (BCEHS n = 1310).
 Note: Health Authority and Provincial scores are weighted.
 Note: * denotes statistically significant difference (p <.05).



Section 2: Detailed EHS Results

This section presents the results of every question on the EHS module of the 2018 Emergency Department sector survey individually. Frequency tables that show the results across all response categories for individual items are presented in Section 5.

Table 1 displays the results of the BC Emergency Health Services questions. The provincial average (mean) score is compared to the average scores for each health authority; and the results for those patients who self-identified as Aboriginal. Statistically significant percentage differences from the provincial average score are indicated where appropriate.

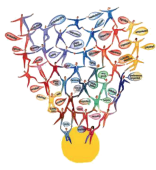
Table 1. BC Emergency Health Services Questions

Percentage of patients who ...	BCEHS n = 1310	FHA n = 388	IHA n = 353	NHA n = 130	PHSA BC Children's Hospital n = 21	VCHA n = 187	VIHA n = 231	BC Aboriginal (Self- Identified) n = 70
BCEHS1. Reported paramedics treat them <u>courtesy and respect</u> (ALWAYS)	92.3%	89.7%	95.6%*	93.9%	95.2%	91.4%	94.4%	85.1%*
BCEHS2. Reported paramedics <u>listened carefully</u> to them (ALWAYS)	89.3%	86.4%	93.5%*	89.0%	81.0%	84.9%	94.8%*	79.2%*
BCEHS3. Reported paramedics <u>explained things</u> in a way they could understand (ALWAYS)	84.1%	84.0%	83.6%	78.5%	90.5%	82.0%	88.2%	81.9%
BCEHS4. Reported being comfortable talking with paramedics about their worries or concerns (ALWAYS)	83.3%	80.6%	82.9%	87.2%	85.7%	80.7%	90.1%*	70.4%*
BCEHS5. Reported having confidence and trust in the paramedics treating them (ALWAYS)	88.6%	87.7%	90.7%	94.3%	85.7%	84.1%	90.5%	81.4%
BCEHS6. Rated their care from paramedics with a 9 or 10 on a scale from 0 (worst care possible) to 10 (best care possible)	83.3%	80.1%	88.9%*	87.3%	85.7%	76.5%*	88.1%	76.4%

Source: BC Patient-Centred Measurement, Reporting and Improvement Emergency Department Sector Survey, 2018

Note: Health Authority and Provincial scores are weighted.

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



Date: Jan 1 - March 31, 2018 Emergency Visits
Surveys Completed: n = 1411

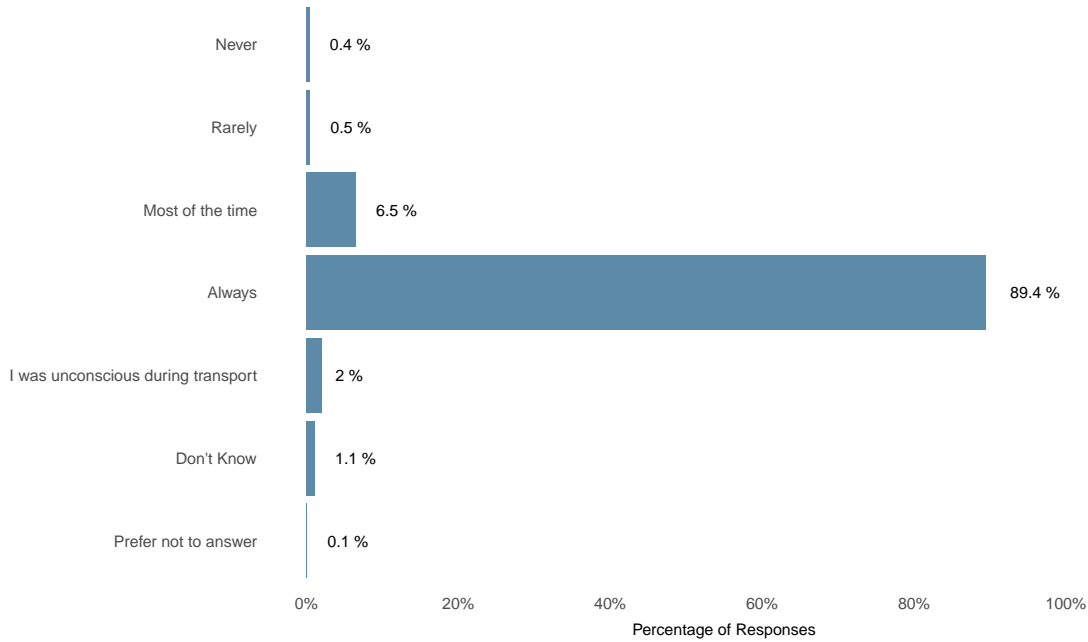
BC EMERGENCY HEALTH SERVICES FINAL RESULTS

Response Rate: n/a †
MOE: n/a †

BC Emergency Health Services Questions

BCEHS1. Did the paramedics treat you with courtesy and respect?

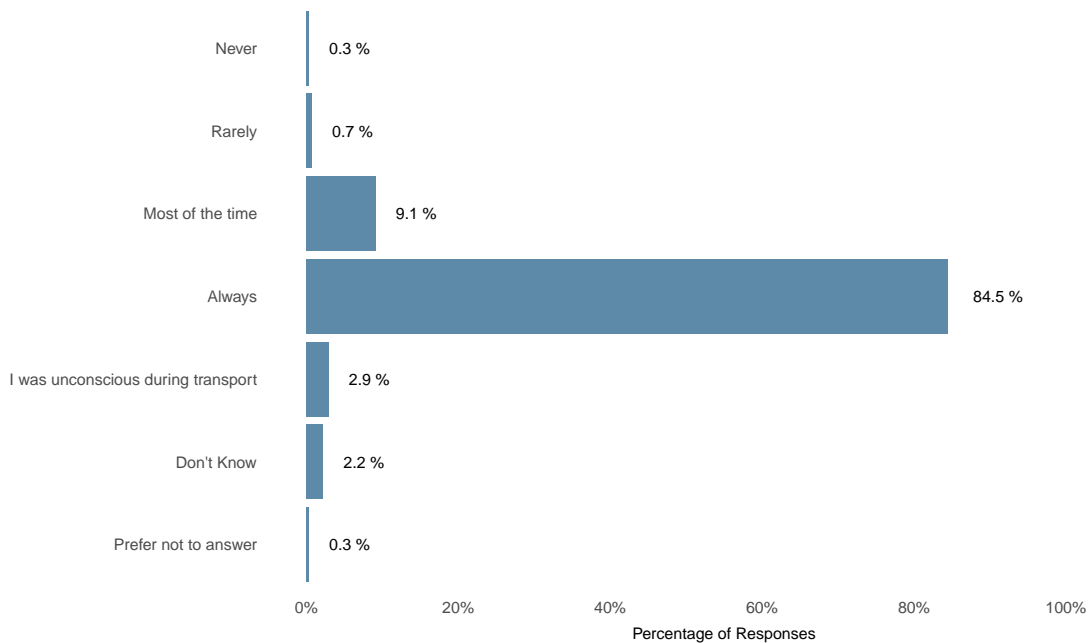
(BCEHS respondents only)



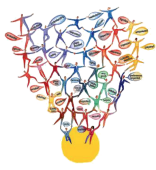
Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (BCEHS n = 1310)
Note: Provincial scores are weighted.

BCEHS2. Did the paramedics listen carefully to you?

(BCEHS respondents only)

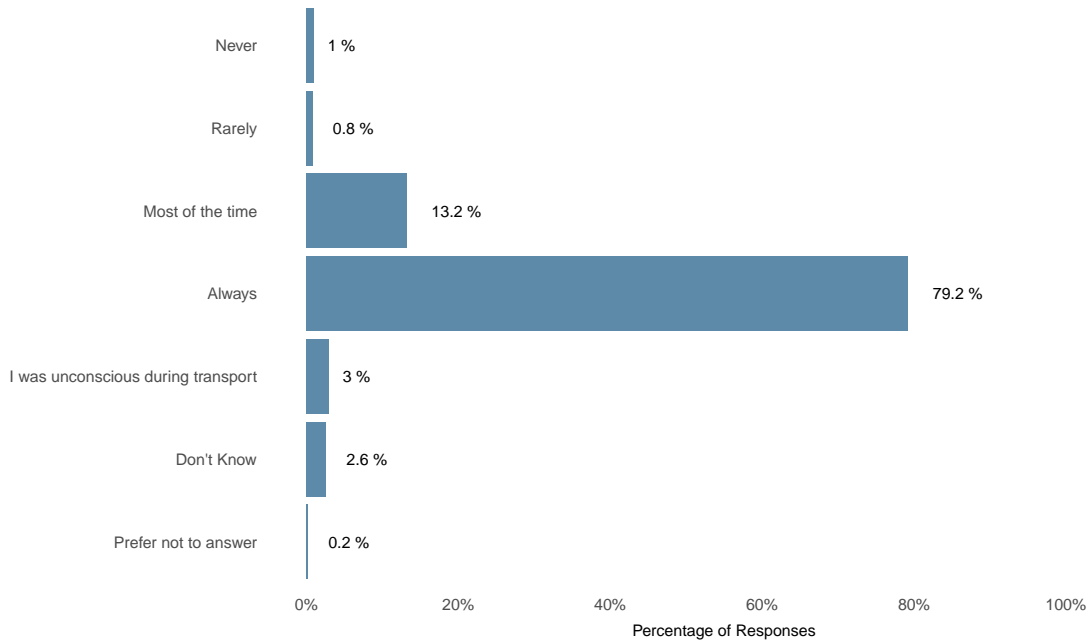


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (BCEHS n = 1310)
Note: Provincial scores are weighted.



BCEHS3. Did the paramedics explain things in a way you could understand?

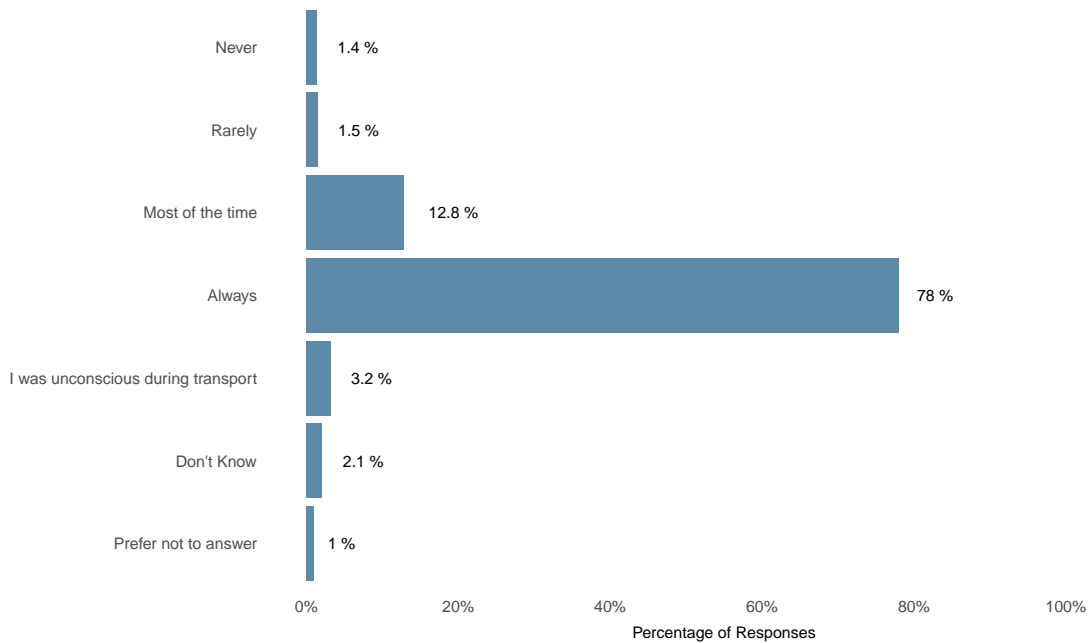
(BCEHS respondents only)



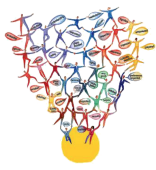
Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (BCEHS n = 1310)
Note: Provincial scores are weighted.

BCEHS4. Were you comfortable talking with paramedics about your worries or concerns?

(BCEHS respondents only)

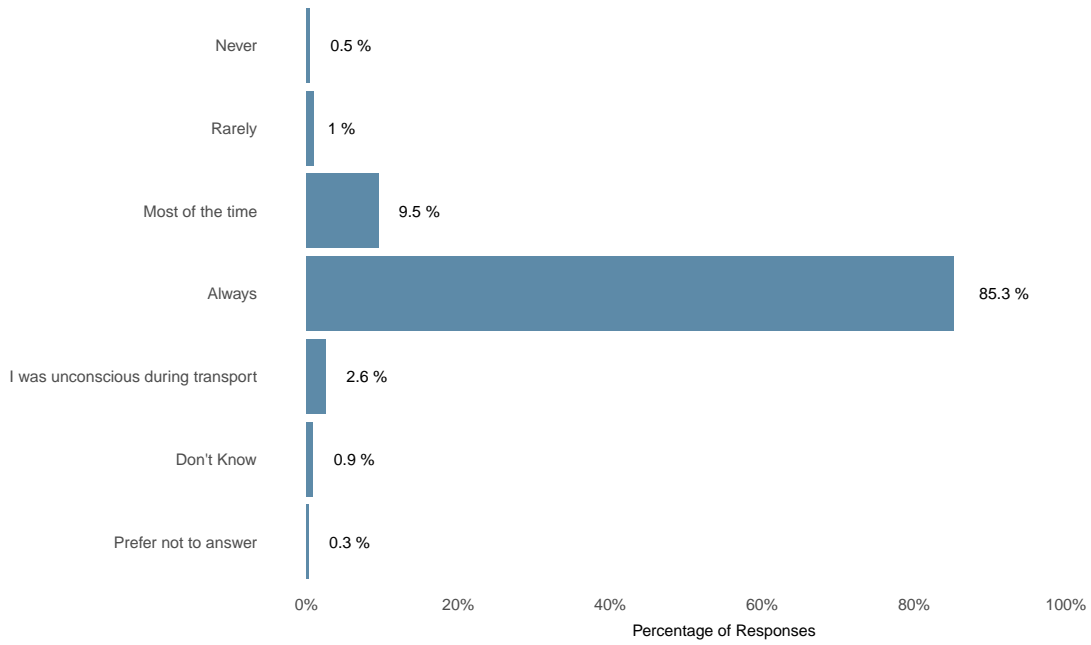


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (BCEHS n = 1310)
Note: Provincial scores are weighted.

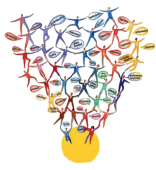


BCEHS5. Did you have confidence and trust in the paramedics treating you?

(BCEHS respondents only)

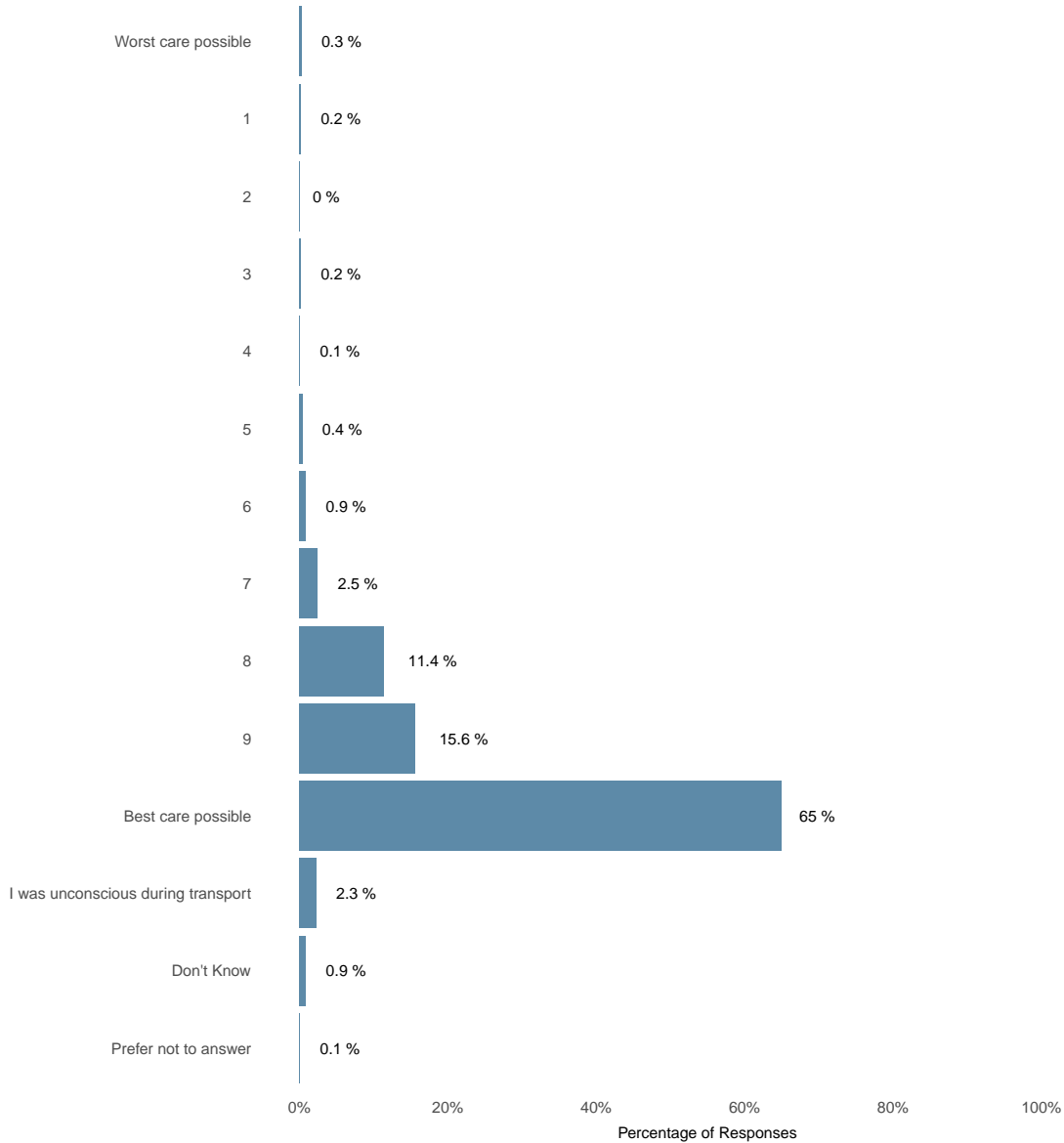


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (BCEHS n = 1310)
Note: Provincial scores are weighted.

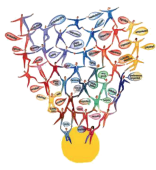


BCEHS6. Using any number from 0 to 10, where 0 is the worst care possible and 10 is the best care possible, what number would you use to rate your care from paramedics when you were taken to the emergency department by ambulance?

(BCEHS respondents only)



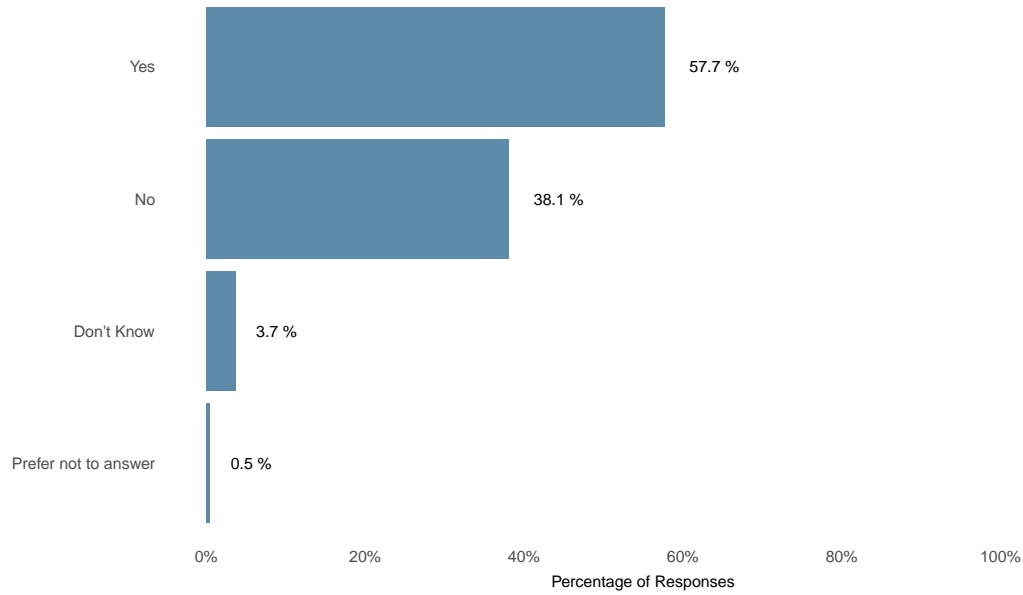
Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (BCEHS n = 1310)
Note: Provincial scores are weighted.



Section 3: Intravenous Therapy Module Questions

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

(BCEHS respondents only)

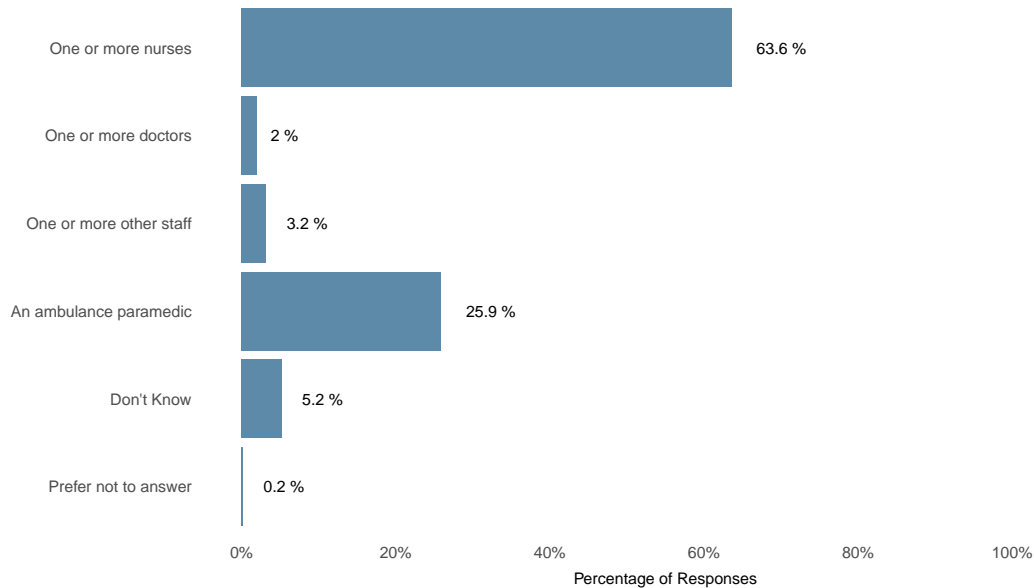


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (BCEHS n = 1401)

Note: Provincial scores are weighted.

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

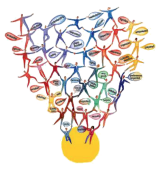
(BCEHS respondents only)



Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (BCEHS n = 875)

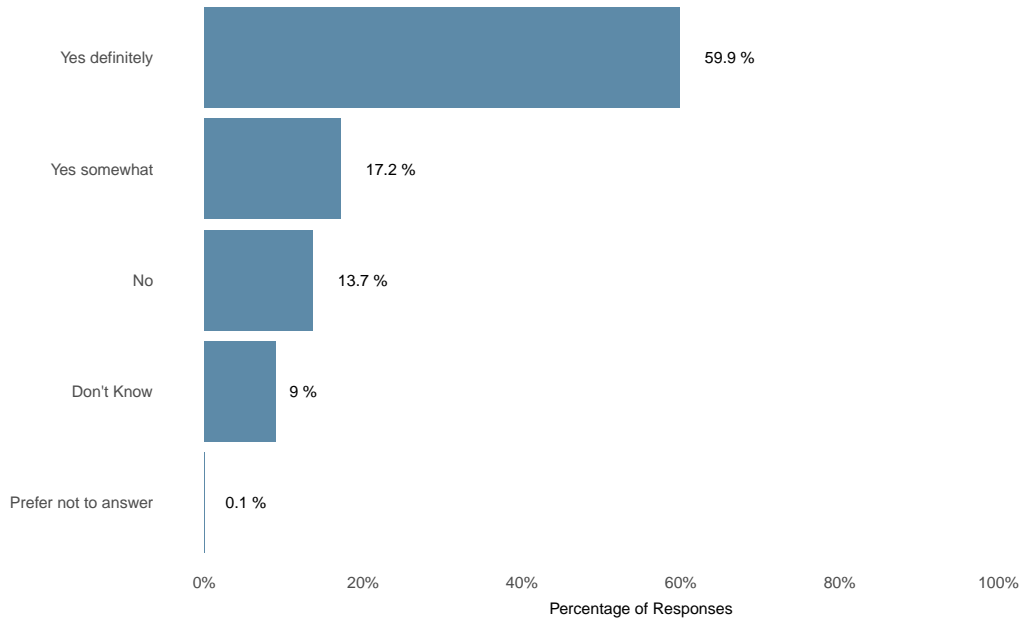
Note: Provincial scores are weighted.

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?

(BCEHS respondents only)

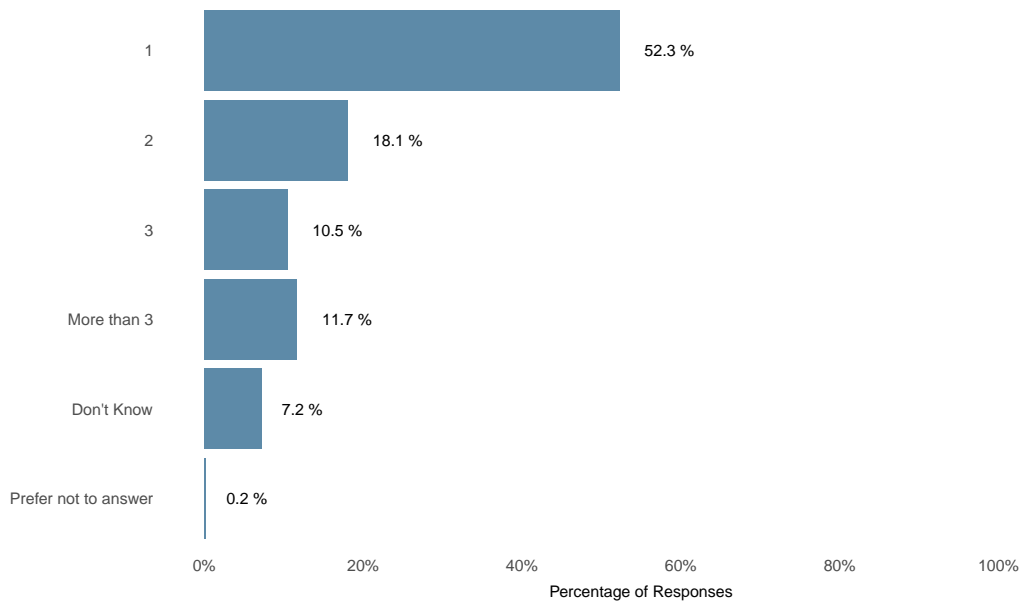


Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (BCEHS n = 784)

Note: Provincial scores are weighted.

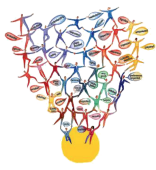
IV4. When you think about the IVs you had during this emergency visit, how many times on average did the nurse, doctor or paramedic try to put an IV into your vein?

(BCEHS respondents only)



Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (BCEHS n = 784)

Note: Provincial scores are weighted.



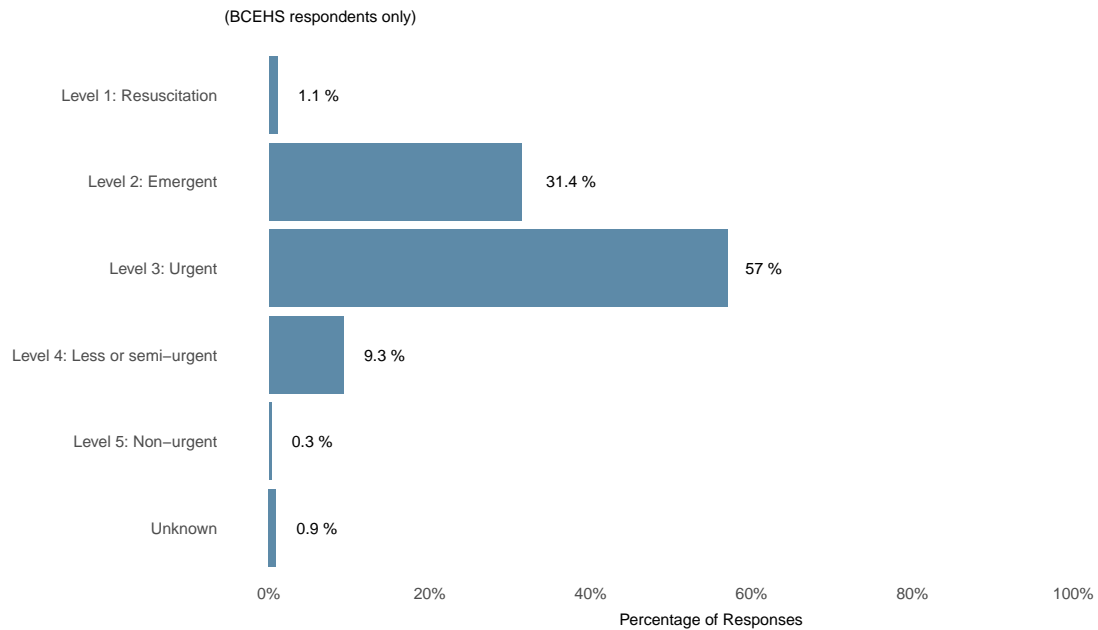
Date: Jan 1 - March 31, 2018 Emergency Visits
Surveys Completed: n = 1411

Response Rate: n/a †
MOE: n/a †

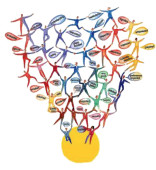
Section 4: Characteristics of EHS Respondents

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. (BCEHS n = 1353)
Note: Provincial scores are weighted.

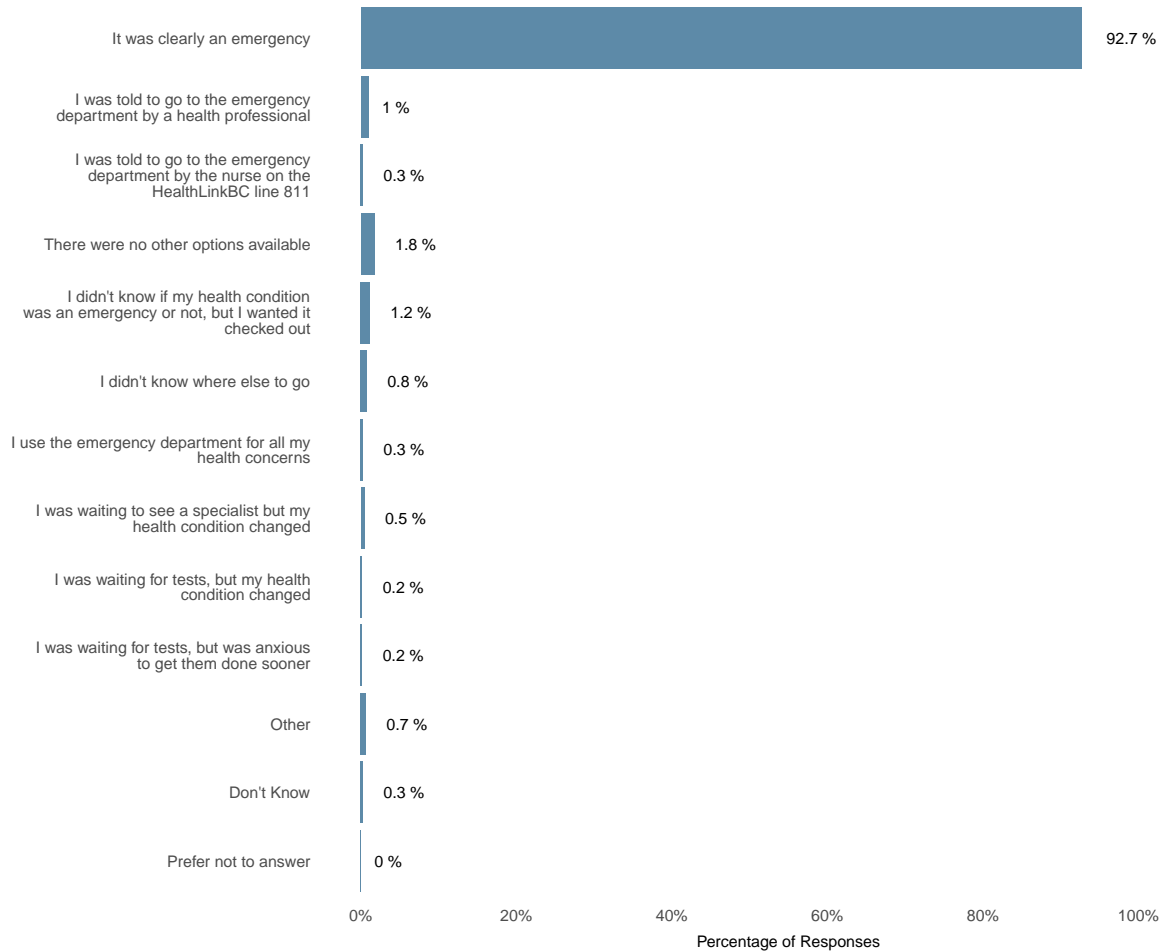


Date: Jan 1 - March 31, 2018 Emergency Visits
Surveys Completed: n = 1411

Reason(s) for going to the Emergency Room

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

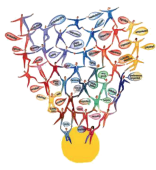
(BCEHS respondents only)



Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (BCEHS n = 1474)

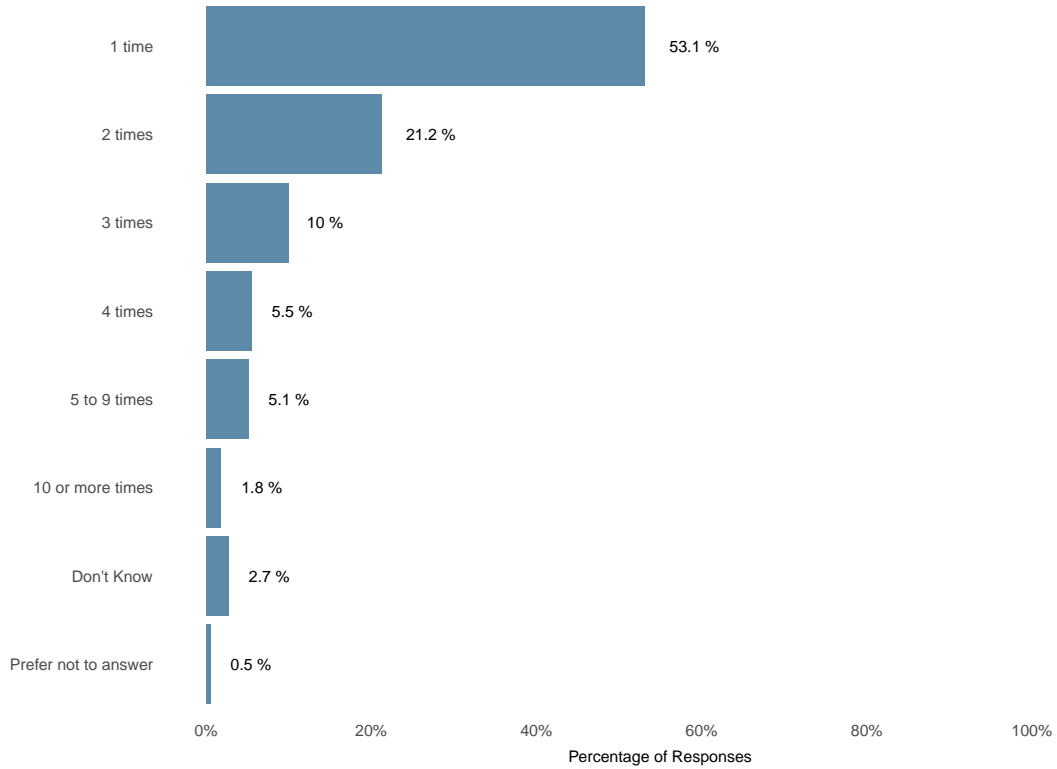
Note: Provincial scores are weighted.

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.

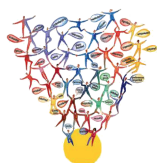


EDPEC31. In the last 6 months, how many times have you visited any emergency department to get care for yourself? Please include the emergency department visit you have been answering questions about in this survey.

(BCEHS respondents only)



Source: BC Patient-Centred Measurement, Reporting and Improvement 2018 Survey. (BCEHS n = 1407)
Note: Provincial scores are weighted.



Date: Jan 1 - March 31, 2018 Emergency Visits
 Surveys Completed: n = 1411

BC EMERGENCY HEALTH SERVICES FINAL RESULTS

Response Rate: n/a †
 MOE: n/a †

Patient Characteristics

(BCEHS respondents only)

Age

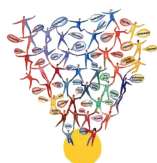
	BCEHS	FHA	IHA	NHA	PHSA / BC Children's Hospital	VCHA	VIHA	BC Aboriginal (Self-Identified)
n size	1411	419	375	143	25	207	242	82
less than 6 yrs	2.4%	2.2%	2%	1.9%	72%	1%	1.1%	4.4%
6-12	1.6%	2.8%	0.6%	1.7%	24%	0.5%	0%	4.6%
13-17	0.5%	0.3%	0.4%	1.5%	4%	0.3%	0.6%	1.4%
18-29	6.8%	5.8%	5.2%	6.5%	0%	13%	5.6%	8.1%
30-44	7.6%	10.2%	2.8%	7.5%	0%	12.5%	3.3%	15.5%
45-54	7.5%	9.9%	4.5%	9.6%	0%	6.5%	6.4%	13.9%
55-64	14.3%	13.2%	12.9%	18.7%	0%	17.5%	14.9%	15.3%
65-74	20.9%	18.8%	24.3%	14.6%	0%	22.7%	22.8%	21.4%
75-84	22.3%	22.7%	22.8%	24.7%	0%	14.5%	28.4%	7.4%
85 or older	16.2%	14%	24.7%	13.3%	0%	11.5%	17%	7.8%
Total Valid	100%	100%	100%	100%	100%	100%	100%	100%

Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey.
 Note: Health Authority and Provincial scores are weighted

Gender

	BCEHS	FHA	IHA	NHA	PHSA / BC Children's Hospital	VCHA	VIHA	BC Aboriginal (Self-Identified)
n size	1411	419	375	143	25	207	242	82
Male	45.1%	43.3%	40.4%	45.5%	52%	56.4%	43.7%	45.2%
Female	54.9%	56.7%	59.6%	54.5%	48%	43.6%	56.3%	54.8%
Transgender	0%	0%	0%	0%	0%	0%	0%	0%
Total Valid	100%	100%	100%	100%	100%	100%	100%	100%

Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey.
 Note: Health Authority and Provincial scores are weighted.



Age Group - Male only

	BCEHS	FHA	IHA	NHA	PHSA / BC Children's Hospital	VCHA	VIHA	BC Aboriginal (Self-Identified)
n size	641	185	158	61	13	114	110	31
less than 6 yrs	3.5%	4.5%	2.6%	4.2%	69.2%	0.6%	1.3%	9%
6-12	1.6%	2.4%	1%	1.7%	23.1%	0.8%	0%	6.8%
13-17	0.3%	0%	0.8%	0%	7.7%	0.6%	0%	2.4%
18-29	6.9%	5.6%	3.9%	6.6%	0%	13.8%	5.6%	15.9%
30-44	7.8%	10.1%	5.2%	6.6%	0%	11.3%	2.2%	17.4%
45-54	8.4%	12.1%	3.7%	7.4%	0%	4.4%	11%	5.9%
55-64	14.5%	13%	14.2%	15.1%	0%	17.1%	15.7%	5.3%
65-74	20%	18.7%	24.7%	11.8%	0%	22%	19.4%	22.3%
75-84	22%	20.6%	20.8%	29.3%	0%	19.6%	28.3%	7.7%
85 or older	15%	13%	23.2%	17.5%	0%	9.9%	16.5%	7.3%
Total Valid	100%	100%	100%	100%	100%	100%	100%	100%

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

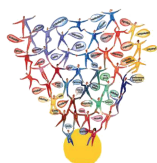
Note: Health Authority and Provincial scores are weighted.

Age Group - Female only

	BCEHS	FHA	IHA	NHA	PHSA / BC Children's Hospital	VCHA	VIHA	BC Aboriginal (Self-Identified)
n size	770	234	217	82	12	93	132	51
less than 6 yrs	1.5%	0.5%	1.6%	0%	75%	1.6%	1%	0.6%
6-12	1.6%	3.1%	0.3%	1.8%	25%	0%	0%	2.7%
13-17	0.5%	0.5%	0.1%	2.8%	0%	0%	1%	0.7%
18-29	6.7%	6%	6.1%	6.3%	0%	12%	5.5%	1.8%
30-44	7.4%	10.3%	1.2%	8.3%	0%	14.1%	4.1%	14%
45-54	6.8%	8.3%	5.1%	11.4%	0%	9.2%	2.8%	20.5%
55-64	14.1%	13.3%	11.9%	21.7%	0%	18.1%	14.2%	23.6%
65-74	21.6%	19%	23.9%	17%	0%	23.6%	25.5%	20.8%
75-84	22.6%	24.4%	24.2%	20.9%	0%	7.9%	28.5%	7.2%
85 or older	17.2%	14.8%	25.7%	9.8%	0%	13.5%	17.4%	8.2%
Total Valid	100%	100%	100%	100%	100%	100%	100%	100%

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

Note: Health Authority and Provincial scores are weighted.



Education Level (Self-Reported)

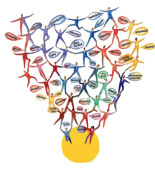
	BCEHS	FHA	IHA	NHA	PHSA / BC Children's Hospital	VCHA	VIHA	BC Aboriginal (Self-Identified)
n size	1354	402	359	141	25	197	230	82
8th grade or less	11.6%	13.3%	11%	17.1%	88%	8.1%	5.4%	19.3%
Some high school, but did not graduate	15.4%	15.3%	23.4%	16.2%	4%	7.4%	13.8%	18.3%
High school or high school equivalency certificate	24.8%	22.7%	28.2%	27.4%	0%	24.6%	26.1%	27%
College, CEGEP or other non-university certificate or diploma	23.2%	25.3%	20.7%	15.8%	0%	21.4%	27.2%	23.8%
Undergraduate degree or some university	12.8%	12.5%	7.5%	11.2%	0%	21.8%	12.9%	9.6%
Post-graduate degree or professional designation	8.9%	7.6%	7.1%	6.8%	0%	13%	11.6%	1.7%
Total Valid	96.8%	96.8%	97.9%	94.4%	92%	96.4%	97%	99.6%
Don't know	0.9%	0.8%	1.1%	2.7%	4%	1%	0.1%	0.4%
Prefer not to answer	2.3%	2.5%	1%	3%	4%	2.6%	2.9%	0%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey.
 Note: Health Authority and Provincial scores are weighted.

Ethnicity (Self-Reported)

	BCEHS	FHA	IHA	NHA	PHSA / BC Children's Hospital	VCHA	VIHA	BC Aboriginal (Self-Identified)
n size	1353	401	359	141	25	197	230	82
White	71.5%	62.8%	85.8%	73.4%	40%	60.6%	85%	0%
Chinese	4.7%	6.1%	0.2%	0%	12%	12.3%	1.1%	0%
Indigenous (First Nations, Métis, Inuit)	3.6%	3%	3.6%	14.2%	8%	1.4%	3.5%	100%
South Asian	5.5%	10.5%	0.6%	0.2%	4%	5.2%	2.2%	0%
Black	0.8%	1.4%	0%	0%	0%	0%	1.2%	0%
Filipino	1.4%	1.5%	0.3%	0%	4%	4.7%	0%	0%
Latin American	0.5%	0.8%	0%	0.5%	0%	0%	1.1%	0%
Southeast Asian	0.8%	1.1%	0%	1.1%	0%	1.8%	0%	0%
Korean	0.2%	0.2%	0%	0%	8%	0%	0%	0%
Japanese	0.3%	0.4%	0.2%	0%	8%	0.3%	0%	0%
Other/Multiple Ethnicities	8.4%	8.8%	6.6%	10.4%	16%	12.5%	4.9%	0%
Total Valid	97.7%	96.5%	97.3%	99.8%	100%	98.8%	99.1%	100%
Don't know/Prefer not to answer	2.3%	3.5%	2.7%	0.2%	0%	1.2%	0.9%	0%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Source: British Columbia Patient-Centred Measurement, Reporting and Improvement 2018 Survey.
 Note: Health Authority and Provincial scores are weighted.



Section 5. Frequency Tables

(BCEHS respondents only)

Frequency tables show the scores for all response categories for the individual EHS module, IV Therapy items and patient demographics.

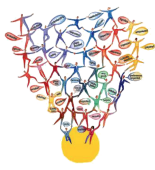
Tips for reading Frequency Tables: n sizes reflect the number of participants who answered a given survey question. The valid percent column is arguably the best statistic for reporting purposes, as it excludes those for whom the question was not applicable, and those who weren't sure of or didn't know 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	357	17099	25.0	25.9	25.9
A new health problem	517	25225	36.9	38.2	64.0
An ongoing health condition or concern	493	23761	34.7	36.0	100.0
Total Valid	1367	66085	96.6		
Don't Know	36	1860	2.7		
Prefer not to answer	8	464	0.7		
Total	1411	68409	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	1310	64095	93.7	94.5	94.5
No	89	3730	5.5	5.5	100.0
Total Valid	1399	67825	99.1		
Don't Know	11	508	0.7		
Prefer not to answer	1	76	0.1		
Total	1411	68409	100.0		



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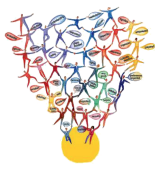
BC EMERGENCY HEALTH SERVICES FINAL RESULTS

Response Rate: n/a †
 MOE: n/a †

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	1355	66034	92.7	93.0	93.0
I was told to go to the emergency department by a health professional	18	707	1.0	1.0	94.0
I was told to go to the emergency department by the nurse on the HealthLinkBC line 811	5	235	0.3	0.3	94.3
There were no other options available	28	1258	1.8	1.8	96.1
I didn't know if my health condition was an emergency or not, but I wanted it checked out	21	872	1.2	1.2	97.3
I didn't know where else to go	13	546	0.8	0.8	98.1
I use the emergency department for all my health concerns	6	226	0.3	0.3	98.4
I was waiting to see a specialist but my health condition changed	8	370	0.5	0.5	98.9
I was waiting for tests, but my health condition changed	2	134	0.2	0.2	99.1
I was waiting for tests, but was anxious to get them done sooner	3	161	0.2	0.2	99.3
Other	10	464	0.7	0.7	100.0
Valid Total	1469	71007	99.7	100.0	
Don't Know	5	222	0.3		
Prefer not to answer	0	0	0.0		
Total	1474	71229	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.



BCEHS1. Did the paramedics treat you with courtesy and respect?

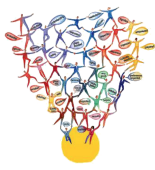
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	5	278	0.4	0.4	0.4
Rarely	4	294	0.5	0.5	0.9
Most of the time	75	4183	6.5	6.7	7.7
Always	1183	57304	89.4	92.3	100.0
Total Valid	1267	62057	96.8		
I was unconscious during transport	27	1268	2.0		
Don't Know	15	718	1.1		
Prefer not to answer	1	52	0.1		
Total	1310	64095	100.0		

BCEHS2. Did the paramedics listen carefully to you?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	3	193	0.3	0.3	0.3
Rarely	10	470	0.7	0.8	1.1
Most of the time	114	5834	9.1	9.6	10.7
Always	1114	54152	84.5	89.3	100.0
Total Valid	1241	60650	94.6		
I was unconscious during transport	39	1878	2.9		
Don't Know	27	1387	2.2		
Prefer not to answer	3	180	0.3		
Total	1310	64095	100.0		

BCEHS3. Did the paramedics explain things in a way you could understand?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	11	633	1.0	1.0	1.0
Rarely	9	489	0.8	0.8	1.9
Most of the time	165	8473	13.2	14.0	15.9
Always	1044	50739	79.2	84.1	100.0
Total Valid	1229	60334	94.1		
I was unconscious during transport	41	1937	3.0		
Don't Know	37	1684	2.6		
Prefer not to answer	3	141	0.2		
Total	1310	64095	100.0		



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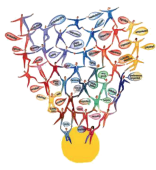
Response Rate: n/a †
 MOE: n/a †

BCEHS4. Were you comfortable talking with paramedics about your worries or concerns?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	20	886	1.4	1.5	1.5
Rarely	15	950	1.5	1.6	3.1
Most of the time	157	8220	12.8	13.7	16.7
Always	1034	50005	78.0	83.3	100.0
Total Valid	1226	60061	93.7		
I was unconscious during transport	43	2019	3.2		
Don't Know	29	1362	2.1		
Prefer not to answer	12	653	1.0		
Total	1310	64095	100.0		

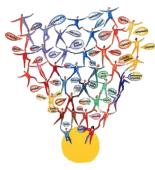
BCEHS5. Did you have confidence and trust in the paramedics treating you?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Never	7	331	0.5	0.5	0.5
Rarely	9	620	1.0	1.0	1.5
Most of the time	119	6059	9.5	9.8	11.4
Always	1127	54697	85.3	88.6	100.0
Total Valid	1262	61706	96.3		
I was unconscious during transport	35	1660	2.6		
Don't Know	10	562	0.9		
Prefer not to answer	3	167	0.3		
Total	1310	64095	100.0		



BCEHS6. Using any number from 0 to 10, where 0 is the worst care possible and 10 is the best care possible, what number would you use to rate your care from paramedics when you were taken to the emergency department by ambulance?

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Worst care possible	3	193	0.3	0.3	0.3
1	2	132	0.2	0.2	0.5
2	0	0	0.0	0.0	0.5
3	2	154	0.2	0.2	0.8
4	2	88	0.1	0.1	0.9
5	6	287	0.4	0.5	1.4
6	11	581	0.9	0.9	2.3
7	34	1616	2.5	2.6	4.9
8	139	7310	11.4	11.8	16.7
9	196	9987	15.6	16.1	32.8
Best care possible	871	41659	65.0	67.2	100.0
Total Valid	1266	62007	96.7		
I was unconscious during transport	32	1488	2.3		
Don't Know	11	554	0.9		
Prefer not to answer	1	47	0.1		
Total	1310	64095	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	784	39238	57.7	60.2	60.2
No	559	25889	38.1	39.8	100.0
Total Valid	1343	65128	95.8		
Don't Know	51	2499	3.7		
Prefer not to answer	7	324	0.5		
Total	1401	67951	100.0		

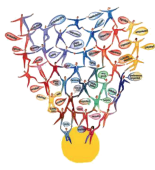
IV2. Who put the IV(s) into your vein? (Check all that apply)

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
One or more nurses	572	27845	63.6	67.1	67.1
One or more doctors	20	872	2.0	2.1	69.2
One or more other staff	32	1402	3.2	3.4	72.6
An ambulance paramedic	206	11355	25.9	27.4	100.0
Valid Total	830	41474	94.7	100.0	
Don't Know	44	2264	5.2		
Prefer not to answer	1	68	0.2		
Total	875	43806	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	480	23520	59.9	66.0	66.0
Yes somewhat	122	6734	17.2	18.9	84.9
No	114	5388	13.7	15.1	100.0
Total Valid	716	35642	90.8		
Don't Know	67	3549	9.0		
Prefer not to answer	1	47	0.1		
Total	784	39238	100.0		



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Response Rate: n/a †
 MOE: n/a †

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?

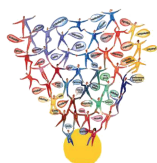
	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
1	416	20528	52.3	56.5	56.5
2	139	7114	18.1	19.6	76.1
3	82	4105	10.5	11.3	87.4
More than 3	91	4573	11.7	12.6	100.0
Total Valid	728	36320	92.6		
Don't Know	54	2844	7.2		
Prefer not to answer	2	75	0.2		
Total	784	39238	100.0		

Age at Time of ED Visit

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
less than 6 yrs	45	1661	2.4	2.4	2.4
6-12	23	1099	1.6	1.6	4.0
13-17	7	308	0.5	0.5	4.5
18-29	89	4633	6.8	6.8	11.3
30-44	109	5182	7.6	7.6	18.8
45-54	109	5141	7.5	7.5	26.3
55-64	211	9772	14.3	14.3	40.6
65-74	297	14283	20.9	20.9	61.5
75-84	313	15258	22.3	22.3	83.8
85 or older	208	11072	16.2	16.2	100.0
Total Valid	1411	68409	100.0		
Total	1411	68409	100.0		

Gender

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
Male	641	30824	45.1	45.1	45.1
Female	770	37585	54.9	54.9	100.0
Transgender	0	0	0.0	0.0	100.0
Total Valid	1411	68409	100.0		
Total	1411	68409	100.0		



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Response Rate: n/a †
 MOE: n/a †

Education Level (self-reported)

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
8th grade or less	167	7613	11.6	12.0	12.0
Some high school, but did not graduate	218	10130	15.4	15.9	27.9
High school or high school equivalency certificate	333	16283	24.8	25.6	53.5
College, CEGEP or other non-university certificate or diploma	307	15267	23.2	24.0	77.5
Undergraduate degree or some university	172	8427	12.8	13.3	90.8
Post-graduate degree or professional designation	112	5863	8.9	9.2	100.0
Total Valid	1309	63582	96.8		
Don't know	12	581	0.9		
Prefer not to answer	33	1510	2.3		
Total	1354	65672	100.0		

Ethnicity (self-reported)

	n size	Weighted Frequency	Percent	Valid Percent	Cumulative Percent
White	986	46892	71.5	73.2	73.2
Chinese	47	3079	4.7	4.8	78.0
Indigenous (First Nations, Métis, Inuit)	82	2394	3.6	3.7	81.7
South Asian	58	3605	5.5	5.6	87.3
Black	7	505	0.8	0.8	88.1
Filipino	15	938	1.4	1.5	89.6
Latin American	6	342	0.5	0.5	90.1
Southeast Asian	8	507	0.8	0.8	90.9
Korean	3	113	0.2	0.2	91.1
Japanese	5	200	0.3	0.3	91.4
Other/Multiple Ethnicities	106	5511	8.4	8.6	100.0
Total Valid	1323	64087	97.7		
Don't know/Prefer not to answer	30	1526	2.3		
Total	1353	65613	100.0		