



British Columbia Emergency Department Survey — Frequently Asked Questions for Patients —

1. What is the Emergency Department Survey?

The ED survey asks patients about their health-related quality of life and their assessment of the quality of care they received in our BC emergency departments (EDs). There are also questions around COVID-19 and virtual care that have been added as they are key aspects of care delivery.

2. When is the survey taking place?

The Emergency Department survey runs annually and surveys patients who received care between January 1 and March 31.

3. Who is leading the survey process?

The BC Office of Patient Centred Measurement and the BC Patient-Centred Measurement Working Group, which is supported by the BC Ministry of Health and all the health authorities across BC, has been implementing province-wide surveys to hear the collective voices of people who access BC healthcare services for over 10 years.

4. Who will be surveyed?

Patients who were received ED care between January 1 and March 31 will be eligible to participate in the survey. Some patients will be excluded from this survey including those who present with sensitive issues (e.g., abuse, assault, miscarriage), infants 10 days old or younger, and those with no contact information.

5. How are patients selected?

A random sample of eligible patients will receive a letter in the mail asking them to participate in an online or phone survey. In BC the survey process is supported by R.A. Malatest and Associates our provincial surveying partner.

6. Is the survey voluntary?

Yes. While we hope that all patients who receive a letter will complete the survey, regardless of whether they are happy or unhappy with their experience, completion of the survey is completely voluntary, and choosing whether or not to complete the survey will have absolutely no impact on the care that a patient receives.

7. What kind of questions will be asked?

The questions asked include topics such as: the information you received, pain control, involvement in care decisions, courtesy of staff, and discharge planning, as well as questions focusing on virtual care. All of this will help us to understand the patient perspective of care provided.

8. How will IH be using the patient responses?

We will keep doing and expand the areas where we hear that we are doing well. We will work hard to better understand the areas where our scores are poor and strive to make improvements in consultation with patients and families, clinicians, leaders, and policy makers. The goal is that the results that reflect the "voices" of our patients will be used to improve the experiences and outcomes of care in Interior Health.

9. Who do I contact if I do not wish to participate or if I have further questions about the survey?

Patient Care and Quality Office by phone: 1-877-442-2001 or email: Patient.concerns@interiorhealth.ca