



## BRITISH COLUMBIA 2017/18 EMERGENCY DEPARTMENT PATIENT SURVEY

The Emergency Department Patient Experiences with Care (EDPEC) survey is a Patient Reported Experience Measure (PREM) designed to understand patient experiences of emergency department care. The EDPEC survey was selected as the core instrument for seeking feedback from patients who made use of BC's Emergency Health Services System, including transport by ambulance and/or a visit to one of the 109 EDs in British Columbia (BC). BC's Emergency Health Services System includes full service Emergency Departments, Urgent Care Centres, Diagnostic and Treatment Centres, and Outpost Hospitals.

The EDPEC has two versions: The EDPEC Admitted Stand Alone Instrument (ED\_ADMIT) has questions specific to patients who were admitted to the hospital following their emergency department visit (EDPEC\_IP1 and EDPEC\_IP2); the EDPEC Discharged to Community Instrument (ED\_DTC) has questions for those who were discharged directly to the community. The questions are numbered EDPEC1 to EDPEC35.

Both groups of patients also answer made-in-BC questions and modules that focus on topics of interest to clinicians and patients in BC, such as care during transport to the ED in an ambulance, discharge planning, intravenous therapy, respect for culture and traditions, and patient safety.

All patients are offered the opportunity to provide additional narrative feedback or comments at the end of the survey with an open-ended question, BCED22.

Both groups are also asked to respond to questions from two Patient Reported Outcome Measures (PROMs), the EQ-5D-5L and the VR-12.

**EQ-5D™** is a trade mark of the EuroQol Group. Permission to use the EQ-5D-5L PROM survey free of charge has been granted to BC as a pilot.

- Questions EQ5D1 to EQ5D6 are the EQ-5D-5L survey. Script formatting and prompts were provided by the EuroQol Research Foundation.

The **Veterans RAND 12 Item Health Survey (VR-12)** is a PROM developed from the Veterans RAND 36 Item Health Survey which was developed and modified from the original RAND version of the 36-item Health Survey version 1.0 (also known as the "MOS SF-36"). Questions VR12\_1 to VR12\_14 are the VR-12 survey. Script formatting and prompts were provided by Dr. Lewis Kazis, developer of the VR-12, for phone administration of the VR-12 and were taken from the Canadian Community Health Survey. **"Made-in-BC" PREMS modules** added to this survey have been developed or adapted by the BC Patient-Centred Measurement Working Group (BCPCM WG). Script formatting and prompts for telephone administration were developed by the BC PCPCM WG.

Questions **CONT1** to **CONT14** are **BC's Continuity across Transitions in Care module**. Developed and tested between 2014-16; fielded for the first time with the CPES-IC in 2016/17.

Questions **HYGIENE1** to **HYGIENE6** are **Hand Hygiene** questions from **BC's Patient Safety module**; these questions were first developed and tested in 2008 and have been fielded in BC in 2008, and 2011/12; these questions were revalidated in 2015 with input from BC's HH Working Group.

Questions **BCMEDREC1** to **BCMEDREC3** are **Medication Reconciliation** questions from **BC's Patient Safety module**; these questions were first developed and tested in 2008, then updated and revalidated in 2015 with input from BC's Medication Reconciliation Clinical Expert Group.

Questions **OSA1** to **OSA5** were developed with the Office of the Seniors Advocate to explore seniors' experiences with discharge from hospital and emergency departments.

Questions **IV1** to **IV8** were developed to explore patient experiences with intravenous vascular access with input from clinicians specializing in peripheral access with support from BD, Becton Dickinson.

Questions **BCEHS1** to **BCEHS6** address the experience of patients who were transported to the emergency department by ambulance and were developed and tested with input from PHSA's BC Emergency Health Services.

Questions **BCED1** to **BCED22** include global rating questions and questions that address issues of patient-centred care, such as emotional support, respect for culture and traditions, etc.

Questions **EMN1** to **EMN16** were developed with the BC Emergency Medicine Network to ask patients for feedback about specific conditions of interest to the EMN, such as chest pain, concussion, a substance use issue, etc.

Questions **QABED1** and **QABED2** were developed by the Health Quality Council of Alberta and are used with permission; these questions align with the international campaign, "Hello my name is" <https://hellomynameis.org.uk/>

## TELEPHONE INTRODUCTION

**11. Hello, my name is \_\_\_\_\_ . I am calling from R.A. Malatest and Associates Ltd. on behalf of the <AUPLD\_FAC\_NAME>. We are doing a survey about healthcare. Is this <AUPLD\_FName><AUPLD\_LName>?**

Yes.....1 →SKIP TO PARTICIPANT REACHED  
 No .....2

**12. May I please speak with <AUPLD\_FName><AUPLD\_LName>?**

## PARTICIPANT REACHED

**13. I am calling today to talk with you about the recent care you received from < AUPLD\_FAC\_NAME>.You have been randomly chosen from all patients who recently had a care experience at <AUPLD\_FAC\_NAME>. Your opinions are very important, because the results of this survey will be used to improve the care and services provided in our hospitals. The survey may take about 30 minutes to complete. Is now a good time to speak with you?**

Yes, I consent to continue .....1 →SKIP TO PRIVACY  
 No – set call-back time .....2 →SKIP TO [Set call-back time]  
 No – does not want to do survey via phone.....3 →SKIP TO I4  
 No – refuses to participate.....4 →SKIP TO ENDO

## ONLINE OPTION

**14. You may also complete the survey online. This option will take about 30 minutes, however it does not need to be completed all at once. In order for you to complete the survey online, all you need to do is to log onto the website that is shown on the front page of the letter that you received in the mail and enter your secure password. Alternatively, we can send you an email with a link to the survey and your password.**

Wants to do survey online and has letter with login ID.....1 → SKIP TO ENDO  
 Has lost/misplaced letter with login ID and wants this emailed.....2 → SKIP TO I5  
 Does not want to do survey online either .....3 →SKIP TO ENDO

**15. We will only use your email address for the purpose of sending you a link to this survey. At all times your personal information is protected and will only be used as authorized under the BC Freedom of Information and Protection of Privacy Act. Could I please have your email address?**

○ [enter email]

**We will keep your email address for up to 18 days in order to send a reminder message to you. The email will include an unsubscribe function. If activated, this function will remove your email address from our database.**

**ENDO**

**Thank you for your time. Goodbye.**

**PRIVACY**

Please note your participation in this survey is voluntary and any information you provide is confidential. <AUPLD\_HA> collects health information in accordance with the BC Freedom of Information and Privacy Protection Act for the purpose of providing health services or any other purpose authorized under the Act. If you have any questions or concerns regarding the collection, use or disclosure of your information for this survey, please let me know and I can provide you with the contact information for the project lead.

Any information you provide is voluntary and you can stop the interview at any time. If there are any questions you feel uncomfortable answering, please let me know and I will move on to the next one. Your decision to do the interview will not affect the health care or health care benefits you receive. Your information will be used to improve care and services in BC emergency departments. Your information will not be used to identify or contact you after your participation in the survey. The questions should take approximately 30 minutes to answer. We will NOT record this interview; however, this call may be monitored by my supervisor for Quality Control purposes.

**ONLINE OPTION**

Thank you for taking the time to log into this survey. This survey is about the care you received from < AUPLD\_FAC\_NAME> during your hospital stay that ended around <UPLD\_DDATE>.

You have been randomly chosen from patients who were recently in an emergency department. Your opinions are very important, because the results of this survey will be used to improve the care and services provided in our Emergency Departments.

Would you like to continue?

- Yes, I consent to continue ..... 1 → SKIP TO PRIVACY  
 No ..... 2 → SKIP TO ENDO

**END0**

Thank you for your time. Goodbye.

**PRIVACY**

Please note your participation in this survey is voluntary and any information you provide is confidential. <INSERT NAME OF HA>collects health information in accordance with the BC Freedom of Information and Privacy Protection Act for the purpose of providing health services or any other purpose authorized under the Act.

Any information you provide is voluntary and you can stop the survey at any time. If there are any questions you feel uncomfortable answering, please continue on to the next one. Your decision to do the survey will not affect the health care or health care benefits you receive. Your information will be used to improve care and services in BC emergency departments. Your information will not be used to identify or contact you after your participation in the survey. The questions should take approximately 30 minutes to answer.

## SECTION 1: SURVEY START

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### SURVEY INTRO

Please answer the questions in this survey about your experience at <AUPLD\_FAC\_NAME> that ended on <AUPLD\_DDATE>. When thinking about your answers, do not include any other Emergency visits or hospital stays.

**INTRO:** The first set of survey questions are about going to the Emergency Department at <AUPLD\_FAC\_NAME>.

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

- 1 ... An accident or injury
- 2... A new health problem
- 3... An ongoing health condition or concern
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Yes
- 2... No
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**BCED1** Why did you choose to go to the emergency department, instead of somewhere else, such as a doctor's office? Would you say...

- 1 ... I (we) thought the emergency department was the best place for my medical problem.
- 2 ... I was told to go to the emergency department rather than somewhere else.
- 3 ... The emergency department was the only choice available at the time.
- 4... The emergency department was the most convenient place to go.
- 5... I was taken to the ED by ambulance.
- 6 ... Other: \_\_\_\_\_
- 98... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**BCED2 What was the reason for your recent emergency department visit? Would you say...**

- 1 ... It was clearly an emergency
- 2... I was told to go to the emergency department by a health professional
- 3... I was told to go to the emergency department by the nurse on the HealthLinkBC (8-1-1) line
- 4 ... There were no other options available
- 5 ... I didn't know if my health condition was an emergency or not, but I wanted it checked out
- 6 ... I didn't know where else to go
- 7 ... I use the emergency department for all my health concerns
- 8 ... I was waiting to see a specialist but my health condition changed
- 9 ... I was waiting for tests, but my health condition changed
- 10 ... I was waiting for tests, but was anxious to get them done sooner
- 11 ... Other: \_\_\_\_\_
- 98... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**BCED3 Which,if any, health services did you try to contact or access before going to the emergency department? Would you say...**

- 1 ... I did not contact any other health services
- 2... My doctor
- 3... A walk-in clinic
- 4 ... HealthLinkBC (8-1-1)
- 5 ... The BC Health Guide Handbook
- 6 ... Other: \_\_\_\_\_
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**[SKIP ALL BCEHS Questions if EDPEC2 = 2|98|99 ]**

**BCEHS1 Did the ambulance staff treat you with courtesy and respect? Would you say...**

- 1 ... Never
- 2... Rarely
- 3... Most of the time
- 4... Always
- 77... [DO NOT READ] I was unconscious during transport. →SKIP TO EDPEC3
- 98... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**BCEHS2 Did the ambulance staff listen carefully to you? Would you say...**

- 1 ... Never
- 2... Rarely
- 3... Most of the time
- 4... Always
- 77... [DO NOT READ] I was unconscious during transport.
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**BCEHS3 Did the ambulance staff explain things in a way you could understand? Would you say...**

- 1 ... Never
- 2... Rarely
- 3... Most of the time
- 4... Always
- 77... [DO NOT READ] I was unconscious during transport.
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**BCEHS4 Were you comfortable talking with ambulance staff about your worries or concerns? Would you say...**

- 1 ... Never
- 2... Rarely
- 3... Most of the time
- 4... Always
- 77... [DO NOT READ] I was unconscious during transport.
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**BCEHS5 Did you have confidence and trust in the ambulance staff treating you? Would you say...**

- 1 ... Never
- 2... Rarely
- 3... Most of the time
- 4... Always
- 77... [DO NOT READ] I was unconscious during transport.
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**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 ambulance staff when you were taken to the emergency department by ambulance?**

- 0 ... Worst care possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 ... Best care possible
- 77... [DO NOT READ] I was unconscious during transport.
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer



**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? Would you say...

- 1 ... Less than 5 minutes
- 2... 5 to 15 minutes
- 3... More than 15 minutes
- 98... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**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?

- 0 ... Not at all important
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 ... Extremely important
- 98... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1... Yes
- 2... No
- 98... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Yes, definitely
- 2 ... Yes, somewhat
- 3... No
- 98... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Yes
- 2 ... No →SKIP TO EDPEC10
- 98... [DO NOT READ] Don't Know →SKIP TO EDPEC10
- 99 ... [DO NOT READ] Prefer not to answer →SKIP TO EDPEC10

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

- 1 ... Yes, definitely
- 2 ... Yes, somewhat
- 3... No
- 98... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Yes, definitely
- 2 ... Yes, somewhat
- 3... No
- 98... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Yes
- 2... No →SKIP TO BCMEDREC1
- 98... [DO NOT READ] Don't Know →SKIP TO BCMEDREC1
- 99 ... [DO NOT READ] Prefer not to answer →SKIP TO BCMEDREC1

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

- 1 ... Yes, definitely
- 2 ... Yes, somewhat
- 3... No
- 98... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Yes
- 2... No →SKIP TO BCMEDREC1
- 98... [DO NOT READ] Don't Know →SKIP TO BCMEDREC1
- 99 ... [DO NOT READ] Prefer not to answer →SKIP TO BCMEDREC1

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

- 1 ... Yes, definitely
- 2 ... Yes, somewhat
- 3... No
- 98... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Never
- 2 ... Sometimes
- 3 ... Usually
- 4 ... Always
- 98... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Yes
- 2 ... No → SKIP TO ABED1
- 98... [DO NOT READ] Don't Know → SKIP TO ABED1
- 99 ... [DO NOT READ] Prefer not to answer → SKIP TO ABED1

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

- 1 ... Yes, definitely
- 2 ... Yes, somewhat
- 3... No
- 98... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**QABED1 INTRO:** The next questions are about the people who took care of you during your emergency department visit.

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

- 1 ... Never
- 2 ... Sometimes
- 3... Usually
- 4 ... Always
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Never
- 2 ... Sometimes
- 3... Usually
- 4 ... Always
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Never
- 2 ... Sometimes
- 3... Usually
- 4 ... Always
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Never
- 2 ... Sometimes
- 3... Usually
- 4 ... Always
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Never
- 2 ... Sometimes
- 3... Usually
- 4 ... Always
- 77 ...[DO NOT READ] Did not have any anxieties or fears.
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Never
- 2 ... Sometimes
- 3... Usually
- 4 ... Always
- 77 ...[DO NOT READ] Did not have any questions
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**QABED2 INTRO:** The next questions are about care received from doctors working in the Emergency Department.

**DR\_SCREEN:** Were you seen by a doctor in the Emergency Department?

- 1 ... Yes
- 2 ... No →SKIP TO BCED8
- 98 ... [DO NOT READ] Don't Know →SKIP TO BCED8
- 99 ... [DO NOT READ] Prefer not to answer →SKIP TO BCED8

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

1 ... Never

2 ... Sometimes

3... Usually

4 ... Always

77 ... [DO NOT READ] Never saw a doctor during ED visit →SKIP TO BCED6

98 ... [DO NOT READ] Don't Know

99 ... [DO NOT READ] Prefer not to answer

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

1 ... Never

2 ... Sometimes

3... Usually

4 ... Always

77 ... [DO NOT READ] Never saw a doctor during ED visit

98 ... [DO NOT READ] Don't Know

99 ... [DO NOT READ] Prefer not to answer

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

1 ... Never

2 ... Sometimes

3... Usually

4 ... Always

77 ... [DO NOT READ] Never saw a doctor during ED visit

98 ... [DO NOT READ] Don't Know

99 ... [DO NOT READ] Prefer not to answer

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

1 ... Never

2 ... Sometimes

3... Usually

4 ... Always

77 ... [DO NOT READ] Never saw a doctor during ED visit

98 ... [DO NOT READ] Don't Know

99 ... [DO NOT READ] Prefer not to answer

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

1 ... Never

2 ... Sometimes

3... Usually

4 ... Always

77 ...[DO NOT READ] Did not have any anxieties or fears.

98 ... [DO NOT READ] Don't Know

99 ... [DO NOT READ] Prefer not to answer

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

1 ... Never

2 ... Sometimes

3... Usually

4 ... Always

77 ...[DO NOT READ] Did not have any questions.

98 ... [DO NOT READ] Don't Know

99 ... [DO NOT READ] Prefer not to answer

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

1 ... Yes, definitely

2 ... Yes, somewhat

3... No

77 ... [DO NOT READ] I did not want or need messages given to family or friends

98... [DO NOT READ] Don't Know

99 ... [DO NOT READ] Prefer not to answer

**EDPEC22 INTRO: The next questions are about your experience leaving the emergency department.**

**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?**

1 ... Yes

2 ... No

→SKIP TO EDPEC24

98... [DO NOT READ] Don't Know

→SKIP TO EDPEC24

99 ... [DO NOT READ] Prefer not to answer

→SKIP TO EDPEC24

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

1 ... Yes, definitely

2 ... Yes, somewhat

3... No

98... [DO NOT READ] Don't Know

99 ... [DO NOT READ] Prefer not to answer

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

1 ... Yes

2 ... No

→SKIP TO BCMEDREC2

98... [DO NOT READ] Don't Know

→SKIP TO BCMEDREC2

99 ... [DO NOT READ] Prefer not to answer

→SKIP TO BCMEDREC2

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

1 ... Yes

2 ... No

98 ... [DO NOT READ] Don't Know

99 ... [DO NOT READ] Prefer not to answer

**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?**

**Would you say...**

1 ... Not at all

2 ... Partly

3 ... Quite a bit

4 ... Completely

77 ... Not applicable

98 ... [DO NOT READ] Don't Know

99 ... [DO NOT READ] Prefer not to answer

**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? Would you say...**

1 ... Not At All

2 ... Partly

3 ... Quite a Bit

4 ... Completely

77 ... I didn't need any medicine.

6 ... I didn't receive any written information

98 ... [DO NOT READ] Don't Know

99 ... [DO NOT READ] Prefer not to answer

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

1 ... Yes

2 ... No

→SKIP TO EDPEC28

98... [DO NOT READ] Don't Know

→SKIP TO EDPEC28

99 ... [DO NOT READ] Prefer not to answer

→SKIP TO EDPEC28

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

- 1 ... Yes
- 2 ... No
- 98... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Yes
- 2 ... No
- 77 ... I did not need to treat pain after I got home from the emergency department
- 98... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**OSA INTRO: The next questions are about Home Support services.**

**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?**

- 1 ... Yes
- 2 ... No
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Yes
- 2 ... No
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**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? Would you say...**

- 1 ... Not At All
- 2 ... Partly
- 3 ... Quite a Bit
- 4 ... Completely
- 77 ... Not Applicable, I did not require Home Support Services.
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer



**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? Would you say...**

- 1 ... Not At All
- 2 ... Partly
- 3 ... Quite a Bit
- 4 ... Completely
- 77 ... [DO NOT READ]Not Applicable
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Not At All
- 2 ... Partly
- 3 ... Quite a Bit
- 4 ... Completely
- 77 ... [DO NOT READ]Not Applicable
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

#### **BC CONTINUITY OF CARE MODULE**

**CONT INTRO: The next set of questions is about your experiences when your care changed.**

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

- 1 ... Never
- 2 ... Sometimes
- 3 ... Usually
- 4 ... Always
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Never
- 2 ... Sometimes
- 3 ... Usually
- 4 ... Always
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Never
- 2 ... Sometimes
- 3 ... Usually
- 4 ... Always
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Never
- 2 ... Sometimes
- 3 ... Usually
- 4 ... Always
- 77 ... There were no changes in the doctors treating me →SKIP TO CONT6
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Never
- 2 ... Sometimes
- 3 ... Usually
- 4 ... Always
- 77 ... There were no changes in the doctors treating me
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Never
- 2 ... Sometimes
- 3 ... Usually
- 4 ... Always
- 77... Not Applicable
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Never
- 2 ... Sometimes
- 3 ... Usually
- 4 ... Always
- 77... Not Applicable
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**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? Would you say...**

- 1 ... Not At All
- 2 ... Partly
- 3 ... Quite a Bit
- 4 ... Completely
- 5 ... I did not want information provided to anyone
- 6 ... I did not need information provided to anyone
- 7 ... I had no family or friends involved
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**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? Would you say...**

- 1 ... Not At All
- 2 ... Partly
- 3 ... Quite a Bit
- 4 ... Completely
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**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? Would you say...**

- 1 ... Not At All
- 2 ... Partly
- 3 ... Quite a Bit
- 4 ... Completely
- 77 ... I did not need appointments or tests after I left the ED
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**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? Would you say...**

- 1 ... Not At All
- 2 ... Partly
- 3 ... Quite a Bit
- 4 ... Completely
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**CONT12 After you left the emergency department, did someone contact you to see how you were doing? Please select all that apply:**

- 1 ... Yes – Someone from the hospital or emergency department
- 2 ... Yes – Someone from my doctor's office
- 3 ... Yes – Someone else
- 4 ... No
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**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? Would you say...**

- 1 ... Not At All
- 2 ... Partly
- 3 ... Quite a Bit
- 4 ... Completely
- 5 ... I did not need care after I left the ED
- 77 ... I do not have a place where I usually receive medical care
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**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?**

- 1 ... Yes
- 2 ... No
- 77 ... [DO NOT READ] Not Applicable
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**EDPEC29INTRO: The next questions are about your overall experience in the emergency department at <AUPLD\_FAC\_NAME>.**

**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?**

- 0 ... Worst care possible
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 ... Best care possible
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Definitely no
- 2 ... Probably no
- 3... Probably yes
- 4 ... Definitely yes
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**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."

- 0 ... Not helped at all
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 ... Helped completely
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**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."

- 0 ... I had a very poor experience
- 1
- 2
- 3
- 4
- 5
- 6
- 7
- 8
- 9
- 10 ... I had a very good experience
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**BCED11 During this emergency department visit, did you find the ED was kept clean? Would you say...**

- 1 ... Yes, definitely
- 2 ... Yes, somewhat
- 3 ... No
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**EDPEC\_IP1: This next question is about your experience leaving the emergency department.**

**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? Would you say...**

- 1 ... Yes, definitely
- 2 ... Yes, somewhat
- 3 ... No
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**EDPEC\_IP2 Before you left the emergency department, did you understand why you needed to stay in the hospital? Would you say...**

- 1 ... Yes, definitely
- 2 ... Yes, somewhat
- 3 ... No
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**EDPEC 31 INTRO: The next questions are about your health care.**

**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. Would you say...**

- 1 ... 1 time
- 2 ... 2 times
- 3... 3 times
- 4 ... 4 times
- 5 ... 5 to 9 times
- 6 ... 10 or more times
- 98... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**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?**

1 ... Yes

2 ... No

→SKIP TO IV1

98... [DO NOT READ] Don't Know ..... →SKIP TO IV1

99 ... [DO NOT READ] Prefer not to answer..... →SKIP TO IV1

**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? Would you say...**

1 ... None

2 ... 1 time

3... 2 times

4 ... 3 times

5 ... 4 times

6 ... 5 to 9 times

7 ... 10 or more times

98... [DO NOT READ] Don't Know

99 ... [DO NOT READ] Prefer not to answer

**IV1 INTRO: Sometimes an intravenous (IV) catheter is put into a vein with a needle so patients can receive fluids or medication. The next questions ask about your experiences if you had an IV put into a vein during your emergency department visit or in the ambulance.**

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

1 ... Yes

2 ... No

→SKIP TO HYGIENE1

98 ... [DO NOT READ] Don't Know ..... →SKIP TO HYGIENE1

99 ... [DO NOT READ] Prefer not to answer ..... →SKIP TO HYGIENE1

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

1 ... One or more nurses

2 ... One or more doctors

3 ... One or more other staff

4 ... An ambulance paramedic

98 ... [DO NOT READ] Don't Know

99 ... [DO NOT READ] Prefer not to answer

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

1 ... Yes, definitely

2 ... Yes, somewhat

3 ... No

98 ... [DO NOT READ] Don't Know

99 ... [DO NOT READ] Prefer not to answer





**HYGIENEINTRO(BC Hand Hygiene Module):** Cleaning one's hands is the single most important thing you, your care providers, your family members and your visitors can do to prevent infections. All care providers in emergency departments are expected to clean their hands before caring for you. Hand cleaning includes washing with soap and water or using an alcohol-based hand rub.

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

- 1 ... Never
- 2 ... Sometimes
- 3 ... Usually
- 4 ... Always
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Never
- 2 ... Sometimes
- 3 ... Usually
- 4 ... Always
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**HYGIENE3** During this emergency department visit, did emergency department staff tell you about the importance of washing or cleaning your own hands? Would you say...

- 1 ... Not At All
- 2 ... Partly
- 3 ... Quite a Bit
- 4 ... Completely
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Never
- 2 ... Sometimes
- 3 ... Usually
- 4 ... Always
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Never
- 2 ... Sometimes
- 3 ... Usually
- 4 ... Always
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**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? Would you say...

- 1 ... Never
- 2 ... Sometimes
- 3 ... Usually
- 4 ... Always
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**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? Would you say...

- 1 ... Not At All
- 2 ... Partly
- 3 ... Quite a Bit
- 4 ... Completely
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Not At All
- 2 ... Partly
- 3 ... Quite a Bit
- 4 ... Completely
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Yes
- 2 ... No →SKIP TO BCED16
- 77 ... I do not have spiritual needs. →SKIP TO BCED16
- 98 ... [DO NOT READ] Don't Know →SKIP TO BCED16
- 99 ... [DO NOT READ] Prefer not to answer →SKIP TO BCED16

**BCED15 During this emergency department visit, were your spiritual needs met? Would you say...**

- 1 ... Not At All
- 2 ... Partly
- 3 ... Quite a Bit
- 4 ... Completely
- 77 ... I did not want spiritual care
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Not At All
- 2 ... Partly
- 3 ... Quite a Bit
- 4 ... Completely
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**EMN1INTRO: Emergency department physicians and nurses across the province are making changes to how they provide care for patients who present with certain complaints. We would like to know if you went to the emergency department because you were experiencing any of the following (please check all that apply):**

**EMN1**

- 1 ... Chest pain
- 2 ... A stroke that got better (also called a TIA or Transient Ischemic Attack)
- 3 ... An abscess?
- 4 ... A concussion?
- 5 ... Asthma
- 6 ... A mental health issue?
- 7 ... A substance use issue?
- 77... None →SKIP TO PROMSFLAG
- 98 ... [DO NOT READ] Don't Know →SKIP TO PROMSFLAG
- 99 ... [DO NOT READ] Prefer not to answer →SKIP TO PROMSFLAG

**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?****Would you say...**

- 1 ...Yes, I had a stress test during my visit to the ED
- 2 ...Yes, I received a referral for a stress test that I was to have after I left the ED
- 3 ...No
- 98 ...[DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Yes → ASK EMN4
- 2 ... No →NEXT SECTION
- 98 ...[DO NOT READ] Don't Know →NEXT SECTION
- 99 ... [DO NOT READ] Prefer not to answer →NEXT SECTION

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

- 1 ... Yes
- 2 ... No
- 98 ...[DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**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?**

- 1 ... Yes
- 2 ... No
- 98 ...[DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**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?**

- 1 ... Yes
- 2 ... No
- 98 ...[DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ...Yes, Aspirin and Plavix
- 2 ...Yes, Plavix only
- 3 ...Yes, Aspirin only
- 4 ...No
- 98 ...[DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Yes
- 2 ... No
- 98 ...[DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**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?

- 1 ... Yes
- 2 ... No
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**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?

- 1 ... Yes
- 2 ... No
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**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?

- 1 ... Yes
- 2 ... No
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**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?

- 1 ... Yes
- 2 ... No
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**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?

- 1 ... Yes
- 2 ... No
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Yes, definitely
- 2 ... Yes, somewhat
- 3... No
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**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?

- 1 ... Yes
- 2 ... No
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Yes
- 2 ... No
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

### **EQ-5D**

[According to EuroQol the EQ5D-5L is not appropriate for children under the age of 11 years. Therefore a decision was made on 09/21/2017 to not field these questions with the pediatric population. Since EQ5D and VR12 are twinned, this means that VR12 will also only be administered to those 13+ years.]

### **PROMSFLAG**

- 1 ... EQ5D series of questions administered first
- 2 ... VR12 series of questions administered first

**We are trying to find out what you think about your health. I will first ask you some simple questions about your health TODAY. I will then ask you to rate your health on a measuring scale. I will explain what to do as I go along but please interrupt me if you do not understand something or if things are not clear to you. Please also remember that there are no right or wrong answers. We are interested here only in your personal view.**

**First I am going to read out some questions. Each question has a choice of five answers. Please tell me which answer best describes your health TODAY. Do not choose more than one answer in each group of questions.**

### **EQ5D1**

**First I'd like to ask you about mobility. Would you say that:**

- 1 ... You have no problems in walking about?
- 2 ... You have slight problems in walking about?
- 3 ... You have moderate problems in walking about?
- 4 ... You have severe problems in walking about?
- 5 ... You are unable to walk about?
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**EQ5D2**

**Next I'd like to ask you about self-care. Would you say that:**

- 1 ... You have no problems in washing or dressing yourself?
- 2 ... You have slight problems in washing or dressing yourself?
- 3 ... You have moderate problems in washing or dressing yourself?
- 4 ... You have severe problems in washing or dressing yourself?
- 5 ... You are unable to wash or dress yourself?
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**EQ5D3**

**Next I'd like to ask you about your usual activities, for example work, study, housework, family or leisure activities. Would you say that:**

- 1 ... You have no problems doing your usual activities?
- 2 ... You have slight problems doing your usual activities?
- 3 ... You have moderate problems doing your usual activities?
- 4 ... You have severe problems doing your usual activities?
- 5 ... You are unable to do your usual activities?
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**EQ5D4**

**Next I'd like to ask you about pain or discomfort. Would you say that:**

- 1 ... You have no pain or discomfort?
- 2 ... You have slight pain or discomfort?
- 3 ... You have moderate pain or discomfort?
- 4 ... You have severe pain or discomfort?
- 5 ... You have extreme pain or discomfort?
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**EQ5D5**

**Finally I'd like to ask you about anxiety or depression. Would you say that:**

- 1 ... You are not anxious or depressed?
- 2 ... You are slightly anxious or depressed?
- 3 ... You are moderately anxious or depressed?
- 4 ... You are severely anxious or depressed?
- 5 ... You are extremely anxious or depressed?
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer
- 99 ... Prefer not to answer

**EQ5D6**

**Now, I would like to ask you to say how good or bad your health is TODAY.**

**I'd like you to try to picture in your mind a scale that looks rather like a thermometer. Can you do that? The best health you can imagine is marked 100 (one hundred) at the top of the scale and the worst health you can imagine is marked 0 (zero) at the bottom.**

**I would now like you to tell me the point on this scale where you would put your health today.**

**VR12\_1 INTRO:** This set of questions asks for your views about your health. This information will help keep track of how you feel and how well you are able to do your usual activities. If you are unsure how to answer a question, please give the best answer you can.

**VR12\_1** In general, would you say your health is....?

- 1 ... Excellent
- 2 ... Very good
- 3 ... Good
- 4 ... Fair
- 5 ... Poor
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**VR12\_2 INTRO:** The following questions are about activities you might do during a typical day. As I read each item, please tell me if your health now limits you a lot, limits you a little, or not limit you at all.

**VR12\_2** Moderate activities, such as moving a table, pushing a vacuum cleaner, bowling, or playing golf?

- 1 ... Yes, limited a lot
- 2 ... Yes, limited a little
- 3 ... No, not limited at all
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**VR12\_3** Climbing several flights of stairs?

- 1 ... Yes, limited a lot
- 2 ... Yes, limited a little
- 3 ... No, not limited at all
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**VR12\_4 INTRO:** During the past week, have you had any of the following problems with your work or other regular activities as a result of your physical health?

**VR12\_4** Accomplished less than you would like?

- 1 ... No, none of the time
- 2 ... Yes, a little of the time
- 3 ... Yes, some of the time
- 4 ... Yes, most of the time
- 5 ... Yes, all of the time
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer



**VR12\_5 Were limited in the kind of work or other activities?**

- 1 ... No, none of the time
- 2 ... Yes, a little of the time
- 3 ... Yes, some of the time
- 4 ... Yes, most of the time
- 5 ... Yes, all of the time
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**VR12\_6 INTRO: During the past week, have you had any of the following problems with your work or other regular daily activities as a result of any emotional problems (such as feeling depressed or anxious)?****VR12\_6 Accomplished less than you would like?**

- 1 ... No, none of the time
- 2 ... Yes, a little of the time
- 3 ... Yes, some of the time
- 4 ... Yes, most of the time
- 5 ... Yes, all of the time
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**VR12\_7 Didn't do work or other activities as carefully as usual?**

- 1 ... No, none of the time
- 2 ... Yes, a little of the time
- 3 ... Yes, some of the time
- 4 ... Yes, most of the time
- 5 ... Yes, all of the time
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**VR12\_8 During the past week, how much did pain interfere with your normal work (including both work outside the home and house work)?**

- 1 ... Not at all
- 2 ... A little bit
- 3 ... Moderately
- 4 ... Quite a bit
- 5 ... Extremely
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**VR12\_9 INTRO:** These questions are about how you feel and how things have been with you during the past week. For each question, please give the one answer that comes closest to the way you have been feeling.

**How much of the time during the past week:**

**VR12\_9 Have you felt calm and peaceful?**

- 1 ... All of the time
- 2 ... Most of the time
- 3 ... A good bit of the time
- 4 ... Some of the time
- 5 ... A little of the time
- 6 ... None of the time
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**VR12\_10 Did you have a lot of energy?**

- 1 ... All of the time
- 2 ... Most of the time
- 3 ... A good bit of the time
- 4 ... Some of the time
- 5 ... A little of the time
- 6 ... None of the time
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**VR12\_11 Have you felt downhearted and blue?**

- 1 ... All of the time
- 2 ... Most of the time
- 3 ... A good bit of the time
- 4 ... Some of the time
- 5 ... A little of the time
- 6 ... None of the time
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**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.)?**

- 1 ... All of the time
- 2 ... Most of the time
- 3 ... Some of the time
- 4 ... A little of the time
- 5 ... None of the time
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**VR12\_13 INTRO: Now we'd like to ask you some questions about how your health may have changed.**

**VR12\_13 Compared to one year ago, how would you rate your physical health in general now?**

- 1 ... Much better
- 2 ... Slightly better
- 3 ... About the same
- 4 ... Slightly worse
- 5 ... Much worse
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**VR12\_14 Compared to one year ago, how would you rate your emotional problems (such as feeling anxious, depressed or irritable) now?**

- 1 ... Much better
- 2 ... Slightly better
- 3 ... About the same
- 4 ... Slightly worse
- 5 ... Much worse
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Excellent
- 2 ... Very good
- 3 ... Good
- 4 ... Fair
- 5 ... Poor
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Excellent
- 2 ... Very good
- 3 ... Good
- 4 ... Fair
- 5 ... Poor
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

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

- 1 ... Excellent
- 2 ... Very good
- 3 ... Good
- 4 ... Fair
- 5 ... Poor
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**INTRO:** These last few questions are about you. This information will only be used to organize our results into groups.

**BCED18** What is the highest grade or level of school that you have completed?

- 1 ... 8<sup>th</sup> grade or less
- 2 ... Some high school, but did not graduate
- 3 ... High school or high school equivalency certificate
- 4 ... College, CEGEP or other non-university certificate or diploma
- 5 ... Undergraduate degree or some university
- 6 ... Post-graduate degree or professional designation
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**BCED19** The following question will help us to better understand the communities that we serve. Do you consider yourself to be...? (Select all that apply)

- 1 ... White
- 2 ... Chinese
- 3 ... First Nation
- 4... Inuit
- 5 ... Métis
- 6 ... Indigenous/Aboriginal (not included elsewhere)
- 7 ... South Asian (for example, East Indian, Pakistani, Sri Lankan, etc.)
- 8 ... Black
- 9 ... Filipino
- 10 ... Latin American
- 11 ... Southeast Asian (for example, Vietnamese, Cambodian, Malaysian, Laotian, etc.)
- 12 ... Korean
- 13 ... Japanese
- 14 ... Other
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**IF THE RESPONDENT REPLIES, “WHY ARE YOU ASKING ABOUT MY RACE? THE COLOUR OF MY SKIN?”:**  
We ask this question, so we can be sure that the people we survey accurately represent the diversity of people who live in and receive healthcare in British Columbia. This question comes from Statistics Canada and is used for the census.

**IF THE RESPONDENT REPLIES, “I ALREADY TOLD YOU”:**

Many people come from more than one background. So we use the same responses that are used in the Canadian census. If any of the response options do not apply to you please answer no. Thanks for your patience.

[BCED20 is to be asked only if BCED19=(3 | 4 | 5 | 6). If this condition is not met then respondents should skip to BCED22].

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

- 1 ... Yes
- 2 ... No, did not visit →Skip to BCED22
- 3 ... No, but would have liked a visit →Skip to BCED22
- 98 ... [DO NOT READ] Don't Know →Skip to BCED22
- 99 ... [DO NOT READ] Prefer not to answer →Skip to BCED22

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

- 1 ... Not at all
- 2 ... Partly
- 3 ... Quite a bit
- 4 ... Completely
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**BCED22 INTRO: This next section allows you to provide any additional feedback you may have on your ambulance or emergency department experience.**

**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.**

- 1 ... [ENTER COMMENT]
- 2 ... No
- 98 ... [DO NOT READ] Don't Know
- 99 ... [DO NOT READ] Prefer not to answer

**PANEL\_1** British Columbia's Seniors Advocate will be conducting surveys to ask people of all ages about awareness of seniors services. Would you like to participate?

- 1 ... Yes, I am interested. →SKIP TO PANEL\_2
- 2 ... I am not interested →SKIP TO SURVEY END

**PANEL\_2** The BC Seniors Advocate's survey will be a postal survey. Your name will not be linked to any answers you have provided in this survey. Your age will determine the content of the survey you are asked to complete. At all times, any personal information you provide will only be used as authorized under the BC Freedom of Information and Protection of Privacy Act. For more information about the Office of the Seniors Advocate, please visit:

[www.seniorsadvocatebc.ca](http://www.seniorsadvocatebc.ca)

**SURVEY END**

**Thank you for taking the time to complete this survey. Your answers are greatly appreciated. The results will be posted on the Ministry of Health public website when the survey project is complete.**

**Have a nice evening / good day. Goodbye**