

EMERGENCY DEPARTMENT REPORT

Filter Definition

Filter	Choice(s)
Received Date	From 01/01/2010 To 01/31/2010

Benchmarking Definition

Benchmarking Period	10/01/2009 To 12/31/2009
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EMERGENCY DEPARTMENT REPORT

Question Analysis

All Respondents

Overall Section Question	Mean	n	All PG DB		Small PG DB	
			Mean	Rank	Mean	Rank
Std Overall	93.5	35	83.9	99	86.0	96
Overall	93.7	35				
Std Arrival	96.6	34	81.8	99	84.9	99
Arrival	96.6	34				
Waiting time before noticed arrival	97.1	34	88.0	99	90.3	97
Helpfulness of first person	97.1	34	86.5	99	88.6	99
Comfort of waiting area	93.3	30	79.0	99	82.5	98
Waiting time to treatment area	98.5	33	79.6	99	84.2	99
Waiting time to see doctor	96.3	34	75.4	99	78.8	99
Std Nurses	94.8	35	86.2	99	88.3	96
Nurses	94.8	35				
Nurses courtesy	96.4	35	88.6	99	90.4	96
Nurse took time to listen	95.0	35	86.6	99	88.6	96
Nurses attention to your needs	93.6	35	85.7	97	88.0	92
Nurses informative re treatments	93.4	34	83.6	98	86.1	95
Nurses concern for privacy	95.7	35	86.8	99	88.8	98
Std Doctors	92.7	34	84.3	98	85.3	94
Doctors	92.7	34				
Doctors courtesy	94.1	34	86.8	98	87.3	95
Doctor took time to listen	92.7	34	84.6	98	85.4	94
Doctor informative re treatment	89.0	34	83.0	91	84.3	80
Doctors concern for comfort	94.9	34	83.2	99	84.3	99
Std Tests	94.8	34	87.3	99	89.1	99
Tests	94.8	34				
Courtesy of person who took blood	96.2	33	88.1	99	90.1	99
Concern blood draw comfort	94.7	33	87.3	99	89.4	98
Waiting time for radiology test	94.0	29	82.7	99	85.1	99
Courtesy of radiology staff	97.4	29	89.7	99	91.1	99
Concern for comfort radiology test	95.7	29	89.0	99	90.4	97
Std Family or Friends	95.4	31	86.1	99	87.9	99
Family or Friends	95.4	31				
Courtesy shown family/friends	95.2	31	86.5	99	88.2	97
Adequacy of info to family/friends	95.0	30	83.9	99	86.0	99
Let family/friend be with you	100.0	28	88.2	99	89.6	99
Std Personal/Insurance Info	95.8	34	87.3	99	89.0	99
Personal/Insurance Info	95.8	34				
Courtesy during pers/insur info	95.6	34	87.7	99	89.4	98
Privacy during pers/insur info	96.3	34	86.8	99	88.6	99
Ease giving pers/insur info	95.6	34	87.6	99	89.2	99
Std Personal Issues	91.0	34	79.5	98	82.4	96

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Question Analysis

All Respondents

Overall Section Question	Mean	n	All PG DB		Small PG DB	
			Mean	Rank	Mean	Rank
Personal Issues	91.0	34				
Informed about delays	91.7	33	72.8	99	77.3	98
Staff cared about you as person	92.4	33	82.4	97	85.2	92
How well pain was controlled	91.1	28	78.1	99	80.4	97
Information about home care	89.1	32	83.7	91	85.7	76
Std Overall Assessment	92.5	35	82.4	97	84.4	93
Overall Assessment	93.3	35				
Overall rating ER care	92.9	35	83.2	97	85.3	93
Likelihood of recommending	92.1	35	82.0	97	83.8	92
Cleanliness of ER/ED †	95.0	35	86.3	97	88.5	94