

EMERGENCY DEPARTMENT REPORT

Question Analysis

All Respondents						
Overall Section Question	Mean	n	All PG DB		Small PG DB	
			Mean	Rank	Mean	Rank
Std Overall	94.0	43	84.8	99	86.5	99
Overall	94.2	43				
Std Arrival	96.5	43	83.1	99	85.9	99
Arrival	96.5	43				
Waiting time before noticed arrival	98.8	42	89.0	99	90.9	99
Helpfulness of first person	94.8	43	87.4	98	89.2	94
Comfort of waiting area	93.9	37	80.0	99	83.1	99
Waiting time to treatment area	97.6	42	81.5	99	85.6	99
Waiting time to see doctor	96.4	42	77.2	99	80.1	99
Std Nurses	95.4	43	87.0	99	88.8	98
Nurses	95.4	43				
Nurses courtesy	96.5	43	89.3	99	90.8	98
Nurse took time to listen	97.1	43	87.4	99	89.2	99
Nurses attention to your needs	95.9	43	86.5	99	88.6	98
Nurses informative re treatments	94.2	43	84.5	99	86.7	97
Nurses concern for privacy	92.9	42	87.5	93	89.3	83
Std Doctors	92.7	43	85.0	98	85.7	94
Doctors	92.7	43				
Doctors courtesy	93.6	43	87.4	96	87.7	92
Doctor took time to listen	94.2	43	85.2	99	85.8	97
Doctor informative re treatment	91.3	43	83.7	96	84.7	90
Doctors concern for comfort	91.9	43	84.0	97	84.7	93
Std Tests	95.5	40	87.9	99	89.4	99
Tests	95.5	40				
Courtesy of person who took blood	95.5	39	88.6	99	90.2	98
Concern blood draw comfort	94.9	39	87.8	99	89.5	96
Waiting time for radiology test	94.8	29	83.6	99	85.6	99
Courtesy of radiology staff	94.2	30	90.2	92	91.3	82
Concern for comfort radiology test	96.0	31	89.6	99	90.6	98
Std Family or Friends	93.9	33	86.8	98	88.4	95
Family or Friends	93.9	33				
Courtesy shown family/friends	93.9	33	87.2	97	88.7	92
Adequacy of info to family/friends	92.2	32	84.7	97	86.6	91
Let family/friend be with you	95.3	32	88.7	98	90.1	95
Std Personal/Insurance Info	94.6	42	87.8	99	89.3	97
Personal/Insurance Info	94.6	42				
Courtesy during pers/insur info	95.2	42	88.2	99	89.6	98
Privacy during pers/insur info	94.6	42	87.3	99	88.9	98
Ease giving pers/insur info	94.1	42	88.1	98	89.6	93
Std Personal Issues	90.7	41	80.6	98	83.1	94

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Overall Section Question	Mean	n	All PG DB		Small PG DB	
			Mean	Rank	Mean	Rank
Personal Issues	90.7	41				
Informed about delays	91.2	34	74.6	99	78.6	98
Staff cared about you as person	91.0	39	83.5	94	85.9	85
How well pain was controlled	89.1	32	79.2	97	81.3	91
Information about home care	90.8	38	84.4	95	86.0	86
Std Overall Assessment	92.3	42	83.5	97	85.1	92
Overall Assessment	94.1	42				
Overall rating ER care	92.3	42	84.3	96	86.0	89
Likelihood of recommending	92.3	42	83.2	96	84.6	92
Cleanliness of ER/ED †	97.6	42	87.2	99	89.2	99