

EMERGENCY DEPARTMENT REPORT

Filter Definition

Filter	Choice(s)
Received Date	From 02/01/2010 To 02/28/2010

Benchmarking Definition

Benchmarking Period	11/01/2009 To 01/31/2010
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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	96.5	22	84.6	99	86.4	99
Overall	96.5	22				
Std Arrival	97.1	22	82.7	99	85.6	99
Arrival	97.1	22				
Waiting time before noticed arrival	96.6	22	88.7	98	90.7	95
Helpfulness of first person	96.6	22	87.1	99	89.0	98
Comfort of waiting area	94.7	19	79.7	99	82.8	99
Waiting time to treatment area	97.6	21	80.9	99	85.2	99
Waiting time to see doctor	98.8	21	76.4	99	79.6	99
Std Nurses	98.2	22	86.7	99	88.7	99
Nurses	98.2	22				
Nurses courtesy	98.9	22	89.0	99	90.7	99
Nurse took time to listen	98.9	22	87.2	99	89.0	99
Nurses attention to your needs	100.0	21	86.2	99	88.4	99
Nurses informative re treatments	96.6	22	84.2	99	86.5	99
Nurses concern for privacy	97.7	22	87.3	99	89.1	99
Std Doctors	95.2	21	84.8	99	85.7	99
Doctors	95.2	21				
Doctors courtesy	95.2	21	87.2	99	87.7	98
Doctor took time to listen	95.2	21	85.0	99	85.8	99
Doctor informative re treatment	94.1	21	83.5	99	84.7	99
Doctors concern for comfort	96.4	21	83.7	99	84.6	99
Std Tests	93.9	22	87.6	98	89.3	93
Tests	93.9	22				
Courtesy of person who took blood	95.2	21	88.4	99	90.1	96
Concern blood draw comfort	96.3	20	87.6	99	89.5	99
Waiting time for radiology test	94.4	18	83.2	99	85.3	99
Courtesy of radiology staff	95.8	18	90.0	99	91.3	95
Concern for comfort radiology test	95.8	18	89.3	99	90.7	97
Std Family or Friends	97.2	18	86.5	99	88.1	99
Family or Friends	97.2	18				
Courtesy shown family/friends	97.2	18	86.9	99	88.4	99
Adequacy of info to family/friends	95.8	18	84.4	99	86.2	99
Let family/friend be with you	98.6	18	88.5	99	89.9	99
Std Personal/Insurance Info	97.6	21	87.7	99	89.2	99
Personal/Insurance Info	97.6	21				
Courtesy during pers/insur info	97.6	21	88.1	99	89.5	99
Privacy during pers/insur info	97.6	21	87.2	99	88.8	99
Ease giving pers/insur info	97.6	21	88.0	99	89.4	99
Std Personal Issues	93.9	22	80.2	99	82.9	99

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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	93.9	22				
Informed about delays	89.8	22	73.9	99	78.2	96
Staff cared about you as person	96.6	22	83.1	99	85.5	99
How well pain was controlled	96.1	19	78.8	99	80.9	99
Information about home care	96.4	21	84.2	99	85.8	99
Std Overall Assessment	98.9	22	83.2	99	85.0	99
Overall Assessment	99.2	22				
Overall rating ER care	98.9	22	83.9	99	85.9	99
Likelihood of recommending	98.9	22	82.8	99	84.4	99
Cleanliness of ER/ED †	100.0	22	86.8	99	88.6	99