

# EMERGENCY DEPARTMENT REPORT

## Question Analysis

All Respondents							
Overall Section			All PG DB		Small PG DB		
	Question	Mean	n	Mean	Rank	Mean	Rank
<b>Std Overall</b>		98.1	30	84.7	99	86.6	99
<b>Overall</b>		98.1	30				
<b>Std Arrival</b>		99.5	30	82.8	99	85.6	99
<b>Arrival</b>		99.5	30				
Waiting time before noticed arrival		99.2	30	88.7	99	90.7	99
Helpfulness of first person		100.0	30	87.3	99	89.2	99
Comfort of waiting area		99.0	25	80.3	99	83.4	99
Waiting time to treatment area		100.0	28	80.8	99	85.0	99
Waiting time to see doctor		99.1	29	76.4	99	79.5	99
<b>Std Nurses</b>		98.5	30	86.9	99	89.0	99
<b>Nurses</b>		98.5	30				
Nurses courtesy		99.2	30	89.2	99	90.9	99
Nurse took time to listen		99.2	30	87.4	99	89.4	99
Nurses attention to your needs		99.2	30	86.4	99	88.8	99
Nurses informative re treatments		96.7	30	84.5	99	86.9	99
Nurses concern for privacy		98.3	30	87.5	99	89.4	99
<b>Std Doctors</b>		98.3	30	85.0	99	86.0	99
<b>Doctors</b>		98.3	30				
Doctors courtesy		99.2	30	87.4	99	87.9	99
Doctor took time to listen		100.0	30	85.2	99	85.9	99
Doctor informative re treatment		96.7	30	83.7	99	85.0	99
Doctors concern for comfort		97.5	30	84.0	99	85.1	99
<b>Std Tests</b>		96.5	30	87.7	99	89.3	99
<b>Tests</b>		96.5	30				
Courtesy of person who took blood		99.2	30	88.5	99	90.2	99
Concern blood draw comfort		99.2	30	87.7	99	89.7	99
Waiting time for radiology test		94.0	25	83.2	99	85.4	99
Courtesy of radiology staff		94.0	25	90.0	92	91.1	81
Concern for comfort radiology test		93.0	25	89.4	89	90.6	77
<b>Std Family or Friends</b>		98.5	28	86.7	99	88.5	99
<b>Family or Friends</b>		98.5	28				
Courtesy shown family/friends		99.1	28	87.2	99	88.8	99
Adequacy of info to family/friends		97.3	28	84.6	99	86.8	99
Let family/friend be with you		99.1	28	88.7	99	90.2	99
<b>Std Personal/Insurance Info</b>		97.5	30	87.9	99	89.4	99
<b>Personal/Insurance Info</b>		97.5	30				
Courtesy during pers/insur info		96.7	30	88.3	99	89.7	99
Privacy during pers/insur info		97.5	30	87.4	99	89.1	99
Ease giving pers/insur info		98.3	30	88.1	99	89.6	99
<b>Std Personal Issues</b>		97.5	30	80.4	99	83.2	99

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Overall Section Question	Mean	n	All PG DB		Small PG DB	
			Mean	Rank	Mean	Rank
<b>Personal Issues</b>	97.5	30				
Informed about delays	94.6	28	74.1	99	78.6	99
Staff cared about you as person	99.2	30	83.3	99	85.9	99
How well pain was controlled	98.9	23	79.0	99	81.3	99
Information about home care	97.5	30	84.3	99	86.2	99
<b>Std Overall Assessment</b>	98.3	30	83.3	99	85.1	99
<b>Overall Assessment</b>	98.6	30				
Overall rating ER care	98.3	30	84.0	99	86.1	99
Likelihood of recommending	98.3	30	82.9	99	84.6	99
Cleanliness of ER/ED †	99.2	30	87.1	99	89.0	99