

EMERGENCY DEPARTMENT REPORT

Question Analysis

All Respondents						
Overall Section Question	Mean	n	All PG DB		Small PG DB	
			Mean	Rank	Mean	Rank
Std Overall	96.7	37	84.6	99	86.5	99
Overall	96.7	37				
Std Arrival	96.5	37	82.8	99	85.6	99
Arrival	96.5	37				
Waiting time before noticed arrival	97.2	36	88.7	99	90.7	97
Helpfulness of first person	96.6	37	87.1	99	89.0	99
Comfort of waiting area	95.2	31	80.0	99	83.2	99
Waiting time to treatment area	95.7	35	80.9	99	85.0	98
Waiting time to see doctor	97.1	34	76.6	99	79.5	99
Std Nurses	97.3	37	86.8	99	88.9	99
Nurses	97.3	37				
Nurses courtesy	97.3	37	89.1	99	90.8	99
Nurse took time to listen	98.0	37	87.3	99	89.3	99
Nurses attention to your needs	97.3	37	86.3	99	88.7	99
Nurses informative re treatments	97.2	36	84.3	99	86.7	99
Nurses concern for privacy	96.5	36	87.3	99	89.3	99
Std Doctors	97.3	37	84.9	99	85.7	99
Doctors	97.3	37				
Doctors courtesy	96.6	37	87.2	99	87.7	99
Doctor took time to listen	97.3	37	85.1	99	85.8	99
Doctor informative re treatment	98.0	37	83.5	99	84.7	99
Doctors concern for comfort	97.3	37	83.8	99	84.9	99
Std Tests	97.0	34	87.7	99	89.3	99
Tests	97.0	34				
Courtesy of person who took blood	97.6	31	88.5	99	90.3	99
Concern blood draw comfort	95.8	30	87.6	99	89.5	98
Waiting time for radiology test	95.2	26	83.3	99	85.4	99
Courtesy of radiology staff	98.2	27	90.0	99	91.1	99
Concern for comfort radiology test	98.2	27	89.4	99	90.5	99
Std Family or Friends	97.0	31	86.7	99	88.4	99
Family or Friends	97.0	31				
Courtesy shown family/friends	96.0	31	87.1	99	88.8	98
Adequacy of info to family/friends	97.4	29	84.5	99	86.7	99
Let family/friend be with you	97.5	30	88.6	99	90.1	99
Std Personal/Insurance Info	96.3	34	87.7	99	89.3	99
Personal/Insurance Info	96.3	34				
Courtesy during pers/insur info	96.3	34	88.1	99	89.6	99
Privacy during pers/insur info	96.3	34	87.2	99	88.9	99
Ease giving pers/insur info	96.2	33	88.0	99	89.4	99
Std Personal Issues	95.2	35	80.3	99	83.0	99

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Overall Section Question	Mean	n	All PG DB		Small PG DB	
			Mean	Rank	Mean	Rank
Personal Issues	95.2	35				
Informed about delays	94.5	32	74.2	99	78.4	99
Staff cared about you as person	96.4	35	83.2	99	85.8	99
How well pain was controlled	95.8	30	79.0	99	81.1	99
Information about home care	92.4	33	84.2	98	85.9	95
Std Overall Assessment	97.6	37	83.2	99	85.0	99
Overall Assessment	97.3	37				
Overall rating ER care	97.3	37	84.0	99	85.9	99
Likelihood of recommending	98.0	37	82.8	99	84.4	99
Cleanliness of ER/ED †	96.6	37	86.9	98	89.2	97