

EMERGENCY DEPARTMENT REPORT

Question Analysis

All Respondents						
Overall Section Question	Mean	n	All PG DB		Small PG DB	
			Mean	Rank	Mean	Rank
Std Overall	95.3	43	85.0	99	86.8	99
Overall	95.5	43				
Std Arrival	96.3	43	83.3	99	86.1	99
Arrival	96.3	43				
Waiting time before noticed arrival	95.8	42	89.1	96	91.0	90
Helpfulness of first person	96.3	41	87.5	99	89.3	99
Comfort of waiting area	93.1	36	80.3	99	83.2	98
Waiting time to treatment area	97.5	40	81.8	99	85.9	99
Waiting time to see doctor	96.9	40	77.3	99	80.4	99
Std Nurses	96.4	43	87.1	99	89.0	99
Nurses	96.4	43				
Nurses courtesy	97.7	43	89.4	99	90.9	99
Nurse took time to listen	97.7	43	87.5	99	89.3	99
Nurses attention to your needs	97.1	43	86.6	99	88.7	99
Nurses informative re treatments	93.5	42	84.6	98	86.8	94
Nurses concern for privacy	95.9	43	87.6	99	89.4	98
Std Doctors	95.5	43	85.1	99	86.0	99
Doctors	95.5	43				
Doctors courtesy	96.5	43	87.5	99	88.0	99
Doctor took time to listen	95.4	43	85.4	99	86.1	99
Doctor informative re treatment	94.8	43	83.8	99	85.0	99
Doctors concern for comfort	95.4	43	84.1	99	85.0	99
Std Tests	95.5	42	87.9	99	89.4	99
Tests	95.5	42				
Courtesy of person who took blood	94.6	42	88.7	97	90.3	92
Concern blood draw comfort	95.1	41	87.9	99	89.6	96
Waiting time for radiology test	94.9	34	83.5	99	85.6	99
Courtesy of radiology staff	95.7	35	90.2	98	91.4	95
Concern for comfort radiology test	96.4	35	89.6	99	90.8	97
Std Family or Friends	95.4	36	86.8	99	88.3	98
Family or Friends	95.4	36				
Courtesy shown family/friends	95.7	35	87.2	99	88.7	98
Adequacy of info to family/friends	93.4	34	84.8	99	86.6	96
Let family/friend be with you	96.3	34	88.8	99	90.0	97
Std Personal/Insurance Info	96.1	41	87.9	99	89.3	99
Personal/Insurance Info	96.1	41				
Courtesy during pers/insur info	95.7	41	88.3	99	89.6	99
Privacy during pers/insur info	96.3	40	87.4	99	88.9	99
Ease giving pers/insur info	96.3	40	88.2	99	89.6	99
Std Personal Issues	92.0	42	80.8	99	83.3	96

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Overall Section Question	Mean	n	All PG DB		Small PG DB	
			Mean	Rank	Mean	Rank
Personal Issues	92.0	42				
Informed about delays	89.3	35	74.8	98	78.9	95
Staff cared about you as person	94.6	42	83.6	99	86.0	98
How well pain was controlled	89.3	35	79.3	97	81.3	92
Information about home care	93.5	42	84.5	99	86.1	97
Std Overall Assessment	94.4	42	83.7	99	85.4	96
Overall Assessment	95.8	42				
Overall rating ER care	95.8	42	84.4	99	86.3	98
Likelihood of recommending	92.9	42	83.4	97	84.9	93
Cleanliness of ER/ED †	98.8	42	87.3	99	89.2	99