

EMERGENCY DEPARTMENT REPORT

Filter Definition

Filter	Choice(s)
Received Date	From 05/01/2010 To 05/31/2010

Benchmarking Definition

Benchmarking Period	02/01/2010 To 04/30/2010
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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	94.8	30	84.7	99	86.5	99
Overall	95.0	30				
Std Arrival	96.9	28	82.9	99	85.7	99
Arrival	96.9	28				
Waiting time before noticed arrival	98.2	28	88.8	99	90.7	99
Helpfulness of first person	97.3	28	87.2	99	89.0	99
Comfort of waiting area	93.5	23	79.9	99	83.1	98
Waiting time to treatment area	98.2	27	81.0	99	85.2	99
Waiting time to see doctor	96.4	28	76.8	99	79.7	99
Std Nurses	95.6	29	86.8	99	88.8	99
Nurses	95.6	29				
Nurses courtesy	95.7	29	89.1	98	90.7	94
Nurse took time to listen	94.8	29	87.3	98	89.2	95
Nurses attention to your needs	96.6	29	86.4	99	88.6	99
Nurses informative re treatments	94.0	29	84.3	99	86.6	97
Nurses concern for privacy	98.2	27	87.3	99	89.2	99
Std Doctors	93.3	29	84.9	98	85.6	95
Doctors	93.3	29				
Doctors courtesy	93.1	29	87.2	95	87.5	90
Doctor took time to listen	93.1	29	85.1	98	85.7	95
Doctor informative re treatment	94.0	29	83.5	99	84.6	97
Doctors concern for comfort	93.1	29	83.8	98	84.7	95
Std Tests	93.6	27	87.7	98	89.2	95
Tests	93.6	27				
Courtesy of person who took blood	93.3	26	88.6	93	90.3	79
Concern blood draw comfort	89.4	26	87.7	67	89.6	44
Waiting time for radiology test	92.5	20	83.4	99	85.5	96
Courtesy of radiology staff	95.0	20	90.1	97	91.3	93
Concern for comfort radiology test	94.1	21	89.4	95	90.5	87
Std Family or Friends	96.0	23	86.7	99	88.3	99
Family or Friends	96.0	23				
Courtesy shown family/friends	93.5	23	87.1	96	88.8	89
Adequacy of info to family/friends	96.7	23	84.6	99	86.6	99
Let family/friend be with you	97.8	23	88.6	99	90.0	99
Std Personal/Insurance Info	96.5	27	87.7	99	89.2	99
Personal/Insurance Info	96.5	27				
Courtesy during pers/insur info	96.3	27	88.1	99	89.5	99
Privacy during pers/insur info	96.2	26	87.1	99	88.8	99
Ease giving pers/insur info	97.0	25	88.0	99	89.4	99
Std Personal Issues	90.4	27	80.4	98	83.0	94

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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	90.4	27				
Informed about delays	88.6	22	74.3	98	78.5	95
Staff cared about you as person	95.2	26	83.3	99	85.8	99
How well pain was controlled	86.4	22	79.0	92	81.1	83
Information about home care	93.0	25	84.2	99	85.9	96
Std Overall Assessment	94.8	29	83.3	99	84.9	99
Overall Assessment	96.0	29				
Overall rating ER care	97.3	28	84.0	99	85.8	99
Likelihood of recommending	95.7	29	82.9	99	84.4	99
Cleanliness of ER/ED [†]	97.3	28	86.9	99	89.2	99