

# {Hospital}

## Patient Survey Feedback – Emergency Department

Provided by:  
Baptist Leadership Group

December 2008



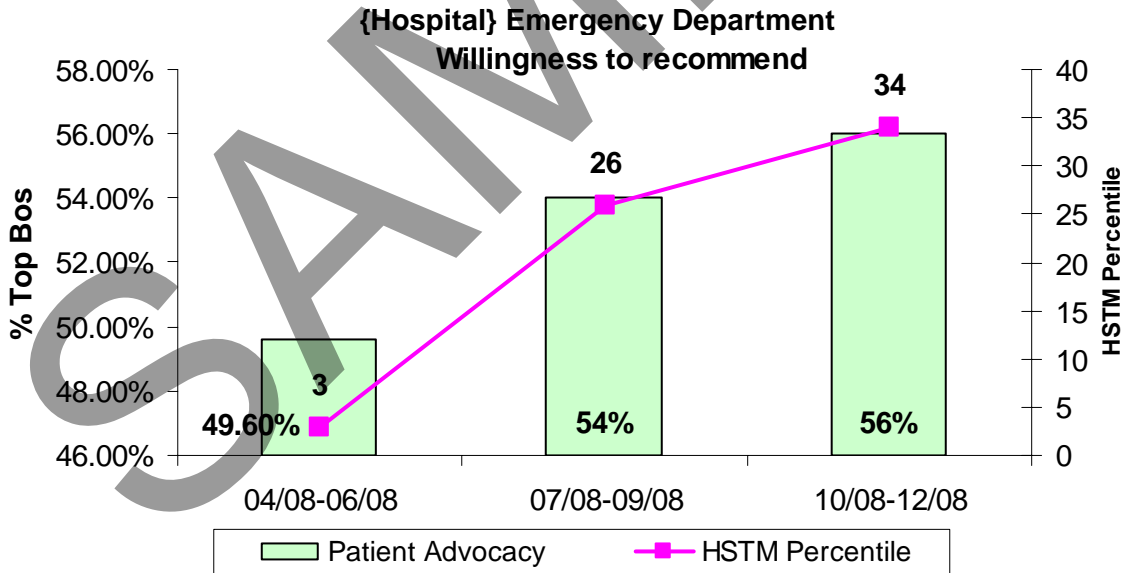
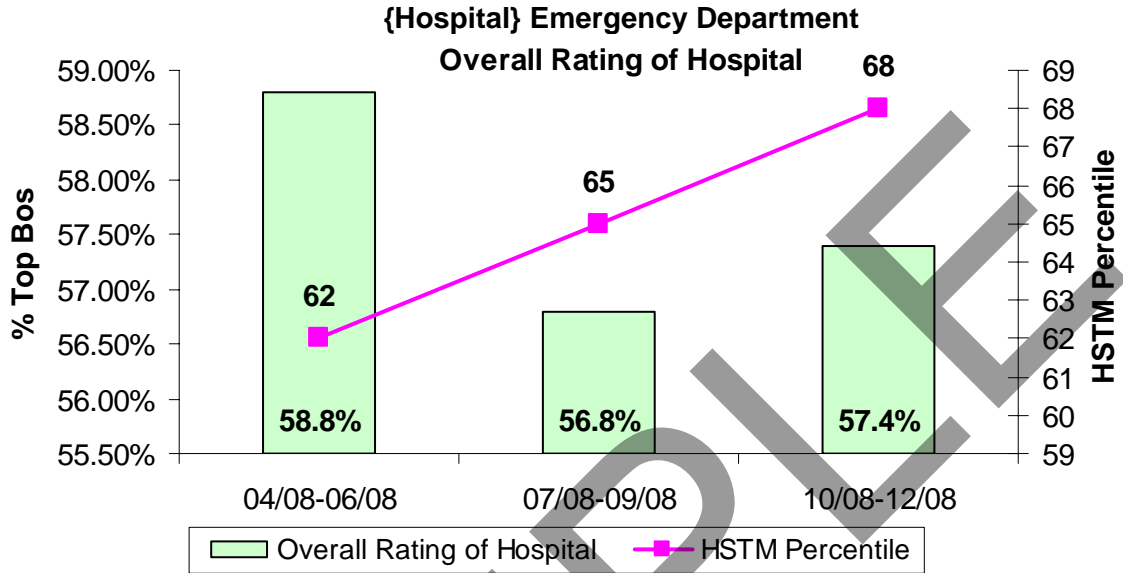
Baptist Leadership Group

Patient Centered Excellence

# {Hospital} Patient Experience Review

## Emergency Department Performance

### Overall Rating Trends



## {Hospital} Patient Experience Review

### Key Focus Areas

	To Date Oct-Dec 08			Apr-Dec 2008		Service Mapping Focus
	Correlation to Overall	% Top Box	Percentile	3 Quarter Avg.	3 Quarter Performance Trend	
Patient Care Staff - Overall Rating	High	60.2	83	60.6	-0.4	Needs Improvement
Doctors - Overall Rating	High	65.9	83	65.4	0.5	Continue Improvements
How much the patient was helped by this visit/stay	High	44.1	50	44.4	-0.3	Needs Improvement
Amount of time doctors spend with patients	High	37.1	52	35.8	1.3	Needs Improvement
Coordination of care and services	Medium	64.5	78	65.7	-1.2	Needs Improvement
Staff doing everything they could to help with pain	Medium	74.4	76	69.8	4.6	Continue Improvements
Informing patients of delays in care/treatment	Medium	71.1	81	67.2	3.9	Continue Improvements
Urgency shown by the patient care staff in treating the patient's medical problem	Medium	68.5	31	66.8	1.7	Needs Improvement
Doctors caring about the patient as a person	Medium	65.2	71	64.8	0.4	Needs Improvement
Clear/complete discharge instructions	Medium	38.9	83	42.9	-4.0	Needs Improvement
Comfort asking patient care staff questions about care/treatment	Low	84	77	78.6	5.4	Continue Improvements
Amount of time spent in the ED	Low	41.1	93	37.3	3.8	Sustain
Explanations of new medicines	Low	80	66	70.4	9.6	Needs Improvement