Overall quality of ED care (1)  
93.9% 
Ashcroft 87.5%  
IHA Avg 86.0%  

Physical Comfort  65.2%  
Courtesy of ED Nurses  92.6%  
ED Dr did not talk as if patient wasn’t there  89.3%  
ED Dr discussed fears/anxieties  92.6%  

Information and Education  74.3%  
Explanation of what ED did  92.6%  
ED Nurse discussed fears/anxieties  92.6%  

Access and Coordination  78.7%  
How well ED Drs/Nurses worked together  92.4%  
ED explained reasons for tests understandably  92.4%  

Emotional Support  74.3%  
Courtesy of ED Drs  90.3%  
ED explained test results understandably  90.3%  

Respect for Patient Preferences  85.1%  
ED Dr did not explain the need for tests  89.7%  
ED Dr discussed fears/anxieties  90.3%  

Continuity and Transition  74.5%  
Time waited to talk to ED Nurse  89.7%  
ED explained how to take new medications  89.5%  

<table>
<thead>
<tr>
<th>Summary Results</th>
<th>Strengths</th>
<th>Opportunities for Improvement</th>
</tr>
</thead>
<tbody>
<tr>
<td>(% positive score)</td>
<td>(Highest % positive scores)</td>
<td>(Lowest % positive scores)</td>
</tr>
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<td>Overall quality of ED care (1)</td>
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<td>Appt for treatment made before left ED 51.7%</td>
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<tr>
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<td>ED did all it could to control pain 56.8%</td>
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<td>Did not wait too long to see ED Dr. 67.4%</td>
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<td>ED explained how to take new medications</td>
<td>89.5%</td>
<td>Received all ED services needed 71.3%</td>
</tr>
<tr>
<td>Dignity/respect by ED staff</td>
<td>88.3%</td>
<td>Did not wait too long for other ED Dr/specialist 72.2%</td>
</tr>
</tbody>
</table>

Overall quality of ED care (1):
- Excellent: 48.5%
- Very Good: 32.0%
- Good: 13.4%
- Fair: 1.0%
- Poor: 5.2%

Would recommend for ED services (2):
- Yes, definitely: 71.3%
- Yes, probably: 60.1%
- No: 5.4%

Items highlighted in RED have the highest correlation with “Overall quality of ED care”.

(1) Question: Overall, how would you rate the care you received in the Emergency Department?  
Response scale = Poor, Fair, Good, Very Good, Excellent  
Percent Positive Score = Good+Very Good+ Excellent

(2) Question: Would you recommend this Emergency Department to family and friends?  
Response scale = Yes, completely, Yes, somewhat, No  
Percent Positive Score = Yes, completely