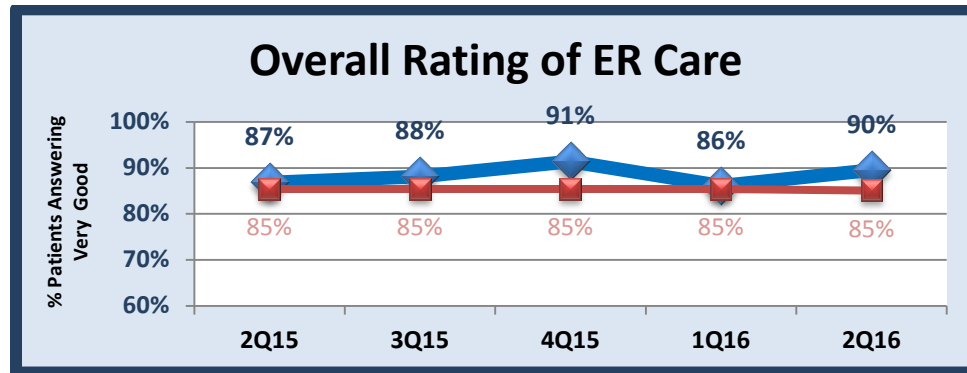


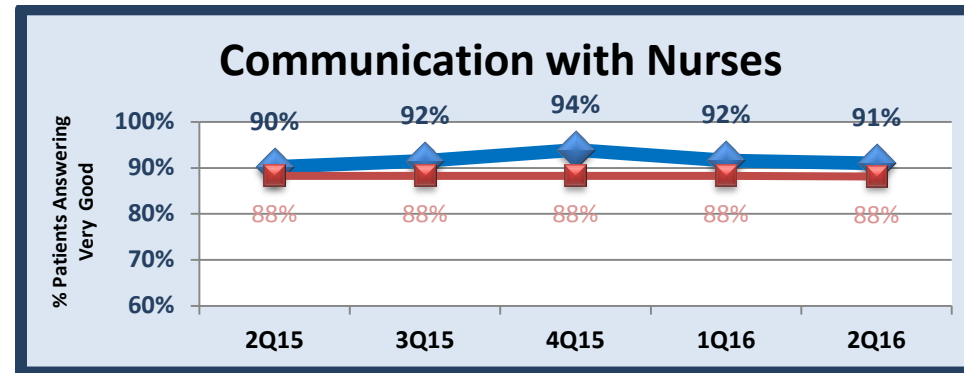
Emergency Department Service Excellence

April 1, 2015 – June 30, 2016



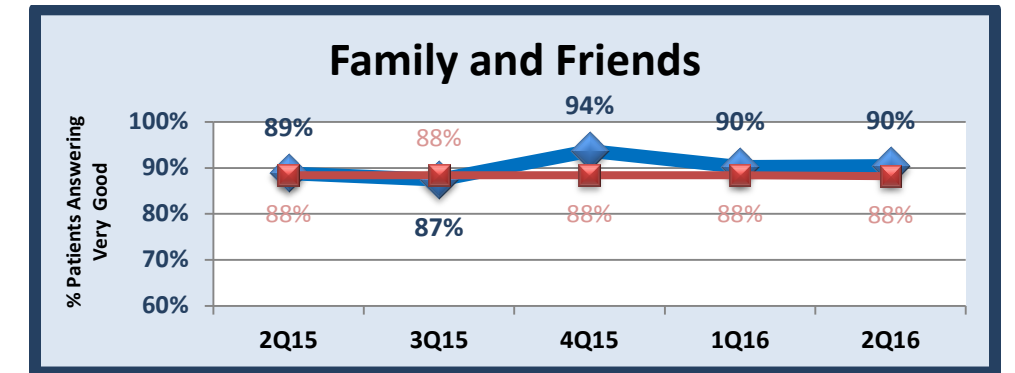
ER Rating:

- Overall rating of care received during your ER visit?



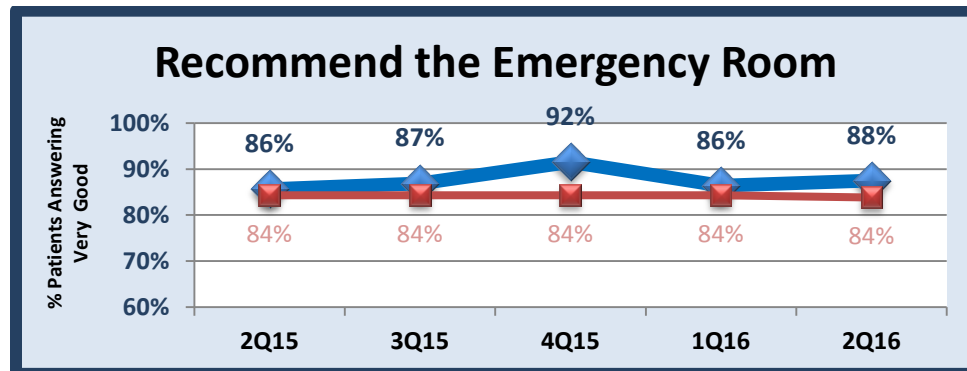
Nurses: During your ER visit were the nurses:

- Courteous?
- Listen to you and attentive to your needs?
- Keep you informed about your treatment?



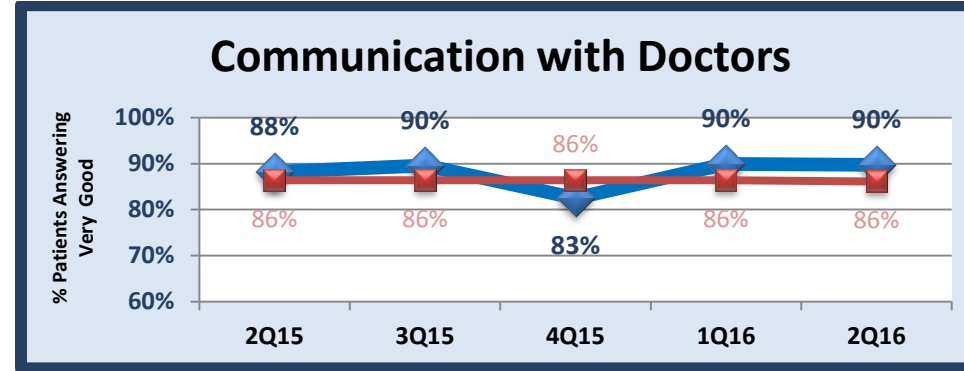
Family and Friends: During your ER visit did staff:

- Keep family/friends informed about your status during your visit?
- Let family/friends be with you during your visit?
- Allow family/friends to be with you?



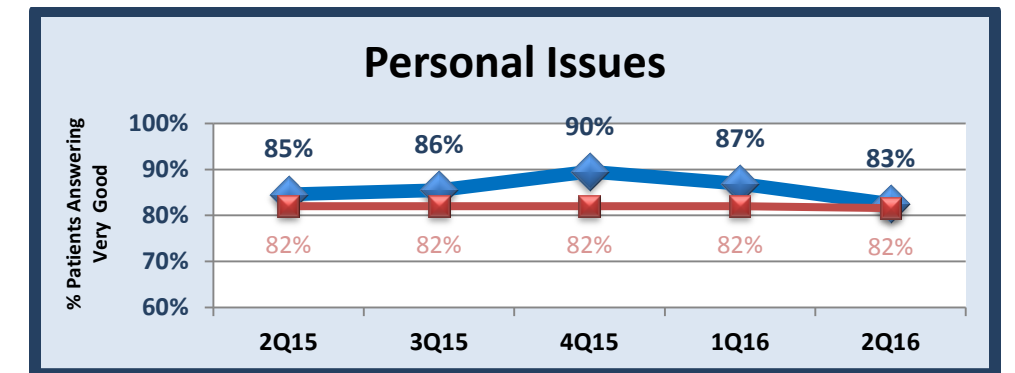
Hospital Recommendation:

- Likelihood of your recommending our Emergency Department to others?



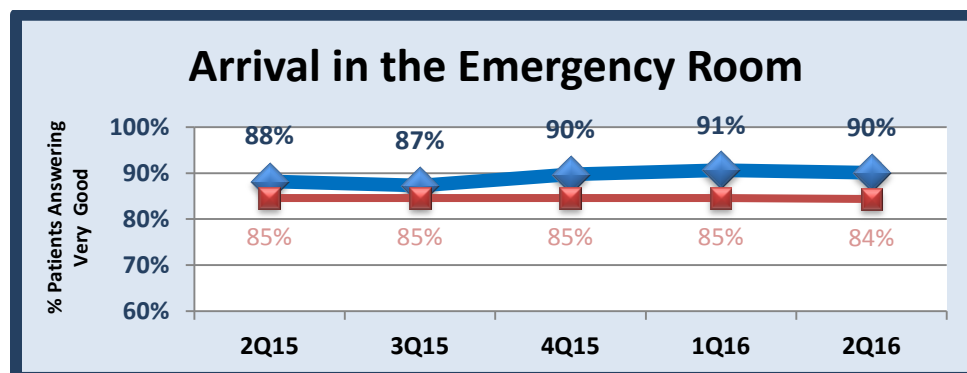
Doctors: During your ER visit were the doctors:

- Courteous?
- Listen to you and attentive to your needs?
- Keep you informed about your treatment?



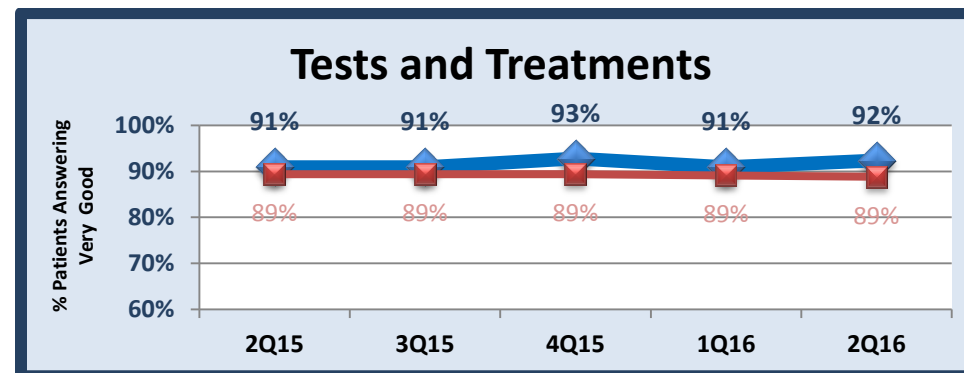
Personal Issues: During your ER visit:

- Were you kept informed about delays?
- How well was your pain controlled?
- Were you given information about caring for yourself at home?



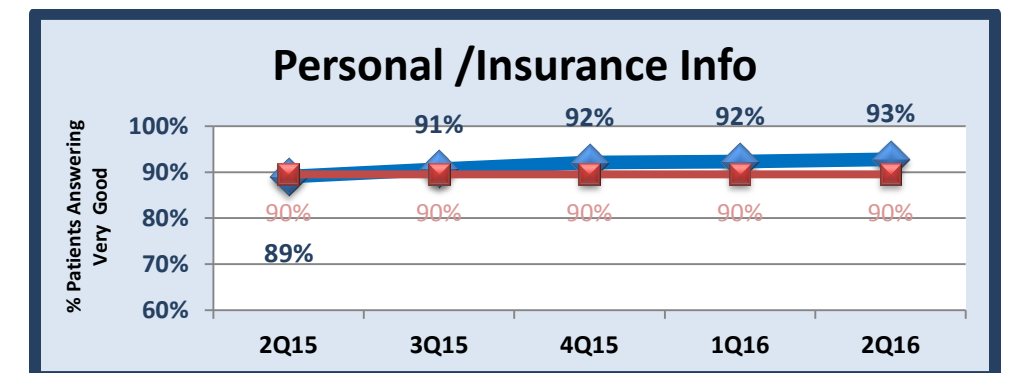
Arrival: Upon arrival to the ER

- How long did you have to wait before staff noticed your arrival?
- Was the person who first asked you about your condition helpful?
- How long did you have to wait before you were brought to the treatment area and before you were seen by a doctor?



Tests and Treatments: During your ER visit did staff:

- Show courtesy during your test?
- Offer comfort during your lab and radiology tests?



Personal/Insurance Info: During your admission to the ER:

- Was the person who took your information courteous?
- Did you feel you had privacy when you gave your information?
- Was the process easy?