



**Emergency Department Survey Findings**  
**Executive Summary**  
**First - Fourth Quarters – fiscal year 2008**  
**(July 2007 – June 2008)**

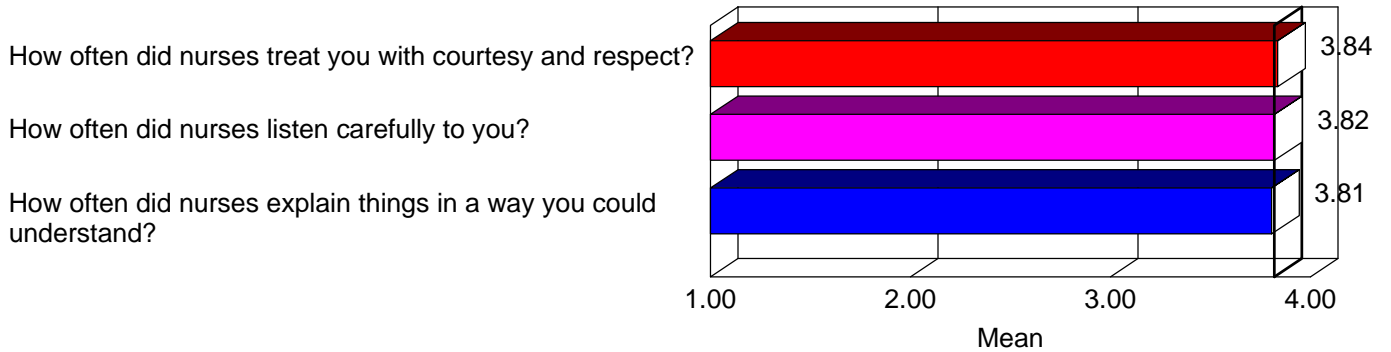
Important comparisons for the quarter:

	<b>Qtr 4</b>	<b>FY08</b>
Sample Size	99	398
Nursing Overall (4.0)	3.73	3.82
% Always	82.8%	87.7%
Providers Overall (4.0)	3.68	3.80
% Always	79.5%	86.0%
Overall Rating (10.0)	8.52	8.68
% Rating 9 or 10	61.9%	63.7%
Recommend Rating (4.0)	3.57	3.66
% Definitely Yes	69.1%	73.6%

- 99 ED patients were interviewed by telephone during the quarter.
- The overall mean score of the three statements about nursing care is 3.73 for the quarter. Overall, 82.8% gave nursing the highest score possible.
- The overall mean score of the three statements about provider care is 3.68 for the quarter. Overall, 79.5% gave providers the highest score possible.
- The overall hospital rating is 8.52, where the best hospital possible is 10.0. 61.9% rated the Emergency Department services a 9 or 10.
- 69.1% will definitely recommend ED services to others; the mean is 3.57 out of a possible 4.0.

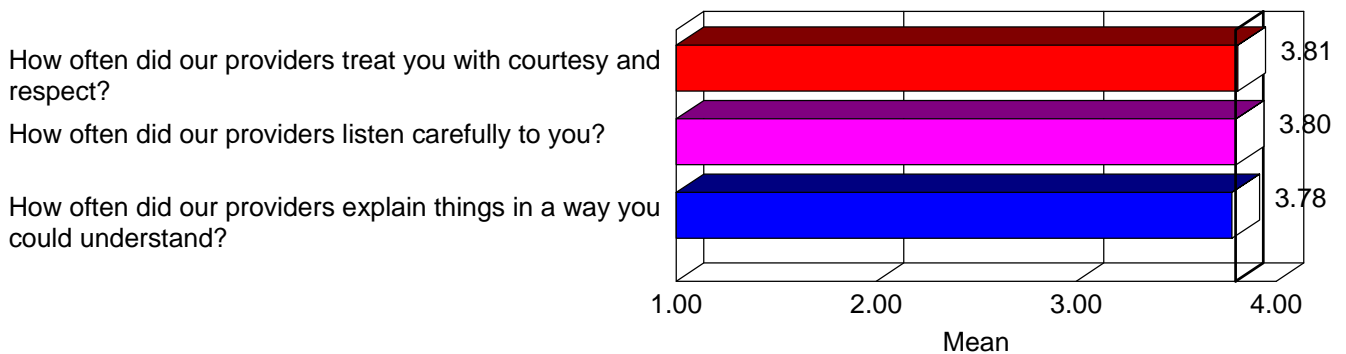
## Fiscal Year Ratings of Emergency Nurses: Three Statements

Nursing



## Fiscal Year Ratings of Emergency Providers: Three Statements

Providers Overall

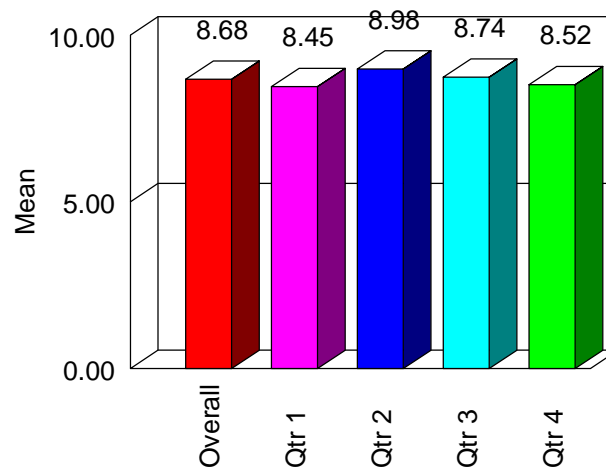


## Fiscal Year Overall Rating Based on Emergency Experience

Please rate this experience.	
0 -- Worst hospital possible	0.5% 2
1	0.0% 0
2	0.3% 1
3	1.0% 4
4	0.5% 2
5	3.1% 12
6	3.1% 12
7	5.4% 21
8	22.5% 88
9	26.3% 103
10 -- Best hospital possible	37.3% 146
Totals	100.0% 391
Mean	8.68
Top 2 Highest	63.7%

Please rate this experience.

Mean



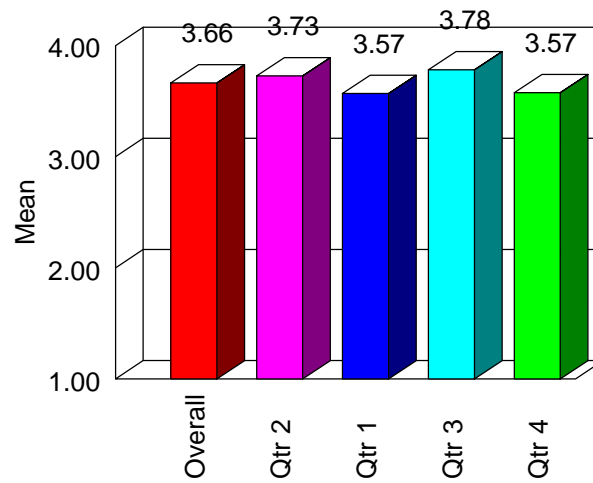
Month:

## Fiscal Year Recommendation to Friends & Family

	FY08	
Would you recommend our emergency care to your friends and family?		
Definitely <b>No</b>	2.1%	8
Probably <b>No</b>	3.1%	12
Probably <b>Yes</b>	21.2%	82
Definitely <b>Yes</b>	73.6%	284
Totals	100.0%	386
Mean	3.66	

Would you recommend our emergency care to your friends and family?

Mean



Month: