



Emergency Department Survey Findings
Executive Summary
First & Second Quarters – fiscal year 2008
(July 2007 – January 2007)

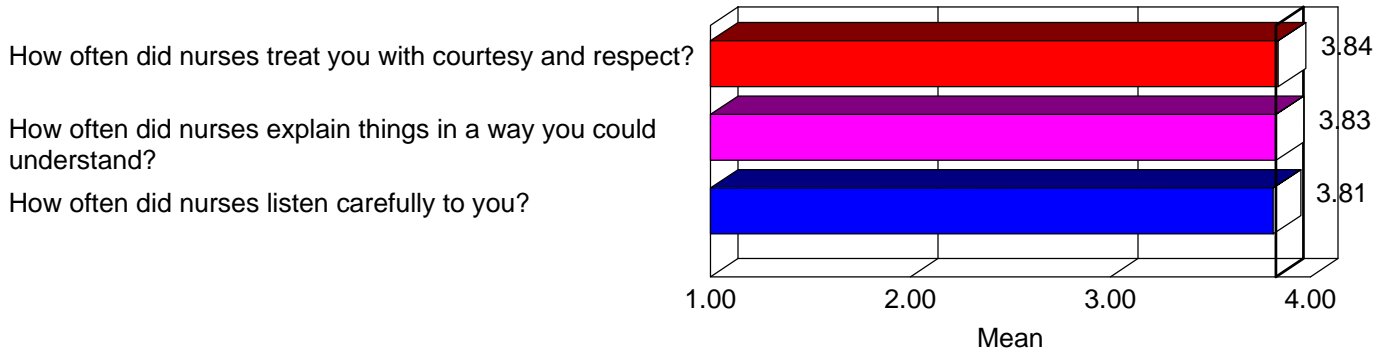
Important comparisons for the quarter:

	Qtr 2	FY08 To Date
Sample Size	101	200
Nursing Overall (4.0)	3.83	3.83
% Always	90.0%	88.4%
Providers Overall (4.0)	3.81	3.81
% Always	86.0%	86.4%
Overall Rating (10.0)	8.98	8.72
% Rating 9 or 10	69.3%	64.6%
Recommend Rating (4.0)	3.73	3.65
% Definitely Yes	78.8%	71.9%

- 101 ED patients were interviewed by telephone during the quarter.
- The overall mean score of the three statements about nursing care is 3.83 for the quarter. Overall, 90.0% gave nursing the highest score possible.
- The overall mean score of the three statements about provider care is 3.81 for the quarter. Overall, 86.0% gave physicians the highest score possible.
- The overall hospital rating is 8.98, where the best hospital possible is 10.0. 69.3% rated Emergency Department services a 9 or 10.
- 78.8% will definitely recommend ED services to others; the mean is 3.73 out of a possible 4.0.

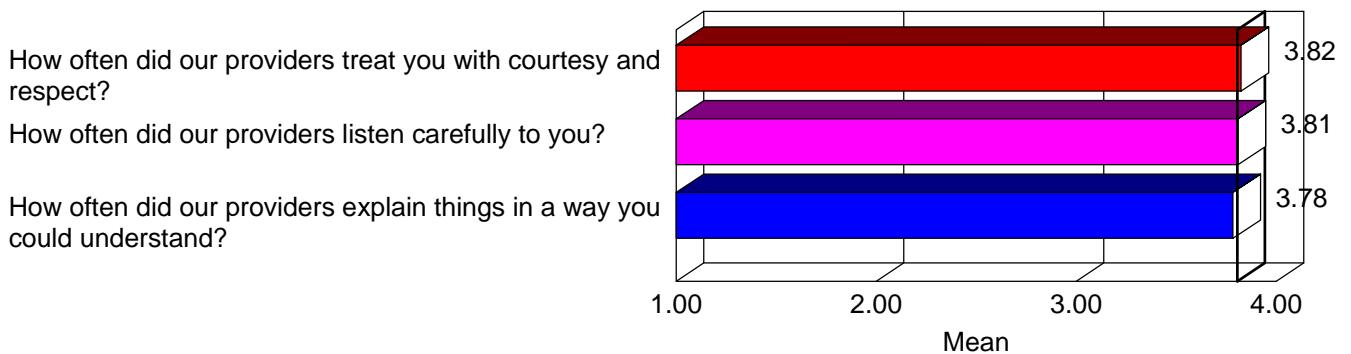
Fiscal Year-To-Date Ratings of Emergency Nurses: Three Statements

Nursing



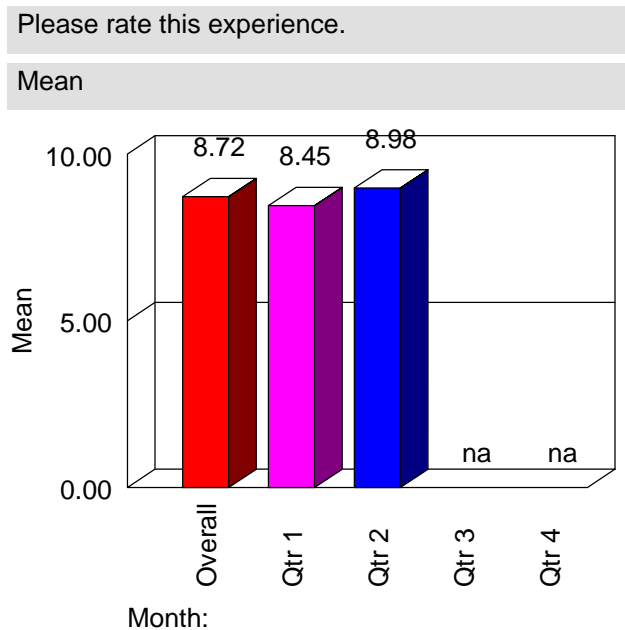
Fiscal Year-To-Date Ratings of Emergency Providers: Three Statements

Providers Overall



Fiscal Year-To-Date Overall Rating Based on Emergency Experience

Please rate this experience.	
0 -- Worst hospital possible	0.5% 1
1	0.0% 0
2	0.0% 0
3	2.0% 4
4	0.0% 0
5	2.0% 4
6	3.5% 7
7	4.0% 8
8	23.2% 46
9	25.8% 51
10 -- Best hospital possible	38.9% 77
Totals	100.0% 198
Mean	8.72
Top 2 Highest	64.6%

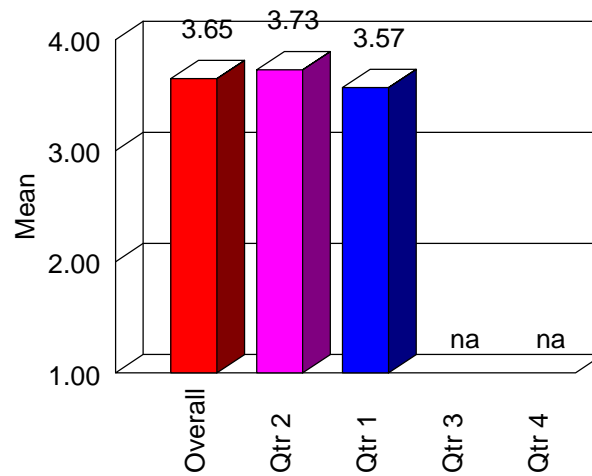


Fiscal Year-To-Date Recommendation to Friends & Family

	FY08	
Would you recommend our emergency care to your friends and family?		
Definitely No	1.5%	3
Probably No	4.1%	8
Probably Yes	22.4%	44
Definitely Yes	71.9%	141
Totals	100.0%	196
Mean	3.65	

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

Mean



Month: