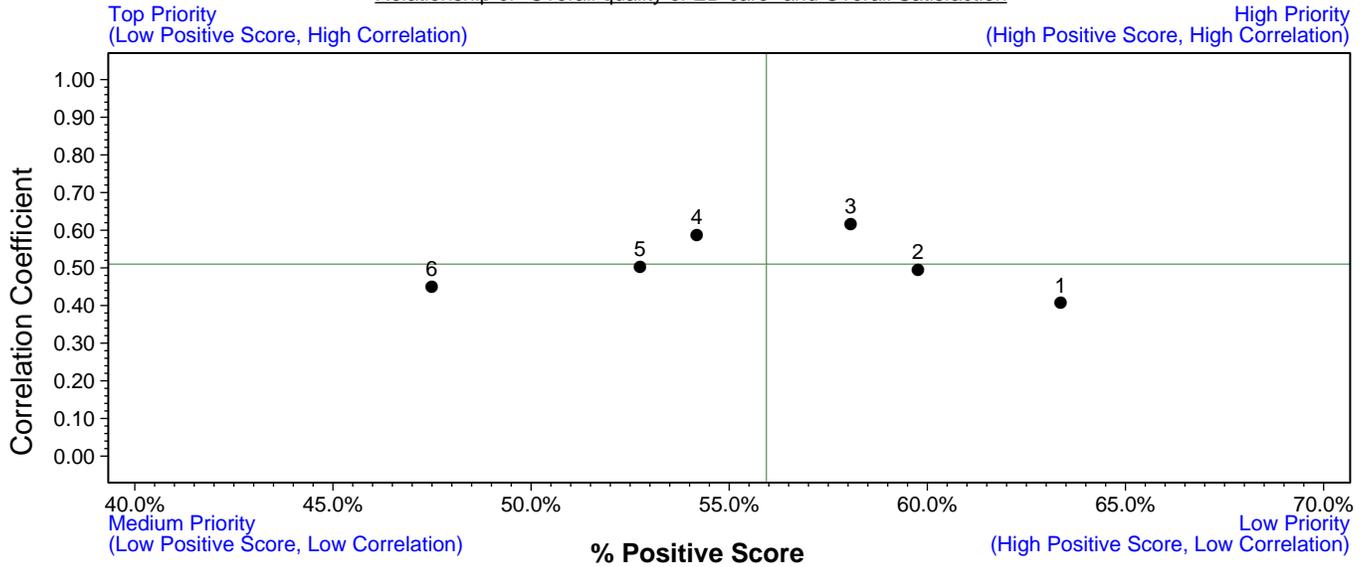




Adult Emergency Survey-Priority Matrix
 UMC Southern Nevada - Emergency
 Jul 1, 2010 - Sep 30, 2010 (n=131, Response Rate= 8.8%)

Relationship of "Overall quality of ED care" and Overall Satisfaction



- | | |
|--|--|
| 1 Continuity of Care (ED) | 4 Emotional Support (ED) |
| 2 Physical Comfort (ED) | 5 Information and Education (ED) |
| 3 Respect for Patient Preferences (ED) | 6 Access and Coordination of Care (ED) |

Detail

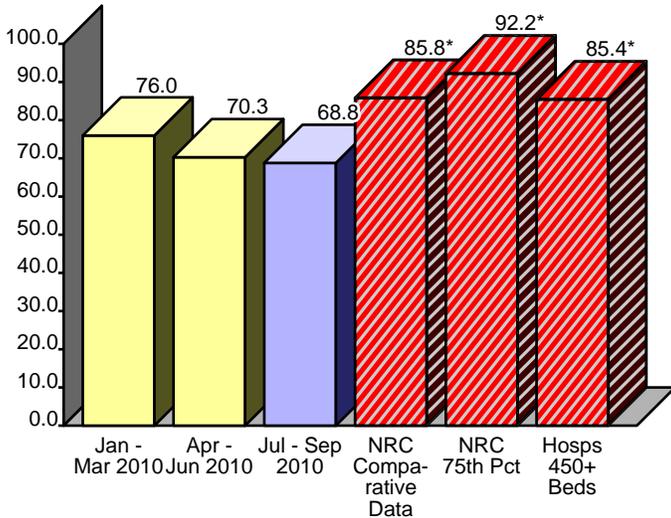
Jan - Mar 2010	Apr - Jun 2010	Highest correlation with "Overall quality of ED care"	NRC Comparative Data	NRC 75th Pct	Hosps 450+ Beds
61.3%	63.4%	Respect for Patient Preferences (ED) 58.1%	75.2%↓	82.1%↓	73.8%↓
57.9%	57.8%	Emotional Support (ED) 54.2%	68.5%↓	74.1%↓	66.3%↓
54.3%	53.2%	Information and Education (ED) 52.8%	71.0%↓	71.4%↓	69.5%↓
62.0%	59.3%	Physical Comfort (ED) 59.8%	68.9%↓	75.4%↓	66.7%
57.5%	53.3%	Access and Coordination of Care (ED) 47.5%	72.2%↓	80.9%↓	69.7%↓
65.4%	65.5%	Continuity of Care (ED) 63.4%	72.5%↓	77.8%↓	70.3%

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.

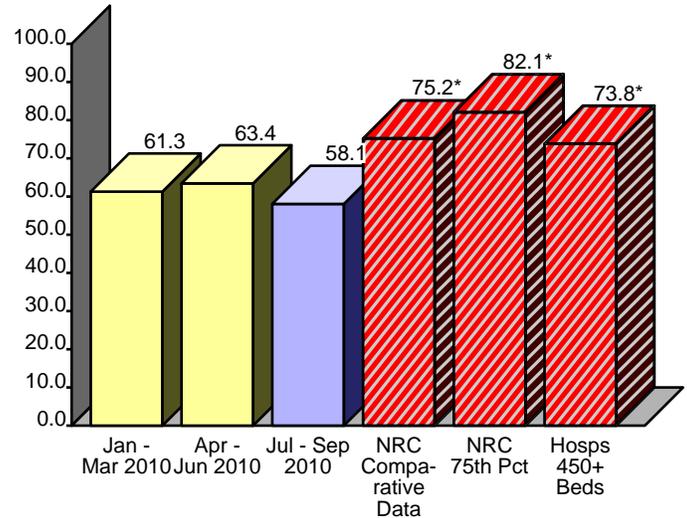


Adult Emergency Survey-Respect for Patient Preferences
UMC Southern Nevada - Emergency
 Jul 1, 2010 - Sep 30, 2010 (n=131, Response Rate= 8.8%)

Overall quality of ED care
% Positive Score



Respect for Patient Preferences (ED)
% Positive Score



* Significantly Different from Your Current Score

Detail

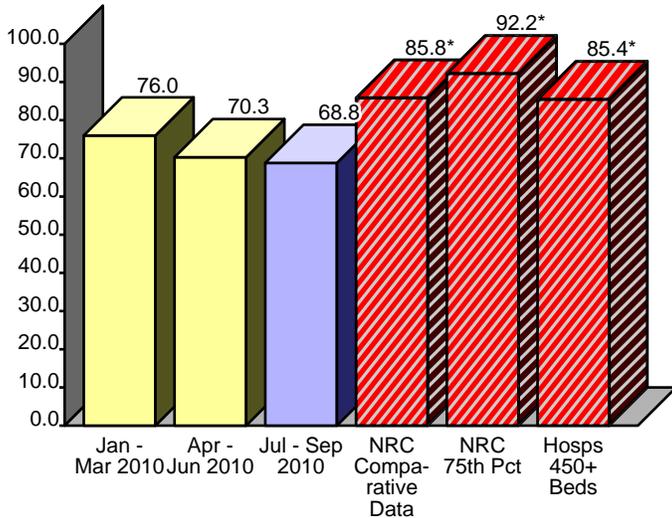
Jan - Mar 2010	Apr - Jun 2010	Highest correlation with "Overall quality of ED care"	NRC Comparative Data	NRC 75th Pct	Hosps 450+ Beds
51.1%	58.3%	Had enough say about ED care 50.8%	68.4%↓	76.2%↓	66.8%↓
71.3%	68.6%	Dignity/respect by ED staff 65.3%	81.8%↓	88.1%↓	80.3%↓

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.

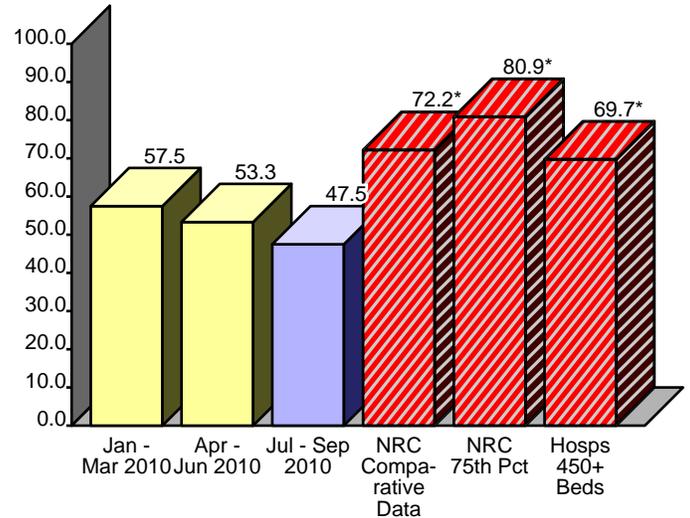


Adult Emergency Survey-Access and Coordination of Care
UMC Southern Nevada - Emergency
 Jul 1, 2010 - Sep 30, 2010 (n=131, Response Rate= 8.8%)

Overall quality of ED care
% Positive Score



Access and Coordination of Care (ED)
% Positive Score



* Significantly Different from Your Current Score

Detail

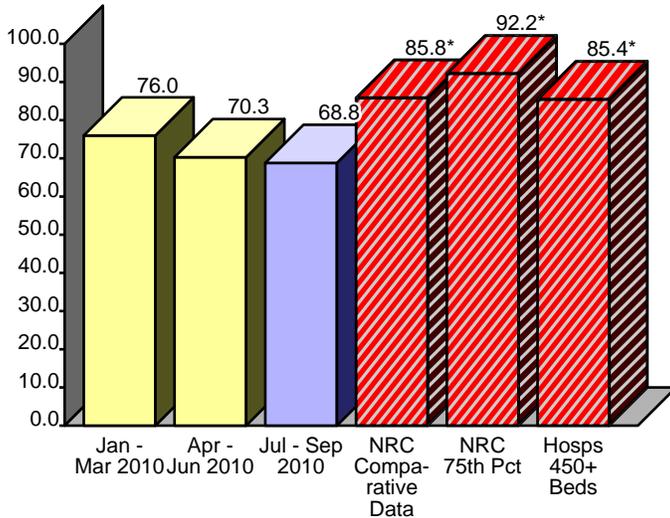
Jan - Mar 2010	Apr - Jun 2010	Highest correlation with "Overall quality of ED care"	NRC Comparative Data	NRC 75th Pct	Hosps 450+ Beds
45.3%↓	42.7%	Waited too long to see ED Dr 32.5%	65.8%↓	77.6%↓	63.0%↓
66.5%	61.6%	Needed help in ED but didn't get it 57.3%	77.6%↓	86.2%↓	76.1%↓
60.8%	56.0%	One Dr in charge of ED care 52.7%	72.6%↓	80.8%↓	70.3%↓

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.

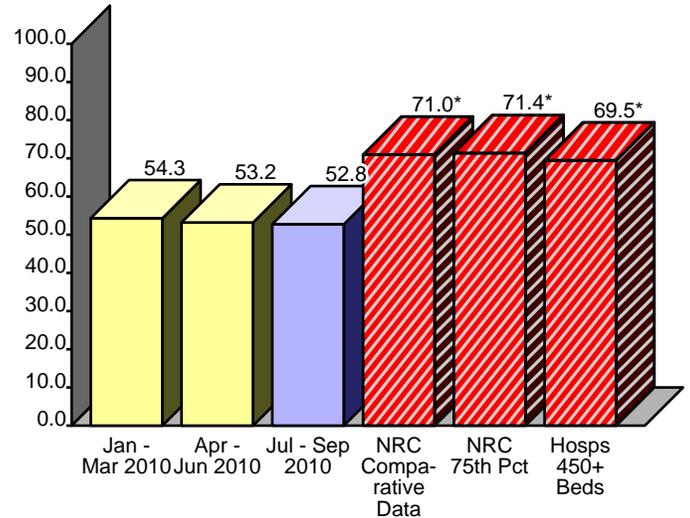


Adult Emergency Survey-Information and Education
UMC Southern Nevada - Emergency
 Jul 1, 2010 - Sep 30, 2010 (n=131, Response Rate= 8.8%)

Overall quality of ED care
 % Positive Score



Information and Education (ED)
 % Positive Score



* Significantly Different from Your Current Score

Detail

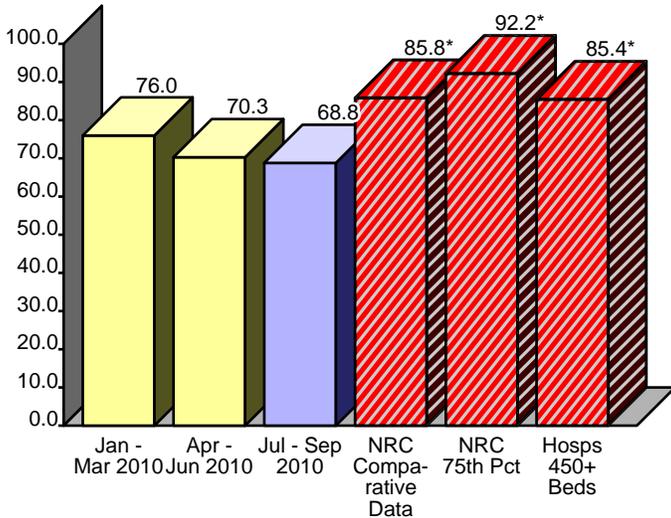
Jan - Mar 2010	Apr - Jun 2010	Highest correlation with "Overall quality of ED care"	% Positive Score	NRC Comparative Data	NRC 75th Pct	Hosps 450+ Beds
61.0%	60.2%	ED Nurses answered questions understandably	61.9%	76.0%↓	82.8%↓	74.6%↓
64.0%	62.7%	ED Dr answered questions understandably	57.4%	75.5%↓	81.6%↓	75.1%↓
58.4%	55.0%	ED explained causes for problem understandably	61.3%	69.3%	75.0%↓	67.5%
59.0%	58.8%	ED explained test results understandably	59.8%	69.0%	75.0%↓	68.7%
60.3%	65.7%	ED explained reasons for tests understandably	63.3%	72.7%↓	78.4%↓	72.8%↓
46.6%	47.2%	Kept informed about ED room wait time	37.5%	64.2%↓	77.4%↓	60.2%↓
30.3%	24.6%	ED: Availability of interpreter	31.3%	94.9%↓	86.2%↓	69.2%↓

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.

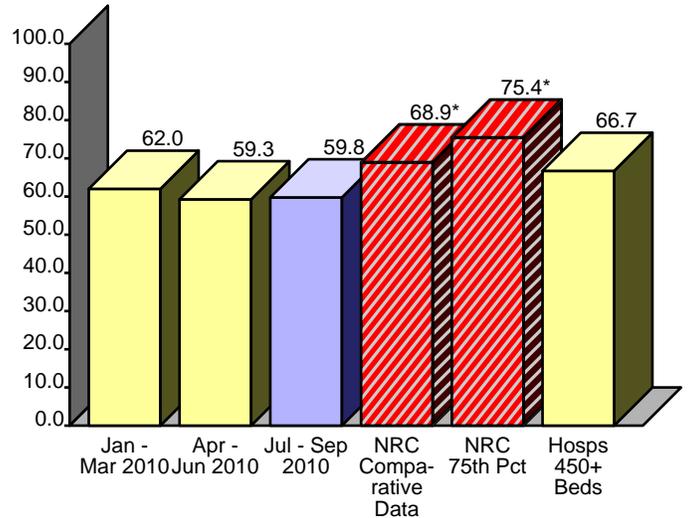


Adult Emergency Survey-Physical Comfort
UMC Southern Nevada - Emergency
 Jul 1, 2010 - Sep 30, 2010 (n=131, Response Rate= 8.8%)

Overall quality of ED care
% Positive Score



Physical Comfort (ED)
% Positive Score



* Significantly Different from Your Current Score

Detail

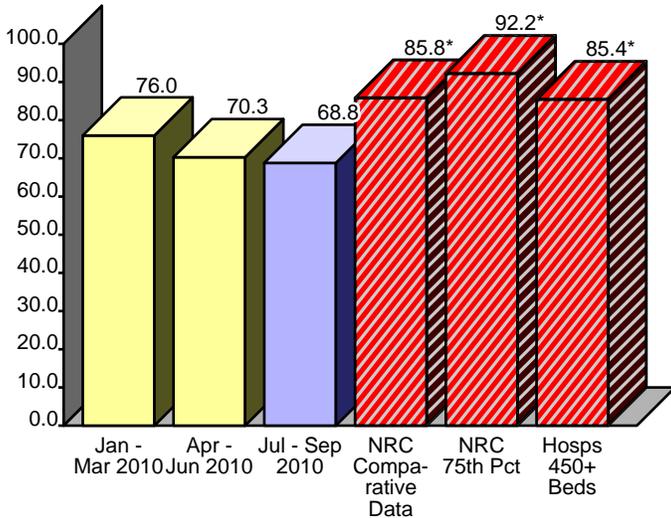
Jan - Mar 2010	Apr - Jun 2010	Highest correlation with "Overall quality of ED care"	NRC Comparative Data	NRC 75th Pct	Hosps 450+ Beds
52.7%	49.5%	ED did all it could to control pain 47.1%	62.2%↓	69.2%↓	59.5%↓
74.0%	73.8%	Amount of pain medicine received in ED 79.1%	83.4%	87.8%↓	82.5%

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.

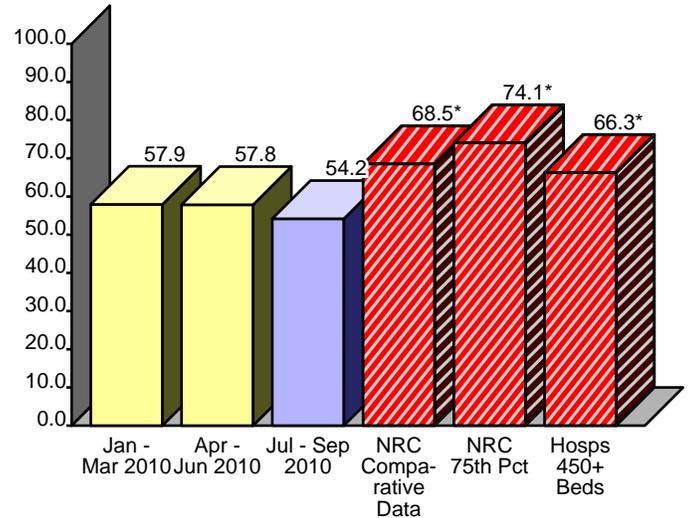


Adult Emergency Survey-Emotional Support
UMC Southern Nevada - Emergency
 Jul 1, 2010 - Sep 30, 2010 (n=131, Response Rate= 8.8%)

Overall quality of ED care
% Positive Score



Emotional Support (ED)
% Positive Score



* Significantly Different from Your Current Score

Detail

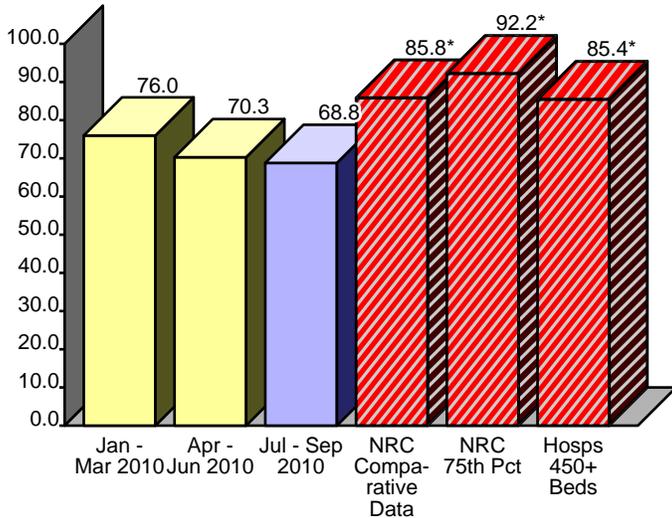
Jan - Mar 2010	Apr - Jun 2010	Highest correlation with "Overall quality of ED care"	NRC Comparative Data	NRC 75th Pct	Hosps 450+ Beds	
69.0%	66.9%	Confidence/trust in ED Nurses	62.6%	76.0%↓	82.9%↓	73.3%↓
61.9%	58.6%	Confidence/trust in ED Drs	56.2%	73.2%↓	79.3%↓	71.2%↓
50.4%	52.2%	ED Dr discussed fears/anxieties	51.0%	60.3%↓	66.7%↓	59.8%
44.8%	47.9%	ED Nurse discussed fears/anxieties	45.2%	56.3%↓	63.6%↓	54.3%
59.4%	64.8%	ED got messages to family/friends	52.8%	70.2%↓	77.8%↓	66.7%↓

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.

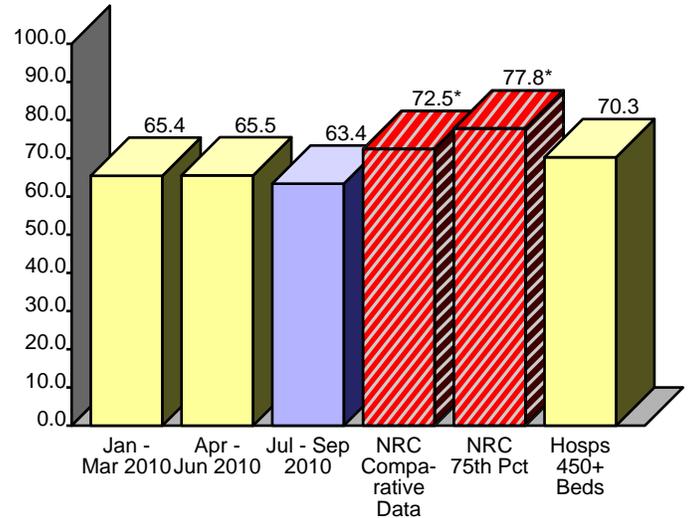


Adult Emergency Survey-Continuity of Care
UMC Southern Nevada - Emergency
 Jul 1, 2010 - Sep 30, 2010 (n=131, Response Rate= 8.8%)

Overall quality of ED care
% Positive Score



Continuity of Care (ED)
% Positive Score



* Significantly Different from Your Current Score

Detail

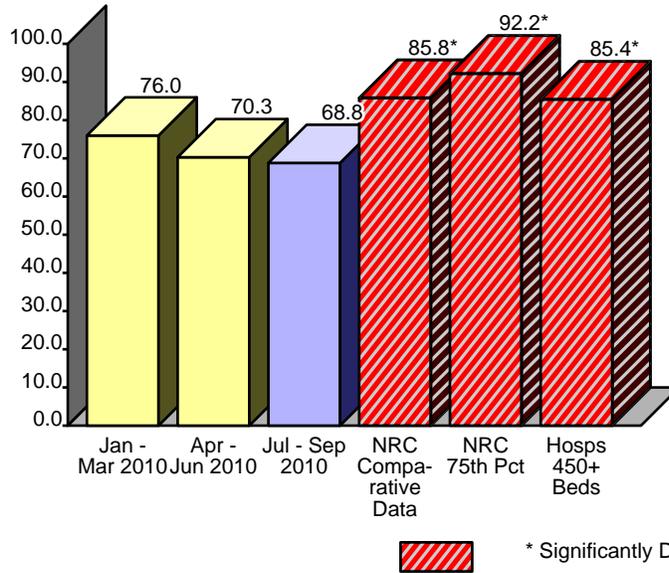
Jan - Mar 2010	Apr - Jun 2010	Highest correlation with "Overall quality of ED care"	NRC Comparative Data	NRC 75th Pct	Hosps 450+ Beds
81.5%	76.6%	Knew who to call if questions after leaving ED 74.8%	86.0%↓	91.6%↓	84.9%↓
48.4%	58.5%	ED explained medication side effects 54.5%	58.0%	64.9%	54.6%
56.2%	53.2%	ED explained danger signals to watch for 49.6%	63.3%↓	69.1%↓	61.0%↓
73.2%	74.5%	ED explained how to take new medications 75.9%	79.4%	85.0%↓	76.9%

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



Adult Emergency Survey-Radiology Specific
UMC Southern Nevada - Emergency
 Jul 1, 2010 - Sep 30, 2010 (n=131, Response Rate= 8.8%)

Overall quality of ED care
 % Positive Score



Detail

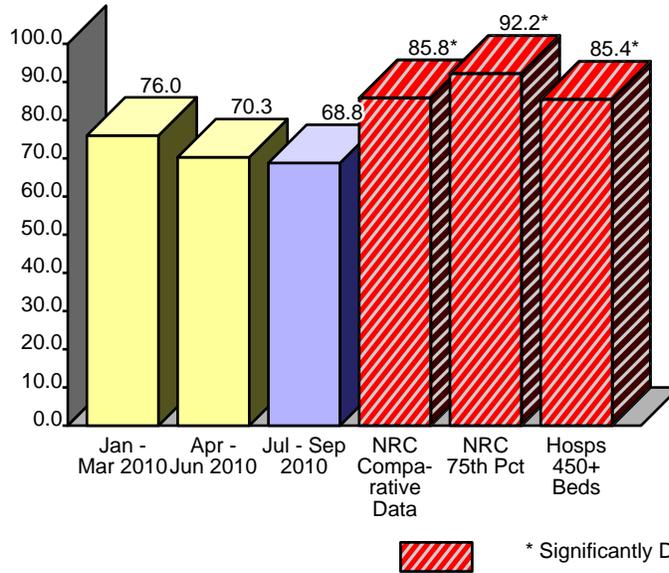
Jan - Mar 2010	Apr - Jun 2010	Highest correlation with "Overall quality of ED care"	NRC Comparative Data	NRC 75th Pct	Hosps 450+ Beds
82.2%	78.4%	Courtesy/helpfulness of ED Radiology (75.5%)	91.8%↓	94.5%↓	89.5%↓
85.0%	78.6%	ED Radiology explained procedures (74.7%)	89.5%↓	92.5%↓	87.6%↓
84.5%	83.1%	Dignity/respect by ED Radiology (75.2%)	92.7%↓	95.5%↓	90.9%↓

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.



Adult Emergency Survey-Amenities
UMC Southern Nevada - Emergency
 Jul 1, 2010 - Sep 30, 2010 (n=131, Response Rate= 8.8%)

Overall quality of ED care
 % Positive Score



Detail

Jan - Mar 2010	Apr - Jun 2010	Highest correlation with "Overall quality of ED care"	NRC Comparative Data	NRC 75th Pct	Hosps 450+ Beds
85.1%	75.6%	Understanding inside/outside ED signs 77.2%	91.9%↓	95.0%↓	88.6%↓
77.0%	72.5%	Cleanliness of ED facility 73.6%	92.7%↓	97.0%↓	88.4%↓
70.6%	66.1%	Availability of ED parking 61.2%	84.1%↓	92.0%↓	81.6%↓

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.

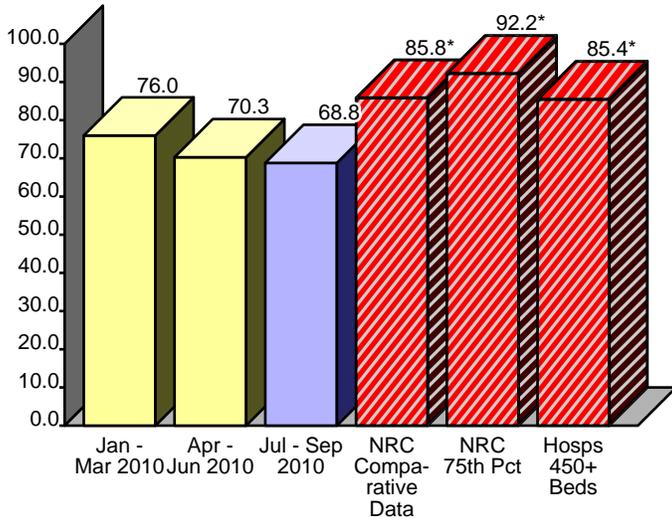


Adult Emergency Survey-Overall Impressions

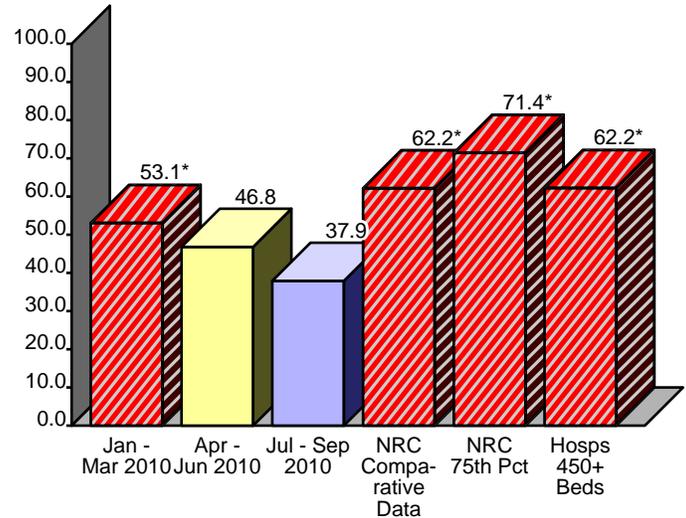
UMC Southern Nevada - Emergency

Jul 1, 2010 - Sep 30, 2010 (n=131, Response Rate= 8.8%)

Overall quality of ED care
% Positive Score



Would recommend for ED services
% Positive Score



* Significantly Different from Your Current Score

Detail

Jan - Mar 2010 Apr - Jun 2010 Highest correlation with "Overall quality of ED care" NRC Comparative Data NRC 75th Pct Hosps 450+ Beds

% Positive Score

Jan - Mar 2010	Apr - Jun 2010	Detail	Highest correlation with "Overall quality of ED care"	NRC Comparative Data	NRC 75th Pct	Hosps 450+ Beds
76.3%	72.1%	Explanation of what ED did	67.2%	86.0%↓	92.4%↓	85.1%↓
79.8%↓	72.5%	Courtesy of ED staff	69.6%	89.3%↓	94.6%↓	88.9%↓
76.1%	74.3%	How well ED Drs/Nurses worked together	68.3%	88.0%↓	93.2%↓	87.5%↓
79.1%	77.6%	ED: Rate admission staff	72.3%			
47.5%	52.1%	ED: Felt safe during stay	42.1%			
53.4%	50.0%	ED wait time rating	44.8%	68.9%↓	82.4%↓	66.5%↓
86.1%	76.0%	Courtesy of ED Nurses	79.4%	91.2%↓	95.5%↓	90.5%↓
63.9%	62.9%	ED: Organization of admission process	60.9%	75.1%↓	81.2%↓	
83.9%	78.8%	Courtesy of ED Drs	78.5%	89.2%↓	93.5%↓	89.4%↓
54.1%	59.2%	Cleanliness of ED	52.0%	77.0%↓	88.4%↓	75.0%↓
82.9%	75.0%	ED: Received further instructions	82.1%			
65.2%	71.9%	Length of time waited to see ED Dr	65.3%	85.4%↓	94.0%↓	84.1%↓

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
Your current score is: higher ↑ or lower ↓.



Adult Emergency Survey-About the Visit
UMC Southern Nevada - Emergency
Jul 1, 2010 - Sep 30, 2010 (n=131, Response Rate= 8.8%)

		<i>Detail</i>		NRC Comparative Data	Hosps 450+ Beds
Jan - Mar 2010	Apr - Jun 2010				
Came to ED alone or with others					
43.6%	40.3%	Alone	44.1%	26.8% ↑	34.3% ↑
56.4%	59.7%	With family, friends, or someone else	55.9%	73.2% ↓	65.7% ↓
Seen by Nurse in ED					
82.5%	90.1%	Yes	86.4%	91.9% ↓	90.4%
10.2%	5.0%	No	9.6%	4.5% ↑	5.6%
7.3%	5.0%	Not sure	4.0%	3.6%	4.0%
Received tests in ED					
76.0%	72.5%	Yes	72.7%	72.6%	70.2%
24.0%	27.5%	No	27.3%	27.4%	29.8%
Further treatment needed after leaving ED					
59.9%	49.3%	Yes	57.4%	48.0% ↑	48.0% ↑
40.1%	50.7%	No	42.6%	52.0% ↓	52.0% ↓
ED prescribed new meds before discharge					
70.6%	68.8%	Yes	62.5%	59.8%	62.6%
29.4%	31.2%	No	37.5%	40.2%	37.4%
ED areas that were not clean					
59.1%	52.3%	Waiting area	54.2%	26.3% ↑	26.5% ↑
8.6%	13.8%	Registration desk area	11.1%	5.5% ↑	5.4% ↑
11.8%	29.2%	Examination area	13.9%	12.0%	11.1%
16.1%	20.0%	Treatment area	6.9%	11.0%	10.1%
61.3%	52.3% ↑	Bathroom	72.2%	29.0% ↑	31.0% ↑
4.3%	6.2%	Vending machine area	5.6%	6.4%	6.1%
18.3%	24.6%	Hallways	15.3%	9.6%	9.8%

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher **↑** or lower **↓**.



Adult Emergency Survey-About the Visit (continued)
 UMC Southern Nevada - Emergency
 Jul 1, 2010 - Sep 30, 2010 (n=131, Response Rate= 8.8%)

Detail

Jan - Mar 2010	Apr - Jun 2010		NRC Comparative Data	Hosps 450+ Beds
Length of time spent in ED				
5.6%	5.1%	Less than 1 hour 6.3%	11.3%	11.0%
31.1%	29.2%	1 to 3 hours 23.6%	54.3%↓	51.4%↓
31.7%	38.7%	4 to 6 hours 34.6%	26.1%↑	26.5%↑
15.0%	15.3%	7 to 9 hours 22.0%	5.8%↑	7.4%↑
16.7%	11.7%	More than 9 hours 13.4%	2.5%↑	3.7%↑
Received pain medicine in ED				
71.3%↓	61.5%	Yes 55.2%	56.4%	52.5%
28.7%↑	38.5%	No 44.8%	43.6%	47.5%
Was in pain during ED visit				
72.2%↑	70.0%↑	Yes 84.3%	70.3%↑	69.8%↑
27.8%↓	30.0%↓	No 15.7%	29.7%↓	30.2%↓

Arrow represents statistically significant differences, at the 95 % confidence level, from your current score.
 Your current score is: higher ↑ or lower ↓.