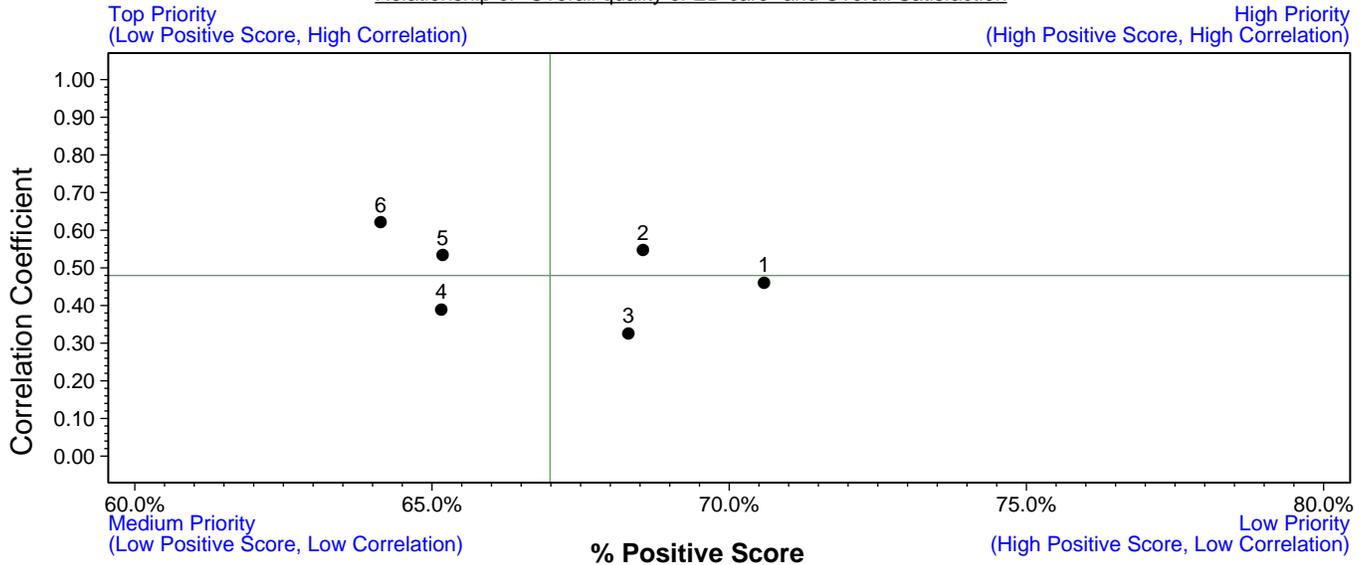




Adult Emergency Survey-Priority Matrix
 UMC Southern Nevada - Trauma
 Jul 1, 2010 - Sep 30, 2010 (n=63, Response Rate= 14.6%)

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



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

Detail

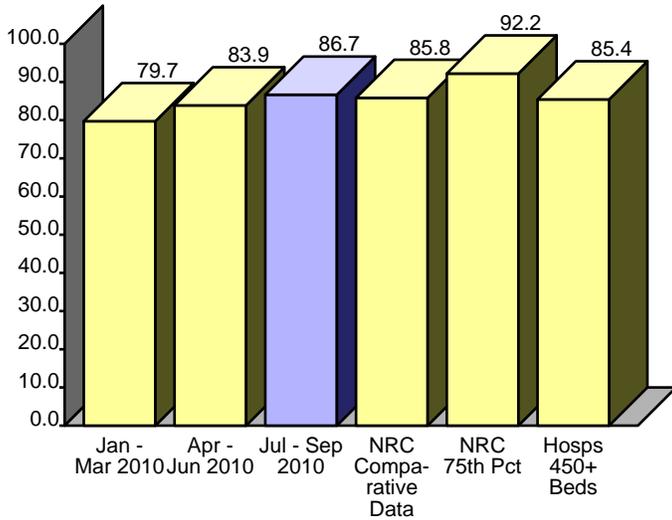
Jan - Mar 2010	Apr - Jun 2010	Highest correlation with "Overall quality of ED care"	NRC Comparative Data	NRC 75th Pct	Hosps 450+ Beds
62.4%	64.0%	Emotional Support (ED) 64.1%	68.5%	74.1%	66.3%
62.0%	73.6%	Respect for Patient Preferences (ED) 68.5%	75.2%	82.1%↓	73.8%
63.6%	66.5%	Information and Education (ED) 65.2%	71.0%	71.4%	69.5%
68.6%	70.5%	Physical Comfort (ED) 70.6%	68.9%	75.4%	66.7%
70.0%	67.6%	Continuity of Care (ED) 65.2%	72.5%	77.8%↓	70.3%
72.1%	68.6%	Access and Coordination of Care (ED) 68.3%	72.2%	80.9%↓	69.7%

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

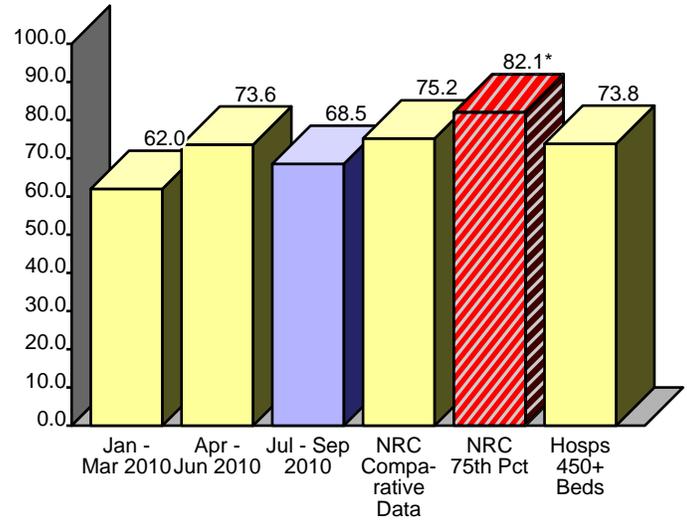


Adult Emergency Survey-Respect for Patient Preferences
UMC Southern Nevada - Trauma
 Jul 1, 2010 - Sep 30, 2010 (n=63, Response Rate= 14.6%)

Overall quality of ED care
% Positive Score



Respect for Patient Preferences (ED)
% Positive Score



* Significantly Different from Your Current Score

Detail

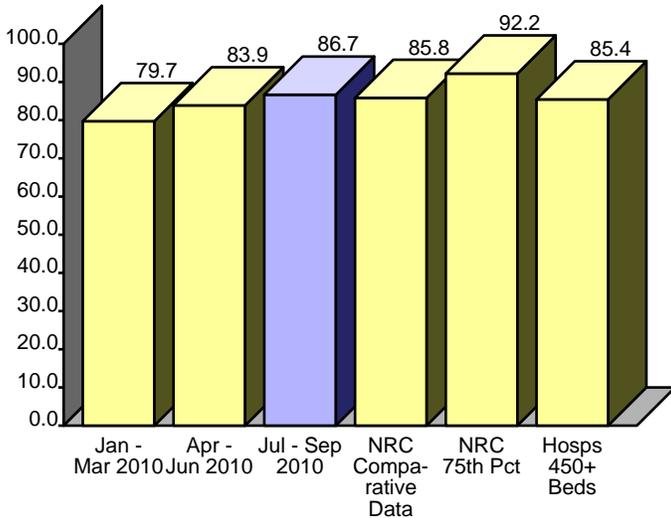
Jan - Mar 2010	Apr - Jun 2010		Highest correlation with "Overall quality of ED care"	NRC Comparative Data	NRC 75th Pct	Hosps 450+ Beds
48.0%	71.0%	Had enough say about ED care	59.7%	68.4%	76.2%↓	66.8%
76.0%	76.2%	Dignity/respect by ED staff	77.4%	81.8%	88.1%↓	80.3%

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

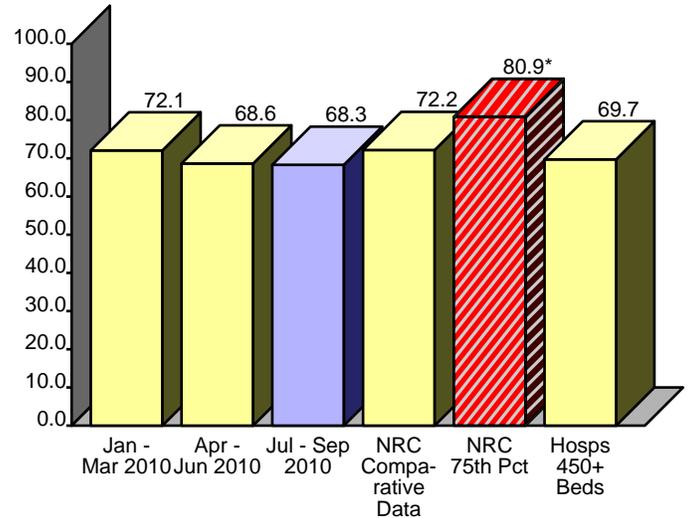


Adult Emergency Survey-Access and Coordination of Care
UMC Southern Nevada - Trauma
 Jul 1, 2010 - Sep 30, 2010 (n=63, Response Rate= 14.6%)

Overall quality of ED care
% Positive Score



Access and Coordination of Care (ED)
% Positive Score



* Significantly Different from Your Current Score

Detail

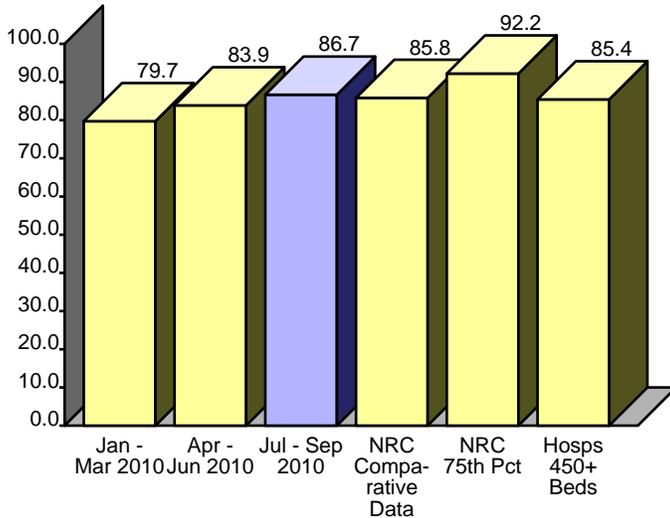
Jan - Mar 2010	Apr - Jun 2010		Highest correlation with "Overall quality of ED care"	NRC Comparative Data	NRC 75th Pct	Hosps 450+ Beds
82.4%	73.8%	Waited too long to see ED Dr	75.4%	65.8%	77.6%	63.0% ↑
65.8%	71.0%	Needed help in ED but didn't get it	70.5%	77.6%	86.2% ↓	76.1%
68.0%	61.3%	One Dr in charge of ED care	59.0%	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 **↓**.

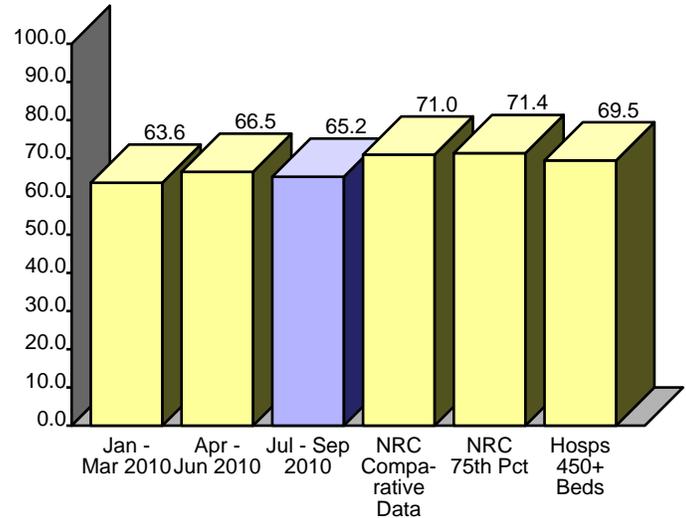


Adult Emergency Survey-Information and Education
UMC Southern Nevada - Trauma
Jul 1, 2010 - Sep 30, 2010 (n=63, Response Rate= 14.6%)

Overall quality of ED care
% Positive Score



Information and Education (ED)
% Positive Score



* Significantly Different from Your Current Score

Detail

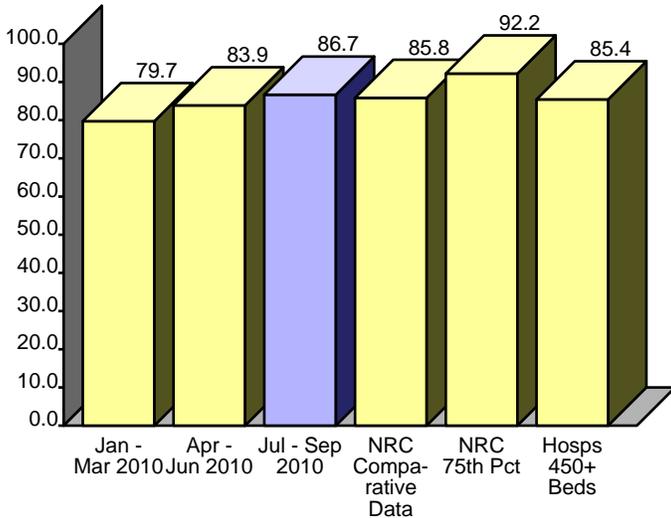
Jan - Mar 2010	Apr - Jun 2010	Highest correlation with "Overall quality of ED care"	% Positive Score	NRC Comparative Data	NRC 75th Pct	Hosps 450+ Beds
67.7%	63.3%	ED Dr answered questions understandably	68.0%	75.5%	81.6%↓	75.1%
69.3%	75.4%	ED explained causes for problem understandably	67.2%	69.3%	75.0%	67.5%
78.1%	75.4%	Kept informed about ED room wait time	74.6%	64.2%	77.4%	60.2%↑
69.6%	82.1%	ED explained reasons for tests understandably	76.0%	72.7%	78.4%	72.8%
65.2%	73.7%	ED explained test results understandably	72.0%	69.0%	75.0%	68.7%
67.7%	63.8%	ED Nurses answered questions understandably	67.3%	76.0%	82.8%↓	74.6%
23.7%	28.9%	ED: Availability of interpreter	23.3%	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 ↓.

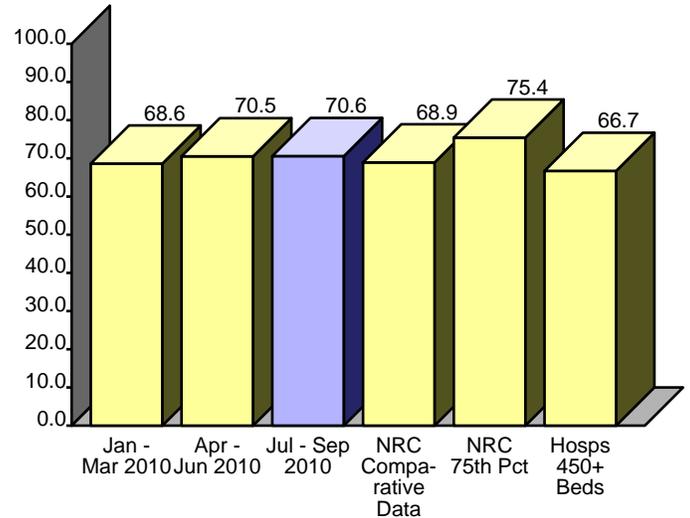


Adult Emergency Survey-Physical Comfort
UMC Southern Nevada - Trauma
 Jul 1, 2010 - Sep 30, 2010 (n=63, Response Rate= 14.6%)

Overall quality of ED care
% Positive Score



Physical Comfort (ED)
% Positive Score



* Significantly Different from Your Current Score

Detail

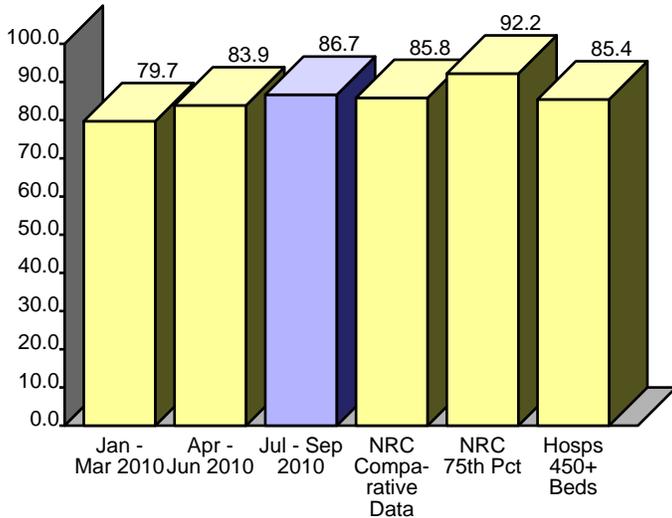
Jan - Mar 2010	Apr - Jun 2010	Highest correlation with "Overall quality of ED care"	NRC Comparative Data	NRC 75th Pct	Hosps 450+ Beds
60.7%	67.3%	ED did all it could to control pain 67.2%	62.2%	69.2%	59.5%
80.5%	75.0%	Amount of pain medicine received in ED 75.0%	83.4%	87.8%	82.5%

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

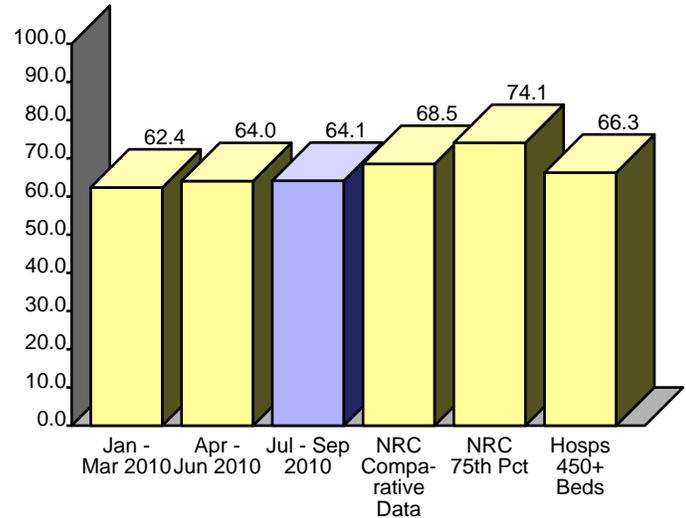


Adult Emergency Survey-Emotional Support
UMC Southern Nevada - Trauma
 Jul 1, 2010 - Sep 30, 2010 (n=63, Response Rate= 14.6%)

Overall quality of ED care
% Positive Score



Emotional Support (ED)
% Positive Score



* Significantly Different from Your Current Score

Detail

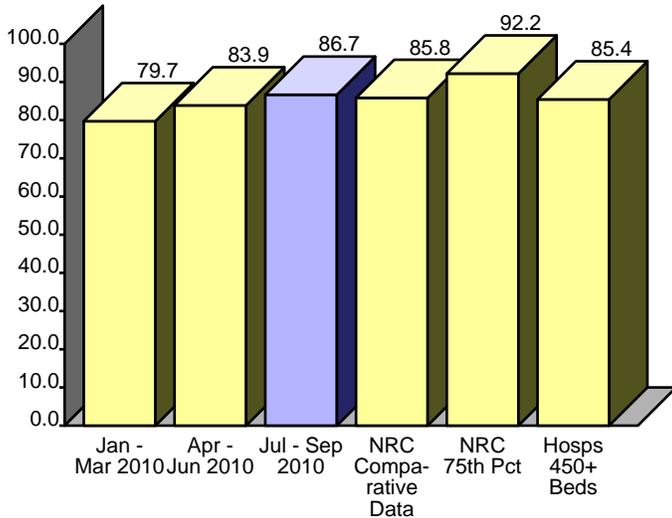
Jan - Mar 2010		Apr - Jun 2010		Highest correlation with "Overall quality of ED care"			NRC Comparative Data	NRC 75th Pct	Hosps 450+ Beds
				% Positive Score					
66.7%	64.8%	Confidence/trust in ED Nurses	67.3%	76.0%	82.9%↓	73.3%			
51.0%	57.8%	ED Dr discussed fears/anxieties	59.5%	60.3%	66.7%	59.8%			
63.5%	68.3%	Confidence/trust in ED Drs	70.5%	73.2%	79.3%	71.2%			
54.3%	53.8%	ED Nurse discussed fears/anxieties	45.0%	56.3%	63.6%↓	54.3%			
75.0%	73.2%	ED got messages to family/friends	74.4%	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 ↓.

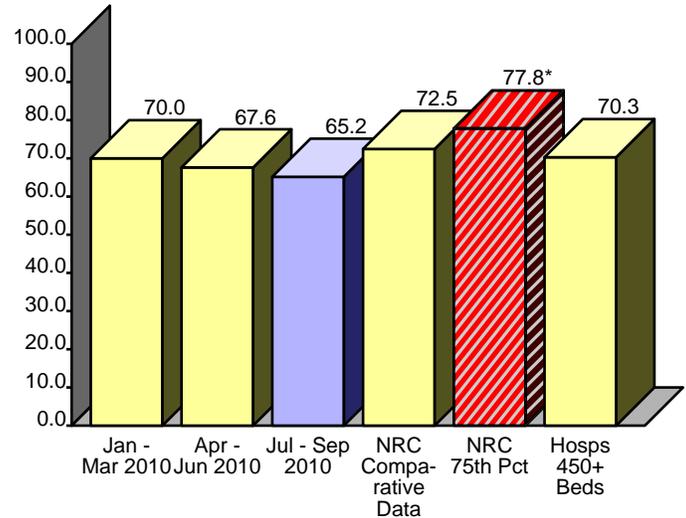


Adult Emergency Survey-Continuity of Care
UMC Southern Nevada - Trauma
 Jul 1, 2010 - Sep 30, 2010 (n=63, Response Rate= 14.6%)

Overall quality of ED care
% Positive Score



Continuity of Care (ED)
% Positive Score



* Significantly Different from Your Current Score

Detail

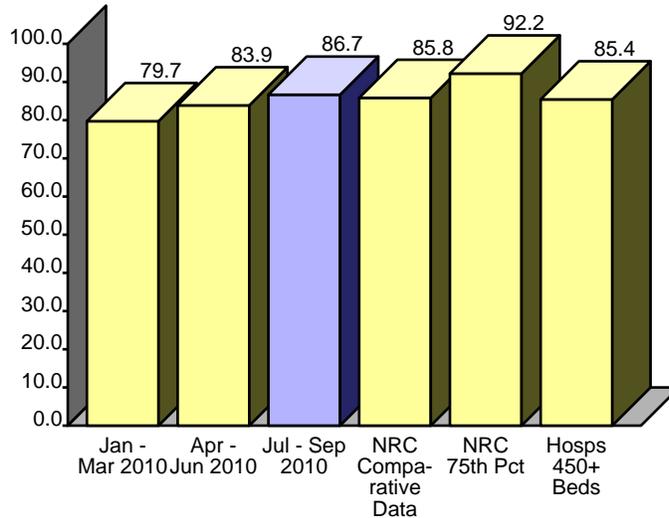
Jan - Mar 2010	Apr - Jun 2010	Highest correlation with "Overall quality of ED care"	NRC Comparative Data	NRC 75th Pct	Hosps 450+ Beds
67.6%	71.0%	ED explained danger signals to watch for 63.9%	63.3%	69.1%	61.0%
70.6%	69.8%	ED explained how to take new medications 76.5%	79.4%	85.0%	76.9%
82.4%	77.4%	Knew who to call if questions after leaving ED 73.8%	86.0%↓	91.6%↓	84.9%↓
54.9%	46.5%	ED explained medication side effects 43.8%	58.0%↓	64.9%↓	54.6%

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



Adult Emergency Survey-Radiology Specific
UMC Southern Nevada - Trauma
 Jul 1, 2010 - Sep 30, 2010 (n=63, Response Rate= 14.6%)

Overall quality of ED care
 % Positive Score



* Significantly Different from Your Current Score

Detail

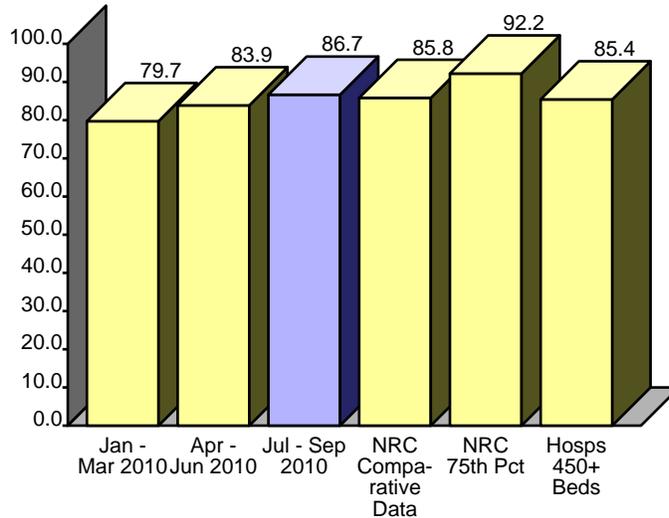
Jan - Mar 2010	Apr - Jun 2010	Highest correlation with "Overall quality of ED care"	NRC Comparative Data	NRC 75th Pct	Hosp 450+ Beds
82.5%	86.4%	Courtesy/helpfulness of ED Radiology 84.7%	91.8%↓	94.5%↓	89.5%
82.8%	86.4%	Dignity/respect by ED Radiology 88.1%	92.7%	95.5%↓	90.9%
83.0%	85.4%	ED Radiology explained procedures 83.9%	89.5%	92.5%↓	87.6%

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



Adult Emergency Survey-Amenities
UMC Southern Nevada - Trauma
Jul 1, 2010 - Sep 30, 2010 (n=63, Response Rate= 14.6%)

Overall quality of ED care
 % 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
85.7%	81.0%	Understanding inside/outside ED signs 72.1%	91.9%↓	95.0%↓	88.6%↓
80.3%	69.1%	Availability of ED parking 65.4%	84.1%↓	92.0%↓	81.6%↓
87.5%	85.2%	Cleanliness of ED facility 86.9%	92.7%	97.0%↓	88.4%

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

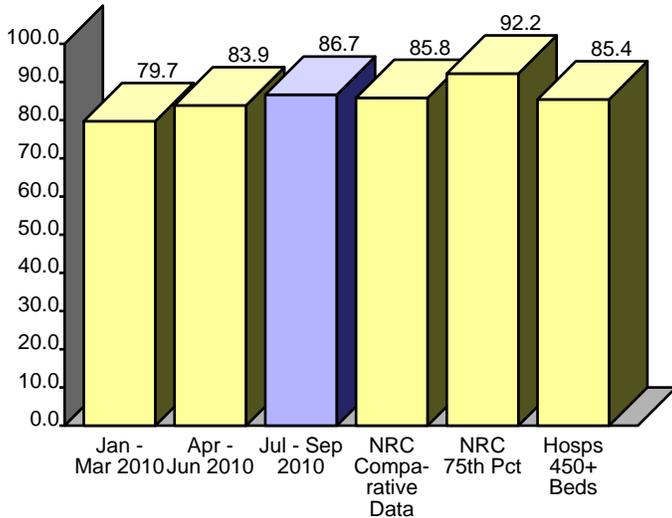


Adult Emergency Survey-Overall Impressions

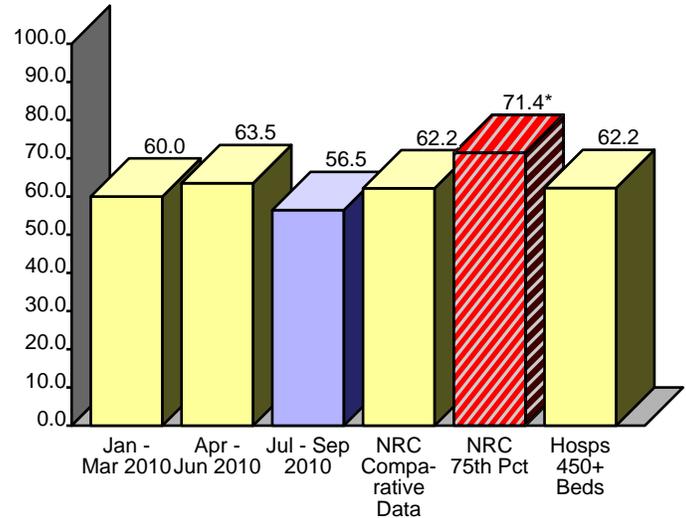
UMC Southern Nevada - Trauma

Jul 1, 2010 - Sep 30, 2010 (n=63, Response Rate= 14.6%)

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
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Jan - Mar 2010	Apr - Jun 2010	Item	Current Score	NRC Comparative Data	NRC 75th Pct	Hosps 450+ Beds
86.1%	85.0%	ED: Rate admission staff	85.2%			
77.0%	77.8%	Explanation of what ED did	80.6%	86.0%	92.4%↓	85.1%
81.8%	81.5%	Courtesy of ED Nurses	85.5%	91.2%	95.5%↓	90.5%
71.2%	74.2%	ED: Organization of admission process	72.1%	75.1%	81.2%	
73.2%	74.6%	Cleanliness of ED	70.5%	77.0%	88.4%↓	75.0%
48.0%	55.6%	ED: Felt safe during stay	51.6%			
85.1%	84.1%	Courtesy of ED staff	90.3%	89.3%	94.6%	88.9%
85.3%	85.5%	Courtesy of ED Drs	85.5%	89.2%	93.5%↓	89.4%
74.6%	74.6%	ED wait time rating	83.9%	68.9%↑	82.4%	66.5%↑
82.7%	84.1%	How well ED Drs/Nurses worked together	85.2%	88.0%	93.2%↓	87.5%
93.0%	88.5%	Length of time waited to see ED Dr	91.9%	85.4%	94.0%	84.1%
90.4%	83.3%	ED: Received further instructions	87.5%			

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



Adult Emergency Survey-About the Visit
UMC Southern Nevada - Trauma
Jul 1, 2010 - Sep 30, 2010 (n=63, Response Rate= 14.6%)

		<i>Detail</i>		NRC Comparative Data	Hospitals 450+ Beds
Jan - Mar 2010	Apr - Jun 2010				
Came to ED alone or with others					
50.0%	55.0%	Alone	41.9%	26.8% ↑	34.3%
50.0%	45.0%	With family, friends, or someone else	58.1%	73.2% ↓	65.7%
Seen by Nurse in ED					
86.8%	88.5%	Yes	88.7%	91.9%	90.4%
6.6%	3.3%	No	3.2%	4.5%	5.6%
6.6%	8.2%	Not sure	8.1%	3.6%	4.0%
Received tests in ED					
64.4% ↑	64.5% ↑	Yes	83.3%	72.6%	70.2% ↑
35.6% ↓	35.5% ↓	No	16.7%	27.4%	29.8% ↓
Further treatment needed after leaving ED					
71.2%	62.3%	Yes	66.7%	48.0% ↑	48.0% ↑
28.8%	37.7%	No	33.3%	52.0% ↓	52.0% ↓
ED prescribed new meds before discharge					
70.7%	69.4%	Yes	83.6%	59.8% ↑	62.6% ↑
29.3%	30.6%	No	16.4%	40.2% ↓	37.4% ↓
ED areas that were not clean					
20.0%	53.3%	Waiting area	57.1%	26.3% ↑	26.5% ↑
20.0%	0.0%	Registration desk area	14.3%	5.5%	5.4%
40.0% ↓	13.3%	Examination area	7.1%	12.0%	11.1%
25.0%	26.7%	Treatment area	14.3%	11.0%	10.1%
20.0% ↑	60.0%	Bathroom	71.4%	29.0% ↑	31.0% ↑
10.0%	13.3%	Vending machine area	7.1%	6.4%	6.1%
25.0%	20.0%	Hallways	7.1%	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 - Trauma
Jul 1, 2010 - Sep 30, 2010 (n=63, Response Rate= 14.6%)

Detail

Jan - Mar 2010	Apr - Jun 2010		NRC Comparative Data	Hosps 450+ Beds
Length of time spent in ED				
9.5%	9.7%	Less than 1 hour  5.0%	11.3%	11.0%
66.2%	54.8%	1 to 3 hours  61.7%	54.3%	51.4%
16.2%	27.4%	4 to 6 hours  25.0%	26.1%	26.5%
6.8%	8.1%	7 to 9 hours  6.7%	5.8%	7.4%
1.4%	0.0%	More than 9 hours  1.7%	2.5%	3.7%
Received pain medicine in ED				
69.5%	73.6%	Yes  71.4%	56.4% ↑	52.5% ↑
30.5%	26.4%	No  28.6%	43.6% ↓	47.5% ↓
Was in pain during ED visit				
84.9% ↑	87.3%	Yes  96.8%	70.3% ↑	69.8% ↑
15.1% ↓	12.7%	No  3.2%	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 **↓**.