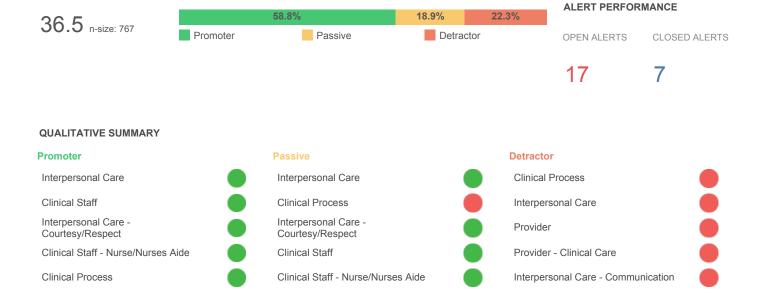


## ED Summary - Rolling 12 mo, Last Month





## ED Summary - Rolling 12 mo, Last Month

Question	YTD	Last 3 Months	Last Month	n-size	Score	Goal	Gap
Family involved in visit	72.8	72.3	74.3	762	72.3	65.0	7.3
Care provider explain-if not better	62.8	63.2	64.3	817	63.2	58.9	4.3
Front Desk Courtesy/Respect	62.8	61.4	59.3	869	61.4		
Care providers explain things	59.3	59.3	58.1	847	59.3	55.5	3.8
Trust providers w/ care	56.4	56.0	55.2	841	56.0	57.4	-1.4
Providers eased discomfort	55.4	54.4	53.9	818	54.4	55.5	-1.1
Received consistent info	54.6	54.4	54.2	826	54.4	55.6	-1.2
Spent enough time with patient	50.9	51.2	50.7	844	51.2	50.3	0.9
Seen in timely manner	50.2	50.2	52.9	853	50.2	45.0	5.2
NPS: Facility would recommend	36.4	36.5	36.2	767	36.5	50.6	-14.1



## ED Summary - Rolling 12 mo, Last Month

Question Pods Emergency

Specialties All

Time Period Last 12 Months (Apr2018-Mar2019)

Organization Names Emergency Department; Duncan Emergency Department

Providers All Question All

Target Benchmark Sort By Score ?

Benchmark Location Percentile 50th

Location Filter All

Service Line Emergency

Benchmark Age Band All