ED Summary - Rolling 12 mo, Last Month

36.5 n-size: 767

58.8%	18.9%	22.3%
■ Promoter	■ Passive	■ Detractor

ALERT PERFORMANCE

OPEN ALERTS | CLOSED ALERTS

17 | 7

QUALITATIVE SUMMARY

Promoter		Passive		Detractor	
Interpersonal Care	🟢	Interpersonal Care	🟢	Clinical Process	🔴
Clinical Staff	🟢	Clinical Process	🔴	Interpersonal Care	🔴
Interpersonal Care - Courtesy/Respect	🟢	Interpersonal Care - Courtesy/Respect	🟢	Provider	🔴
Clinical Staff - Nurse/Nurses Aide	🟢	Clinical Staff	🟢	Provider - Clinical Care	🔴
Clinical Process	🟢	Clinical Staff - Nurse/Nurses Aide	🟢	Interpersonal Care - Communication	🔴

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