



The results for the patient satisfaction indicators are calculated by turning each answer on the survey into a numeric score and then averaging the scores of the questions included for each indicator. We assigned values to each possible response to a question where the best response would be worth 100 points and the worst would be worth 0 points. Thus, for questions about the quality of care, possible responses of excellent, good, fair, poor, or very poor, received corresponding scores of 100, 75, 50, 25 or 0 points. For questions that asked about specific aspects of the acceptability of care or receipt of care, possible responses of yes, to some extent, or no received corresponding scores of 100, 50, or 0 points. For questions about the amount of time spent waiting, longer waits received fewer points.

It is important to remember that the indicator scores are only scores; they do not represent a percentage or a grade and should not be transformed into letter grades.

Survey Questions Included in the Patient Satisfaction Indicators

Willingness to Return to the Emergency Department: *(similar to Patient Loyalty in the reports your hospital received from Press Ganey)*

- Would you return to this hospital for your medical care?
- Would you recommend this hospital to your friends and family?
- Overall, are you satisfied with the results of your medical treatment?

Satisfaction with Physicians and Medical Treatment: *(similar to Physician Care in the reports your hospital received from Press Ganey)*

- What is your overall opinion of the care you received from physicians?
- How would you rate the courtesy of the physicians?
- Did you receive answers from the physicians?
- Did the physicians seem to know what they were doing?
- Were you satisfied with the thoroughness of the care you received from the physicians?
- Did the physicians adequately explain your treatment to you?

Satisfaction with Bedside Care: *(similar to Nursing Care in the reports your hospital received from Press Ganey)*

- Did the nursing staff call you by name?
- Did you feel the nursing staff were concerned about you as a person?
- Did you receive satisfactory answers to your questions from the nursing staff?
- Did the nursing staff seem to know what they were doing?

Satisfaction with Staff in the Emergency Department

- What is your overall opinion of the care you received from the nursing staff?
- What is your overall opinion of the care you received from the x-ray/radiology staff?
- How would you rate the courtesy of the admitting or registration staff?
- How would you rate the courtesy of the nursing staff?
- How would you rate the courtesy of the x-ray/radiology staff?



Satisfaction with Waiting times in the Emergency Department

- Were you seen by a nurse within 15 minutes of your arrival?
- How long did you wait to receive treatment?
- Was the waiting time acceptable to be registered?
- Was the waiting time acceptable to see a nurse?
- Was the waiting time acceptable to see a physician?
- Was the waiting time acceptable to receive treatment?

Satisfaction with the facility

- How would you rate the protection of your privacy?
- How would you rate the protection of your personal property?
- How would you rate the cleanliness of the treatment areas?
- How would you rate the parking?
- How would you rate the signs within the hospital?
- How would you rate the location of the emergency department?
- How would you rate the comfort of the waiting area?

These data have been risk-adjusted. All of the regression models are based on stepwise linear regressions applied to patient-level data. The following variables are drawn from the patient satisfaction survey and were included in the regression model:

- Age
- Sex (there is also an interaction term for this variable with *Did someone other than the patient complete the survey*)
- Number of times admitted to any hospital as an inpatient in the past 2 years
- Including the most recent visit, number of times visited any emergency dept in the past 2 years
- Overall, how would you rate your health prior to this visit
- Were you sent from the emergency dept to another place in the hospital to stay overnight
- Do you feel that your problem was: extremely serious, moderately serious or not serious
- Did someone other than the patient complete the survey (there is also an interaction term for this variable with age)
- Do you have a regular family physician/general practitioner who you see when you have health problems

Please see the patient satisfaction chapter in the *Hospital Report 2003: Emergency Department Care* for other details on the methods used to produce the patient satisfaction data or contact the *Hospital Report* Research Collaborative directly through our website at www.hospitalreport.ca. If you wish to have the weightings for the risk adjustment variables, please communicate directly with Adalsteinn D. Brown (Adalsteinn.brown@utoronto.ca). Please note that next year's results will be drawn from a new survey and new risk adjustment variables will be used based on statistical testing.