

# Patient experience: Would you recommend emergency department? (Retired)

## Alternate Name\*

Hospital (emergency) experience: Percentage of survey respondents who would "definitely" recommend emergency department to family and friends

## INDICATOR DESCRIPTION

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### Description\*

This indicator measures the percentage of respondents who responded positively to one of the following question from the Ontario Emergency Department Patient Experiences of Care Survey (EDPEC): "Would you recommend this emergency department to your friends and family?"

### HQO Reporting tool/product

Quality Improvement Plans (QIPs)

### Dimension\*

Patient-centred

### Type\*

Outcome

## DEFINITION AND SOURCE INFORMATION

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### Unit of Measurement\*

Percentage

### Calculation Methods\*

The percentage is calculated as: numerator divided by the denominator times 100.

Emergency Department: Ontario Emergency Department Patient Experience of Care Survey (EDPEC): "Would you recommend this emergency department to your friends and family?"

- Definitely no
- Probably no
- Probably yes
- Definitely yes

Top-box Instructions: Add the number of respondents who responded "Definitely yes" and divide by number of respondents who registered any response to this question (do not include non-respondents).

### Numerator (short description i.e. not inclusions/exclusions)\*

Number of survey respondents who answered "Definitely yes" to the survey question: Would you recommend this emergency department to family and friends?

**Denominator (short description i.e. not inclusions/exclusions)\***

Number of survey respondents

**Adjustment (risk, age/sex standardization)- generalized**

None

**Data Source**

Emergency Department Patient Experiences of Care (EDPEC)

**Data provided to HQO by**

Local data collection

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**OTHER RELEVANT INFORMATION**

**Caveats and Limitations**

The survey has been changed from NRC Canada Survey to Ontario Emergency Department Patient Experience of Care Survey (EDPEC), therefore only Q1 FY 2016/17 and Q1 FY 2017/18 is available.

**Comments Summary**

This is a QIP priority indicator for 2018/19. Current performance reporting period: Average of all survey responses collected during Q1 FY 2017/18 i.e. April 2017 - June 2017. How to access data: These data should be accessed from within your own organization. This indicator was retired in the 2019/20 QIP.

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**TAGS**

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Acute Care/Hospital  
Outcome  
Patient Reported Measures  
Patient-centred  
Emergency Department Patient Experiences of Care (EDPEC)

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**PUBLISH**

**PUBLISH DATETIME\***

05/03/2019 17:45:00