

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

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

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

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.

TAGS

TAGS*

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

PUBLISH

PUBLISH DATETIME*

05/03/2019 17:45:00