

# Patient experience rate emergency department (Retired)

## Alternate Name\*

Hospital experience percentage of survey respondents who would rate the emergency department during their stay as "9" or "10" out of 10.

## INDICATOR DESCRIPTION

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### Description\*

Hospital experience percentage of survey respondents who would rate the care they received during this emergency department visit as "9" or "10" out of 10. • From the Ontario Emergency Department Patient Experiences of Care Survey (EDPEC): "using any number from 0 - 10 where 0 is the worst care possible and 10 is the best care possible, what number would you use to rate your care during this emergency department visit? • From in-house survey: see guidance below

### Indicator Status\*

Retired

### 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\*

Numerator/ Denominator \* 100

### Numerator including inclusion/exclusion\*

Number of survey respondents who answered "yes, definitely" to the following Ontario Hospital Patient Experience Survey: Would you recommend this hospital to family and friends? - Yes, definitely - Yes, probably - No

### Denominator including inclusion/exclusion\*

Number of survey respondents

### Data Source

Emergency Department Patient Experiences of Care (EDPEC)

### Data provided to HQO by

In-house data collection

## OTHER RELEVANT INFORMATION

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### Comments Detailed

This is a QIP priority indicator for 2016/17.

## TAGS

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### TAGS\*

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

## PUBLISH

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### PUBLISH DATETIME\*

27/10/2016 13:00:00