

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

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

HQO Reporting tool/product

Quality Improvement Plans (QIPs)

Dimension*

Patient-centred

Type*

Outcome

DEFINITION AND SOURCE INFORMATION

Unit of Measurement*

Percentage

Calculation Methods*

Numerator/ Denominator * 100

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

Number of survey respondents who rate the hospital as "9" or "10" out of 10.

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

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

TAGS

TAGS*

Acute Care/Hospital

Outcome

Patient Reported Measures

Patient-centred

Emergency Department Patient Experiences of Care (EDPEC)

PUBLISH

PUBLISH DATETIME*

27/10/2016 13:00:00