

Identifying Information	
Name:	Patient Experience Overall rating of care
Survey question(s):	<p>Using any number from 0 to 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 <u>this emergency department visit</u>?</p> <p> <input type="radio"/> 0 Worst care possible <input type="radio"/> 1 <input type="radio"/> 2 <input type="radio"/> 3 <input type="radio"/> 4 <input type="radio"/> 5 <input type="radio"/> 6 <input type="radio"/> 7 <input type="radio"/> 8 <input type="radio"/> 9 <input type="radio"/> 10 Best care possible </p>
Calculation:	<p>Patients' average overall rating of care =</p> $Avg(ORC) = \left(\frac{\sum(ORC_i)}{\text{Total number of respondents during the reporting period}^8} \right) \times 10$ <p>Where ORC_i represents each respondent's rating of their overall emergency department care and $Avg(ORC)$ is the average rating of patients' overall emergency department care experiences.</p>
Description:	<p>Average rating of patients' overall emergency department care experiences. Patients' average ratings (0-10 scale) are multiplied by 10 to create a 0-100 scale, which facilitates reporting consistency between patient experience measures.</p>
Data source:	HQCA Emergency Department Patient Experience of Care (EDPEC) Survey
Assumptions:	None

⁸ This question was asked of all respondents; therefore, the denominator consists of all patients with a valid response to this question.

Exclusions:	<p>General exclusion criteria for the HQCA EDPEC Survey include the following:</p> <ul style="list-style-type: none"> ▪ Children aged 0 to 15 for the 14 large urban and regional adult emergency department sites. ▪ Patients older than 12 for the two Children's Hospital emergency department sites. ▪ Patients who left the emergency department before being seen or treated. ▪ Patients who died in the context of their emergency department or inpatient stay. ▪ Patients without contact information (phone number). ▪ Privacy-sensitive cases (e.g., domestic abuse, attempted suicide, etc.)
Limitations	<ol style="list-style-type: none"> 1. Sampling for the HQCA EDPEC Survey purposely excludes patients in specific age groups at specific sites (see Exclusions section). As a result, data collected for these sites does not represent the experiences of all patients treated at these emergency department sites, but does represent the majority. 2. Sample sizes per site, per month have been determined to reflect the principles of statistical process control (SPC) methods, and allows for the monitoring of patient experience over time.⁹ The number of patients surveyed per site per month/quarter are not statistically representative of the population treated at each site for that given time period; the sample is statistically representative at the site-level every 6 months¹⁰ – caution is urged when interpreting specific data points.

⁹ See [Appendix A](#) for an explanation of the sample size determination and the principles of SPC methods.

¹⁰ More information about the statistical representativeness calculation (with finite population correction) can be found at: <http://www.sut.ac.th/im/data/read6.pdf>.