

Identifying Information	
<b>Name:</b>	<b>Overall rating of care</b>
<b>Survey question(s):</b>	<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>
<b>Calculation:</b>	<p>Patients' average overall rating of care =</p> $Avg(ORC) = \left( \frac{\sum(ORC_i)}{\text{Total number of respondents during the reporting period}^{37}} \right) \times 10$ <p>Where <math>ORC_i</math> represents each respondent's rating of their overall emergency department care and <math>Avg(ORC)</math> is the average rating of patients' overall emergency department care experiences.</p>
<b>Description:</b>	<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>
<b>Data source:</b>	HQCA Emergency Department Patient Experience of Care (EDPEC) Survey
<b>Assumptions:</b>	None

<sup>37</sup> This question was asked of all respondents; therefore, the denominator consists of all patients with a valid response to this question.

<b>Exclusions:</b>	<p>General exclusion criteria for the HQCA EDPEC Survey include the following:</p> <ul style="list-style-type: none"> <li>▪ Children aged 0 to 15 for the 14 large urban and regional adult emergency department sites.</li> <li>▪ Patients older than 12 for the two Children’s Hospital emergency department sites.</li> <li>▪ Patients who left the emergency department before being seen or treated.</li> <li>▪ Patients who died in the context of their emergency department or inpatient stay.</li> <li>▪ Patients without contact information (phone number).</li> <li>▪ Privacy-sensitive cases (e.g., domestic abuse, attempted suicide, etc.)</li> </ul>
<b>Limitations</b>	<ol style="list-style-type: none"> <li>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.</li> <li>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.<sup>38</sup> 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 months<sup>39</sup> – caution is urged when interpreting specific data points.</li> </ol>

<sup>38</sup> See Appendix A for an explanation of the sample size determination and the principles of SPC methods.

<sup>39</sup> More information about the statistical representativeness calculation (with finite population correction) can be found at: <http://www.sut.ac.th/im/data/read6.pdf>.