

IDENTIFYING INFORMATION	
<b>Name:</b>	<b>Patient experience with help for pain</b>
<b>Survey question(s):</b>	<p>During this emergency department visit, did the doctors and nurses try to help reduce your pain?</p> <p><input type="radio"/> Yes, definitely</p> <p><input type="radio"/> Yes, somewhat</p> <p><input type="radio"/> No</p>
<b>Calculation:</b>	<p>Results for those who reported 'yes' (either somewhat or definitely) are aggregated together:</p> $\left( \frac{\text{Number of respondents that report 'yes' staff tried to help reduce pain}}{\text{Total number of respondents during the reporting period}^{34}} \right) \times 100$
<b>Description:</b>	Percentage of patients who were in pain while they were in the emergency department and reported 'yes' staff tried to help reduce their pain (either somewhat or definitely).
<b>Data source:</b>	HQCA Emergency Department Patient Experience of Care (EDPEC) Survey
<b>Assumptions:</b>	In order to determine the most appropriate comparison of categories for public reporting, the HQCA performed an item response theory (IRT) analysis. The findings of this work indicated that combining the 'yes definitely' and 'yes somewhat' responses compared to the 'no' response category resulted in the most appropriate of all potential category combinations (this grouping resulted in the most amount of measurement information as opposed to combining 'yes somewhat' and 'no' response categories).
<b>Exclusions:</b>	<p>1. 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>

<sup>34</sup> This question was only asked of respondents who reported they were in pain while they were in the emergency department; therefore, the denominator consists of all patients who were in pain while in the emergency department with valid responses to this question.

	2. Those who reported they were not in pain while in the emergency department are not asked this question as it is not applicable.
<b>Limitations:</b>	<p>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.</p> <p>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>35</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>36</sup> – caution is urged when interpreting specific data points.</p>

<sup>35</sup> See Appendix A for an explanation of the sample size determination and the principles of SPC methods.

<sup>36</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>.