

IDENTIFYING INFORMATION	
<b>Name:</b>	<b>Patient experience with staff introductions</b>
<b>Survey question(s):</b>	<p>During this emergency department visit, how often did <u>nurses introduce themselves</u> to you?</p> <p> <input type="radio"/> Never  <input type="radio"/> Sometimes  <input type="radio"/> Usually  <input type="radio"/> Always         </p> <p>During this emergency department visit, how often did <u>doctors introduce themselves</u> to you?</p> <p> <input type="radio"/> Never  <input type="radio"/> Sometimes  <input type="radio"/> Usually  <input type="radio"/> Always         </p>
<b>Calculation:</b>	<p>Results are displayed separately for nurses and doctors:</p> $\left( \frac{\text{Number of respondents that report nurses always introduced themselves}}{\text{Total number of respondents during the reporting period}^{26}} \right) \times 100$ $\left( \frac{\text{Number of respondents that report doctors always introduced themselves}}{\text{Total number of respondents during the reporting period}^{27}} \right) \times 100$
<b>Description:</b>	<p>Reported separately, percentage of patients who said that:</p> <ul style="list-style-type: none"> <li>Emergency department nurses always introduced themselves</li> <li>Emergency department doctors always introduced themselves</li> </ul>
<b>Data source:</b>	HQCA Emergency Department Patient Experience of Care (EDPEC) Survey

<sup>26</sup> This question was asked of all respondents; therefore, the denominator consists of all patients with a valid response to this question.

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<b>Assumptions:</b>	<p>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 the comparison of the 'always' response category versus combining the other response categories ('usually', 'sometimes', and 'never') resulted in the most appropriate of all</p> <p>potential category combinations (this grouping resulted in the most amount of measurement information compared to all other response category combinations).</p>
<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.)v</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>28</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>29</sup> – caution is urged when interpreting specific data points.</li> </ol>

<sup>28</sup> See Appendix A for an explanation of the sample size determination and the principles of SPC methods.

<sup>29</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>.