

Patient experience rating of listening	
Survey Question	<p>How would you rate the way your doctor listened to you in your most recent visit?</p> <ul style="list-style-type: none"> ▪ Excellent ▪ Very good ▪ Good ▪ Fair ▪ Poor
Description	Patient's rating of the way their regular family doctor listened to them during their most recent visit.
Data Source	HQCA Primary Care Patient Experience survey.
Assumptions	None.
Exclusions	<p>General exclusion criteria for the HQCA Primary Care Patient Experience Survey include:</p> <ul style="list-style-type: none"> ▪ Patients under 16 years of age ▪ Patients who do not have a regular family physician ▪ Patients who have not visited their regular family physician in the previous year ▪ Patients who have not visited one of 16 emergency departments are part of the HQCA EDPEC survey, as described above.
Limitations	Results can only be considered generalizable to a population of patients who visited one of 16 EDPEC emergency departments, completed the EDPEC survey, agreed to participate in further research, and provided an email address to the HQCA.