

## New Query

### Service Overview

#### Emergency Department

Moore County Hospital District - System (1574)

Service Date: 10/1/2023 - 12/31/2023

### Report Details

**Timeframe:** Last Completed Period, Calendar year

**Received Date Period:** None

**Service Date Period:** Quarterly

**Enabled Adjustment Options:** eSurvey Adjustment

**Enabled CMS Views Options:** None

**Distribution of Responses:** None

**Visualization Type:** Table

**Sort by:** Survey order

**Auto-Addition of New Sites:** No

## Emergency Department

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### Report Details

**Filters:** None

**Groups:** None

**Demographics:** None

**Benchmarking Options:** Peer group score and Peer group rank

**Peer Groups:** All PG Database

All PG Database PG N = 2556

**Benchmarking:** All Respondents

**Benchmarking Period:** 10/1/2023 - 12/31/2023

## Emergency Department

Questions	Top Box	n	All PG Database	
			Score	Rank
<b>Overall</b>	72.97	43	68.57	65
<b>Overall†</b>	72.97	43		
<b>Arrival Overall</b>	58.14	43	54.97	58
<b>Arrival Overall †</b>	58.14	43		
Waiting time before noticed arrival †	N/A	N/A	N/A	N/A
Helpfulness of first person †	N/A	N/A	N/A	N/A
Comfort of waiting area	51.16	43	49.71	56
Waiting time to treatment area	65.12	43	60.08	61
Waiting time to see doctors †	N/A	N/A	N/A	N/A
<b>Nurses Overall</b>	78.14	43	72.58	69
<b>Nurses Overall †</b>	78.14	43		
Courtesy of nurses	83.72	43	74.96	82
Nurses took time to listen	79.07	43	72.81	72
Nurses' attention to your needs	69.77	43	71.59	41
Nurses kept you informed †	N/A	N/A	N/A	N/A
Nurses' concern for privacy	81.40	43	71.95	81
Nurses' responses to quest/concerns	76.74	43	71.43	68
<b>Doctors Overall</b>	75.90	40	69.59	74
Courtesy of doctors	80.00	40	72.83	77
Doctors took time to listen	74.36	39	70.86	64
Doctors informative re treatment	73.68	38	67.80	71
Doctors' concern for comfort	76.92	39	67.93	81
Doctors include you trtmt decision	74.36	39	68.42	72
<b>Tests Overall †</b>	N/A	N/A		
Courtesy of person who took blood †	N/A	N/A	N/A	N/A
Concern for comfort blood drawn †	N/A	N/A	N/A	N/A
Waiting time for radiology test †	N/A	N/A	N/A	N/A
Courtesy of radiology staff †	N/A	N/A	N/A	N/A
Concern for comfort radiology test †	N/A	N/A	N/A	N/A
<b>Family or Friends Overall †</b>	N/A	N/A		
Courtesy shown family/friends †	N/A	N/A	N/A	N/A
Staff kept family/friends informed †	N/A	N/A	N/A	N/A
Staff let family/friend be with you †	N/A	N/A	N/A	N/A
<b>Personal/Insurance Info Overall †</b>	N/A	N/A		
Courtesy during pers/insur info †	N/A	N/A	N/A	N/A
Privacy during pers/insur info †	N/A	N/A	N/A	N/A
Ease giving pers/insur info †	N/A	N/A	N/A	N/A
<b>Personal Issues Overall †</b>	N/A	N/A		
Informed about delays †	N/A	N/A	N/A	N/A
How well pain was addressed †	N/A	N/A	N/A	N/A
Information about home care †	N/A	N/A	N/A	N/A
<b>Overall Assessment Overall</b>	70.59	43	68.82	54
Overall rating of care	72.09	43	68.78	60
Likelihood of recommending	69.05	42	68.19	51
Staff cared about you as person	69.05	42	69.15	48
Staff worked together care for you	72.09	43	69.17	59

## Appendix

### Selected Sites

Moore County Hospital District