

New Query

Service Overview

Emergency Department

Moore County Hospital District - System (1574)

Service Date: 2/1/2023 - 1/31/2024

Report Details

Timeframe: Last Completed Period, Calendar year

Received Date Period: None

Service Date Period: Rolling12Months

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

Moore County Hospital District - System (1574)

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 = 2609

Benchmarking: All Respondents

Benchmarking Period: 11/1/2023 - 1/31/2024

Emergency Department

Questions	Top Box	n	All PG Database	
			Score	Rank
Overall	78.64	172	68.03	83
Overall†	78.64	172		
Arrival Overall	72.45	166	53.97	87
Arrival Overall †	72.45	166		
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	65.63	160	48.69	84
Waiting time to treatment area	79.14	163	59.10	89
Waiting time to see doctors †	N/A	N/A	N/A	N/A
Nurses Overall	81.89	171	72.07	83
Nurses Overall †	81.89	171		
Courtesy of nurses	83.43	169	74.47	81
Nurses took time to listen	81.93	166	72.33	83
Nurses' attention to your needs	78.79	165	71.06	75
Nurses kept you informed †	N/A	N/A	N/A	N/A
Nurses' concern for privacy	83.43	169	71.39	88
Nurses' responses to quest/concerns	81.82	165	70.97	85
Doctors Overall	79.05	160	69.19	84
Courtesy of doctors	82.39	159	72.42	85
Doctors took time to listen	78.71	155	70.46	80
Doctors informative re treatment	76.77	155	67.37	82
Doctors' concern for comfort	78.21	156	67.52	85
Doctors include you trtmt decision	79.08	153	67.95	87
Tests Overall †	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
Family or Friends Overall †	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
Personal/Insurance Info Overall †	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
Personal Issues Overall †	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
Overall Assessment Overall	77.12	170	68.35	76
Overall rating of care	77.38	168	68.30	77
Likelihood of recommending	74.85	167	67.69	70
Staff cared about you as person	77.51	169	68.65	77
Staff worked together care for you	78.70	169	68.74	81

Appendix

Selected Sites

Moore County Hospital District