

Visit Date

Jan	Feb	YTD	Mar	Apr	May	Jun	Jul
-----	-----	-----	-----	-----	-----	-----	-----

**2018 Percentile Rankings**

**SCL Health Emergency**

50th	75th	90th	Row Labels	SJH	LMC	GSMC
68.2	74.5	80.7	<b>Overall rating ER care</b>	71.3	65.5	72.8
68.7	75.3	81.6	<b>Likelihood of recommending</b>	70.9	71.2	76.3
63.7	70.9	78	<b>Std Arrival</b>	65.4	61.9	71.8
75.4	81.7	87	Waiting time before noticed arrival	77.6	76.4	86.3
70.4	76.6	82.2	Helpfulness of first person	75.2	69.0	83.6
54.6	63.7	72.3	Comfort of waiting area	61.9	51.9	60.4
63.2	72.3	81.3	Waiting time to treatment area	59.0	60.2	70.9
54.3	62.1	70.3	Waiting time to see doctor	52.5	50.4	56.5
71.5	77.1	82.6	<b>Std Nurses</b>	75.3	67.4	78.5
76	81.2	85.9	Nurses courtesy	79.4	75.9	84.8
72.3	77.9	83.2	Nurse took time to listen	76.0	68.1	81.1
70.8	77	82.3	Nurses attention to your needs	76.0	63.9	74.4
67.7	73.9	79.6	Nurses informative re treatments	70.4	59.7	73.6
70.9	76.7	82.2	Nurses concern for privacy	74.6	69.2	78.7
69.1	74.7	80.1	<b>Std Doctors</b>	74.9	67.1	75.5
72.7	78	82.8	Doctors courtesy	78.7	73.2	85.3
69.6	75	80.2	Doctor took time to listen	77.0	66.0	75.6
67.2	72.9	78.7	Doctor informative re treatment	71.3	65.2	70.1
67.4	73	78.8	Doctors concern for comfort	72.5	64.0	71.2
70.4	75.6	80.5	<b>Std Tests</b>	73.6	67.1	73.0
72.7	77.8	82.7	Courtesy of person who took blood	77.3	68.0	78.2
71	76.2	81.3	Concern blood draw comfort	71.8	66.7	72.9
59.6	66.2	72.6	Waiting time for radiology test	62.7	55.6	56.8
74.8	80	84.4	Courtesy of radiology staff	77.5	73.3	78.2
73.7	79.1	83.8	Concern for comfort radiology test	79.0	72.4	79.1
60.4	66.5	73.3	<b>Std Personal Issues</b>	63.1	56.4	64.0
52.5	60	68.5	Informed about delays	55.9	47.1	52.0
65.5	71.9	78.7	Staff cared about you as person	67.3	60.4	70.0
56.9	63.6	70.2	How well pain was controlled	62.6	54.0	60.6
64.8	70.7	76.4	Information about home care	66.4	63.9	72.9
71.2	76.8	81.9	<b>Std Family or Friends</b>	79.2	70.4	75.6
71.2	76.8	82	Courtesy shown family/friends	78.2	69.3	78.1
68	74.1	79.8	Adequacy of info to family/friends	77.9	68.8	70.1
74.4	79.6	84.6	Let family/friend be with you	81.4	73.0	78.4
70.8	76.4	81.9	<b>Std Personal/Insurance Info</b>	66.4	66.1	73.2
71.6	76.9	82.3	Courtesy during pers/insur info	64.1	65.9	73.1
69.4	75.4	81.2	Privacy during pers/insur info	67.5	63.6	73.2

71.2	76.8	82.4	Ease giving pers/insur info	67.5	68.7	73.2
------	------	------	-----------------------------	------	------	------

	SJH	LMC	GSMC
n Sizes	122	142	162

	Aug	Sep	Oct	Nov	Dec
--	-----	-----	-----	-----	-----

# Department Comparisons

PVMC	SMHMC	SVH	James	HRH	SFHC	SCL All
80.5	60.3	71.9	60.5	42.9	66.7	68.7
79.5	62.3	71.9	64.7	42.9	73.8	71.5
68.0	57.1	62.6	64.3	52.5	59.2	64.6
73.2	77.8	75.9	76.3	62.5	72.1	78.4
77.5	69.0	75.9	71.1	50.0	67.4	74.4
61.1	44.9	57.9	55.6	37.5	40.0	55.3
70.0	46.3	52.7	64.9	62.5	69.8	61.9
57.5	45.5	50.0	52.8	50.0	45.2	51.9
82.7	64.7	77.9	66.1	60.0	69.7	72.9
85.4	70.4	81.7	68.4	62.5	68.9	78.1
82.5	65.7	76.7	63.9	62.5	65.9	73.5
84.6	62.0	74.1	70.6	62.5	72.1	71.3
79.5	57.7	74.1	69.4	50.0	72.1	68.3
81.1	67.6	82.8	58.3	62.5	69.8	73.5
78.8	66.5	77.9	69.6	50.0	64.3	71.9
82.5	76.1	81.7	76.5	50.0	63.6	77.9
79.5	67.6	78.3	68.6	50.0	60.5	71.9
76.9	60.0	76.7	64.7	50.0	66.7	68.5
76.3	62.3	75.0	68.6	50.0	66.7	69.0
79.2	69.7	77.7	64.0	77.8	55.6	70.7
84.0	82.1	85.3	59.1	#DIV/0!	51.7	74.1
79.2	73.0	79.4	54.5	#DIV/0!	55.2	69.9
70.4	58.1	57.5	52.2	100.0	44.8	57.7
81.5	66.7	82.5	78.3	100.0	64.3	75.8
81.5	70.0	85.0	75.0	100.0	62.1	76.3
69.3	53.1	62.5	54.9	51.9	61.2	60.4
62.9	44.6	50.0	52.8	66.7	55.8	51.7
79.5	64.3	67.3	55.3	57.1	67.4	66.1
59.3	44.1	61.2	51.6	42.9	57.9	56.9
72.2	57.4	70.4	59.5	42.9	63.4	66.2
73.7	76.7	81.7	47.1	71.4	68.8	73.8
76.5	73.5	83.3	47.8	71.4	69.7	74.2
71.9	73.5	80.6	47.8	71.4	67.7	71.3
72.7	83.3	81.1	45.8	71.4	68.8	75.8
75.9	72.5	73.7	65.7	66.7	65.1	69.6
75.0	71.8	74.5	66.7	71.4	64.3	69.1
75.0	72.9	72.0	63.9	71.4	64.3	69.1

77.8	72.9	74.5	66.7	57.1	66.7	70.6
------	------	------	------	------	------	------

PVMC	SMHMC	SVH	James	HRH	SFHC	SCL All
41	73	57	38	7	45	687