



You, our patients, gave us your feedback.
 ...and we responded.
 Thank you for helping us reach our goals to serve you better.

Patients give NWH Emergency Department Top Scores!	
Source: Press Ganey ED Satisfaction Question	
	2009 Q1
Overall rating of care you received during your visit	99
Waiting time in the treatment area before you were seen by a doctor or nurse practitioner	99
Courtesy of the nurses	99
Degree to which the nurses took time to listen to you	99
Nurses' attention to your needs	99
Nurses' concern to keep you informed about your treatments	99
Courtesy of the doctor or nurse practitioner	99
Degree to which the doctor or nurse practitioner took the time to listen to you	99
Doctor or nurse practitioner's concern to keep you informed about your treatment	99
Doctor or nurse practitioners concern for your comfort while treating you	99
Courtesy of the radiology staff	99
Degree to which staff cared about you as person	99
How well your pain was controlled	99
Information you were given about caring for yourself at home (e.g. taking medications, getting follow-up care)	99
Overall ED Satisfaction Score	99
Likelihood of recommending our Emergency Department to others	99