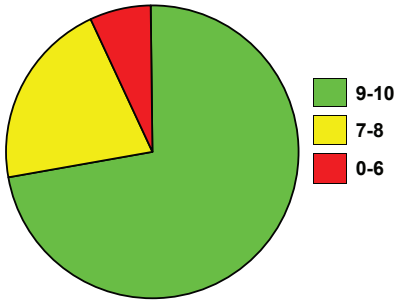
Emergency Patient Satisfaction

Overall Indicators

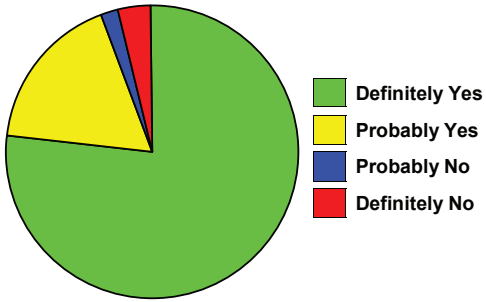
Overall Rating: Using any number from 0 to 10, where 0 is the worst emergency department possible and 10 is the best emergency department possible, what number would you use to rate this emergency department? (AdjN=299) <1>



	Currently	Previously	HSTM Research National Norm
9-10 -	72%	74%	55%
7-8 -	21%	17%	28%
0-6 -	7%	9%	17%
Mean -	8.85	8.88	8.13

97th percentile

Overall Rating: Would you recommend this emergency department to your friends and family? (AdjN=300)



	Currently	Previously	HSTM Research National Norm
DY -	77%	81%	64%
PY -	18%	13%	25%
PN -	2%	1%	5%
DN -	4%	5%	5%
Mean -	3.67	3.71	3.49

90th percentile

The percentile represents the percent of hospitals that Metro Health surpasses compared to all the hospitals that participate in the HealthStream National Patient Satisfaction database.

MetroHealth