



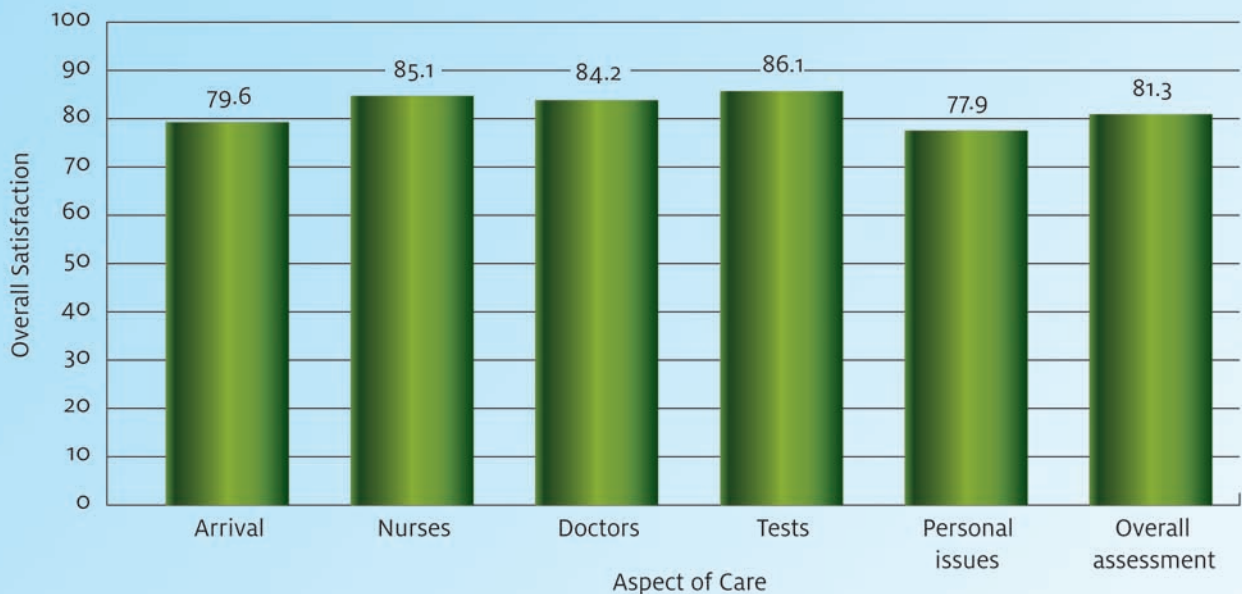
## DEVELOPING DATA

As an emerging distinct practice environment, urgent care is in the early stages of building a data set specific to its norms and practices.

In *Developing Data*, *JUCM* will offer results not only from UCAOA's annual benchmarking surveys, but also from research conducted elsewhere to present an expansive view of the healthcare marketplace in which urgent care seeks to strengthen its presence.

*In this issue:* How did patients in a national study of visits to emergency departments in the United States rate their experience according to select key indicators of satisfaction?

### SATISFACTION WITH THE ED, BY ASPECT OF CARE



Source: *Emergency Department Pulse Report 2008. Patient Perspectives on American Health Care*. ©2008 by Press Ganey, Inc. Based on a population of 1.5 million patients treated at 1,656 U.S. emergency departments in 2007.

One can surmise from the data that participants in the study tended to be most satisfied with the more clinical aspects of their visit to the ED, giving nurses, doctors, and “tests” scores of over 84. (In a question not included in this excerpt, “Personal/Insurance Information” also received a high score—86.6.)

However, it may be enlightening to consider that patients were *least* satisfied with their arrival experience and “personal issues” (defined for purposes of the study as receiving information about delays, pain control, and “other items that demonstrate the value of the patient as a person”) when visiting the ED.

To date, no such study has been done in the urgent care setting. However, thinking as objectively as possible, how would you expect patients to score a visit to your practice?

If you are aware of new data that you've found useful in your practice, let us know via e-mail to [editor@jucm.com](mailto:editor@jucm.com). We'll share your discovery with your colleagues in an upcoming issue of *JUCM*.