

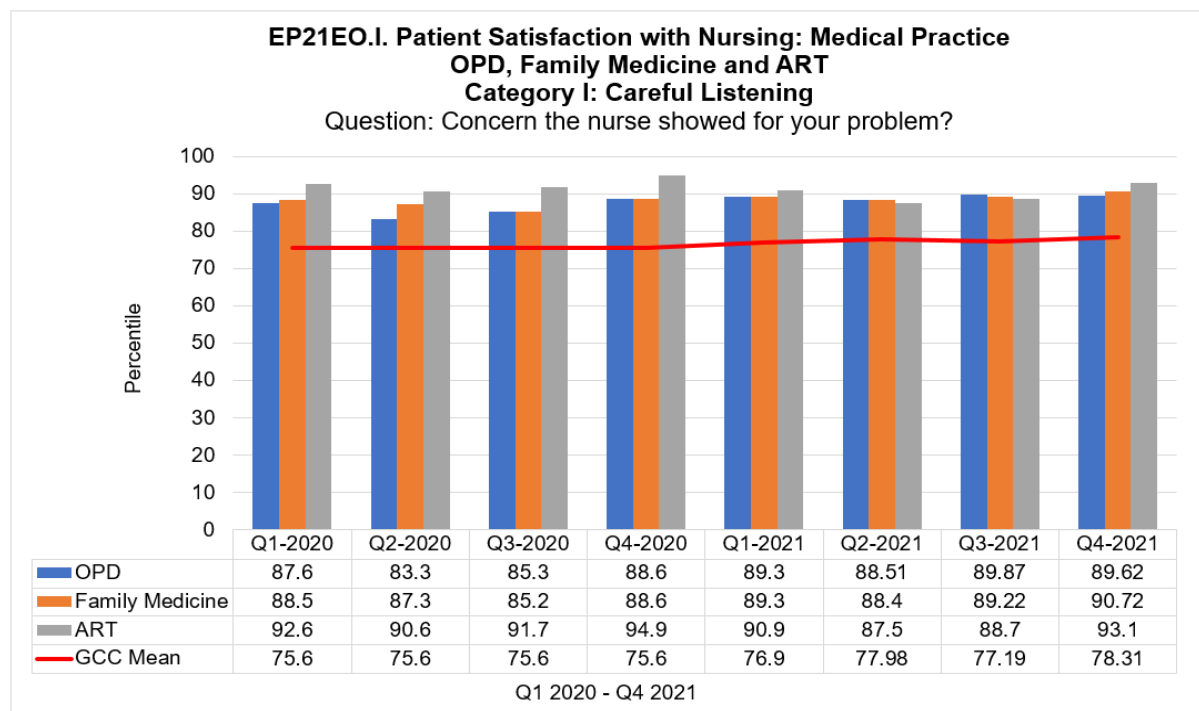


EP21EO – Quality Care Monitoring and Improvement

EP21EO.I. Category: Careful Listening - Ambulatory

EP21EO.I. Category Careful Listening: Medical Practice

Question: Concern the nurse showed for your problem?



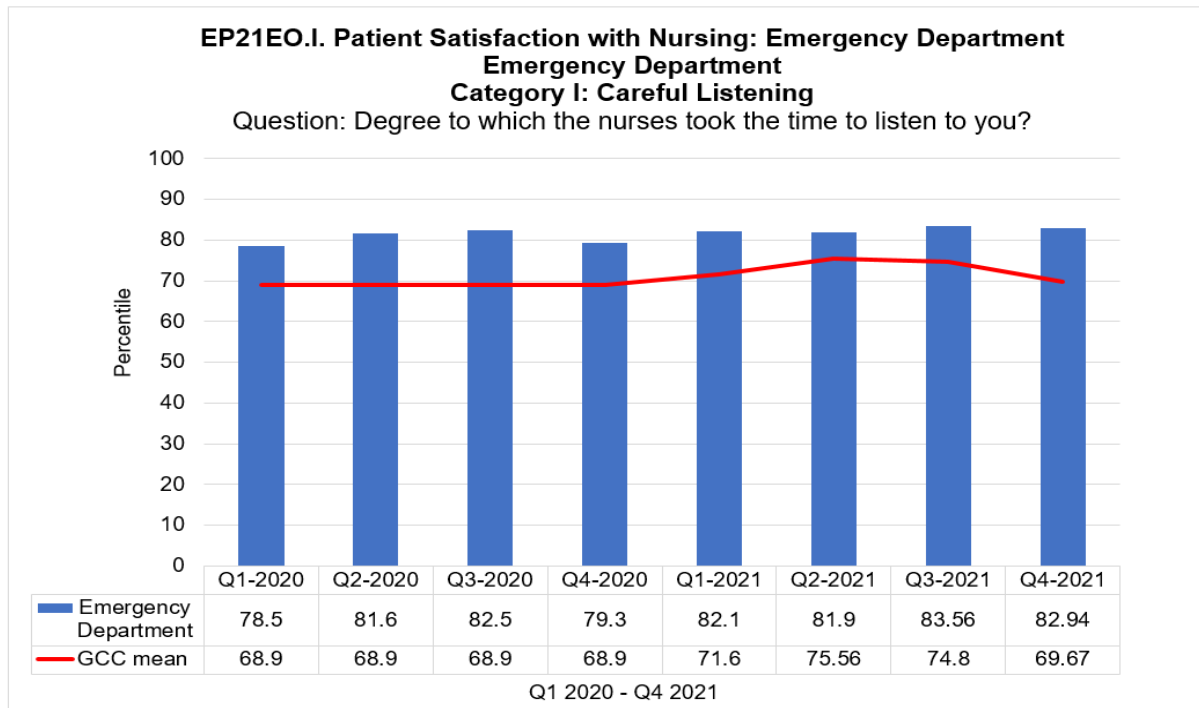
OPD, Family Medicine and ART all outperformed the GCC Mean for 8/8 quarters.

EP21EO.I. Category Careful Listening: Oncology Treatment Area

OTA has no graph as there was no GCC benchmark was available for this category for eight quarters.

EP21EO.I. Category Careful Listening: Emergency Services

Question: Degree to which the nurses took the time to listen to you?



The Emergency Department outperformed the GCC mean for 8/8 quarters.

EP21EO.I. Category Careful Listening: Ambulatory Surgery

Ambulatory Surgery units have no graph as there was no GCC benchmark was available for this category for eight quarters as per the vendor.