

# Big Country RAC Hospital/Emergency Department Survey

Please answer each question completely. Add appropriate comments as indicated.

**Question 1:** The Emergency Department physicians and nurses are available by radio in a timely fashion for consultation or report when you call (please place a check in the appropriate boxes):

	Never	Rarely	Sometimes	Almost Always	Always
Hendrick MC					
Abilene Reg. MC					
Eastland Mem.					
Stephens Co. Me.					
Anson General					
Stamford Mem.					
Knox Co. Hosp.					
Mitchell Co. Hosp.					
Throckmorton Hos					
Fisher Co. Hosp.					
Coleman Co. Hos					
Brownwood Mem.					
Hamlin Hosp.					
DeLeon Hosp.					
Comanche Co. H					
Haskell Mem. H.					
North Runnels H.					
Rolling Plains Me.					
Stonewall Mem. H					

**Question 2:** The Emergency Department physicians and nurses are courteous and professional when contacted by radio (place a check in the appropriate boxes):

	Never	Rarely	Sometimes	Almost Always	Always
Hendrick MC					
Abilene Reg. MC					
Eastland Mem.					
Stephens Co. Me.					
Anson General					
Stamford Mem.					
Knox Co. Hosp.					
Mitchell Co. Hosp.					
Throckmorton Hos					
Fisher Co. Hosp.					
Coleman Co. Hos					
Brownwood Mem.					
Hamlin Hosp.					

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DeLeon Hosp.					
Comanche Co. H					
Haskell Mem. H.					
North Runnels H.					
Rolling Plains Me.					
Stonewall Mem. H					

**Question 3:** The Emergency staff attempts to take report and find a bed in a timely fashion when you arrive at the facility (place a check in the appropriate boxes):

	Never	Rarely	Sometimes	Almost Always	Always
Hendrick MC					
Abilene Reg. MC					
Eastland Mem.					
Stephens Co. Me.					
Anson General					
Stamford Mem.					
Knox Co. Hosp.					
Mitchell Co. Hosp.					
Throckmorton Hos					
Fisher Co. Hosp.					
Coleman Co. Hos					
Brownwood Mem.					
Hamlin Hosp.					
DeLeon Hosp.					
Comanche Co. H					
Haskell Mem. H.					
North Runnels H.					
Rolling Plains Me.					
Stonewall Mem. H					

**Question 4:** The Emergency Department staff (physicians and nursing staff) listen to the patient turnover report you provide including pertinent findings and interventions (place a check in the appropriate boxes):

	Never	Rarely	Sometimes	Almost Always	Always
Hendrick MC					
Abilene Reg. MC					
Eastland Mem.					
Stephens Co. Me.					
Anson General					
Stamford Mem.					
Knox Co. Hosp.					
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Throckmorton Hos					
Fisher Co. Hosp.					
Coleman Co. Hos					
Brownwood Mem.					
Hamlin Hosp.					
DeLeon Hosp.					
Comanche Co. H					
Haskell Mem. H.					
North Runnels H.					
Rolling Plains Me.					
Stonewall Mem. H					

**Question 5: Emergency Department physicians treat you professionally, with respect and are eager to provide feedback on your care and patient findings (place a check in the appropriate boxes):**

	Never	Rarely	Sometimes	Almost Always	Always
Hendrick MC					
Abilene Reg. MC					
Eastland Mem.					
Stephens Co. Me.					
Anson General					
Stamford Mem.					
Knox Co. Hosp.					
Mitchell Co. Hosp.					
Throckmorton Hos					
Fisher Co. Hosp.					
Coleman Co. Hos					
Brownwood Mem.					
Hamlin Hosp.					
DeLeon Hosp.					
Comanche Co. H					
Haskell Mem. H.					

**Question 6: Emergency Department nurses treat you professionally, with respect and are eager to provide feedback on your care and patient findings (place a check in the appropriate boxes):**

	Never	Rarely	Sometimes	Almost Always	Always
Hendrick MC					
Abilene Reg. MC					
Eastland Mem.					

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Stephens Co. Me.					
Anson General					
Stamford Mem.					
Knox Co. Hosp.					
Mitchell Co. Hosp.					
Throckmorton Hos					
Fisher Co. Hosp.					
Coleman Co. Hos					
Brownwood Mem.					
Hamlin Hosp.					
DeLeon Hosp.					
Comanche Co. H					
Haskell Mem. H.					
North Runnels H.					
Rolling Plains Me.					
Stonewall Mem. H					

**Question 7:** Other than quality of clinical care, in your opinion, which ONE of the following characteristics is most important (from an EMS perspective) of an Emergency Department? (Place a check in the middle box that represents your choice and write your comments that support your choice to the right.)

<ul style="list-style-type: none"> <li>▪ Physical facility (bed availability / size / nursing station / charting area, etc.)</li> </ul>		
<ul style="list-style-type: none"> <li>▪ Nursing relationship</li> </ul>		
<ul style="list-style-type: none"> <li>▪ Physician relationship</li> </ul>		
<ul style="list-style-type: none"> <li>▪ Reputation</li> </ul>		
<ul style="list-style-type: none"> <li>▪ Availability of food</li> </ul>		
<ul style="list-style-type: none"> <li>▪ Proximity to station</li> </ul>		
<ul style="list-style-type: none"> <li>▪ Other (Specify):</li> </ul>		

**Question 8:** In your opinion, which ONE facility has the best relationship with EMS? Why? (Place a check in the middle box that represents your choice and write your comments that support your choice to the right.)

Hendrick MC		
Abilene Reg. MC		
Eastland Mem.		

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Stephens Co. Me.		
Anson General		
Stamford Mem.		
Knox Co. Hosp.		
Mitchell Co. Hosp.		
Throckmorton Hos		
Fisher Co. Hosp.		
Coleman Co. Hos		
Brownwood Mem.		
Hamlin Hosp.		
DeLeon Hosp.		
Comanche Co. H		
Haskell Mem. H		
North Runnels Hospital		
Rolling Plains Memorial H.		
Stonewall Mem. Hospital		

**Question 9:** In your opinion, which ONE facility has the worst relationship with EMS? Why? (Place a check in the middle box that represents your choice and write your comments that support your choice to the right.)

Hendrick MC		
Abilene Reg. MC		
Eastland Mem.		
Stephens Co. Me.		

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Anson General		
Stamford Mem.		
Knox Co. Hosp.		
Mitchell Co. Hosp.		
Throckmorton Hos		
Fisher Co. Hosp.		
Coleman Co. Hos		
Brownwood Mem.		
Hamlin Hosp.		
DeLeon Hosp.		
Comanche Co. H		
Haskell Mem. H		
North Runnels Hospital		
Rolling Plains Memorial H.		
Stonewall Mem. Hospital		

**Question 10:** Which facility would you preferentially select for your own adult family emergency medical care (other than Category I, II trauma & critical Peds)? Why? (Place a check in the middle box that represents your choice and write your comments that support your choice to the right.)

Hendrick MC		
Abilene Reg. MC		
Eastland Mem.		
Stephens Co. Me.		

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Anson General		
Stamford Mem.		
Knox Co. Hosp.		
Mitchell Co. Hosp.		
Throckmorton Hos		
Fisher Co. Hosp.		
Coleman Co. Hos		
Brownwood Mem.		
Hamlin Hosp.		
DeLeon Hosp.		
Comanche Co. H		
Haskell Mem. H		
North Runnels Hospital		
Rolling Plains Memorial H.		
Stonewall Mem. Hospital		

**Question 11:** If a patient does not have a hospital preference, is not required to go to a specific facility based on the SOCs (i.e. Cat I or II trauma) which of the following criteria MOST OFTEN influences your advise to the patient about where to go? (Place a check in the middle box that represents your choice and write your comments that support your choice to the right.)

▪ Proximity of ED to current location		
▪ Proximity of ED to station		
▪ Insurance status of the patient		
▪ Your opinion of the medical care in Emergency Departments		

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▪ Your opinion of the staff in Emergency Departments		
▪ How crowded the ED is		
▪ Availability of food / beverage in ED		
▪ Network preference		
▪ Other (Specify):		

**Question 12:** How would you characterize the overall EMS-Hospital relationships in our system?  
 (Place a check in the middle box that represents your choice and write your comments that support your choice to the right.)

▪ Excellent		
▪ Good		
▪ Fair		
▪ Poor		
▪ Horrible		

**Question 13:** If you could send any message to the hospitals in our community regarding the EMS – hospital relationship, what would it be?

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- END OF SURVEY -