

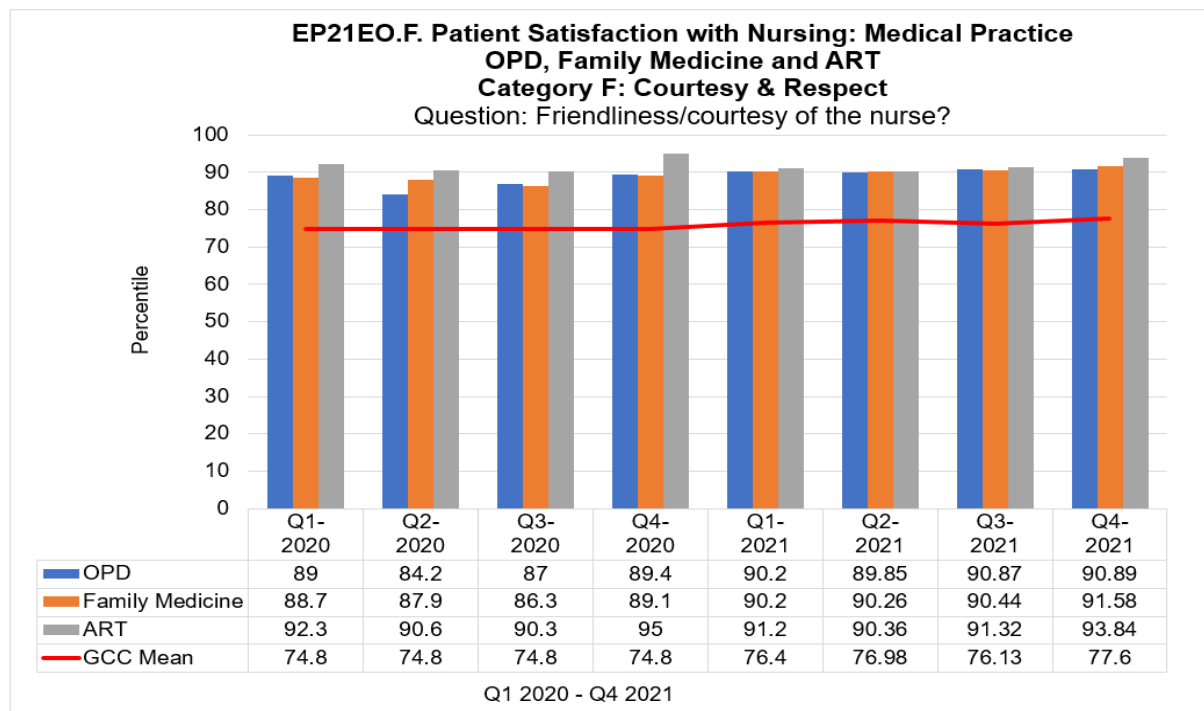


## EP21EO – Quality Care Monitoring and Improvement

### EP21EO.F. Category: Courtesy and Respect - Ambulatory

#### EP21EO.F. Category Courtesy and Respect: Medical Practice

Question: Friendliness/courtesy of the nurses?



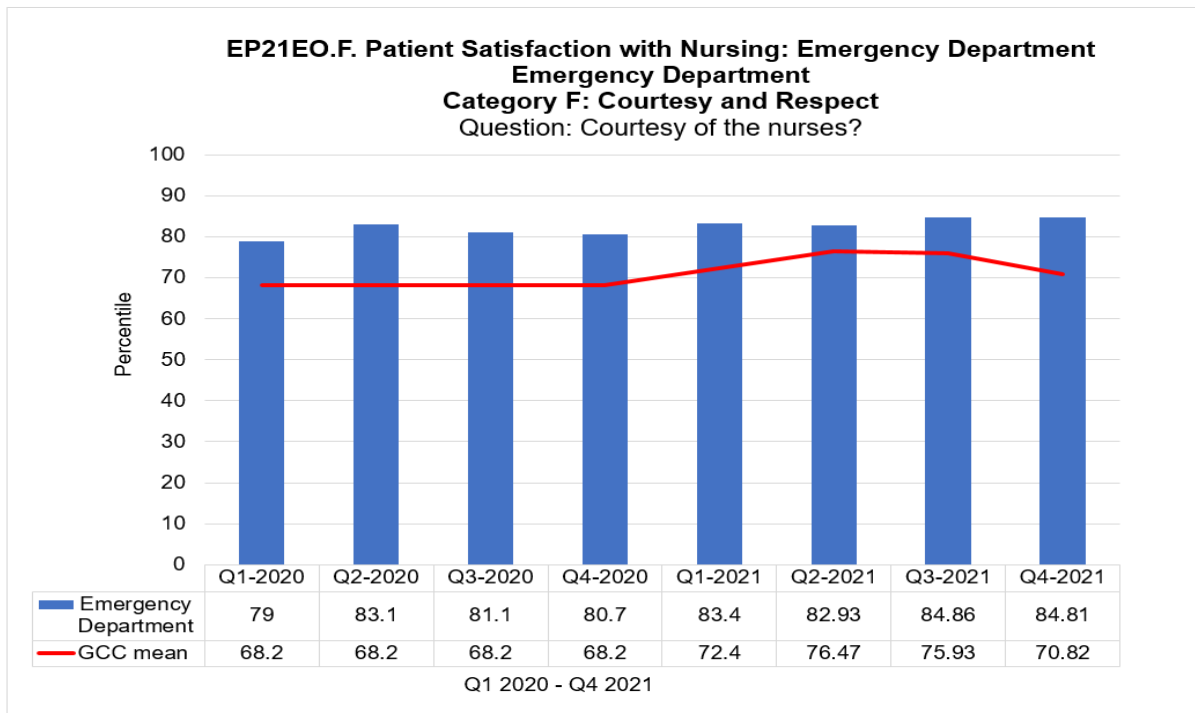
All three units outperformed the GCC Mean for 8/8 quarters.

**EP21EO.F. Category Courtesy and Respect: Oncology Treatment Area**

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

**EP21EO.F. Category Courtesy and Respect: Emergency Services**

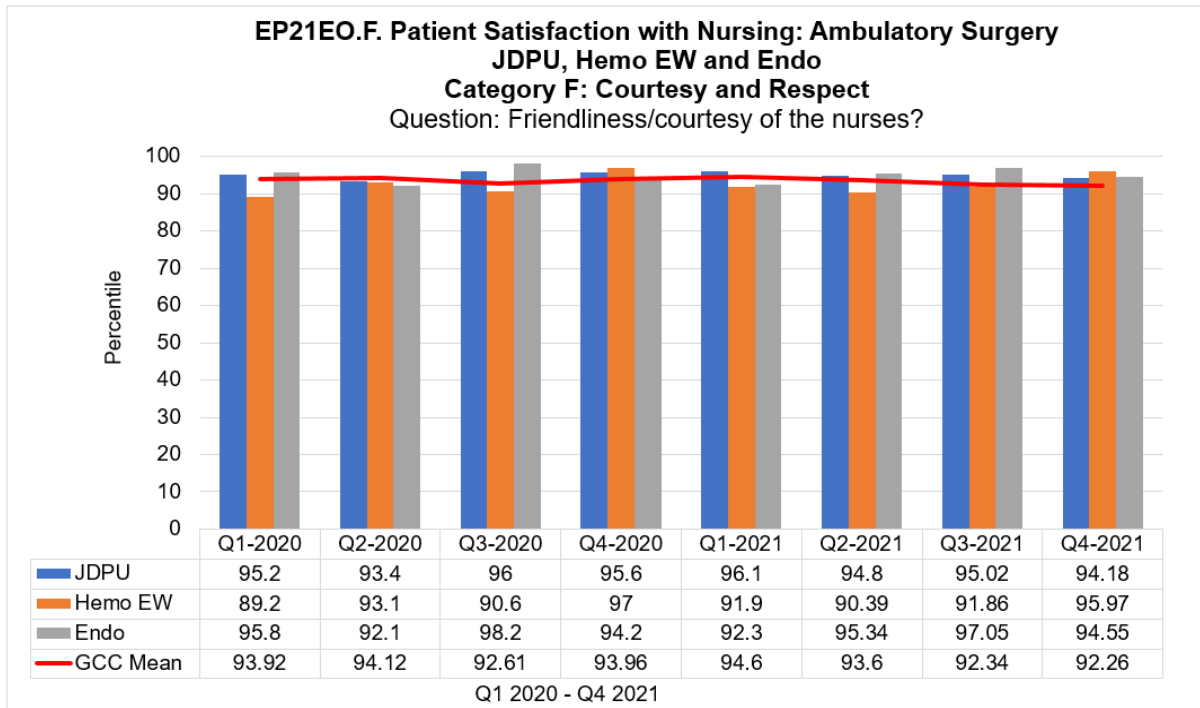
Question: Courtesy of the nurses?



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

**EP21EO.F. Category Courtesy and Respect: Ambulatory Surgery**

Question: Friendliness/ Courtesy of the nurses?



JDPU and Endo outperformed the GCC mean 7/8 and 6/8 quarters respectively. Hemo EW did not outperform the GCC mean with 4/8 quarters.