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15 Effect of EM Intern Month on Patient Satisfaction Score

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Objective: We sought to determine the effect on emergency department patient satisfaction score of having all ten newly matched emergency medicine interns working in the ED for the month of July.

Method: Using the Press Ganey emergency department patient satisfaction scores, we compared July scores with the non-July months score range for doctor courtesy, doctor time to listen, doctor took problem seriously, doctor concern for comfort and doctor informative regarding treatment. A July score that falls within the range is considered the norm.

Results: The results are shown in Table 1. From the July scores compared to the Non-July score range, there was an increase in doctor courtesy, doctor time to listen, doctor took problem seriously and doctor took problem seriously when the all the newly matched interns were in the Emergency Department with no change in doctor informative of treatment.

Limitations: Small sample size of single year of data at a single tertiary care institution

Conclusion: There is increase in Press Ganey patient satisfaction scores when all newly matched emergency medicine interns are scheduled to work.

Table 1: Patient Satisfaction Scores.

	July Score	Non-July Range
Courtesy	91.1	81.3-88.6
Listen	89	82.3-85.6
Seriousness	89	80.6-84.1
Comfort	89.6	78.8-84.2
Informative	84.8	80.2-84.8