

ED	QUALITY/SAFETY			QUALITY OF LIFE FOR STAFF		PATIENT SATISFACTION						PERCENTILE RANK	
	Average turn-around time	Fall rate	Call light volume	Pts/family approaching nurses station	Steps (pedometer measurement)	N size	Pain controlled	Keep informed about test and treatment	Adequacy of info to family and friends	Informed about delays	Understanding and caring about patient	OVERALL RATING OF CARE	OVERALL PERCENTILE
BASELINE													
GOAL													
Month/Year													
Month/Year													
Month/Year													
Month/Year													
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