

Patients Satisfaction with the Emergency Department Services at Allied Hospital, Faisalabad

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Abstract: Today, patient satisfaction with the emergency services is measured as one of the main indicator for the quality of hospital care service. The purpose of this study is to determine the rate of patient satisfaction with the emergency department services at Allied Hospital Punjab Medical College, Faisalabad.

Methods: A cross –sectional study was conducted among patients (aged 18-58< years).

A convenient sampling technique was used to select the participants. A total of 355 patients were taken for the study purpose. A structured questionnaire was used to record patient’s feedback on service quality in the ED. Respondents were either patients or their relatives.

Results: A total of 355 participants were included in this study. The mean age of the participants was 37.5 years. Patients were highly satisfied with the behavior of the Doctors and Nurses respectively 82% and 83%, whereas the lowest level directed to supporting staff. Overall patient satisfaction with all aspects of care was 52% (n-180) satisfied, 35% (n-124) partially satisfied and 13% (n-46) not satisfied.

Conclusion: Satisfaction of the patients is a main quality indicator to identify areas of perfection in emergency departments, and to provide better care and services to the patients.

Keywords: Patient satisfaction; Quality indicator; Health care system; Emergency department; Faisalabad.

1. INTRODUCTION

Patients' satisfaction is one of the significant indicators of emergency quality of care and outcomes of the services of health care (Thi, Briancon et al. 2002).

Patient satisfaction has increasingly turned to one of the considerable tools in the assessment of hospital performances (Aiken, Sermeus et al. 2012). Patient Satisfaction is not a new conception, but because of high proportion of customer-focused strategy in the health care services, using satisfaction indication of the health care clients has been entered to the estimation scope of hospitals since two decades ago (Aragon and Gesell 2003).

Patient satisfaction is considered as an important indicator of quality care provided in emergency departments. There are many factors affecting patient satisfaction like behavior of healthcare providers, hospital factors, wait time and sensitivity of care (Al-Eisa, Al-Mutar et al. 2005). The Aga Khan University Hospital, Karachi, Pakistan is dedicated to provide ideal care that meets or exceeds the expectations of service users. Emergency Department is initial step of the Institution and provision of quality assured services has a vital importance for the department.

Patient satisfaction is the assess of quality in health care understood by patients and the resultant of different complicated factors(Qadri, Pathak et al. 2012) . Several factors should be corresponding with each other for creation and development of patient satisfaction with observing patient's right completely in all aspects(Qureshi, Naikoo et al. 2009). Getting patient satisfaction is one of the major beliefs of medical principles and the doctors should have consult with patient in making any decision. Considering to the especial importance of emergency department, increase the satisfaction in this ward has a significant effect on people's attitude toward the hospital (ED is the representation of the whole hospital).

Emergency departments are confronted with demanding issues lead to reduce the patient satisfaction .The satisfaction of emergency department consumers can be achieved with assessment and useful plan to promote the excellence of services (Obamiro 2013). Noticing to this issue, this study will be performed to find effective factors on patient satisfaction and enhance them toward progress the quality of ED service. Patient satisfaction is an important matter both for assessment and development of health care services. Keeping this in view, the present study was conducted to assess patient satisfaction with emergency department services provided in Allied hospital Punjab Medical College, Faisalabad.

2. MATERIAL AND METHODS

Study Place: Research study has done in Allied Hospital Punjab Medical College, Faisalabad.

Study Population: My study population comprises of all patients who were admitted in surgical emergency ward in one month (N-4730) at Allied Hospital PMC, Faisalabad.

Sample Size: The study was carried out between April 8, 2017 and May 6, 2017. A sample size of 355 was calculated to detect level of satisfaction among the study participants.

Study Design: A total of 355 patients were taken for the study purpose. A structured questionnaire was used to record patient's feedback on service quality in the ED. A cross –sectional study was conducted among patients (aged 18-58< years). A convenient sampling technique was used to select the participants. Totally, 355 patients were enrolled and selected in this study.

Data Analysis Procedure: The surveyed questionnaires were collected and checked for completeness and consistency, then analyzed by using MS Excel and the SPSS (Statistical Package for Social Sciences), version 16.0

3. RESULTS

Section 1: Demographic characteristics of study participants:

Table-1 Distribution of sample according to demographic variable (n-355)

Variables	Category	Frequency	%	
Gender	Male	233	66%	
	Female	122	44%	
Age in years	18-27	85	24%	Mean age 37.5years
	28-37	82	23%	
	38-47	128	36%	
	48-57	48	14%	
	57-<	12	3%	
Marital status	Married	235	66%	
	Single	120	34%	
Educational status	illiterate	64	18%	
	Primary Education	55	16%	
	Secondary Education	151	42%	
	Graduation	85	24%	
Place of residence	Urban	184	52%	
	Rural	171	48%	

Table-1 Summarized the background information of studied participants. A total of 355 participants were included in this study. The mean age of the participants was 37.5 years. Out of total, 66% of the study population comprised of males and 44% were females. Over 76% of the participants were more than 28 years old. 52% were belonging to urban areas and 48% were belonging to rural areas.

Section: 2 Patient’s satisfaction with the attitude and behavior of the healthcare providers

Figure-1 Shows level of patients’ satisfaction with the behavior of health care providers. Patients were highly satisfied with the behavior of the Doctors and Nurses respectively 82% and 83%, whereas the satisfaction with the behavior of Receptionist, Supporting staff and Lab technicians were 62%, 51% and 65% respectively.

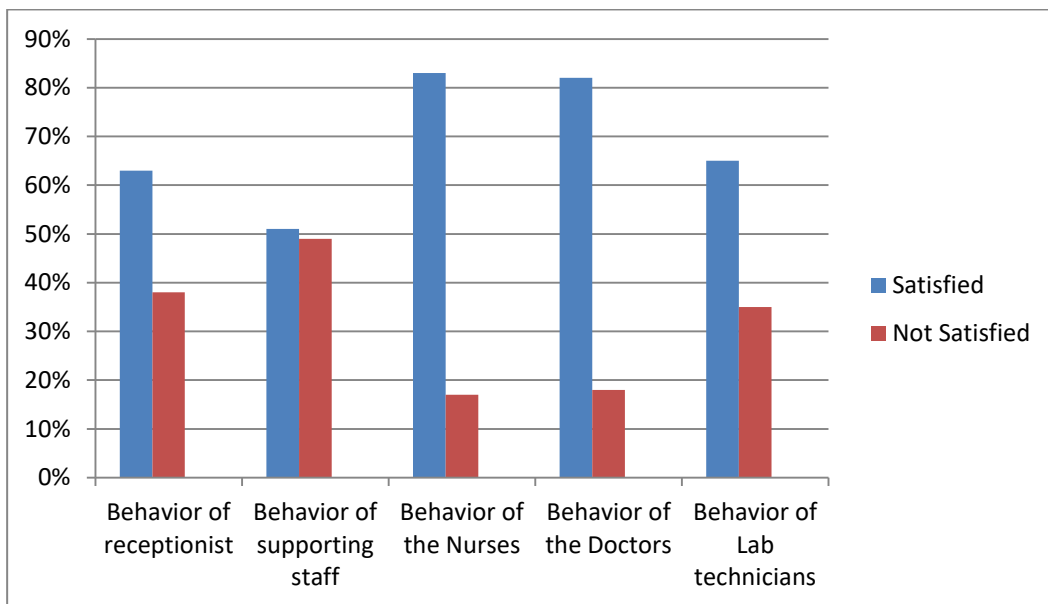


Figure-1: Bar diagram according to Patients satisfaction with the behavior of the healthcare Providers; (n=350)

Section: 3 Patient’s satisfaction to health care services

Figure-2: Aspects of care according to Patient’s satisfaction to health care services; (n=355)

This figure shows the overall patient satisfaction with all aspects of care was 52% (n=180) satisfied, 35% (n=124) partially satisfied and 13% (n=46) not satisfied.

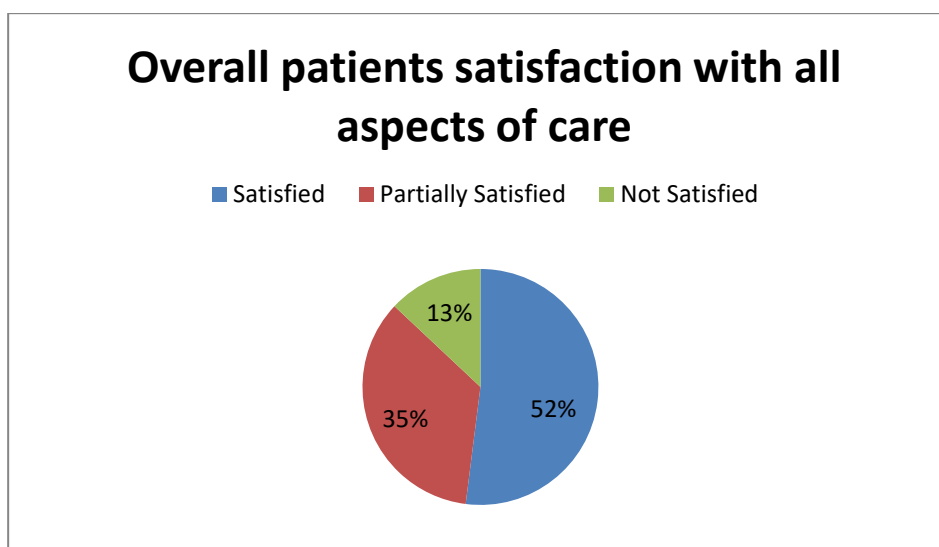


Figure-2: Pie chart according to Patient’s satisfaction to health care services; (n=355)

4. DISCUSSIONS

Patient satisfaction is the chief factor and indicator of quality in a hospital. Patient satisfaction surveys act as a means to measure the efficacy of a department worldwide.

Doctors and Nurses behavior can have main impact on patient satisfaction. Our study showed that the patients are well satisfied regarding the attitude of doctors and nurses. Similar results are shown in the studies like Alfred Emergency and the Trauma Centre of Australia surveyed found out that the satisfaction is being affected by the nurses and doctors performance and behavior irrespective of the management provided (Jennings, 2009 #1483). Wright et al. (2013) did also find the related result in their study that “the nurses can influence satisfaction of patient in the emergency department through the communication and kind behaviors”

Regarding behavioral aspect, holding workshops about how deal with the patients and justify doctors, nurses, and other supporting staff could seriously help improving patients satisfaction about behavioral aspect. Some researchers believe that the opinion of patients into waiting time has a more serious role in satisfaction level than the expected waiting time (Obamiro, 2013 #1482). In other words, it is probable that the waiting time has been justified for the patients with explaining about the reason of expectation and essential works done in the expected time.

A report from Morocco showed that just 66% of the patients referred to the emergency wards were satisfied with the offered services (Damghi, 2013 #1485). While a nationwide study in United States reported that the satisfaction rate of more than 83% (Soleimanpour, 2011 #1486). It is obvious that a part of the above difference may be related to the quality of the services in each of the emergency wards. However, the factors which could not be ignored are those differences related to characteristics of the population under the study and also most significantly different methods used for the measurement of satisfaction.

In the present study, the lowest rate of the satisfaction was assigned to satisfaction with the availability of the general basic needs in emergency wards. This confirms the findings of Solhi et al who studied the emergency wards of teaching hospitals allied to Arak University of Medical Sciences (Solhi, 2005 #1487).

5. CONCLUSIONS

A descriptive study was undertaken to assess the Patient Satisfaction with the emergency department services. We found that patient satisfaction is a powerful quality improvement tool to evaluate the quality of care patient received. We also found that the patients who met desired care are more satisfied than those not met their expected or preferred care. My study also showed that the behavior of the health care providers have deep impact on the satisfaction of the patients. The findings of percent study showed that giving services to emergency clients in different fields such as physical comfort and residential aspects, doctor care, nurse care, and the total emergency department satisfaction is relatively satisfied. There is entire need to fulfill general basic needs of the patients. The patient satisfaction is a significant quality indicator which enables to identify areas of improvement in emergency department so as to provide better care & services to patients.

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