

A STUDY ON PATIENT SATISFACTION IN EMERGENCY DEPARTMENT

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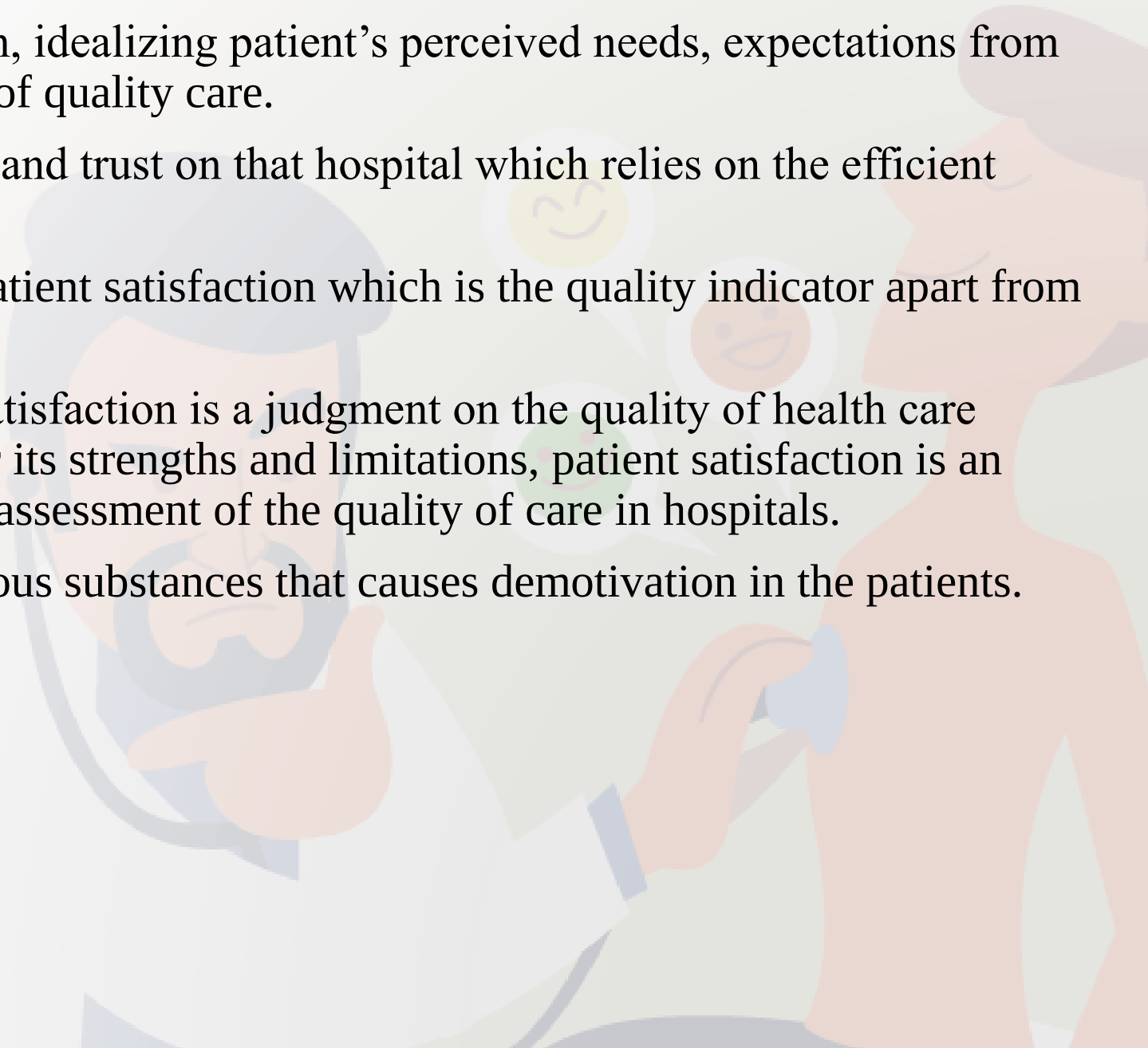
CONTENT



Introduction



- Patient satisfaction is a required phenomenon, idealizing patient's perceived needs, expectations from health care delivery systems and experience of quality care.
- Term “satisfaction” is foundation for quality and trust on that hospital which relies on the efficient services provided to client.
- These days rating of hospital is defined by patient satisfaction which is the quality indicator apart from clinical aspect.
- A patient's expression of satisfaction or dissatisfaction is a judgment on the quality of health care services provided in all its aspects. Whatever its strengths and limitations, patient satisfaction is an indicator that should be indispensable to the assessment of the quality of care in hospitals.
- In Emergency care there are various indigenous substances that causes demotivation in the patients.



ABOUT CITIZENS SPECAILTY HOSPITAL



Citizens Specialty Hospital provides specialty healthcare based on world-class standards of care and evidence-based protocols across a broad range of medical specialties.



Experts from more than 30 specialties and super-specialties make up the Citizens Specialty Hospital team.



This hospital has been accredited by NABH.



It has wide range of speciality doctors with exclusive cancer care services named American Oncology Institute and AMPATH for laboratory services.



It has 150 operational beds across its infrastructure with exclusive emergency department with experienced doctors by 24/7

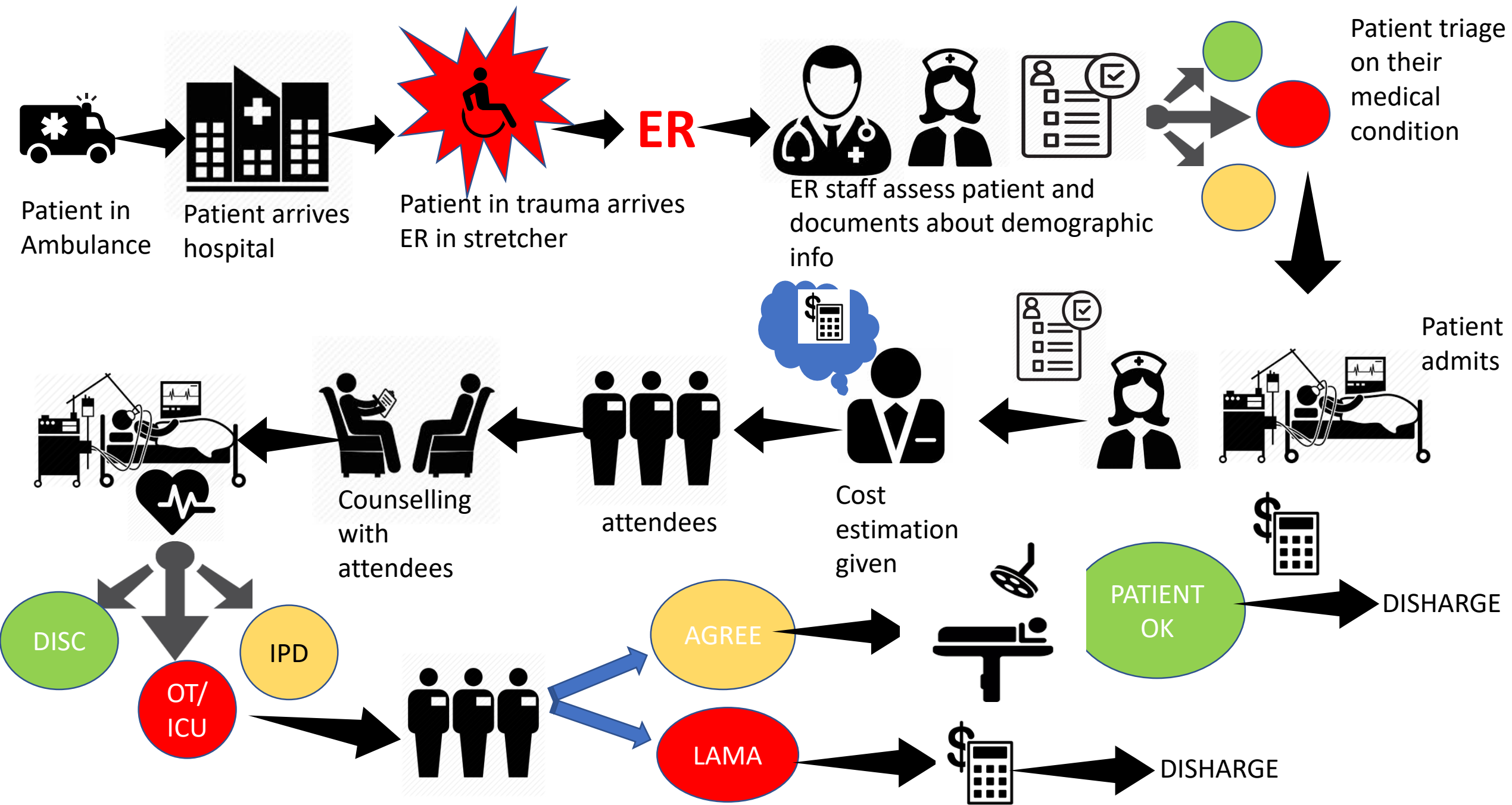
EMERGENCY DEPARTMENT

- At Citizens Specialty Hospital, Emergency medicine department is well known as the citizens emergency response system – **EONE** which is at the core of the Department. Emergency Medicine Department treats the full spectrum of patients from making a quick assessment of patient's status to manage life-threatening conditions.
- Citizens specialty are pioneers of emergency care, the 24 hours emergency care brings you the highest levels of skill, expertise and infrastructure.



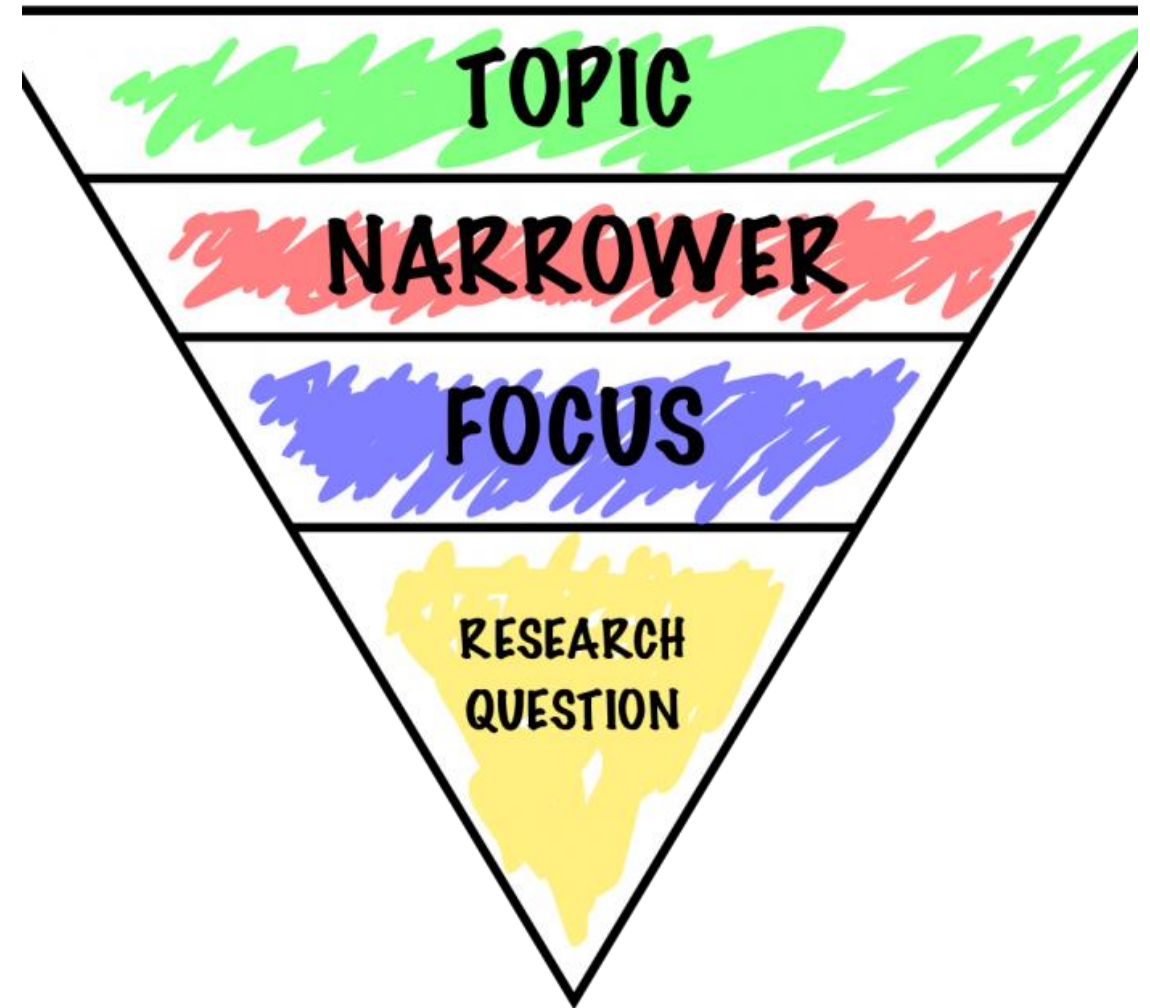
PROCESS FLOW





RESEARCH QUESTION

What is the Patient satisfaction in
Emergency department in the Citizens
hospital?



OBJECTIVES

- To know about the Patient Satisfaction in Emergency department in Citizens Specialty hospital.
- To analyse the following Patient Satisfaction Indicators-
 - Nurse assessment
 - Doctor assessment
 - Medical Staff communication- PRE
 - Frequency of patient health check
 - Turn around time analysis of Lab
 - Billing
 - Clinical Discharge



METHODOLOGY

Study Area



The study was conducted in Citizens specialty hospital located in Nallagandla, Telangana

Study Design



It is a descriptive study conducted on the patients using questionnaire using (five-point Likert scale) at a specific point of time

Study Duration

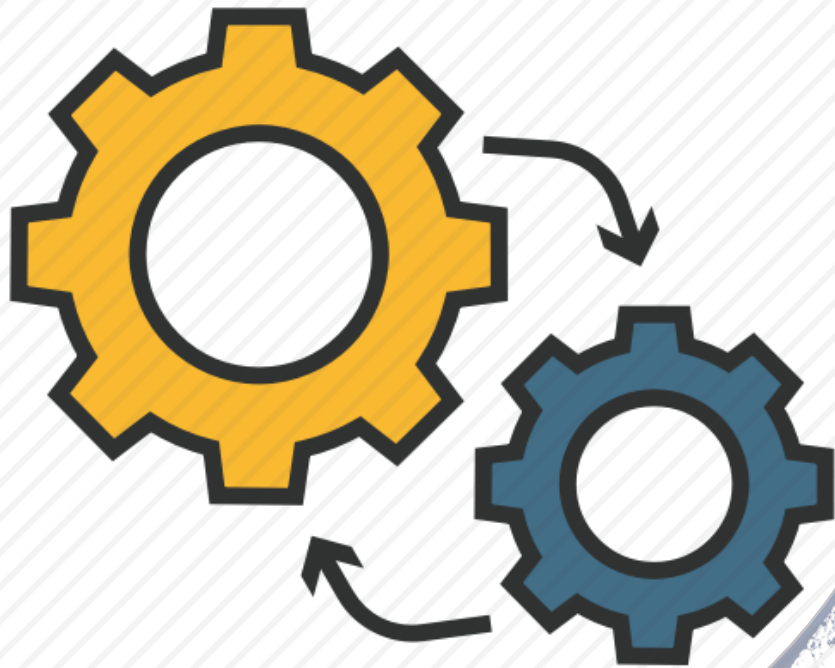


The study was carried out for 3 months from 4 February 2019 to 3 May 2019.

Sample Size



A total number of 565 respondents were taken as a sample based on convenience sampling in Emergency department

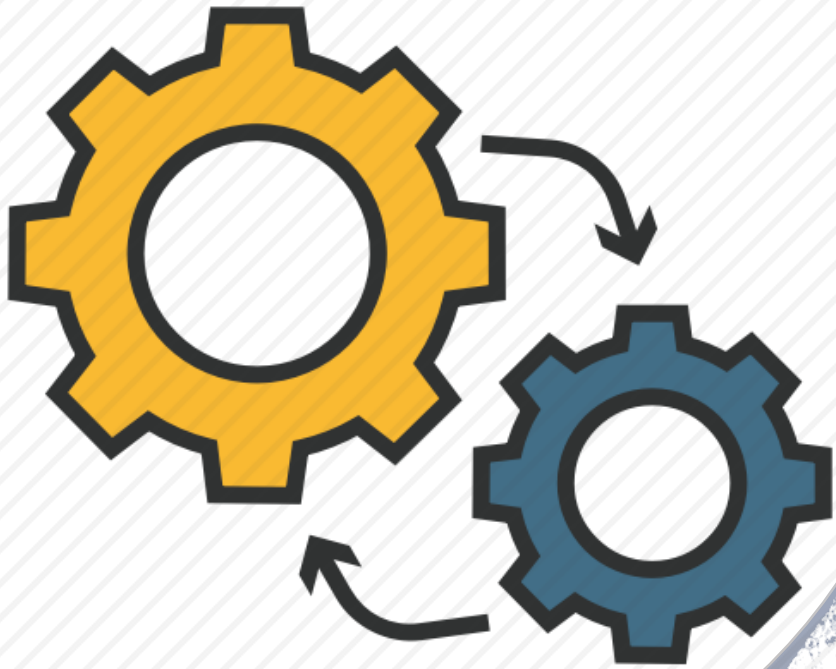


DATA COLLECTION METHOD

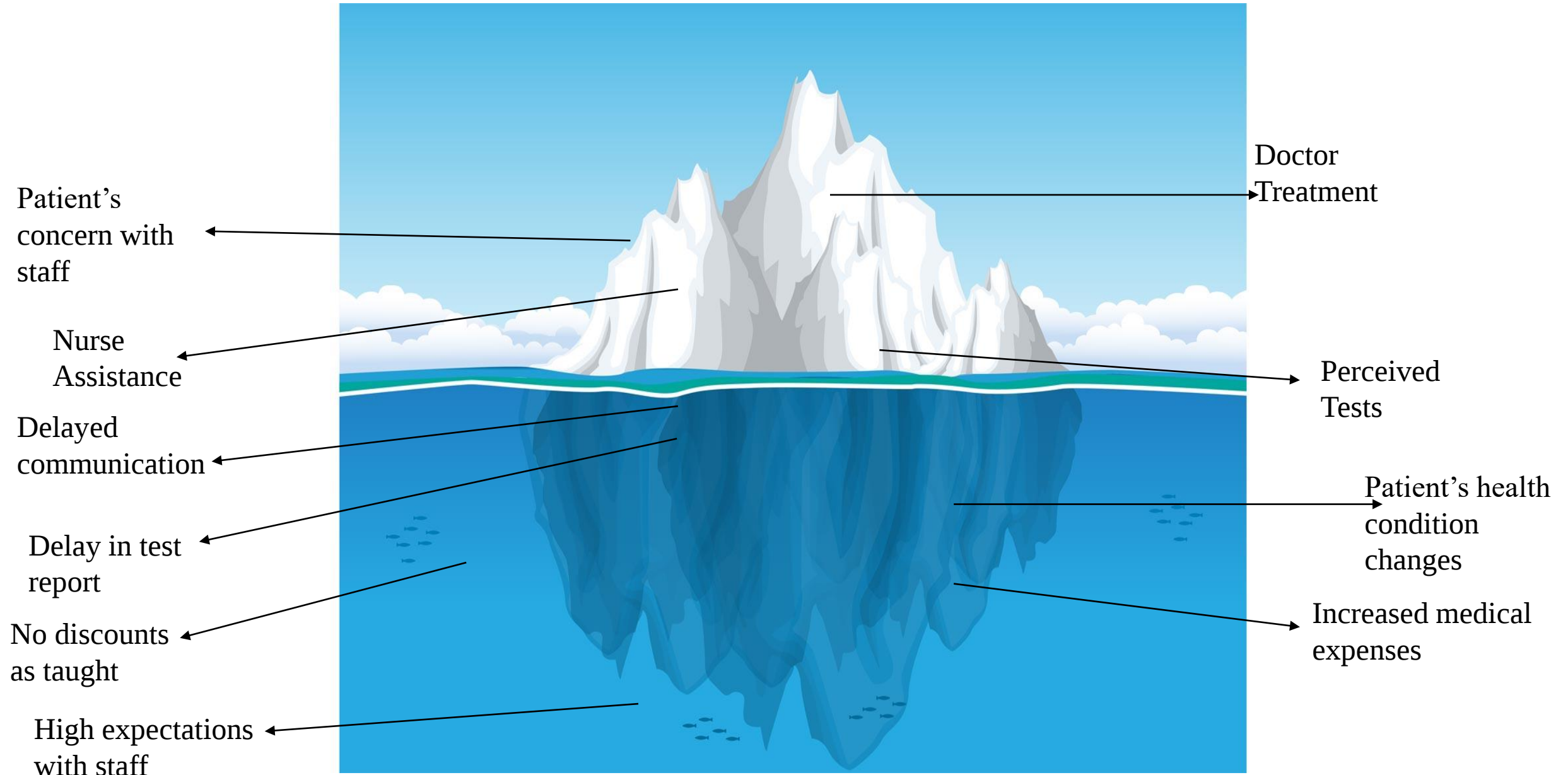
- A modified questionnaire was prepared for Citizens specialty hospital services covering the attributes related to patient satisfaction in “emergency room”.
- The research tool was finalized and utilized with due permission from higher authorities. In this study a five-point Likert scale which is a psychometric scale was used.

The format for Likert scale was as follows: -

- 1-Bad
- 2- Poor
- 3 -Average
- 4- Good
- 5-Excellent



ICEBERG CONCEPT IN EMERGENCY ROOM



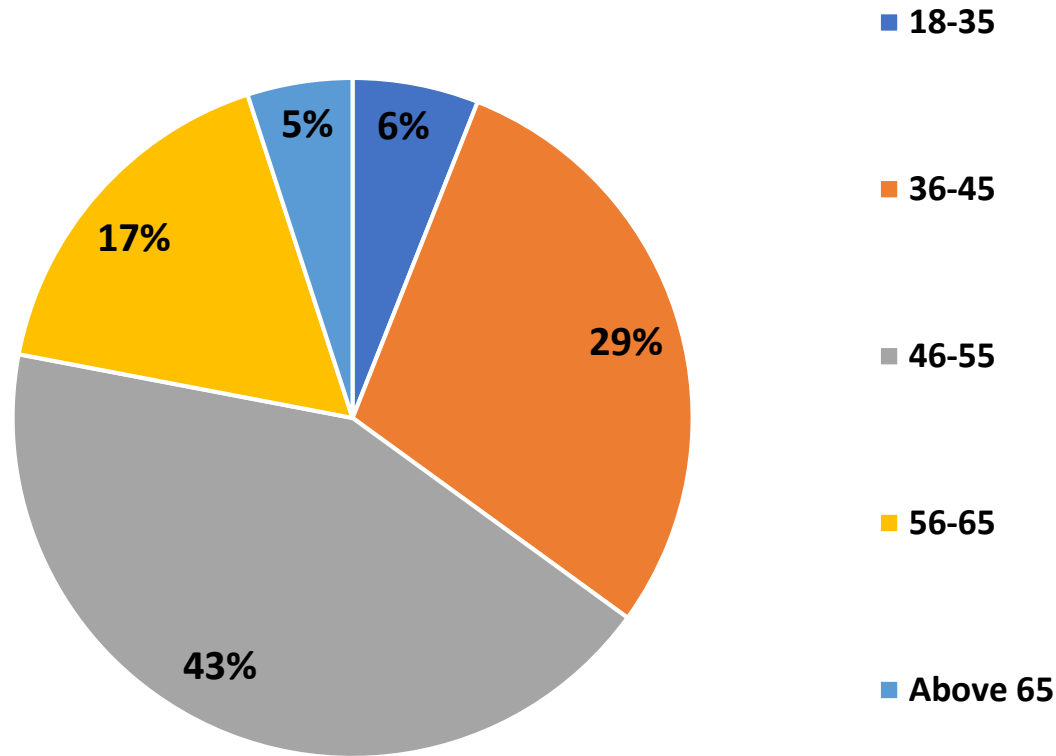
DETAILED ANALYSIS

On the basis of the questionnaire prepared level of satisfaction was analysed in the patients towards various services provided in emergency department, the survey was conducted on the sample of 565 respondents.

Indicators are made based on observation and perceived factors that accountable for satisfaction in Emergency department.

AGE GROUP WISE DISTRIBUTION

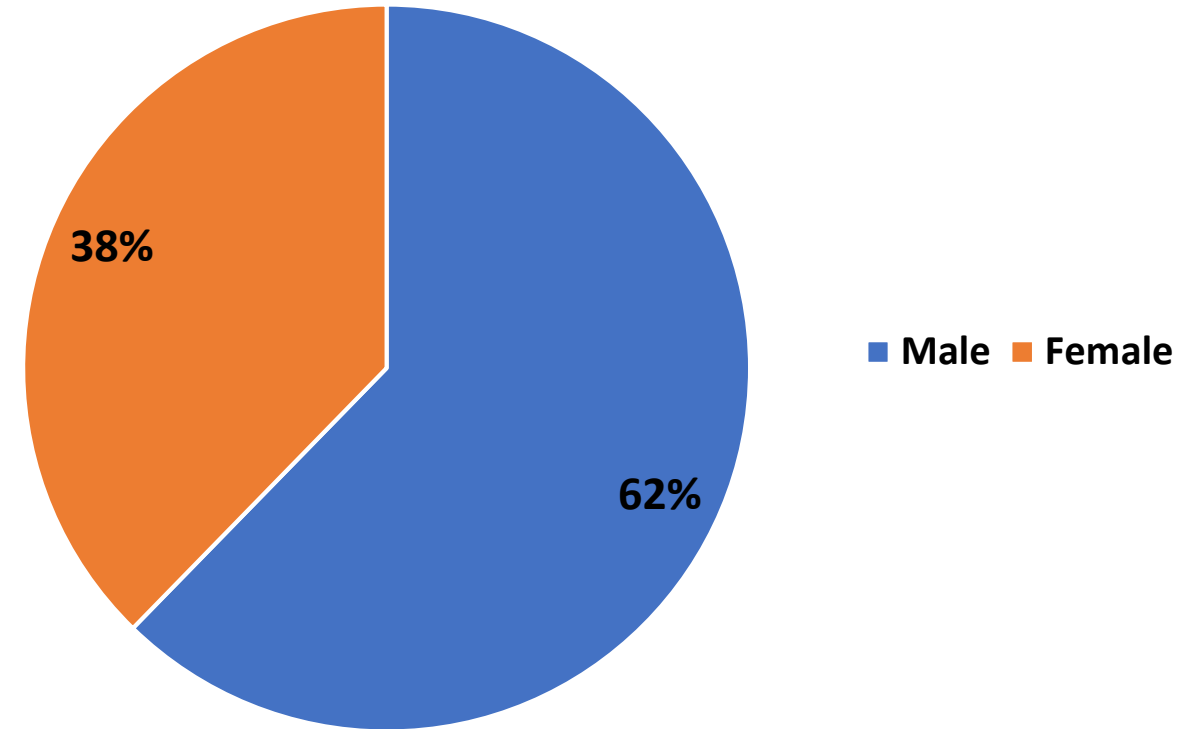
N= 565



This Pie chart denotes about distribution of respondents on basis of Age. Where 6% of the respondents lie between 18-35, 29% of the respondents in the age group of 36-45, 43% of the respondents in the age group of 45-55, 17% of the respondents in the age group of 56-65 and rest 5% are above 65 age group

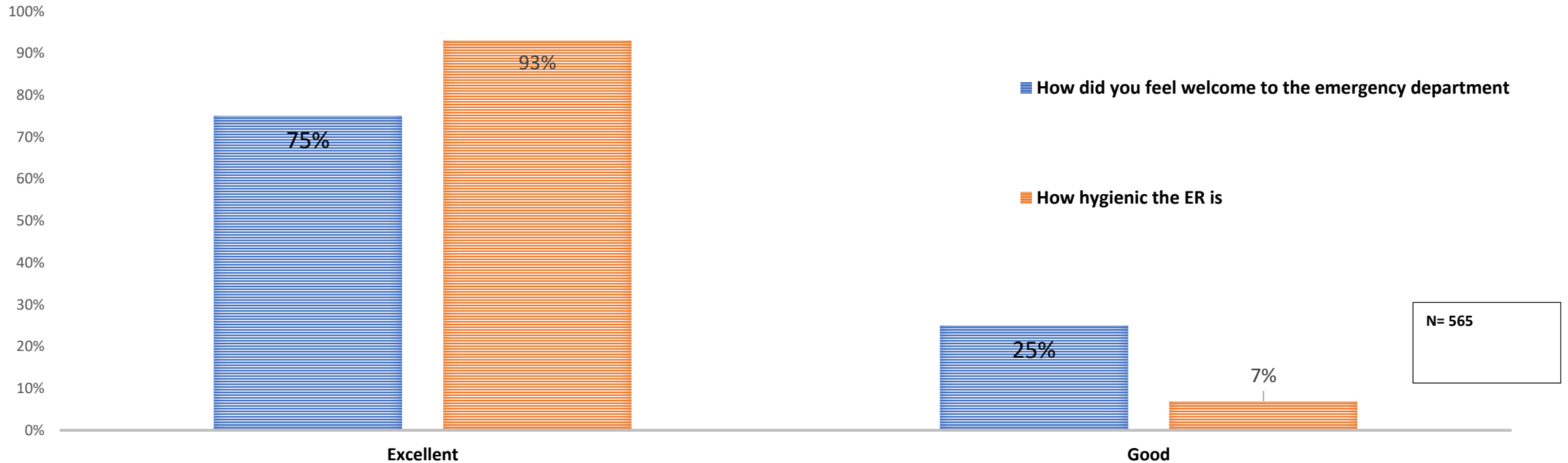
DISTRIBUTION ON THE BASIS OF GENDER

N= 565



This Pie chart denotes about distribution of respondents on basis of Gender. Where 38% are female and rest 62% are male respondents in this study.

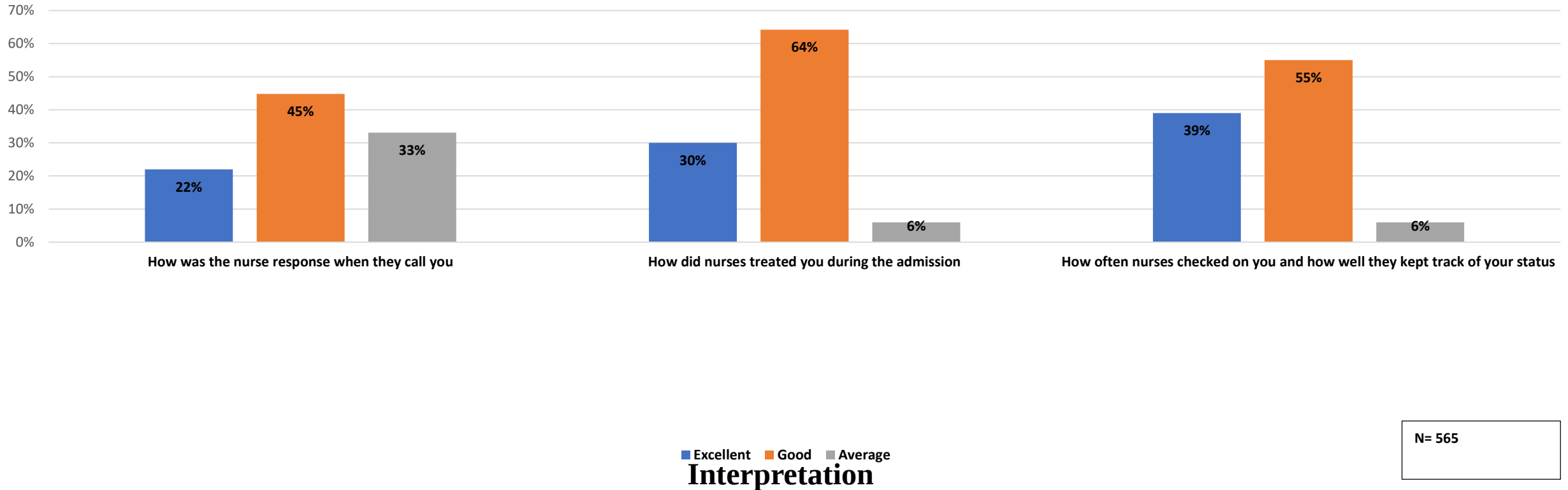
QUALITY OF EMERGENCY ROOM



Interpretation

- In the quality of ER 75% of the respondents said welcome to emergency room was great and rest 25% of them felt good about it.
- Regarding Hygienic 93% felt excellent and rest 7% felt good. This was positive outcome for emergency room maintenance.

NURSE SERVICES IN EMERGENCY ROOM

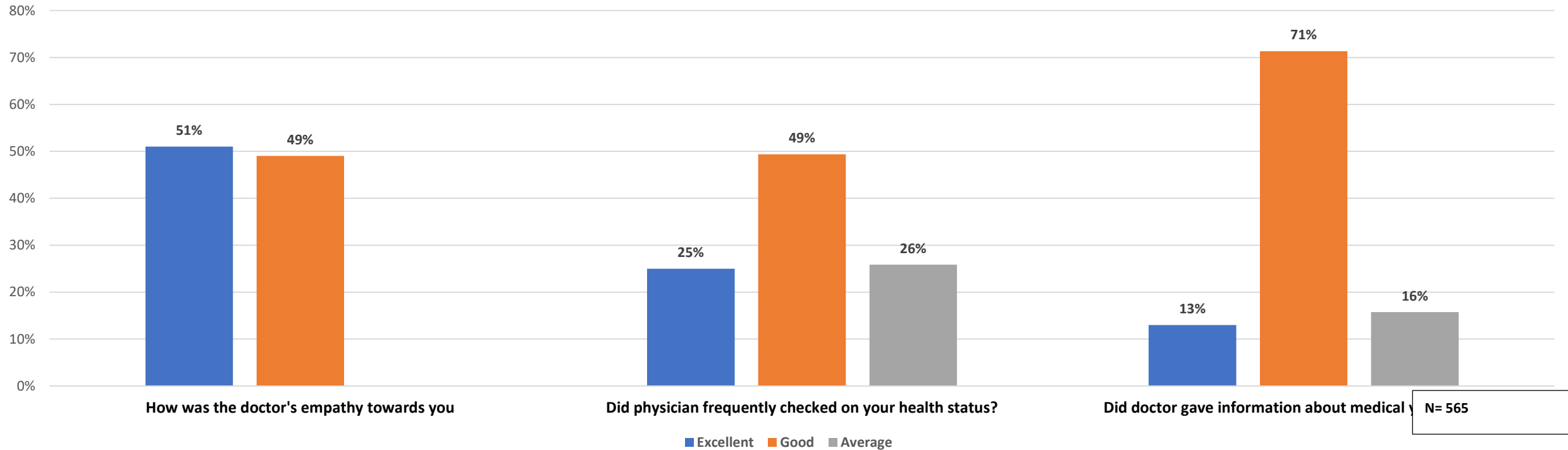


Interpretation

Assessment of Nurses was major turnkey in patient's satisfaction in which the results where

- In the nurse response section 22% of them felt quick response i.e less than 5mins, 45% of them felt good which was between 5-10 mis, rest 33% felt average as nurse response was between 10-15 mins. This shows satisfaction was not high.
- In this 30% of them felt nurse treatment was excellent, 64% of them felt good and rest 6% felt average about nurse assistance in Emergency services.
- In this 22% of them felt nurses were quite willing to help with their queries, 74% felt good and 5% felt average about it.
- In total responses 39% of them felt nurses kept excellent track of their health status, 55% felt good and rest 6% average about these services

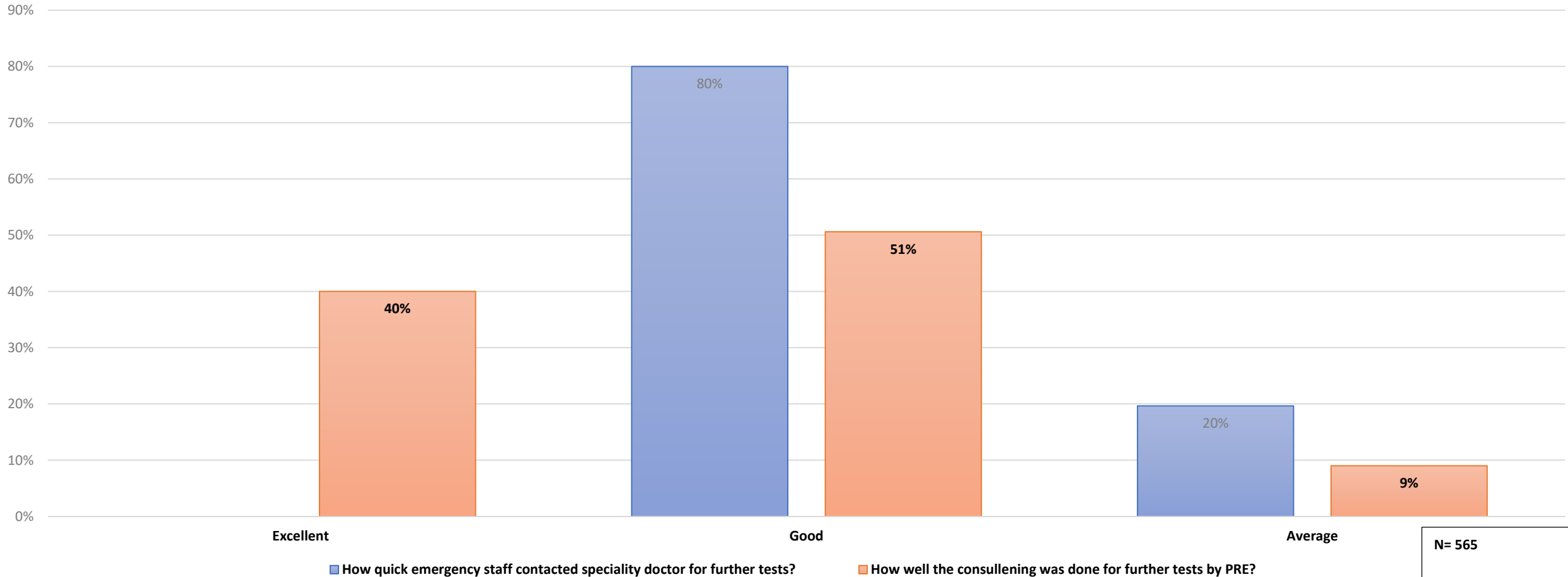
DOCTOR SERVICES IN EMERGENCY ROOM



Interpretation

- In this section 51% of the respondents felt doctor's empathy was quite high and rest 49% of them felt good.
- In this 85% of them felt doctor gave top priority for disclosing pain and rest 15% felt as second priority.
- In this 25% felt physician frequently checked on their health stat, 49% felt good and rest 26% felt doctor haven't frequently checked.
- Regarding disclosing of medical reports 13% of them felt excellent as specialty doctor have advised them, 71% of them felt good as general doctor had advised them and rest 16% felt average as nurse disclosed the reports to them.

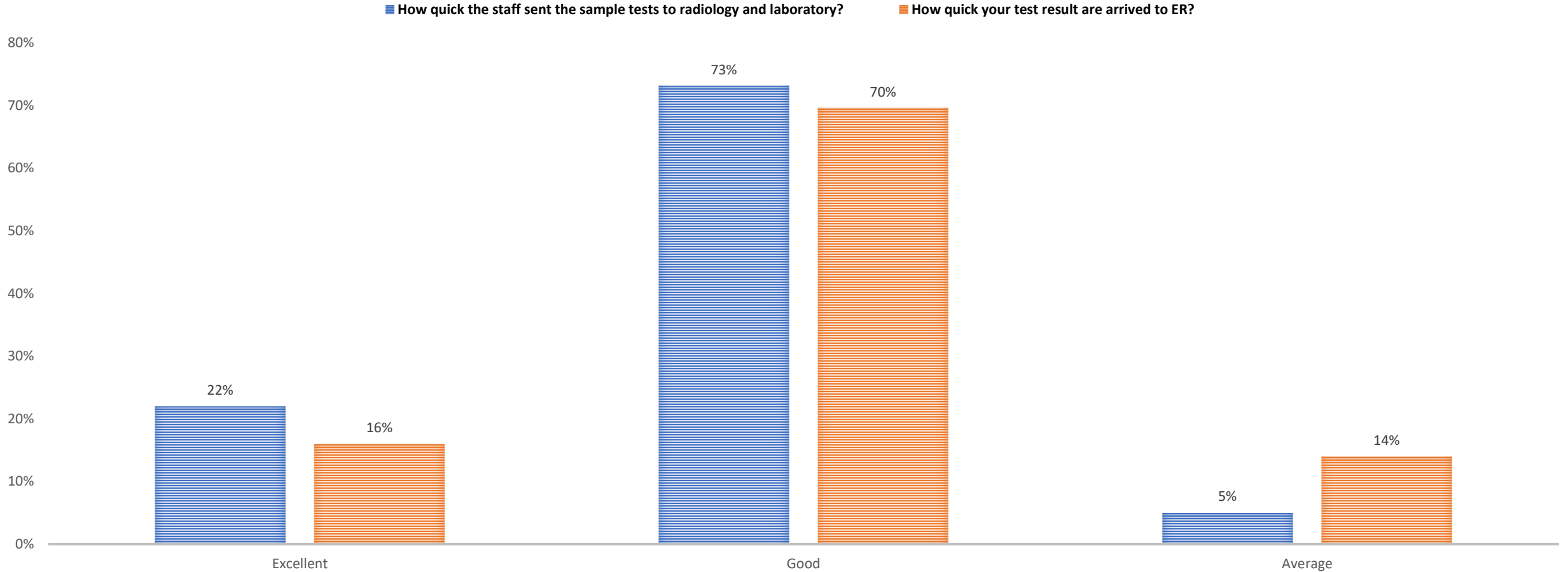
FRONT OFFICE SERVICES



Interpretation

- In communication section 80% of them felt good response regarding contacting specialty doctor for further tests and 20% felt average as the specialty doctor delayed in arriving Emergency room.
- 40% of the respondents felt counselling by PRE was excellent, 51% felt good and rest 9% felt average.

LABORATORY SERVICES IN EMERGENCY ROOM

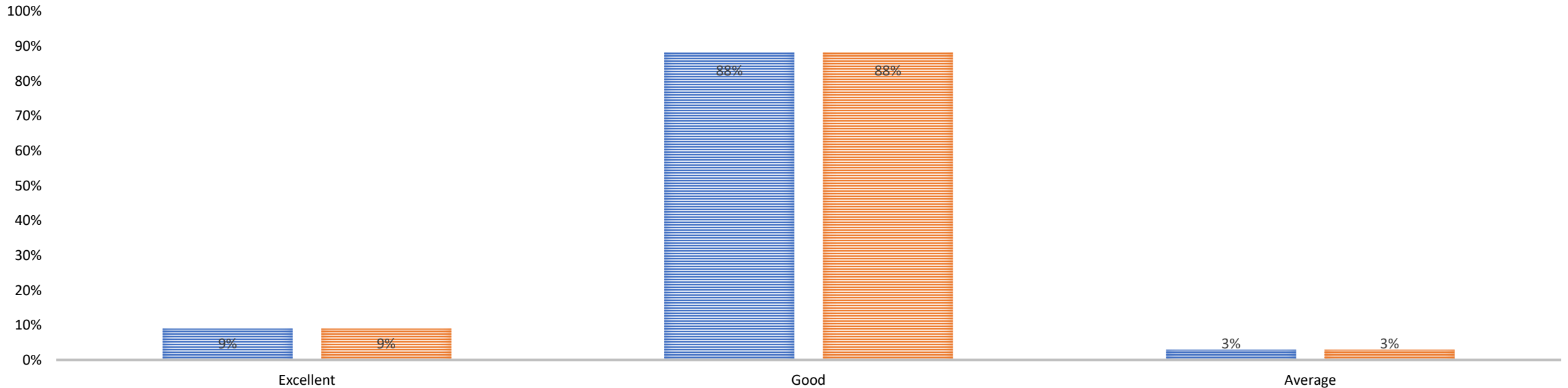


Interpretation

- In this section 22% was excellent, 73% was good and rest 5% was average by staff for sending samples for testing in lab.
- In result section 22% of them were quick, 73% was good which was around 60-90 mins and rest 14% were average.

RECOMMENDATION OF CITIZENS HOSPITAL SERVICES

■ How would you recommend this hospital to your family and friends ■ How would you recommend yourself to this hospital

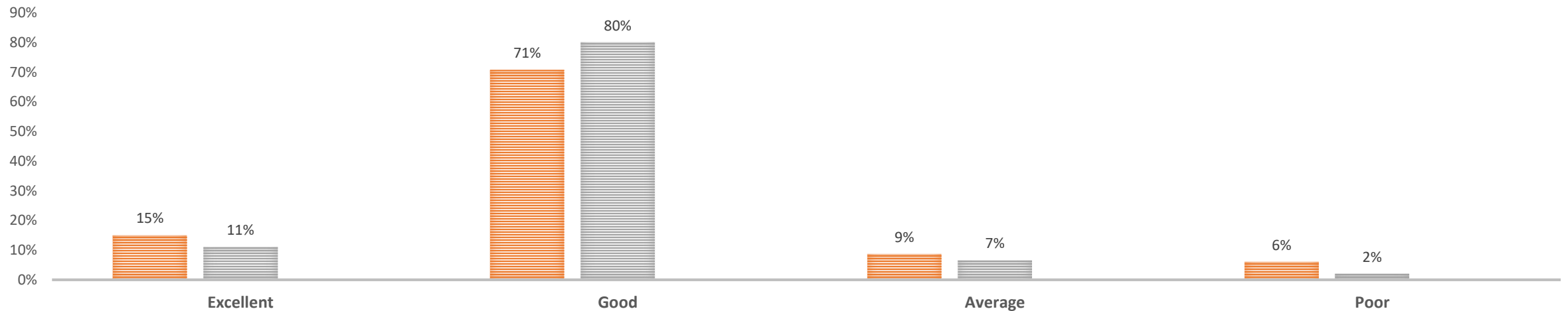


Interpretation

- In hospitality section patient 10% of them excellent, 77% of them was good and rest 13% was average regarding comfort in ER.
- 16% of them felt excellent, 70% felt good and rest 14% as average in updating about patient condition to family.
- 10% was excellent, 77% of them felt good and rest 13% felt average about explaining home care instructions during discharge

DISCHARGE PROCESS

What was your satisfactory rate during billing (Cash/Corporate/Membership)? How quick the discharge process done Discharge process

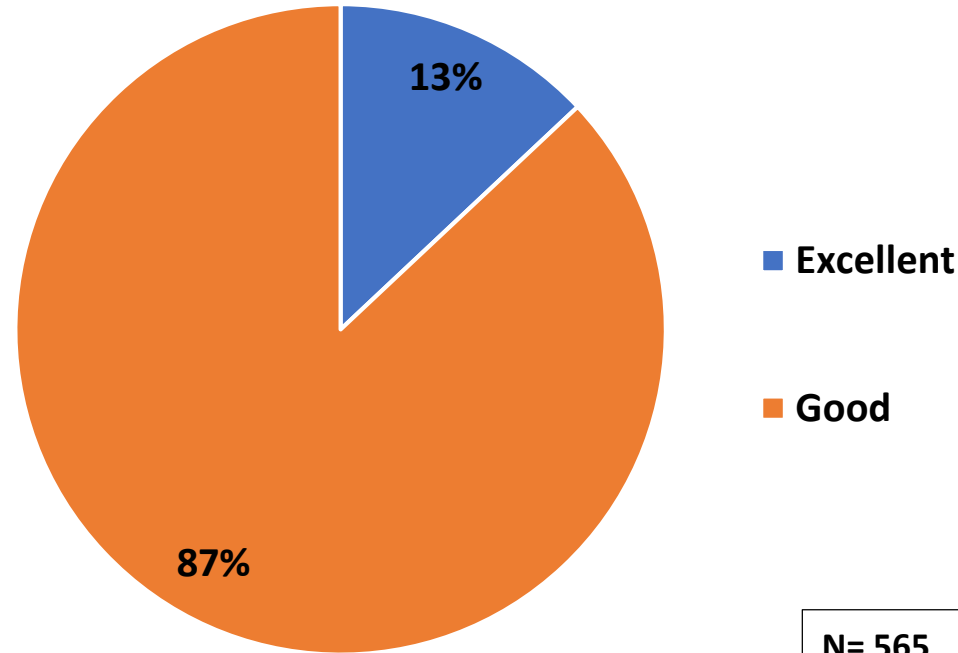


Interpretation

- In discharge formalities 11% of them felt excellent, 77% felt good , 9% felt average and rest 3% felt poor. There is significance dissatisfaction in this process.
- When it comes to satisfaction in billing 15% of them felt excellent, 71% felt good , 9% felt average and rest 9% felt poor. As the respondents felt variations in method of pay in relation with satisfaction.
- In discharge process 11% of them felt excellent, 80% felt good , 7% felt average and rest 2% felt poor. As there is delay in overall discharge and that show significant dissatisfaction in discharge.

RESULTS BASED ON SATISFACTION

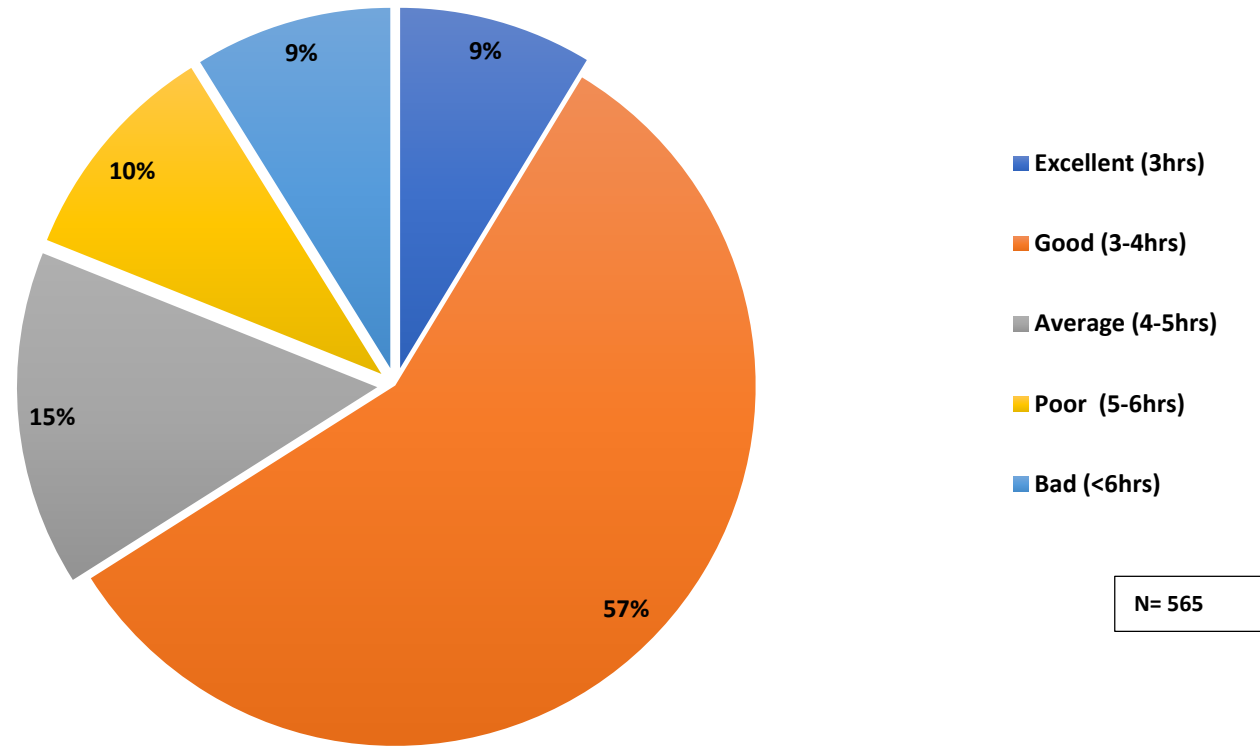
OVERALL SATISFACTION BY PATIENT



Interpretation

- Based on patient's overall responses to each indicator 13% of the total scored as excellent and rest 87% as average which is the most perceived satisfaction score.
- But this delay didn't effected the perceived scores in emergency room.

OBSERVED SATISFACTION BASED ON TOTAL STAY



Based on total stay which is Turnaround time 9% of the total respondents had their stay less than 3hrs, 57% of them stayed for 3-4 hrs, 15% of them stayed for 4-5hrs, 10% of them stayed for 5-6hrs and rest 9% stayed more than 6hrs in Emergency room.

LIMITATIONS

There are few limitations

- As achieving information from all the patients was not feasible.
- Language barrier was also occurred as some of the respondents couldn't understand the local language
- Dynamic of ED is high and couldn't gather data at same time.
- Patients were in trauma and were not willing to become respondents.

CONCLUSION

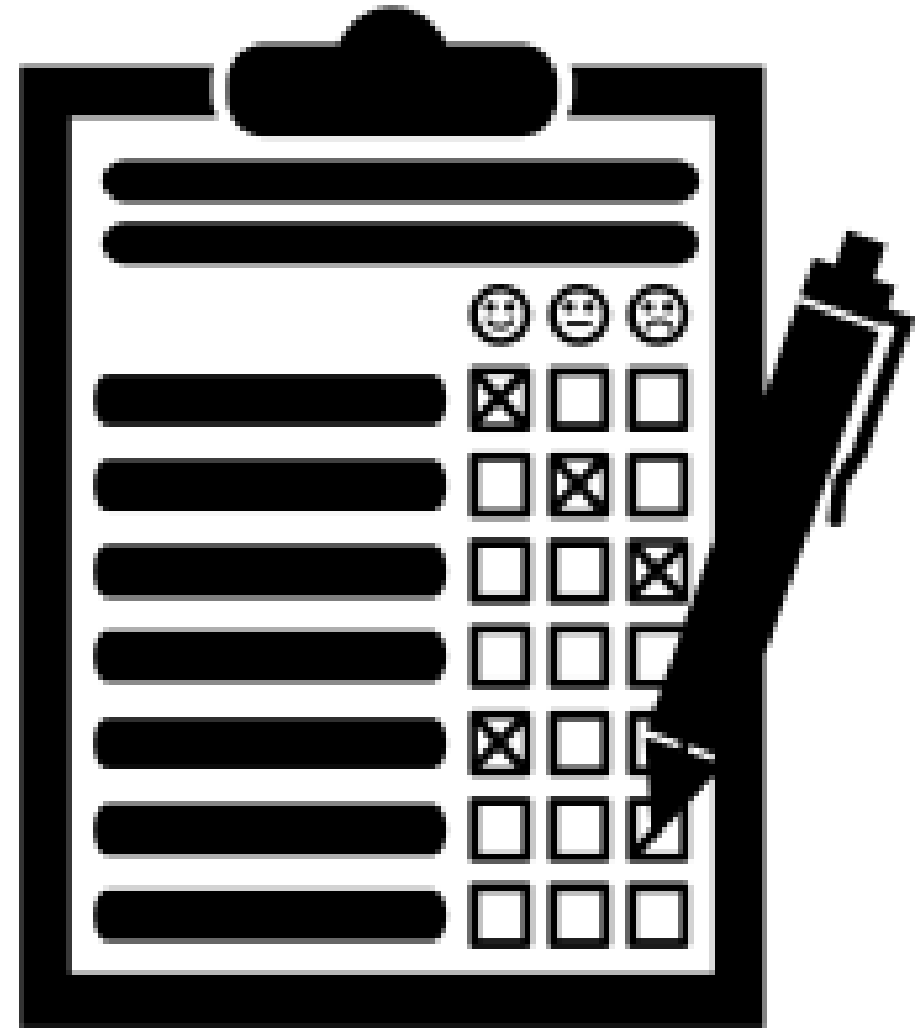
This study reveals that the most commonly identified drivers of patient experience include

1. Factors related to communication, wait times, staff empathy, lab report, billing and discharge.
2. These are the factors that caused dissatisfaction even though long stay was not a major factor.
3. As all these factors are interlinked to each other causing gradual delay and parallelly dissatisfaction in patients. These can be communicated and can be decreased with increased efficiency and forward planning

RECOMMENDATIONS

- Nurses should assist the patient immediately when they call as some of the respondents felt there was delay which cause dissatisfaction.
- There is lag in communication in between staff for contacting specialty doctor which can be decreased by immediate action to contact required doctor for suggestion.
- PRE staff should be communicated on time by medical staff to decrease misled billing charges.
- Sometimes patient dissatisfaction can be decreased by frequent update about bill as it can be major factor for unaffordable patients.
- House-keeping staff should be increased to decrease Lab reports turnaround time.
- False belief regarding insurance or corporate schemes applicable in ED should be decreased especially in illiterate patients as it creates dissatisfaction during billing and discharge time.

ER QUESTIONNAIRE



A black and white icon of a clipboard. The clipboard has a black frame and a black clip at the top. Inside the frame is a white sheet of paper with a checklist. The checklist consists of eight horizontal bars, each followed by three checkboxes. The first three checkboxes are labeled with smiley face icons. The checkboxes are arranged in a grid. A black pen is positioned diagonally to the right of the clipboard, pointing towards the bottom right corner of the paper.

	😊	😐	😞
	☒	☐	☐
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Parameters
How did you feel welcome to the emergency department
How hygienic the ER is
Is the patient identification and documentation done accurately
How quick the registrations are done
How did they give priority according to current condition of patient
How quick the Doctor assessment was done
How quick the bed placement is done
How quick nurse assessment done after bed placement
How quick the nurses responded when you call them
How did nurses treated you during the admission
How willingly nurses where there to answer your questions
How often nurses checked on you and how well they kept track of your status
How was the doctor's empathy towards you

Did doctor gave opportunity to disclose your pain?
Did physician frequently/necessarily checked on your health status?
How well the information given to you about medical tests and its importance?
How quick emergency department staff contacted PRE for further tests?
How well the counselling was done for further tests?
How quick the staff sent the sample tests to radiology and laboratory?
How quick your test result are arrived to ER?
How comfort the patient is
How well nurses/physicians kept your family/ friends informed about your condition and needs ?
How ease was it to complete the documentation during discharge?
What was your satisfactory rate during billing (Cash/Corporate/Membership)?
How well the home care instructions given to you while discharge
How quick the discharge process done
what is the total length of stay(hrs)



Thank
you!!