



Research Article

Examining patient satisfaction with emergency department care at a district headquarters hospital, Kasur, Punjab

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Abstract

Patient satisfaction is an important issue in the healthcare process, which also plays a crucial role in measuring the effectiveness of healthcare delivery. Moreover, patient satisfaction has absolute importance in the quality assessment as its comprehensive analysis can highlight both the well-functioning and problematic aspects of a hospital. Present study was performed to assess the patient satisfaction in Emergency Department of DHQ Hospital Kasur. This study was Descriptive cross-sectional, conducted in the emergency department at district headquarters hospital, Kasur, Punjab. The sample size of this study was 382 patients. A survey was conducted to collect the target data via close-ended questionnaire. SPSS, version 24 was utilized to analyze the data. The findings of this study show that there was not a single patient who reported a lower level of satisfaction. The majority of the respondents (82.7%) reported a moderate level of satisfaction. A minority of the patients (17.3%), reported a higher level of satisfaction with emergency department care in DHQ Hospital Kasur.

Keywords: Health, satisfaction, patients, Patient, Healthcare

Introduction

Satisfaction refers to a state of pleasure or contentment with an action, event or service, especially one that was previously desired (Vogus & McClelland, 2016). Regarding clients, satisfaction is the level of happiness that clients experience having used a service. It therefore reflects the gap between the expected service and the experience of the service, from the client's point of view (Yu et al., 2016). Furthermore, patient satisfaction is the patient's perception of care received compared with the care expected (Tsai et al., 2015). One of the World Health Organization's (WHO) six building blocks of health systems is the delivery of health services that are effective, safe and of good quality for those who need them (Shakarishvili et al., 2010). At a hospital level, providing a quality service is usually challenged by patient flow and the urgent nature of care in the emergency department further suppresses the effort. And hence, assessing the patients' satisfaction as a quality of care indicator is required to monitor the non-technical aspects of quality of care in such settings (Quaschnig et al., 2013).



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Measuring client or patient satisfaction has become an integral part of hospital/clinic management strategies across the globe (Bleustein et al., 2014). Moreover, the quality assurance and accreditation process in most countries requires measuring the satisfaction of clients on a regular basis (Dimova et al., 2017). Moreover, patient satisfaction had been an important issue for health care managers and health care providers (Tateke et al., 2012). Among factors influencing patient satisfaction, the relationship between health care providers and patients was reported to be the most influential (Jaklić & Kovač, 2015). Meanwhile, expectation about the services, perceived adequacy of consultation duration, welcoming approach and perceived body signaling are considered as determinants of satisfaction (Atari et al., 2014).

Patient satisfaction is an important issue in the healthcare process, which also plays a crucial role in measuring the effectiveness of healthcare delivery (Al-Abri & Al-Balushi, 2014). Moreover, patient satisfaction is of absolute importance in the quality assessment as its comprehensive analysis can highlight both the well-functioning and problematic aspects of a hospital (Vedovetto et al., 2014). Some researchers believe that improving work processes and hospital quality is not possible without taking patients' requirements, expectations, and satisfaction into consideration (Alijani et al., 2015). The structures and processes of care can be measured by patient reported experiences (Soleimanpour et al., 2011). Patient satisfaction is a demand placed on each department of every hospital, especially the emergency department. It is broadly a worthy goal and a potentially important mediator for a range of outcomes (Handel et al., 2014). A variety of factors influence patient perceptions of the care. Provided, including actual waiting times, the patients' right to receive detailed explanations of and information regarding multiple aspects of diagnosis and treatment, staff cooperation, the emergency department environment, and department adherence to healthcare standards, its assessment must be multi-dimensional.

Methodology

Research Design

Descriptive Cross-sectional study was employed in this study. This study was carried out in the Emergency Department, District Headquarter (DHQ) Hospital, Kasur, Pakistan.

Sample Size

The sample size of this study was calculated by using formula of prevalence Manzoor et al. (2019) based on the following inputs: 5% margin of error, 95% confidence level, population size of 382 patients who visited to emergency Department, DHQ hospital Kasur was selected. Non-probability purposive sampling was used for the selection of respondents.

Inclusion Criteria

- All adult patients (more than 18 years of age) admitted to the ED (Emergency Department) for the first time for one week.
- Patients who stayed in the hospital for less than one week.

Exclusion Criteria

- Patients with communication difficulties, language barriers, and those with critical conditions (e.g., major trauma), and doctor's families were excluded.
- Patients with co-morbidities taking anti-cancer drugs.
- Patients with a history of admission of the emergency department previously.

Data collection

A structured questionnaire was prepared in consultation with healthcare givers (Doctor, Nurses, and Paramedics), working in the Emergency Department. These questions are in a dichotomous format (yes or no) (Weinick et al., 2014). The questionnaire is comprised of two parts:

○ First part consisted of information about demographic characteristics of patients such as age, gender, educational status, occupation monthly income and residence.

○ The second part of the questionnaire consisted of questions related with patient satisfaction level, depending upon the scale used.

Collected data were analyzed using the Statistical Package for Social Sciences (SPSS).

Ethical consideration

The rules and regulations set by the ethical committee of (University of Lahore) UOL were followed while conducting the research, respecting fully the rights of the research participants.

- Informed consent (attached) in written obtained from all participants.
- Information and data collected from participants were kept confidential.
- Participants remained anonymous throughout the study.
- The subjects were informed that there were no disadvantages or risks related to the procedure of the study.
- They were also informed that they could withdraw at any time during the process of the study.

Results

Table 1. Demographic profile of study participants.

Variable	Description	Frequency	%
Age	18-<45	240	62.6
	45-<65	123	32.2
	>65	19	5.2
Gender	Male	213	55.4
	Female	169	44.6
Level of Education	Illiterate	215	55.7
	Primary	82	21.4
	Middle	16	4.4
	Up to grade 12	48	12.6
	Undergraduate	19	5.2
	Graduate	2	0.8
Overall, Health (Perceived by Patient)	Bad	89	23.2
	Average	203	52.8
	Good	79	20.6
	Very good	7	2.1
	Not know	4	1.3

Table 1 showed demographic information of patients such as age, gender, level of education and overall health. According to this table, 240 (62.6%) patients were 18-<45 years old, followed by 123 (32.2%) patients who were 45-<65 years of age while very few, 19 (5.2%) were more than 65 years old. Males, 213 (55.4%) were more than females, 169 (44.6%). As for educational level was concerned, 215 (55.7%) were illiterate.

Table 2. Frequency and reasons for visiting Emergency and mode of transport used for reaching the Emergency department.

Variables	Description	Frequency	%
Reached Emergency Via Ambulance	Yes	103	27.3
	No	279	72.7
Reason to Come Emergency	Accident	131	34.0
	Newly diagnosed	125	32.5
	Already diagnosed	107	28.1
	not known	19	5.4
Patient's Attendant	Yes	356	92.5
	No	26	7.5
Visited Emergency in Last 6 Month	one time	206	53.6
	2 times	64	16.8
	3 times are more	60	15.7
	not know	52	13.9

Table 2 shows that 279 (72.7%) did not get the facility ambulance to reach ED. Regarding reasons for coming to ED, 131 (34%) came due to an accident, 125 (32.5%) had a problem, diagnosed not previously, 107 (28.1%) had problem, diagnosed already while only very few, 19 (5.4%) did not know their ailment. 206 (53.6%) patients visited ED for the first time, 64 (16.8%) had visited 2 times, 60 (15.7%) visited 3 times in the last six months.

Table 3. Statistical analysis of Emergency Services provided in ER.

Variables	Description	Mean \pm SD	t-test	F	P
Emergency Services	N=382	7.80 \pm 2.25			
	Male (212)	7.68 \pm 2.35	-1.195	0.773	0.38
	Female (170)	7.95 \pm 2.12			

Table 3 shows mean of emergency services according to male (212) patients were 7.68 \pm 2.35 and for female (170) patients were 7.95 \pm 2.12 and for total (382) patients was 7.80 \pm 2.25. Overall p-value was 0.38 showing the non-significant relationship.

Level of Patient Satisfaction with Emergency Department Care in DHQ Hospital Kasur

For measuring patients' satisfaction, the researcher computed all (twenty responses) of satisfaction scale and then distributed it into three categories (1-13: Lower Level, 14-27: Moderate Level and 28-40: Higher Level). These findings (Table 4) showed that the majority, 321 (82.7%) respondents reported moderate level of satisfaction. Minority of the patients, 67 (17.3%) reported higher level of satisfaction with emergency department care and not a single patient reported lower level of satisfaction.

Table 4. Patients satisfaction level.

Level of satisfaction	F	%
Lower	0	0
Moderate	321	82.7
Higher	67	17.3

Conclusion

The majority of the respondents (82.7%) reported moderate level of satisfaction. There is minority of the patients who reported higher level of satisfaction with emergency department care in DHQ Hospital Kasu. The results of the study showed majority of the patients are given proper treatment without delay, majority get first aid immediately, treated the diagnosed issue, received proper treatment, doctors examined them politely and adequate time. A significance majority of the respondents reported that they will refer the emergency department of DHQH Kasur to their relatives and friends.

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