



Service Priorities and Programmes
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Doctors' and Patients' Satisfaction Survey on Anticoagulation Therapy Nurse Clinic (ATNC) Service

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Introduction

The Anti-coagulation Therapy Nurse Clinic (ATNC) in Tseung Kwan O Hospital started service in July 2009. It is led by cardiac specialty nurses to assess and to monitor patient's INR. Specialty interventions are mainly the delivery of protocol-driven drug titrations, patient health education and self-management strategies. With patients' and doctors' input and engagement, this satisfaction survey is a tool to confirm users' satisfaction level and to improve the quality of care being provided.

Objectives

1. To evaluate doctors' and patients' satisfaction with the ATNC services. 2. To identify improvement areas of the ATNC services. 3. To develop quality improvement action plans by reviewing the ratings and feedback.

Methodology

Within the selected survey conducting period, all patients or relatives who attended ATNC were invited to self-administer the questionnaires. The questionnaires for patients have been specially designed. It consisted of five-Likert statement to collect the opinions from respondents on clinic environment, nurse attitude, assessment, treatment and education. Patients or relatives were instructed to drop the completed questionnaire to a well designed ATNC survey collection box. All medical doctors were invited to complete the questionnaires by e-mail and by distribution. The questionnaires for doctors consisted of five-Likert statements regarding the Warfarin titration strategies, Warfarin related complications, admission rate, hospitalization length of stay and overall satisfaction of the ATNC service. Questionnaires with more than 15% of questions unanswered were considered invalid.

Result

Main results: For patient satisfaction survey, patient who had attended ATNC during 1st April 2011 to 30th September 2011 were included. A total of 125 patients attended ATNC. The response rate was 67%. The scores on issues relating to environment, nurse attitude, assessment, treatment and education were "very good". More than 88% respondents rated them "more than good". For doctor satisfaction survey, a total

of 40 doctors were included during 1st April 2012 to 30th June 2012. The response rate was 75%. All the doctors were satisfied with the service. They agreed that Warfarin titration strategies which were led by cardiac specialty nurse were useful. 94% of doctors agreed that ATNC service would decrease Warfarin related complication. 97% of doctors agreed that ATNC service would reduce admission rate and shortened the hospitalization length of stay. Conclusion: Both patients and doctors appear to have high levels of satisfaction with the service of Anti-coagulation Therapy Nurse Clinic (ATNC). The result is of paramount value and importance to the specialty nurse service, as it is used to provide important data for service provider about any areas for improvement.