



**Service Priorities and Programmes
Electronic Presentations**

Convention ID: 191

Submitting author: Dr Kit Ling FAN

Post title: Associate Consultant, Queen Mary Hospital, HKWC

Developing a patient satisfaction measurement tool for Emergency Medicine ward and the preliminary results

Fan KL, Kwok CF, Tsang SM, Leung LP, Tsui SH

Accident & Emergency Department, Queen Mary Hospital, Hong Kong

Keywords:

patient satisfaction

Introduction

The Emergency Medicine (EM) ward model was introduced in 2007. There have been no studies on patient satisfaction with the EM ward service. The Hospital Authority (HA) conducted a patient satisfaction survey about their in-patient journey in 2010. However, the survey did not include EM ward patients. Furthermore, the EM ward model of care differs from other in-patient settings in many aspects. The 77 item questionnaire used in the survey also seems too long to administer in a busy EM ward. Thus, the tool and results may not be applicable to EM ward patients.

Objectives

To develop a satisfaction measurement tool in EM ward emphasizing on brevity and relevance to the EM ward model of care.

Methodology

Patients treated in the EM ward of Queen Mary Hospital for the first time were recruited by convenience sampling. Cantonese-speaking patients of both sexes and all ages with any clinical indications of admission were included. For those under age 16, a parent or adult caretaker served as informant. Excluded were those mentally unstable, incompetent to give consent because of lack of an adult guardian or cognitive impairment, or unable to understand Cantonese. Six aspects of services were identified to be most important in patients' perception of satisfaction in a previous study. These 6 aspects were used to construct a questionnaire for satisfaction measurement. Two additional items i.e. the global satisfaction and acceptability of future re-utilization of the EM ward served as anchor items. All items were ascribed a 10-point Likert scale. Criterion validity was examined by the correlation of the total satisfaction score with the two anchor items. The reliability of the instrument was examined by Cronbach's alpha coefficient. Descriptive statistics were used for analysis.

Result

197 patients were successfully recruited between 17/11/2013 and 31/1/2014. The average age was 60.7 years. Gender distribution was approximately equal. The correlation coefficient between the total satisfaction score and the two anchor items was 0.92 and 0.90 (both $p < 0.001$) respectively. The Cronbach's alpha coefficient

was 0.92. They suggest good criterion validity and reliability. The average total satisfaction score was 55.0 (score 60 being most satisfied and score 6 not satisfied at all). Conclusively, a valid and reliable measurement tool has been constructed.