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High Level of satisfaction in HKEC Emergency Nurse Clinic Service by a questionnaire survey

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Introduction

An Emergency Nurse Clinic has been established in Accident and Emergency Department of Pamela Youde Nethersole Eastern Hospital since September, 2011. The aim is to reduce the waiting time and the processing time of A&E attendance. Until now, over three thousand and five hundred patients were managed by the nurse clinic. In order to provide better service, evaluation is performed one year after launching of Emergency Nurse Clinic. The areas of evaluation include clinical management, time management, communication and emotional support and also acceptability.

Objectives

To determine the level of satisfaction in terms of care and acceptance of the service provided by nurse clinic in emergency department

Methodology

A descriptive study was conducted by satisfaction questionnaire being distributed to participants by taught clinic assistants after a clinic visit as convenience samples. Subjects were recruited when they attended the A&E Department and were managed by the Emergency Nurse Clinic or when they attended the follow-up clinics. Age, sex, waiting time and reason for clinic visit were also collected. The satisfaction survey contains 9 items loaded into four domains: Clinical management, time management, communication support and acceptability. The results were based on Likerts' scales (1 = strongly agree to 5 = strongly disagree). A total satisfaction score for each individual was calculated by adding responses to the 9 items inquiring about satisfaction with care (e.g. score between 9 and 45). A lower score indicated higher level of patient satisfaction. Scorings of patients with wound and without were compared by Mann-Whitney U test.

Result

One hundred and fourteen patients were recruited to complete the survey (n = 114). 56 (49.1%) were A&E attendants and 58 (50.9%) were seen in the F.U. clinic. There were 54 females (47.4%) and 60 males (52.5%). Mean age was 47.5 ± 16.76 years (ranged from 1 years old to 83 years). 97 (85.1%) patients had open-wounds. Mean satisfaction score was 12.79 ± 3.25 (range 9-23). Patients with wounds had a significant higher median scores than those without (12 vs 10; $p=0.006$). They also had significant higher score than those without wound in the domain of time management ($p=0.024$) and acceptability ($p=0.012$). The scores were similar between different sexes, whether they were recruited from initial A&E attendance or from the subsequent follow-up clinics. The scores were not associated with age, waiting time, length of stay or processing time. Conclusion Overall the patients attending the nurse clinic had high level of satisfaction i.e low satisfactory score of the questionnaire. Those with a wound had less satisfactory scoring, possibly attributable to time management and acceptability domain. The findings need a larger scale study to confirm. Time management and acceptability of patients may be potential areas for further improvement in the clinic..