



Service Priorities and Programmes
Electronic Presentations

Convention ID: 53

Submitting author: Miss Shuk Man LO

Post title: Nursing Officer, Alice Ho Miu Ling Nethersole Hospital, NTEC

Patient Satisfaction with their stay in one regional Emergency Medicine Ward

*Lo SM (1), Wong ML(2), Lee LY (1), Yeung SD(1), Chan TS(1), Chair SY (2)
(1)Accident and Emergency Department, Alice Ho Miu Ling Nethersole Hospital, HKSAR, (2)The Nethersole School of Nursing, Faculty of Medicine, The Chinese University of Hong Kong, HKSAR*

Keywords:

patient satisfaction

emergency medicine ward

Introduction

Emergency Medicine Ward, a short stay unit for sub-acute admission, provides continued patient management to reduce the length of hospital stay and overcrowding in the Emergency Department.

Objectives

The aims of this study are to examine the determinants of patient satisfaction in Emergency Medicine Ward (EMW); and to evaluate patient's perception and understanding on the characteristics of Emergency Medicine Ward.

Methodology

This was a quantitative, prospective survey using self-administrated questionnaire conducted on patients who were admitted to EMW from 1st December 2010 to 31st December 2010.

Result

In December 2010, 183 patients were eligible and voluntary participated in the study. The three main diagnoses were chest pain (20.7%), dizziness / syncope (17.0%), and asthma / Chronic Obstructive Airway Disease (14.1%). Apart from this, 8.7% patients were admitted for post-operative urology and surgical care such as Cholecystectomy and Transurethral Retrograde Prostatectomy. Their mean length of stay was 17.8 hours, and thereafter 78.7% patients were discharged home directly from Emergency Medicine Ward. Most of the patients have adequate knowledge and understanding on the operation of Emergency Medicine Ward. There were 59.6% patients prefer to choose Emergency Medicine Ward on next admission. The mean satisfaction score was 8.37 out of 10 (95% CI: 8.11 to 8.62). Age was a significant determinant on the overall satisfaction ($p = 0.01$), whereas elderly patients (aged >65) rated higher satisfaction score than those younger patients. Conclusions: Majority of the patients were satisfied with their stay in Emergency Medicine Ward with regard to discharge planning. They recognized that EMW is an alternative admission pathway in facing the access block in ED.