



## Service Priorities and Programmes Electronic Presentations

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**What aspects of emergency medicine ward service do patients care most about?**

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**Introduction**

The Emergency Medicine (EM) ward model of care is a unique one. It differs from other in-patient settings in several aspects. The EM ward is an integral component of an Accident & Emergency department. All admissions are unscheduled. Patient admission and discharge occur all day round. Patients of both genders and any age groups are treated in the same ward for acute clinical conditions across different specialties. Their length of stay is mostly less than 48 hours. The clinical care is primarily provided by EM specialists with ward rounds conducted 4 to 5 times a day so that patients are actively treated and reviewed. With these differences, the experience of patients is likely different from their stay in other in-patient settings.

**Objectives**

To investigate the aspects of emergency medicine ward service patients cared most about.

**Methodology**

This was a questionnaire survey of a random sample of patients treated for the first time in the EM ward of Queen Mary Hospital between 21 February 2013 and 20 March 2013. Eligible patients were interviewed in person by a trained registered nurse. The questionnaire consisted of 25 questions centred on 5 themes: the physical environment, the operational logistics, the clinical care provided by the emergency physicians (EP), the nursing care and the post-treatment issues. Patients were asked to rank the importance of the different aspects of EM ward service with a score of 1 (least important) to 10 (most important). Descriptive statistics were used for data analysis.

**Result**

115 patients were successfully interviewed. The response rate was 87.8%. Overall, the quality of EP care was the aspect of service most cared about by patients. There were 6 aspects of care having the highest median score: courtesy, respect and professionalism of physicians and nurses, physician explanation of patient's clinical progress and timely response to patient's problem or query by a physician. This survey is the first study about patient perception of satisfaction of the EM ward model

of care. It has identified 6 aspects of service that patients considered most important with regard to their perception of satisfaction. These findings would be used in the construction of a measurement tool for patient satisfaction about the EM ward service.