



Service Priorities and Programmes Electronic Presentations

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Enhancement Emergency Nursing Service to Improve Patient's Satisfaction Level

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Introduction

Emergency Nurse Practitioners (ENP) have provided service in the Accident and Emergency Department of Yan Chai Hospital (YCH) since 2013. They primarily treat a wide range of minor injuries and illnesses. They assess, diagnose, investigate and treat patients under medical supervision in order to deliver the service.

Objectives

- (1) To shorten patient's waiting time for consultation
- (2) To shorten patient's length of stay
- (3) To improve patient's satisfaction level

Methodology

A structured questionnaire was employed. Participants were required to identify their degree of satisfaction according to the dichotomous questions. During the survey period, all selected participants were interviewed face-to-face by nurse. Subjects were (1) mentally sound patients and (2) Parent of patients aged under 16 years.

Result

From October to December 2016, ENP service reduced patient's waiting time for consultation and length of stay by 44 minutes and 31 minutes respectively. From May 2014 to September 2016, a total of 114 questionnaires were collected. Overall results were satisfaction. According to patient satisfaction survey in 2016, all patient replied that they knew how serious about their illness and expected changes over the next few weeks. Almost all patients (97%) felt that nurses really understood their condition and let them know about the illness. Moreover, all patients felt that nurses are friendly and they established a care plan for patients seriously.