Patients’ satisfaction in governmental Egyptian emergency departments

Abstract

Introduction: Patient satisfaction is one of the core objectives of health care facilities and an indicator of how well the patient is being treated. It refers to the quality of care while a growing factor in the effectiveness of hospital services. More and more hospitals are starting to pay attention to patient experience.

Aim: To identify the aspects of satisfaction of patients and their families in both adult and pediatric governmental Emergency Departments and their recommendations of improvement.

Methods: Cross section survey using (Brief Emergency department Patient Satisfaction Scale (BEPSS). The sample size was 300 patients, 150 from adult emergency at Mansoura hospital and 150 from pediatric emergency at Bannha hospital as a convenience sample.

Result: The waiting time in the adult ED ranged from (5 minutes to 120 minutes) and most admissions were at the morning shift. While at the pediatric hospital the waiting time ranged from 5 minutes to 100 minutes) and most of admissions were at the afternoon shift. The results showed that the main domain in BEPSS in adults was respecting patient’s family while in pediatric it was the nurse’s care about treatment. The main recommendation of improvement in pediatric ED was modifying the procedures while in adult ED was training the physicians.

Conclusion: Training physician is the main domain recommended by patient and their families of improvement in adult ED while modifying procedures and skills for both nurses and physician is the main domain in pediatric ED.

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Biography

Noha Rashed RN PhD, Lecturer at Faculty of Applied medical Science, Misr University for Science and Technology- Nursing Major, Egypt. She has Total Quality Management from American University in Cairo (AUC) 2007 Master degree of Quality of Health care from Alexandria University 2010 and PhD in Nursing, Cairo University 2015. She was 26 years old when I started a new job abroad at Saudi-German Hospital as a nursing supervisor and Nursing Educator, but over my lifetime, she has visited many countries during university study to discover a people and places. These trips reminded me of the life how the value of system, Communication skills and empowerment of staff. Most of my research papers are concern of improving the nursing care services and patient safety from the scope of quality. She has worked for nursing school at Cairo University and Misr University for Science and Technology since I have graduated. Additionally, she has worked for Alsafova, Al Nile, and Saudi-German and New El Kaser- El Ainy hospitals for different position as a leader.