

Satisfaction Survey of Accident and Emergency Department in a Tertiary Care Hospital of SKIMS

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Received: 19/08/2014

Revised: 05/09/2014

Accepted: 25/10/2014

ABSTRACT

Background and objectives: An Accident is as an unexpected unplanned occurrence which may involve injury or an unpremeditated event resulting in recognizable damage as recommended by American Hospital Association while as emergency means that the patient requires immediate medical attention. The disorder is acute and potentially threatens the life or function.

The main objective of the study was: to develop a profile of patients admitted through Accident and Emergency Department, and explore their satisfaction in the backdrop of the existing nursing protocol of accident and emergency patients.

Methods: The researcher presented the Questionnaire in the form of interview schedule. The data was retrieved from patients, patient's attendants and case sheets. Area of study were various levels of Accident and Emergency department, i.e., level II (emergency reception), level III (observation ward), and level IV (ward 2A). Total number of patients studied were 600 i.e., 200 hundred in each level.

Results: We found that 5% of patients admitted in A/E were from the age group 0-14 years and 62% from the age group 15-39 years. 55% of the patients were male while as 45% belong to the female group. Geographical distribution reveals that maximum percentage (70%) of A/E patients were from rural area. Admission timings of the patients reveal that 43% were admitted between 6-12 pm, 71% of the total patients belong to medical while 29% surgical emergencies. Satisfaction survey patients admitted in A/E reads 58% of respondents were satisfied with availability of trolleys, wheel chairs etc while 62% were satisfied with availability of physical facilities. 96% of the patients considered space area of A/E as unsatisfactory. Parking facilities were considered to be inadequate by 60% of the study subjects.

Interpretation and conclusion: Out of 600 patients, 96% were not satisfied with the space area of emergency reception as 30% of patients have to be kept on floor. The study highlights the provision of patient care at A/E department of SKIMS. The study recommends requirement of more space area for emergency reception.

Key words; survey satisfaction, Accident & emergency

INTRODUCTION

Medical emergency ⁽¹⁾ is defined as a situation when the patient requires urgent

and high quality medical care to prevent loss of life and limb and initiate action for the restorations of normal healthy life while as