

A CQI program on Patient Satisfaction Survey on the Service of follow-up clinic in the Accident and Emergency Department of Pok Oi Hospital

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Introduction

Patient satisfaction is an important indicator of quality of care and service delivery in emergency department (Soleimanpour et al 2011). The Accident and Emergency Department (AED) of Pok Oi Hospital (POH) has been re-opened since 2007. The AED Follow-up (FU) clinic was setup up since then to provide continuous care for AED patients.

Objectives

A review of AED FU clinic service was conducted to:

1. Evaluate the level of patient satisfaction on service provided;
2. To identify the actual needs of patients;
3. To serve as a tool in decision-making for further service improvement;
4. To provide data source to document healthcare quality to accrediting organization and consumer group.

Methodology

The survey was carried out in 2013 (30/4/13 & 3/5/13) and 2015 (3/2/15 & 6/2/15) in AED FU clinic.

1. The study questionnaire included 14 questions based on a 5-scored Likert scale. Its findings indicated the patient satisfaction on the service and the environment of AED FU clinic.
2. All patients attending the FU clinic were recruited in the survey

Result & Outcome:

Overall satisfaction rate on the service was 96.7% and 98.4% in 2013 and 2015 respectively. Overall 14 questions rated 4/5 was increased from 87.7% to 92.9% from 2013 and 2015.

The comments provided by the patients in the return questionnaires in 2013 had been solved:

- 1) Long waiting time for consultation;
- 2) Unclear instruction to the Shroff for payment;
- 3) Inconvenient for patients to pay and register separately on two different floors.

In 2015, feedback from patient listed below have to be improved:

1. Space issue: Quit crowded when full of AEFU attendance;
2. Uncomfortable furniture;
3. Prior consideration can be given to the elderly and the child

Conclusion

The result was encouraging to staff and reflected the efforts paid in the past were successful. This Patient Satisfaction Survey will be continuously carried out in order to evaluate the outcome of the improvement actions.