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Ocena satysfakcji pacjentów przeprowadzona w Szpitalnym Oddziale Ratunkowym w Kraśniku

Assessment of patient satisfaction carried out in the Hospital Emergency Department in Kraśnik

Streszczenie

Wstęp. Wiedza o wymaganiach chorych w trakcie pobytu szpitalnego jest bardzo istotna w procesie zarządzania zakładami opieki zdrowotnej. Dobrym przykładem rozpoznawania oczekiwań pacjentów jest badanie poziomu satysfakcji.

Cel. Celem pracy była ocena poziomu satysfakcji chorych z pobytu i obsługi w Szpitalnym Oddziale Ratunkowym Szpitala Powiatowego SPZOZ w Kraśniku.

Material i metody. W grudniu 2011 roku przeprowadzono ankietę wśród pacjentów leczonych w Szpitalnym Oddziale Ratunkowym Szpitala Powiatowego SPZOZ w Kraśniku. Badanie polegało na dobrowolnym, anonimowym wypełnieniu Ankiety Satysfakcji Pacjenta. Ankieta składała się z 29 pytań zamkniętych, pogrupowanych w siedmiu blokach tematycznych (modułach).

Wyniki. Otrzymane wyniki badań dały ponad dobry (4,56) wynik ogólny. Bardzo dobrze oceniono moduły: przyjęcie w SOR, pomieszczenia SOR, opieka pielęgniarska, diagnostyka, opieka lekarska. Najgorsze noty otrzymano za moduł otoczenie, gdzie ankietowani wyrazili swoje niezadowolenie z przyszpitalnego parkingu oraz ilości sklepów i punktów usługowych w szpitalu.

Wnioski. Pacjenci Szpitalnego Oddziału Ratunkowego w Kraśniku pozytywnie oceniają jakość stosowanej tam opieki medycznej. Badania poziomu satysfakcji pacjentów ambulatoryjnych w szpitalu są dobrą metodą poznania mocnych i słabych stron SOR.

Abstract

Introduction. Knowledge about patients' requirements during hospital stay is very important in the management of healthcare institutions. Studying the level of patients' satisfaction is a good example of recognition of their expectations.

Aim. The aim of this study was to evaluate patients' level of satisfaction with stay and service at the District Hospital Emergency Department of Autonomous Public Health Care Unit in Kraśnik (SPZOZ).

Material and methods. In December 2011, a survey was conducted among patients treated in the emergency department of the District Hospital Emergency Department in Kraśnik SPZOZ. The study was based on voluntarily completed anonymous patient satisfaction surveys. The survey consisted of 29 closed questions, grouped into seven thematic blocks (modules).

Results. The obtained results have given more than good overall result (4.56). Very good rating has been given to modules: admission to Hospital Emergency Department (HED), HED premises, nursing care, diagnosis, medical care. The worst scores have been given to the environment module, where the respondents expressed their dissatisfaction with hospital parking and the number of shops and service facilities in the hospital.

Conclusions. Patients of HED in Kraśnik positively assess the quality of care there. The study of satisfaction level of outpatients in the hospital is a good way to learn the strengths and weaknesses of the HED.

Słowa kluczowe: satysfakcja pacjenta, opieka zdrowotna, jakość opieki, personel pielęgniarski, personel lekarski.

Keywords: patient's satisfaction, health care, quality care, nursing staff, medical staff.

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INTRODUCTION

Satisfaction is commonly associated with satisfaction accompanying the consumption of goods and services; hence, it is believed that there is a relationship between satisfaction and high quality of the offered products, services. In the analysis of customer satisfaction, the relationship, which exists between the subjective evaluation of the service and the client's expectations, is crucial. Satisfaction arises when subjective assessment of the performance is at least equal to the expectations of the customer. Thus, satisfaction of the recipient of services is a patient's emotional state, which is the result of service, and this state is directly linked to all elements of the quality of service [1-3].

In today's world where we talk a lot about competition, the issue of quality has become one of the most important issues. Modern organization, irrespective of the nature of the business, should be based on quality. Quality has become the basis for successful business and is not just an element of success in the market, but it is the determinant of culture as well.

Healthcare institutions are organizations for which interest in the highest quality of service should be a priority. The quality of medical services has a direct impact on the health and life of the patient.

Patients differently evaluate medical services. This assessment is the most subjective, as it relates to the highest value, which is the health or life of the patient, and this applies in particular to emergency departments or emergency rooms [4,5].

Patient satisfaction with health services is shaped by various factors. Most frequently, they are the availability of services, shortening of waiting time for service, the course of medical visits, nursing care, and health improvement. Patient's opinion is largely subjective and manifests itself in the degree of satisfaction with the realized process of diagnosis and treatment. So, inaccurate care for the specific needs of patients and their receipt by the environment, pose a real danger of losing the reputation of a specific organizational unit or an entire hospital for medical services market.

Quality of care, willingness to recommend a medical facility or a desire to return to the same hospital by the patient when need arises, are the three unique variables that are defined priorities for the patient which affect the building of satisfaction with the service received. In addition, the impressions of patients and the level of their satisfaction, are an important source of information for the hospital. The study of satisfaction of patients makes it possible to make conclusions about what they think of the services offered by the hospital and allows determining dysfunctions in its activities. It can also provide information on different areas of the healthcare facility operations that affect both directly and indirectly the overall hospital treatment and, consequently, to the satisfaction of the patient. It helps in identifying problems, solving them, and allows using such solutions in a medical facility, which will be aimed at improving the quality of its operations [6-8].

The word "satisfaction", in Latin *satis*, means "enough", or as much as needed to fully meet the expectations, needs, aspirations, so that no place is left for placing a complaint.

The satisfaction of patient-the recipient is a subjective sense of satisfaction associated with personal experiences, expectations and values, while for the doctor, nurse - the provider, the quality is the objectively defined certain degree of compatibility of the service with the professional knowledge and standard of care.

Testing of patient satisfaction with hospital stay is a common method of assessing the quality of health care. It is a precious and valuable way to prevent iatrogenic errors, mistakes, to verify the quality of medical services. These assessments allow a therapeutic team for obtaining information on the level of care exercised by themselves, for meeting the needs and expectations of the patient, which helps in solving patients' problems [9,10].

AIM

The aim of this study was to evaluate the level of satisfaction of patients with the stay and service in the Hospital Emergency Department of District Hospital SPZOZ in Krašnik.

MATERIALS AND METHODS

In December 2011, a survey was carried out among patients treated in the HED of the District Hospital in Krašnik SPZOZ. The study was based on voluntary completing anonymous Patient Satisfaction Survey. The survey consisted of 29 closed questions, grouped into seven thematic blocks (modules). The modules were divided into: 1. general questions, 2. admission to HED, 3. HED facilities, 4. nursing care, 5. diagnostics, 6. environment, 7. medical care. The first group of questions included seven general questions about age, gender, place of residence and the data about referral to and the ward. The respondents ticked one of the five proposed answers to subsequent questions in the thematic blocks.

The survey involved outpatients or patients admitted to hospital. The respondents were mainly people in the third decade of life – 37%, the fourth – 31% and fifth – 21%. They were mostly women – 58%, residents of the cities – 68%. For most respondents, it was another stay at our hospital, and the average hospital stay was 6 days.

RESULTS

Patients in the second thematic block containing two questions assessed the formalities related to admission to HED. Both the ease of getting to the hospital, as well as the duration of settling of all formalities were rated very well. Such assessments ranged from 58-68%, good rating achieved 30% and satisfactory ratings – 5%.

Facilities in the ward were another set of five questions. Respondents very well rated this module. Good rating – 37% given by patients referred to the noise. Every fifth respondent gave a satisfactory grade and equal amount of 5% was given to bad and very bad ratings. Other issues were rated very well, and their values were in the range of 58-73%. Respondents indicate a failure to meet the expectations of room equipment, which is reflected in sufficient – 10%

and bad – 5% assessments. Overall rating of cleaning staff is very good for 73% with the good marks given by 21% and adequate – by 5%.

The nursing care was assessed by respondents on the basis of the third module consisting of six questions. The respondents rated it very well. The drawback of this block were sufficient ratings given by 10% and relating to the provision of information and explanations, and by 5% related to the response time to the call.

The evaluation of diagnostic activities was made by respondents on the basis of Module IV questions. Patients assessed the activities related to carrying out of examinations (cleanness, use of gloves) as very good – 84%. The waiting time for examinations and diagnostic laboratory tests staff also received a very good level of ratings – 50%.

Module V -environment – contained two questions. Respondents while answering used the whole scale of the proposed assessments. The first issue on the number of shops in a hospital were rated satisfactorily by – 47%. Other ratings include poor – 5%, good – 26% and very good – 21%. Availability of parking was rated by respondents in equal amounts at 26% as poor and sufficient, and by every sixth as very bad.

The last thematic block assessed medical care. Respondents evaluated it well or very well. The amount of time devoted to patient was rated by respondents very well – 52% of ratings, with the suggestion of a sufficient rating made by every fourth respondent. Politeness of doctors is described as good by the surveyed – 42%, satisfactory – by 16% and bad by 5%. According to 37% of respondents, availability of doctors on the afternoon and night duty is very good. A quarter of respondents assessed it as satisfactory, and 5% as poor. Overall assessment of the ward – more than good (4.56).

CONCLUSIONS

1. The patients from Hospital Emergency Department in Kraśnik positively assess the quality of medical care used there.
2. Testing of satisfaction of outpatients in the hospital is a good way to learn the strengths and weaknesses of the HED.
3. Testing of patients' satisfaction should be repeated periodically and monitor the results.

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