

## Patient Experience in the Emergency Department of Benghazi Medical Center

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### Abstract

The aim of the study was to investigate the patient experience in the emergency department of Benghazi Medical Centre from the view point of ED patients. **Objectives:** to determine the performance level of emergency department from the viewpoints of patients, to investigate the behavior of health care workers from the viewpoints of patients, to investigate the impact of waiting time on the health outcomes of patients. **Methodology :** period of our study which started from March to June 2019 ,and we started to collect data from June 17th 2019 until June 21st 2019, Study population: Emergency department patients and companions ,unconscious patient, head injury , dying cases , and critical cases like road traffic accident were excluded from the study. **Results:** show that Socio-demographic characteristics (gender &level of education) represents 99 person (49 male,50 female) and distribution of educational Levels present the highest level were bachelor with (36 one),we focused also about the performance of the department and we found that the final result was the patient weren't agree neither refuse. another section of our study was to show how the medical staff deal with the patients from the viewpoints of patient and most of them answered they were neutral , last section of our study was how the waiting time affects the medical condition of the patient and results show clearly the health condition get slightly worse. **Recommendations:** were to Give all working staff courses for better communication with patients, provide comfort waiting halls, educate people to reduce crowding inside the department, and educate the medical staff (Doctors & Nurses) with classes about how to deal with patients efficacy.

**Key words :** Patient Experience , Emergency Department .

### المخلص

هدفت الدراسة إلى التعرف على تجربة المريض بقسم الطوارئ في مركز بنغازي الطبي . **الأهداف :** تحديد مستوى أداء قسم الطوارئ من وجهة نظر المرضى ، التعرف على سلوك عاملي الرعاية الصحية من وجهة نظر المرضى ، التعرف على تأثير وقت الانتظار على الحالة الصحية للمرضى . **منهجية البحث :** مدة الدراسة بدأت من شهر مارس إلى يونيو 2019 ، وقد كانت مدة جمع البيانات من 2019/6/17 حتى 2019/6/21 ، مجتمع الدراسة : المرضى ومرافقيهم في قسم الطوارئ وقد تم استبعاد الحالات الحرجة كحوادث السيارات ،والمرضى فاقد الوعي ، إصابات الرأس . **النتائج:** أظهرت الدراسة أن المرضى غير موافقين وغير راضيين عن أداء القسم ، وغير متأكدين بالنسبة لمعاملة وسلوك عاملي الرعاية الصحية وأيضاً أتضح أن لوقت الانتظار تأثير على صحة المريض حيث تبين أن الحالة الصحية تزيد سوء بعض الشيء . **التوصيات:** إعطاء عاملي الرعاية الصحية دورات في كيفية التعامل والتواصل مع المرضى ومرافقيهم ، تزويد المرضى بقاعات انتظار مريحة ، تنقيف المرضى على تقليل الازدحام داخل قسم الطوارئ .

**الكلمات المفتاحية :** تجربة المريض , قسم الطوارئ .

## **I . Introduction**

The emergency department is a key part of the health care systems in all countries patients arrive at the ED seeking treatment for a broad range of conditions some of which are minor some life-threatening this is often their first contact with medical services . ED staff must quickly assess the severity of condition and whether to admit patients to hospital or send them home patients frequently arrive with unstable conditions ,and so must be treated quickly , ED staff are trained to work quickly and effectively even with minimal information because time is such an essential factor in emergency treatment .

Longer waiting times impacts patients outcomes a new study by Ontario researchers has demonstrated that long waiting time not only affect patient satisfaction they increase the risk of death and hospital readmission for patients who have been discharged from ED this study published in the British medical journal <sup>(1)</sup> . In addition the patient typically finds the atmosphere and organization of the ED unfamiliar, often frightening critical, and primary care patients share the same tight quarters. Patients and their families are unfamiliar with triage principles many assume their condition is serious or that they have a right to receive primary care in this setting the number of patients using emergency facilities for what could be defined as non acute or "primary care" is growing <sup>(2)</sup>.

## **Problem Statement**

Health services in all countries of the world remain a citizen's right ,But the issue remains in how easy it to obtain and respect the patient's humanity in any health facility. Disrespectful behavior can arise in any health care setting ,and both the stressful nature of the environment and human nature play roles in this. ED offer an essential service to the population because ED deals with emergencies throughout the day and every day under a complex set of social and medical factors and face unexpected situation . Therefore the problem of research was identified in the patient's experience in the ED at the BMC .

## **Research objectives**

1-to determine the performance level of emergency department from the viewpoints of patients

2-to investigate the behavior of health care workers from the viewpoints of patients

3-to investigate the impact of waiting time on the health outcomes of patients .

## **II. Material and methods**

**Study design:** Descriptive analytic design study

**Study period:**The study started from March to June 2019

**Period of data collection:** From June 17<sup>th</sup> 2019 until June 21<sup>st</sup> 2019 .

**study place :**Benghazi Medical Centre

**Study population**

Emergency Department patients and companions. Unconscious patient, head injury, dying cases, and critical cases like road traffic accident were excluded from the study.

**Sample size**

The sample size for the research consists of 99 respondents. The researchers used the systematic random sampling to determine the sample search

**Data collection method :**

Data were collected by self-report method for patients who are able to read and write Regarding patients are not capable or read, researchers use interview method by reading question and read options then select answer that is selected by patient to prevent bias researchers only read question and participant answer

**Statistical analysis:**

Data was summarized by calculating the percentages, frequency ,mean and deviation. Statistical processing was done using (SPSS) statistical package for social sciences .

**Research instrument**

After reviewing the literature related to ED , the researchers select a questionnaire from a previous study (NSW Patient Survey: Emergency Department 2014 /2015)<sup>(11)</sup> and (Evaluating The Quality Of Health Services In Emergency Departments In Private Hospitals From Viewpoints Of Beneficiaries And Service Providers In Bethlehem Governorate)<sup>(12)</sup>

A questionnaire based on "Likert –scale" with five degree of acceptance and refusing with gradual weights as shown in table 1.

Table (1) Likers- Scale

<b>Highly agree</b>	<b>agree</b>	<b>Neutral</b>	<b>disagree</b>	<b>Highly disagree</b>
5	4	3	2	1

**III. RESULTS &DISCUSSION**

Table (2): the performance level of emergency department from the viewpoints of patients

<b>Questionnaire items</b>	<b>Std. Deviation</b>	<b>Mean</b>	<b>arrangement</b>
1. The department has suitable location and easy to reach .	1.34273	3.5253	1
2. The department has modern equipments and tools .	1.23851	2.6566	7
3. The service providers in the department take care of high degree of cleanliness and good appearance .	1.23651	3.0404	4
4. The department provide cleaned, conditioned lounges .	1.28435	2.7677	6
5. The department gives signboards for easy access .	1.24912	3.3636	2
6. Departments’ path are wide &comfort .	1.30220	3.2424	3
7. Commitment to provide the service on time .	1.21405	2.4444	13
8. The service providers are highly efficient	1.20605	2.7879	5
9. Special attention is given to your problems and requests as a patient .	1.23793	2.5758	12
10. The services was provided with high	1.15987	2.5960	10

accuracy .			
11. Accurate records has been saved for you as a patient .	1.33488	2.6465	8
12. Service providers give you instant reply to all your requests .	1.10489	2.3939	14
13. Service providers in the department always Cooperate with you .	1.16333	2.6465	9
14. Service providers take care to give you easy services on time .	1.15103	2.5960	11
Total		2.8059	

The results showed the differences between means, where the highest mean was how easy it was to reach the department and having a suitable location (3.5253) followed by the second highest mean for having the department signboards for easy access (3.3636), and also indicated that the lowest mean was giving the service providers an immediate response to all your requests (2.3939).

Total mean is (**2.8059**) shows clearly that the patients neither accepted nor refaced.

Table (3): the health care workers behaviour from the viewpoints of patients.

Questionnaire items	Std. Deviation	Mean	arrangement
1. You feel safe when dealing with service providers .	1.24614	2.7576	6
2. The behaviour of service providers in the emergency department is good for you as a patient.	1.28788	2.8788	4
3. Service providers in the emergency department will continue to follow your illness until you exit .	1.21065	2.6061	8
4. Service providers in the emergency department maintain the confidentiality of your information as a patient .	1.24092	2.9697	2
5. The emergency department has a reputation and a good place in the community .	1.28860	2.8485	5
6. As a patient you feel that you are taking adequate and ade-quate treatment from emergency service providers .	1.37632	2.7273	7
7. Service providers in the emergency department assess your health as a patient	1.27274	2.9495	3
8. Service providers in the emergency department are characterized by a cheerful spirit and a good attitude in dealing with you as a patient .	1.26470	2.9495	3
9. Service providers in the emergency	1.30537	3.0101	1

department show you as a patient the health problems you are experiencing directly .			
Total		2.855233	

The results showed the highest mean was (3.0101) for giving the patient a clear explanation, followed by the second highest mean for keeping your medical information secure(2.9697), and also lowest mean was Following up your health condition while you are in the department (2.6061).

Total mean is(2.855233) Which means that most patients were uncertain, not accepted or rejected.

Table (4): 24-While you were waiting to be treated, did your symptoms or condition get worse.

	<b>Frequency</b>	<b>Percent</b>
Yes, much worse	20	20.2
Yes, slightly worse	42	42.4
No	19	19.2
Don't know/can't remember	18	18.2
Total	99	100.0

The ED patients reported that their health condition get slightly worse 42.4%,then yes, much worse 20.2% .

Table (5) : 25-In total, how long did you spend in the ED From the time you entered the ED until the time you left the ED to go to a ward another hospital, home, or elsewhere .

	<b>Frequency</b>	<b>Percent</b>
1-15 minutes	10	10.1
16-30 minutes	10	10.1
31-59 minutes	16	16.2
1 hour to under 2 hour .	28	28.3
2 hours to more	27	27.3
Don't know/can't remember	8	8.1
Total	99	100.0

The ED patients reported that the highest waiting time was for (1 hours to under 2 hours) then ,(2 hours to more) and the least for (Don't know/can't remember) .

#### **IV. CONCLUSIONS**

##### **1-Performance of emergency department**

From viewpoints of patient the results show that the patient's opinion was not completely negative for the questions related to department's location, having signboards to easy reach ,and having a comfort and wide paths.

While the lowest rates were to giving the immediate response, providing the service on its time, and Special attention from health care providers.

## **2-the behaviour of health care workers**

In this section of questionnaires provide all answers about the attitude of health care workers and the results were uncertain for giving the patient a clear explanation to all his needs, for keeping patients' medical information secure.

Also patients weren't agree with questionnaires following up patients' condition while he were in the department.

And in this section patients were uncertain, not accepted or rejected with mean (2.855233).

We compared this result with the studies that we added and we found there's no resemblance.

## **3-Waiting times**

Fourth stage is about waiting time and its impact on patients, most patients answered they get slightly worse when they asked about While they were waiting to be treated, did their symptoms or conditions get worse? for a period of time ranged from 1to 2 hours .

On other hand Emergency Department: patient survey results(New South Wales) shows results which similar to our result .

## **V. Recommendations :**

- 1-Give all working staff courses for better communication with patients.
- 2-Provide comfort waiting halls.
- 3-Educate people to reduce crowding inside the department .
- 4-Educate the medical staff (Doctors & Nurses)with classes about how to deal with patients with efficacy and more seriously.

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