

**Patient Satisfaction with Emergency Services**

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Course

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The satisfaction level of the patients who have been treated in emergency centres is an essential aspect of the quality and efficiency of the health system. Therefore, the improvement of patient satisfaction in emergency departments is particularly important given that these departments are the main access points to healthcare for patients with acute conditions. The current literature review presents four articles selected from peer-reviewed journals that address patient satisfaction in healthcare settings with the aim of including various geographical and systems' settings. The selected studies explore different aspects of patient satisfaction in areas ranging from internal medicine services. Accordingly, this systematic review seeks to examine the pattern of the studies and outline the factors that contribute to satisfaction and its implications for enhancing emergency healthcare services and patient experiences globally.

Febres-Ramos and Mercado-Rey (2020) undertook a study in order to assess patient satisfaction with the quality of service in the Internal Medicine specialty at Hospital Daniel Alcides Carrión in Huancayo, Peru. The study used the SERVQUAL research instrument to measure several aspects of service quality including safety, emotional and physical touch elements of care. This research is not generalizable to a large population of hospitals, but it is specific to internal medicine department of one hospital and therefore the factors affecting patient satisfaction are localized.

The study fills the gap of assessing the areas of inadequate service delivery and the opportunity to leverage on areas of strength to enhance patient satisfaction within the hospital. The literature review stresses the importance of the relationship between patient satisfaction and the quality of the healthcare services and identifies areas in current practices that need improvement and calls for better ways of delivering services that will address the patient's expectations.

In terms of research design, this study is descriptive and cross-sectional in nature and the data collection method is quantitative. The study subjects were 292 patients who sought internal medicine services within July to November 2016. Although the method of sampling is not clearly described, the SERVQUAL questionnaire helped to extract the structured data concerning patients' perceptions regarding the service quality and its dimensions.

Major findings from the study show that the level of satisfaction stands at 60 % on average. However, for 3 percent, the satisfaction varied across the different dimensions of care. As for the dimensions regarding tangible aspects and responsiveness, the satisfaction scores were comparatively lower, pointing to specific opportunities for the improvement of the department.

The study also has several limitations that include response bias that is characteristic of survey-based studies and the use of only one hospital site. Nevertheless, the results of the study prove that there is a need to focus on the particular aspects of service provision in order to increase the satisfaction and the quality of the services delivered to patients.

In the authors' view, future studies should be conducted to assess the effectiveness of interventions focusing on enhancing patient satisfaction in hospital environments. Therefore, future studies that pay attention to localized factors and that employ sound instruments like SERVQUAL would offer more meaningful elaborations of the way to improve patient experience and therefore the delivery of healthcare in similar settings.

Overall, this paper by Febres-Ramos and Mercado-Rey provides rich findings on the interdependence of patient satisfaction in internal medicine departments, as well as the significance of context-specific solutions to service quality enhancement in healthcare organizations.

Asamrew et al., (2020) carried out a research study whose objective was to assess patients' satisfaction with inpatient services in Black Lion Specialized Hospital in Addis

Ababa, Ethiopia. The aim of the study was to evaluate factors affecting patient satisfaction in this type of a specialized hospital. Thus, unlike general, this study aimed to identify satisfaction determinants from inpatient's point of view in Ethiopia and included sub-factors like the interaction with health care providers and availability of facilities within the health facility. In this article, the authors supported these findings by conducting a literature review that highlighted the importance of the HCP-P interactions and the impact that facility features have on patients perceived care quality.

In terms of the approach, the study was quantitative in nature and used structured interviews conducted among 398 randomly sampled inpatients. Using a cross-sectional study design, patients' satisfaction levels could be captured at a given period, and this would enable an understanding of the experiences that the patients undergo within the hospital setting.

To ensure that the study included a broad range of patients from the targeted hospital, participants were purposively recruited from the inpatient department of Black Lion Specialized Hospital. The data collection tool was a structured interview schedule developed for the study and pretested for measuring different aspects of patient satisfaction. However, the authors did not present measures of reliability and validity of the instrument.

According to the findings of the study, the satisfaction level was revealed to be at 46 percent. 2% among inpatients underlines the differences in the satisfaction rates in relation to the various aspects of the services provided. It was established that satisfaction was significantly related to the quality of physicians, the availability of the facility's amenities among others. These findings imply that increased focuses on the healthcare provider's communication and infrastructural developments of the facility could enhance total patient satisfaction within the hospital environment.

The study had some limitations such as use of self-report data that could have brought in some bias into the study and the study was conducted in only one hospital and therefore the

results cannot be generalized to other healthcare settings. Still, the findings highlighted the significance of examining and managing particular factors regarding patient satisfaction to enhance the delivery of healthcare services.

The authors also suggested future research to develop specific interventions that can improve the delivery of healthcare services and to continue the systematic evaluation of patient satisfaction in various healthcare delivery systems. Therefore, by broadening the focus and applying specific interventions in the subsequent studies, the improvements in patient engagement and quality of care for other healthcare specialized hospitals can be further elucidated.

In conclusion, the study by Asamrew et al., (2020), provide useful information on the factors affecting patient satisfaction in a specialized hospital in Ethiopia while stressing the need for context-specific research in the area of patient satisfaction in healthcare organizations.

In their systematic review, Mohr et al. (2020) aimed at identifying the published articles regarding the utilization of emergency department (ED) boarding for critically ill patients in the United States. Different from primary research studies, this review meant to systematically integrate the findings of prior research instead of conducting new empirical studies. The first aim was to examine emergency departments boarding and its consequences on patients as well as health care system organization.

The study focused on key issues with ED boarding and its consequences on patients and healthcare costs in different healthcare organizations. The review offered an understanding of how often ED boarding takes place, the consequences of the practice on hospital length of stay and mortality rates, as well as recommendations for the reduction of its effects was derived from a synthesis of various literature.

In terms of methods, the research employed a qualitative cross-over approach of qualitative and quantitative results derived from various articles and reviews. It allowed the

authors to provide the current state and assessment of emergency departments boarding in various healthcare facilities in the United States.

The review included studies that took place in different types of hospitals, which may have different definitions and policies. There was no specific instrument employed in the study. The review did not evaluate the internal and external validity of the individual studies included. Instead, it aimed at identifying the findings that would enable the reviewers to make generalizations about the effects of emergency departments boarding on patients' outcomes and the functioning of the healthcare organizations.

Although the review had its limitations, it pointed out differences in the methodologies of the studies as well as the definition of ED boarding used in the sources. Nonetheless, the conclusions of the studies were clear although emergency departments boarding for an extended period was linked to poor patient outcomes, and thus, common definitions and better approaches to managing ED boarding were vital.

Overall, Mohr et al.'s review provides important information regarding the multifaceted nature of ED boarding in the U. S. and underlines the significance of systematic approaches to the definition and management of ED boarding for the improvement of patients' outcomes and the efficiency of healthcare organizations' functioning.

In order to develop the current systematic review, the authors excluded primary research studies as they aimed at integrating and analyzing all the existing literature concerning patient experience in EDs and factors affecting patient satisfaction across different types of healthcare organizations.

The study focused on the research question, which identified the main areas of patient experience in ED settings, specifically communication, waiting time, and staff empathy as major determinants of patient satisfaction. The systematic review aimed at finding the key

themes and factors that affected patients' satisfaction, and how changes in these factors could further improve patient experience in ED settings.

In terms of the method applied in the study, the research used a qualitative research synthesis approach that involved synthesizing qualitative findings from a large number of studies to offer an integrative review of the ED patient experience. Systematic review procedures were used in the identification and analysis of the literature to offer a systematic evaluation of the findings from various global ED settings.

The review included studies performed in various EDs across the world, hence, the study captured the experience of patients in different environments and setting. However, there was no specific instrument used but the studies used various methods such as self-administered questionnaires and structured interviews in measuring the experience of the patients in the EDs. This further supported the call for interventions to enhance these aspects in the emergency care domain.

Therefore, Sonis et al. 's systematic review offers pertinent information that can help in improving patient satisfaction in emergency departments. This review provides a starting point for healthcare professionals and policymakers to improve the quality of care and clients' satisfaction in emergency care settings worldwide.

The findings of the four reviewed articles are analysed and compared to determine how they collectively contribute to the existing literature on patient satisfaction and experience in healthcare organisations. Every one of them is valuable to the existing body of literature on patients' satisfaction and experience. At the same time, all of them corroborate prior findings in a meaningful manner.

The study performed by Febres-Ramos & Mercado-Rey (2020) study confirmed that patient satisfaction is closely associated with certain aspects of care processes, including staff's attitude and environment, in line with previous research on healthcare quality. Asamrew et al.,

(2020) assessed the patients' satisfaction with inpatient services. In their study, Fossey et al. stressed that physician care quality and facility amenities are key determinants of patient satisfaction. Thus, drawing attention to these factors, the study supported the hypothesis that extended service quality has a positive impact on patient experience, which is in line with the results of other studies conducted in various healthcare organizations in different countries. Mohr et al. (2020) systematically examined the literature about ED boarding for the critically ill patients in the United States. Their synthesis also highlighted the fact that ED boarding for a long time is not safe for patients, as it increases their mortality rate and length of stay in the hospital. This review supported the existing literature of ED boarding and emphasized on further development of specific definition and better management plan to address the adverse effects of the boarding. Sonis et al. (2018) conducted a systematic review of patient satisfaction in EDs, specifically communication, time spent waiting, and staff compassion as critical in the satisfaction question. Their review also found that there are similarities in the factors influencing patient satisfaction across various ED settings, which underlined the importance of good communication and compassion in improving the patients' experience. This study reaffirmed the knowledge that PCC core values are important in the emergency care environments globally.

While each article confirmed existing research, they also offered distinct insights. Febres-Ramos and Mercado-Rey (2020) provided a rich insight into service quality in a particular department of a Peruvian hospital to comprehend how patient satisfaction is affected by culture and organizational environment. Asamrew et al., (2020) supported regional data from Ethiopia to explain the unique characteristics of health care service delivery and patients' expectations in a specialized hospital. Mohr et al. (2020) systematically reviewed various studies on emergency departments boarding and highlighted the imperative role of a range of approaches to address the detrimental consequences of boarding of the critically ill patients in

ED. Sonis et al. (2018) carried out a scoping review of global literature on the patient experience of ED, emphasizing the importance of communication and compassion as key determinants of patients' satisfaction and care outcomes in emergency departments across the world.

However, there are critical questions which are still unanswered, although the studies above have offered some insights. For instance, it is a challenge for the healthcare systems across the world to incorporate the sustainable change to patients' satisfaction due to the vast difference in culture and healthcare resources. It is therefore necessary to understand how the different dimensions of patient satisfaction can affect healthcare outcomes in the long run as well as the changes in the efficiency of the health care system. Furthermore, understanding the relationship between SES and patient's attitude towards the quality of healthcare and their satisfaction also has significant implications for designing effective policies and interventions for the provision of healthcare services in the society. Answering these questions will be crucial in informing the next steps in research and policy to enhance the global patients' satisfaction and healthcare results.

Overall, these articles establish that the concept of patient satisfaction and experience in healthcare is complex. They stress the importance of the acute service improvements that are directed at individual elements of the care experience, like the interpersonal communication, environment, and staff warmth, on the global ratings of patient satisfaction. They also reveal the continued importance of developing the guidelines for evaluating and enhancing patient satisfaction in various healthcare settings internationally.

Therefore, these present studies are useful although future research is needed to identify gaps and to solve problems in the delivery of effective patient-centered care. Subsequent researches should aim at identifying and implementing effective interventions that would enhance patient satisfaction as the center of healthcare quality interventions globally.

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