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Evaluation of patients' satisfaction with pre-hospital emergency services and the factors affecting it in Khorramabad, 2020

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Introduction: The pre-hospital emergency medical emergency system is the front line of contact with patients and emergency casualties. By recognizing the level of patients' satisfaction with the performance and services of pre-hospital emergency technicians and the factors affecting it, it is possible to plan to improve the quality of services provided and increase the level of satisfaction. Therefore, this study was designed and conducted with the aim of assessing patients' satisfaction with pre-hospital emergency services in Khorramabad in 2020. We hope that the results will be used by policy makers and planners of the pre-hospital emergency system.

methods: This study was performed by descriptive-analytical method. Sampling was performed among users of pre-hospital emergency services in 2020 in Khorramabad. 420 people were included in the study. Stata software version 14 was used to analyze the data. Analyzes were performed using descriptive statistics (frequency, mean, standard deviation, median and variance) and univariate and multivariate analytical analysis (final model). p-value less than 5% was considered significant. The standard questionnaire was used to determine the level of patient satisfaction with the performance of pre-hospital emergency system personnel. The questionnaire consists of 24 items, the scoring of this questionnaire for each item on the Likert scale is 1 to 10, and after adding the score of 24 items, the total score will be obtained, which will be a number between 24 and 240, and the cut score of this The questionnaire is 132 in such a way that obtaining a score less than 132 means dissatisfaction (undesirable) and more than 132 means having satisfaction (desirable).

findings: 57.3% of patients were male and 62.1% were married. The study of the relationship between study variables and satisfaction showed that the satisfaction score with education level ($p < 0.001$), marital status ($p < 0.001$), place of residence ($p < 0.001$), gender ($p < 0.001$) and the patient's initial problem ($p < 0.001$) is relevant. Accordingly, female patients, married, rural (road) and people with lower education and trauma patients reported higher satisfaction. In general, the results showed that the level of satisfaction with pre-hospital emergency services is at the desired level (73.6%).

Discussion and Conclusion: The results of this study indicate the satisfactory satisfaction of users of pre-hospital emergency system services in Khorramabad. Therefore, by identifying the factors affecting the level of satisfaction with pre-hospital emergency services and efforts and planning to correct and improve them, the level of satisfaction with pre-hospital emergency services can be improved.

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