

عنوان مقاله:

Patients' satisfaction towards medical services at the emergency department of European Gaza Hospital- Gaza Strip

محل انتشار:

مجله اورژانس و تروما, دوره 4, شماره 2 (سال: 1397)

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خلاصه مقاله:

Objective: Patients' satisfaction (PS) is recognized as an important emergency department service design and it has received a high interest and attention in the health management where many studies have focused on determining factors affecting PS in health-related circumstances. In this study, we aimed to examine PS in emergency department (ED) of the European Gaza Hospital (EGH) in the Gaza Strip (GS). Methods: A descriptive-analytical cross sectional study was performed at ED-EGH between March, 15 and June 20, 2015. Press Ganey questionnaire was used as a tool for data collection. For each patient, a self-administered questionnaire including 22 questions was filled based on a Likert scale. Results were analyzed using SPSS version 22. Results: Overall, 200 respondents were included in the study. About 73% of respondents were satisfied with overall medical services. The term of nurses' concern provided to patients elicited the highest score (83.1%), followed by physicians' concern with patients (72.0%) and communication skills with patients (71.4%), while the lowest score was reported in waiting time and security staff. Furthermore, our findings show an association between PS and level of education, gender differences, living area, and work shifts. Conclusion: The study results conclude that areas of medical and nursing care, respects of staff, physical comfort and waiting time ED-EGH is highly acceptable and offer in appropriate manners

کلمات کلیدی:

Patients' Satisfaction, Emergency care, Emergency Department, European Gaza Hospital

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