

# Level of Satisfaction of Parents Attending Pediatric Emergency

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**Background:** Patient satisfaction is an important indicator of quality of health care. Without appreciable levels of patient satisfaction, health plans may not get full accreditation and will lack competitive edge enjoyed by full accredited plans. **Objective:** To study the level of satisfaction of the parents visiting Pediatric emergency of Mayo Hospital Lahore for medical care of their children and to formulate suggestions to further improve the quality of care. **Design:** Descriptive qualitative cross sectional study. **Place and duration of study:** This study was conducted in emergency section of the department of Pediatrics King Edward Medical University/Mayo Hospital Lahore in 45 days (July 01, 2005 to Aug 15, 2005). **Patients and methods:** During the study period, a total of 100 parents were selected by non-probability convenient sampling. Consent was taken and confidentiality was assured. They were interviewed by using a structured proforma. **Results:** Out of 100 parents, 60 were of male children and 40 were of female children. The questionnaire was scored for 14 core topics. Majority (71%) took less than 5 minutes for their first encounter from hospital door to the medical personnel. 47% were attended by casualty medical officer within 5 minutes and 40% were attended within 10 minutes. Out of total, 51% were attended by emergency doctors within 5 minutes. Overall attitude of "purchi clerk" was found to be satisfactory. Attitude of casualty medical officer, attending doctors, nursing staff was very good while that of paramedics was found to be good. Cleanliness in emergency was fair while comfort and environment of emergency was satisfactory. Availability of medicines in emergency was found to be excellent (82%). Overall, 22% of parents were fully satisfied while 11% were not satisfied at all. Mean level of satisfaction was 69.57%. **Conclusion:** It is concluded that majority of parents were satisfied with the services offered in Pediatric emergency of Mayo Hospital Lahore.

**Key words:** Parent Children Satisfaction Pediatric Emergency

Patient satisfaction is an important indicator of quality of health care<sup>1</sup>. Patient-centered outcomes have taken centre stage as the primary means of measuring the effectiveness of healthcare delivery<sup>2</sup>. Assessing outcomes has merits both as an indicator of effectiveness of different interventions and as a part of a monitoring system directed to improve the quality of care as well as detecting its deterioration<sup>3</sup>.

Patients' participation in medical care and in decision making is generally viewed as a precursor to the health outcomes<sup>4</sup>. Without appreciable levels of patient satisfaction, health plans may not get full accreditation and will lack competitive edge enjoyed by full accredited plans.

We conducted a study to assess the level of satisfaction of parents visiting Pediatric emergency of Mayo Hospital Lahore for medical care. This will help to formulate suggestions to further improve the quality of care.

## Patients and methods:

Department of Pediatrics King Edward Medical University/Mayo Hospital Lahore is the oldest Pediatric unit in the province of Punjab. It has bed strength of 140. It is divided into eight sections including emergency, intensive care unit, general medical, neonatology, gastroenterology, isolation and hematology/oncology sections. Only those children who have medical problems are brought to this emergency whereas children suffering from surgical problems are taken to Pediatric surgery department. More than 18000 children mainly belonging to lower and lower middle socioeconomic class attend this emergency section each year.

This study was conducted in emergency section of the department of Pediatrics King Edward Medical University/Mayo Hospital Lahore in 45 days (July 01, 2005 to Aug 15, 2005). This was a descriptive cross sectional study. During the study period, a total of 100 parents were selected by non-probability convenient sampling. Consent was taken and confidentiality was assured. They were interviewed by using a structured proforma.

Following terminologies were used in defining the data:

**Attitude:** Dealing manners

**Guidance:** Proper conveying of information where to go and what to do next.

**Comfort:** Bed, light, ventilation, benches etc.

**Environment:** Surroundings of emergency, canteen, sanitation etc.

**Satisfaction:** In terms of listening by the doctor, explanation of diagnosis and treatment, prescription of medicine, ordering of investigation, obtaining consultant opinion, comfort and environment.

Data was collected on a structured proforma and was analyzed for age, sex, disease frequency, and outcome. Satisfaction level was accessed at each level and overall satisfaction level was accessed according to the criteria: total score of satisfaction=70 (100%), level I >80.00%: excellent, level II 79.99-70.00%: very good, level III 69.99-60.00%: good and level IV <60.00%: not satisfied.

## Results:

Before elaborating the results, it is worthwhile to clarify the status of the personals in our emergency for whom the level of satisfaction was to be accessed. "Purchi clerk" is the first

