



Evaluating Factors in the Emergency Department Affecting Patient Satisfaction

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Introduction

Patient satisfaction plays a crucial role in how one perceives quality of healthcare received. The emergency department (ED) is often seen as the front door to hospitals therefore, identifying factors that contribute to lower patient satisfaction scores is critical. This project explores whether certain factors including wait time, environment, patient perception of empathetic/compassionate care, and restructuring of ED workflow/staffing affect patient satisfaction scores.

Objectives

1. Identify five areas in the emergency department that impact patient satisfaction.
2. Identify which factors contribute to increased or decreased patient satisfaction.

Methods

A voluntary, 22 question survey was administered via [surveyplanet.com](https://www.surveymonkey.com) through Facebook and Instagram. Participant data was de-identified. Data, collected over a 3 ½ week period, was analyzed to determine which areas have the greatest impact on patient satisfaction in the emergency department.

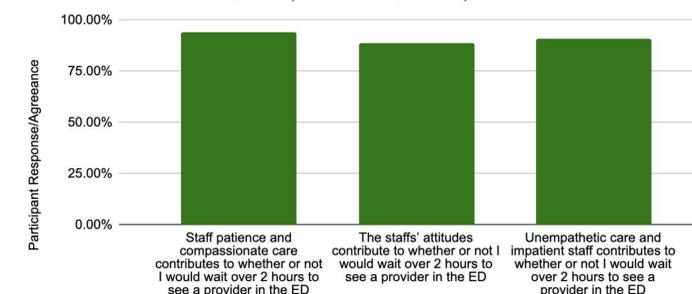
Findings

Of the 133 participants who completed the survey, 93.9% have been a patient in the emergency department (ED) or have accompanied someone who has. Increased wait times in the ED, overcrowding and short staffing contributed to the likelihood of a patient leaving without being seen by a provider. In addition, the majority of participants agreed that attitude, patience and compassion of the ED staff contributed to whether or not they would wait two hours to be seen by a provider. Environmental factors, such as ambient lighting, paint color, soothing music and overcrowding played a significant role in creating a calmer, more peaceful environment that reduced anxiety and eased fear. The majority agreed that short staffing played a role in increased wait times and worse perception of quality of care received. On the other hand, adequate staffing contributed to a better perception of quality of care received. Furthermore, data suggests that shorter wait times resulted in increased confidence in the competency of the provider.

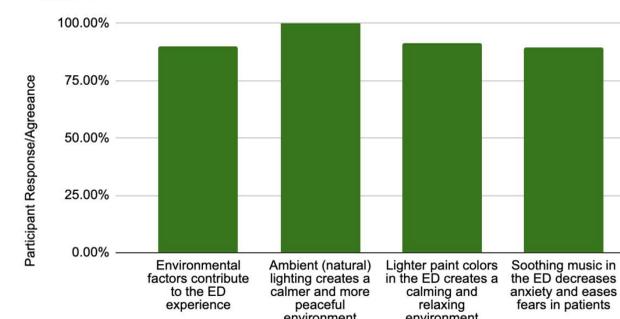
Conclusions

Data suggests that increased wait times, short staffing and overcrowding result in lower patient satisfaction and perception of quality of care received while staff attitude, patience and compassion result in increased patient satisfaction. Environmental factors (lighting, music, paint) create a more peaceful, soothing environment contributing to increased patient satisfaction.

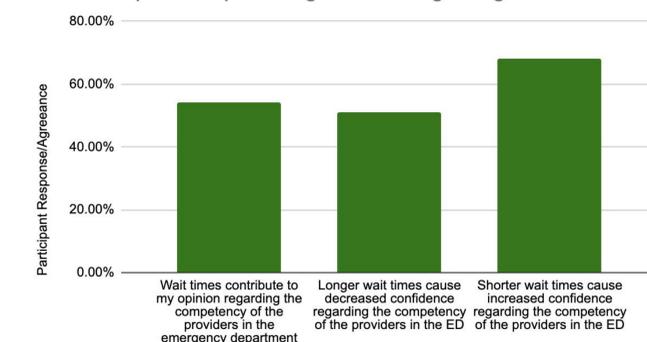
Participant Response/Agreement Regarding Staffs' Attitudes, Patience, Compassionate, & Empathetic Care



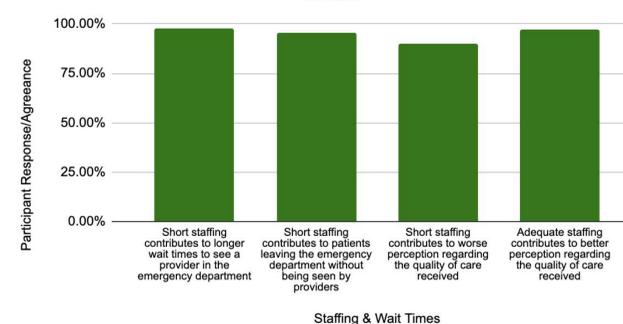
Participant Response/Agreement Regarding Environmental Factors



Participant Response/Agreement Regarding Wait Times



Participant Response/Agreement Regarding Staffing & Wait Times



Participant Response/Agreement vs. Overcrowding

