| Question | What factors are important to patients regarding their experiences in ED?  
What services affect patient experience in ED?  
What factors influence patient satisfaction in ED? |
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| Summary of evidence found | Much of the research on this subject is American so may not be directly applicable to a UK setting. Many US studies use a standard tool called the Press Ganey survey as a baseline.  
Various themes arise in the literature around patient experience and patient satisfaction. Most studies and reviews point to the importance of staff interpersonal skills, good communication & information-giving, and perceived waiting times as determinants of good patient satisfaction scores. |
| Most useful information | See article 14 in HDAS results for a 2010 review which found:  
“5 major elements of the ED experience that correlate with patient satisfaction: timeliness of care, empathy, technical competence, information dispensation, and pain management.”  
See article 25 - a systematic review looking at literature 1990-2006. Five categories came from their examination of the literature:  
“emotions of emergency, staff-patient interaction, waiting, family in the ED, and emergency environment”  
See article 24 for another systematic review. The authors found:  
“These suggested that increased information on ED arrival, and training courses designed to improve staff attitudes and communication, are capable of improving patient satisfaction.”  
See article 17 for another US review which concluded that the use of ED observation units for asthma and chest pain (as well as improving communication etc) helped improve patient satisfaction. (see full-text attached ‘Performance improvement’)  
See article 7 for a Dutch study that found that improving communication helped concerns around waiting times.  
“Providing information before treatment, controlling the perception of pain, and managing perceived acuity not only reduced problematic experiences concerning perceived waiting time but also improved experienced quality of care.” |
| Additional information | See article 20 in HDAS results for the results of a study conducted in a US hospital which contains details of various practical service improvement measures undertaken including improving throughput in the department, staff culture and leadership which all helped improve patient satisfaction ratings. (see full-text attached – ‘Common themes’)  
Various authors advocate leaflets or videos to explain to ED attenders what is likely to happen whilst they are in the department. Article 16 was a trial looking at whether a video would improve patient satisfaction. Article 22 which includes a review of the literature implemented hourly updates on patient care in the ED.  
This cohort study found that:  
“higher patient satisfaction was associated with less emergency department use but with greater inpatient use, higher overall health care and prescription drug expenditures, and increased mortality.” (see attached full-text article – JAMA) |
<p>| Search | I searched the Cinahl and Embase databases. I excluded articles on paediatric |</p>
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