Patient satisfaction with ambulance care services; survey from 2 districts in southern Sweden

Johansson, Anders; Kristensson Ekwall, Anna; Wihlborg, Jonas

2010

Link to publication

Citation for published version (APA):

General rights
Copyright and moral rights for the publications made accessible in the public portal are retained by the authors and/or other copyright owners and it is a condition of accessing publications that users recognise and abide by the legal requirements associated with these rights.

• Users may download and print one copy of any publication from the public portal for the purpose of private study or research.
• You may not further distribute the material or use it for any profit-making activity or commercial gain
• You may freely distribute the URL identifying the publication in the public portal

Take down policy
If you believe that this document breaches copyright please contact us providing details, and we will remove access to the work immediately and investigate your claim.
Patient satisfaction with ambulance care services; survey from 2 districts in southern Sweden
Anders Johansson, PhD, CRNA, CCRN, RN, Anna Ekwall, PhD, RN, Jonas Wihlborg, MSc, PEN, RN.

Conclusion:
The present study shows that patients within ambulance care in the region of southern Sweden were pleased with the care received and the competence of the ambulance staff, and the patients experienced a high level of psychological and physical sense of security.

Instrument:
The Consumer Emergency Care Satisfaction Scale© (CECSS) is an instrument based on a patient questionnaire developed to measure patient satisfaction in emergency care directed initially at the emergency department. The instrument uses a questionnaire with a five-graded scale of patient response and measures patient satisfaction within the dimensions of care, competence and education. It was developed and is validated for use within emergency care.

Results:
Of the included patients 67% were women (n = 27) and 33% men (n = 13) with an average age of 65.6 years (r = 22-87). Informants average time of care in the ambulance was 31 minutes (r = 12-75).

A majority of the informants (94.1%), showed the most positive response option on each question. The single most positive value was question 18: “The nurse appeared to take time to meet my needs”, in which all participants marked the most positive position (range = 1-1).

Purpose:
This study aimed to measure patient satisfaction with health care in the ambulance services in Region Skane, southern Sweden.

Method:
Data collection was performed by a patient questionnaire, CECSS©. The study was conducted in two of the region’s ambulance districts, and 40 patients were included in the study.

Example of CECSS© questionnaire:
12. The nurse seemed genuinely concerned about my pain, fear and anxiety.

<table>
<thead>
<tr>
<th>Completely</th>
<th>Agree</th>
<th>Disagree</th>
<th>Completely</th>
</tr>
</thead>
<tbody>
<tr>
<td>X</td>
<td></td>
<td></td>
<td>X</td>
</tr>
</tbody>
</table>

Example from the CECSS© questionnaire:

Accepted in March 2010 for publication in: International Emergency Nursing