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

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LUND UNIVERSITY

PO Box 117
221 00 Lund
+46 46-222 00 00



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Lund University

Department of Health Sciences, Lund, Faculty of Medicine, Lund University, Sweden
(Department of Pre-hospital Care and Disaster Medicine in Region Skane, Sweden)

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.

Example from the CECSS® questionnaire:

12. The nurse seemed genuinely concerned about my pain, fear and anxiety.

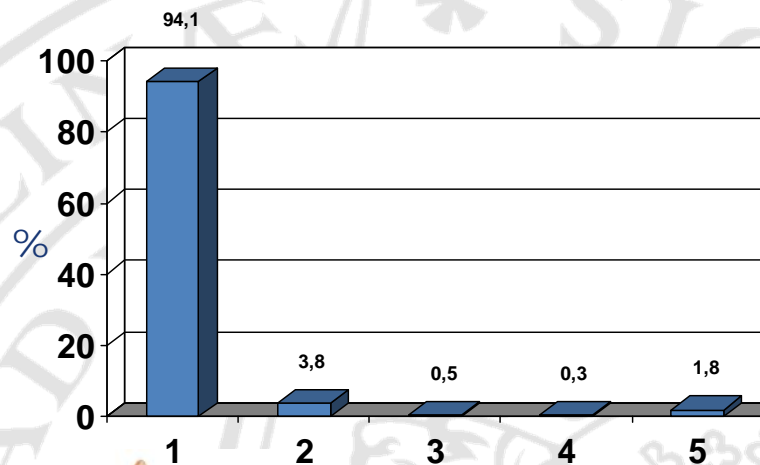
Completely : **X** : : : : Completely

Agree

Disagree

X = Response

CECSS®, Patient response pattern



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.

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).