

Patient Voices: Enhancing OB/GYN Emergency Experience at Al Wakra Hospital

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INTRODUCTION

Improving patient experience is essential in healthcare delivery, directly impacting clinical outcomes and the overall quality of care. This study addresses the need to enhance patient satisfaction within the Obstetrics and Gynecology Emergency Department (OB/GYN ED) at Al Wakra Hospital, where distinct challenges necessitate focused intervention.

OBJECTIVES

This prospective study centers around the Patient Experience Program, an endeavor crafted with the purpose of comprehending and elevating the experiences of patients in the Obstetrics & Gynecology Emergency Department (OB/GYN ED).

METHODS

A prospective cross-sectional study was conducted on patient responses from a satisfaction survey administered in the OB/GYN ED at Al Wakra Hospital from March 2022 to October 2023. The study engaged 2,207 outpatients and evaluated key experience areas: nursing and physician care, communication, wait times, cleanliness, shared decision-making, and overall satisfaction. A standardized 5-star rating system was employed for feedback collection, utilizing both online and physical formats shortly post-discharge. Data analysis involved descriptive and inferential statistics to identify changes in satisfaction levels.

Variable	Frequency	Percentage	Value of p
	(N)	(%)	-
Age in years	-	-	-
<20	54	2.45%	0.025
20-25	310	14.05%	0.141
26-30	635	28.77%	0.288
31-35	619	28.05%	0.281
36-40	331	15.00%	0.150
41-50	205	9.29%	0.093
51-70	53	2.40%	0.024
	-	-	-
Type of patients	-	-	-
1. Antenatal women	1908	86.45%	0.865
a) 3rd trimester	817	37.02%	0.370
b) 2nd trimester	294	13.32%	0.133
c) 1st trimester	757	34.30%	0.343
2. Postnatal patients	193	8.74%	0.087
3. Gynecology patients	146	6.62%	0.066
	-	-	-
Nationality	-	-	-
Asian	1116	50.57%	0.506
African	490	22.20%	0.222
Middle East	340	15.41%	0.154
European	200	9.06%	0.091
Others	61	2.76%	0.028

Table 1: Demographics of participants in the survey

RESULTS:

The analysis of the patient experience survey provides a comprehensive overview of the demographics and satisfaction levels within the Obstetrics and Gynecology Emergency Department. Antenatal patients comprised the largest segment, representing 86.45% of participants, while gynecology patients accounted for 6.62%. The survey also reflects a diverse patient population, with Asian patients forming the majority at 50.57%, followed by African (22.2%) and Middle Eastern (15.41%) participants.The findings of the patient experience survey reveal generally high satisfaction across multiple aspects, with mean scores ranging from 4.468 to 4.855 on a 5-point scale. Cleanliness received the highest rating (4.855), highlighting patients' appreciation for the department's physical environment. While shared decision-making and complete care experience received slightly lower scores (around 4.468), they still reflect positive perceptions, indicating overall patient satisfaction.

The feedback underscores key strengths in communication, care coordination, and access to services, affirming the department's effectiveness in these areas. However, the data also points to opportunities for improvement, especially in enhancing patient involvement in decision-making and reducing wait times for specific services. By addressing these areas, the department can further optimize its care delivery, ensuring a more patient-centered experience for its diverse population

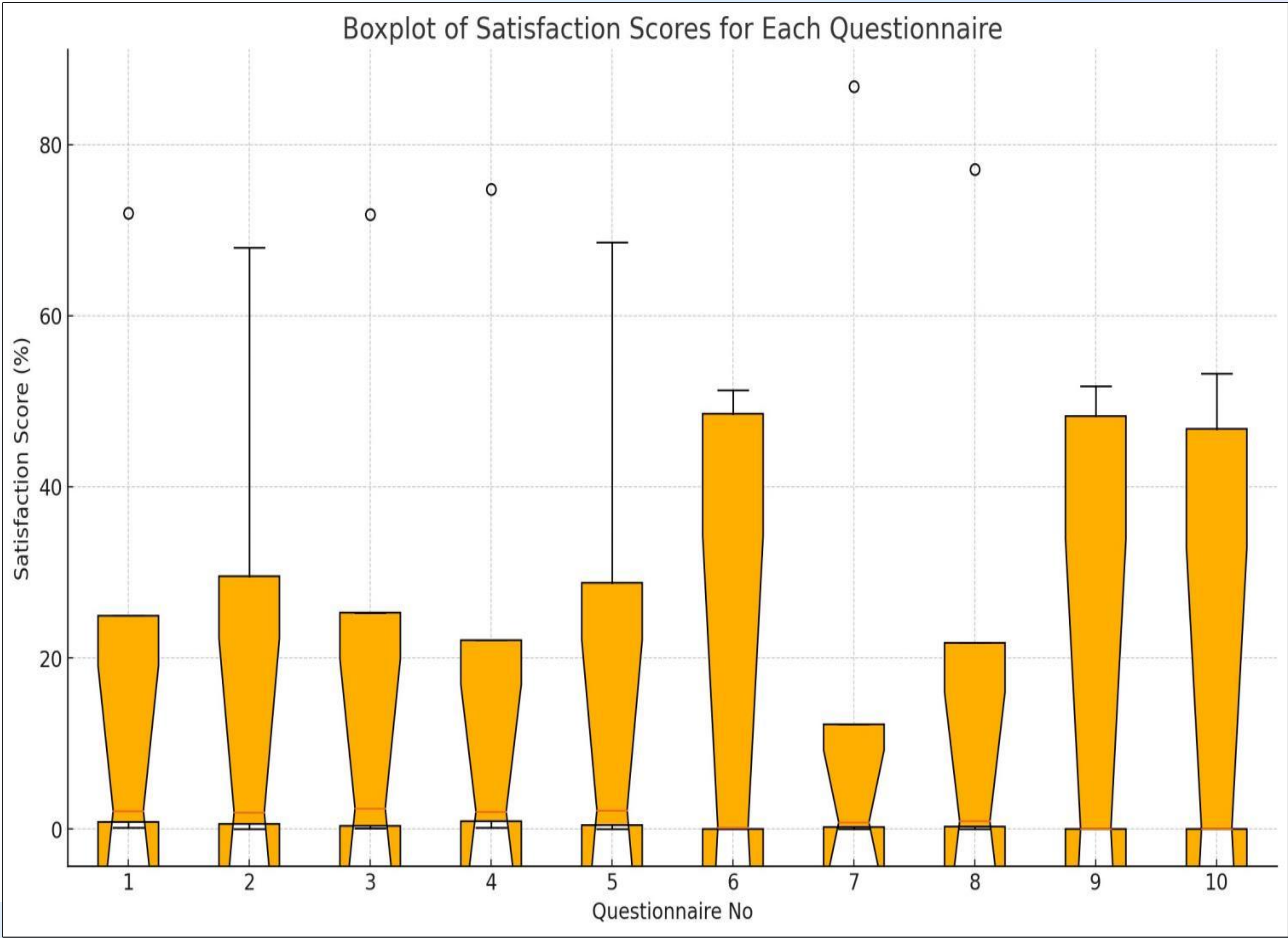


Figure 1:Patient satisfaction survey results.

Patient Experience Survey Feedback By Theme

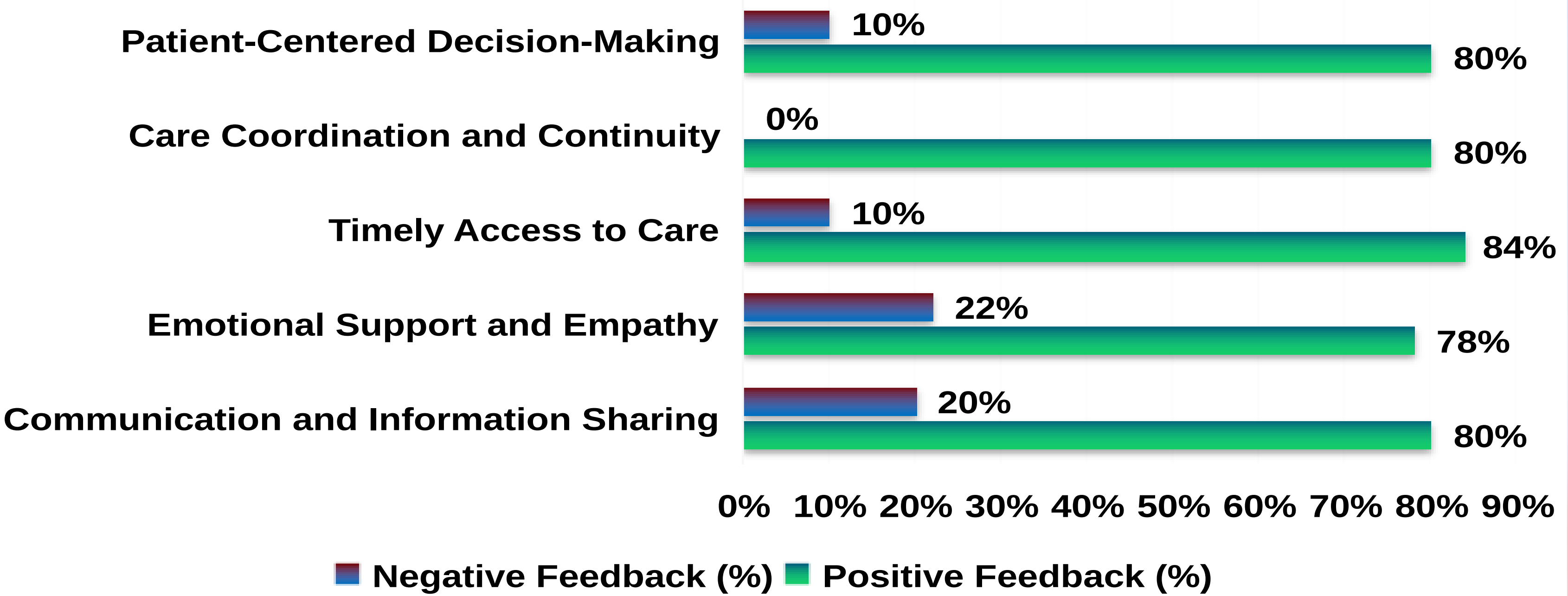


Figure 2: Patient Satisfaction Survey Results: Feedback on Key Themes

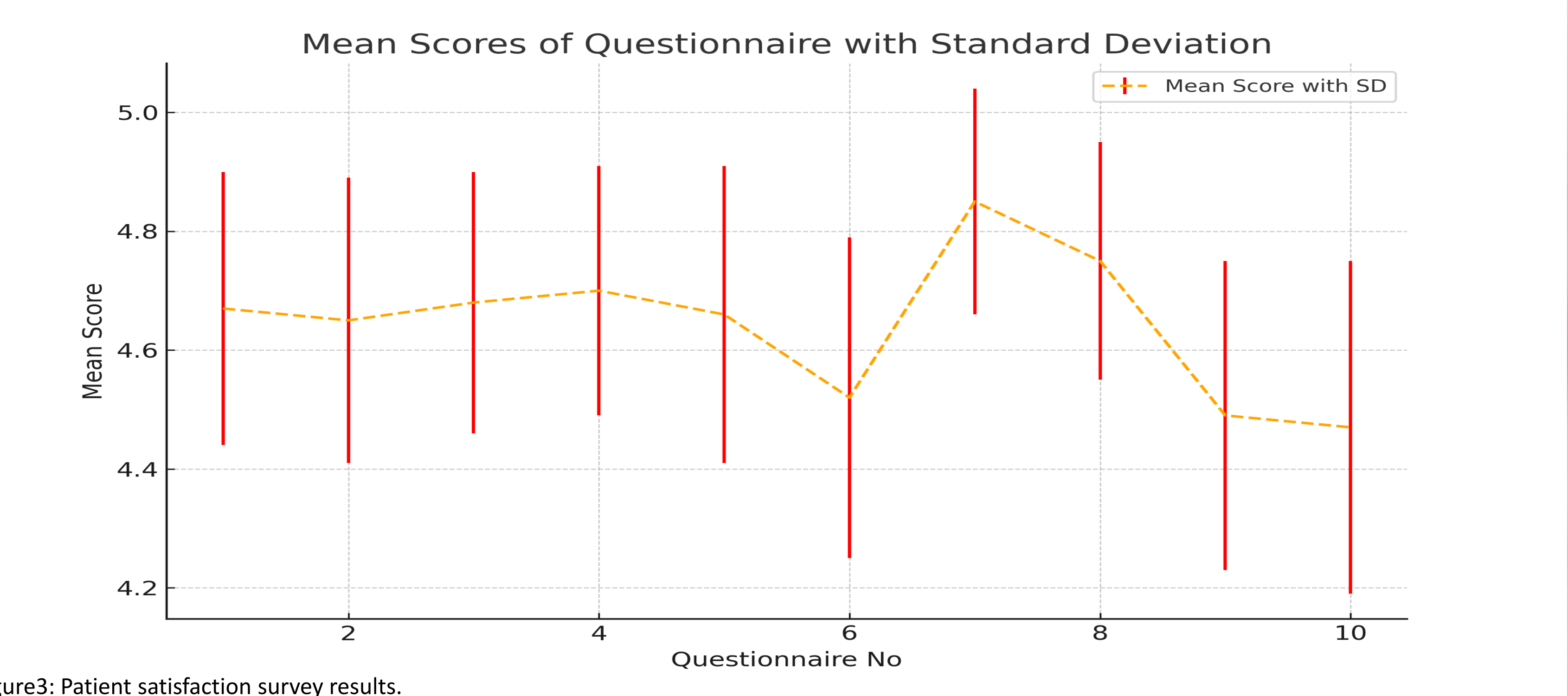


Figure3: Patient satisfaction survey results.

CONCLUSIONS:

The findings emphasize the efficacy of innovative initiatives in enhancing patient satisfaction and operational efficiency in the OB/GYN ED. Patient feedback has been instrumental in optimizing care delivery, reinforcing the significance of a person-centered approach in emergency medicine. However, there are opportunities for improvement in enhancing patient involvement in decision-making and reducing wait times for specific services. Addressing these areas can further elevate the quality of care and ensure a more patient-centered experience.

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