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Research Summary

Submission by: TOLOKA, HILLARY
Position/Title: REGISTERD NURSE OPD
Collaborators: MARY IEUSUL, MARCEL BONGNAIM, JOHN FOLEY, LIBBY WHITE
Contact email: htoloka@gmail.com
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Title .Patients' satisfaction of the care provided at the Emergency Department and Outpatient Department at Vila Central Hospital, Vanuatu.

Abstract

Background

Vila Central Hospital (VCH) as the national referral hospital, features the busiest Emergency Department (ED) and Outpatient Department (OPD) in the country, collectively seeing 150 patients a day. Measuring quality in healthcare has become a growing concern due to an increasing focus on delivering patient centred care. This study aimed to identify aspects of their care patients are satisfied with and highlight if there were any areas for improvement, at the ED and OPD.

Methods

A convenience sampling method was used, to gather data in the month of April 2021. The Patient Satisfaction Survey's (PSS) were given to patients who were nearing discharge, so their opinion of the complete visit to the hospital was captured.

Results

There were 150 PSS completed over 43 days. Half of the respondents (50%) were aged 18 - 39, with most (65.2%) being female. Most of the patients, 58.6%, were seen in the OPD with 13.5% seen in ED. Most of the patients (34) were seen on Monday (25.6%) and most patients (66.1%) arrived at the hospital between 0700 - 1000 hours. Nearly half (45.1%) of the patients were seen by a healthcare professional within 30 minutes of arrival and nearly half of respondents, 48.4%, spent 2 - 4 hours in hospital completing their healthcare treatment. The majority of patients (77.6%) were seen and discharged within 4 hours. The overall general satisfaction score was 3.6 out of 5.

Discussion

Patients were generally pleased with all the aspects of the healthcare they receive in the ED and OPD at VCH. The main areas for improvement were pharmacy services, which are reportedly slow and patients requested staff show more respect and improve their caring and empathy. Many patients thanked the staff for their hard work and stated the hospital services had improved over time.