



SMOLI NAES TUMAS!

Patients' satisfaction of the care provided at the Emergency Department and Outpatient Department at Vila Central Hospital, Vanuatu.

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Background

Vila Central Hospital

- National referral hospital
- Busiest ED and 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.

Aim

- Identify aspects of their care patients are satisfied with
- Highlight if there were any areas for improvement

We wanted to hear from the patients, about the health care services provided at the VCH ED and GOPD.

Methodology

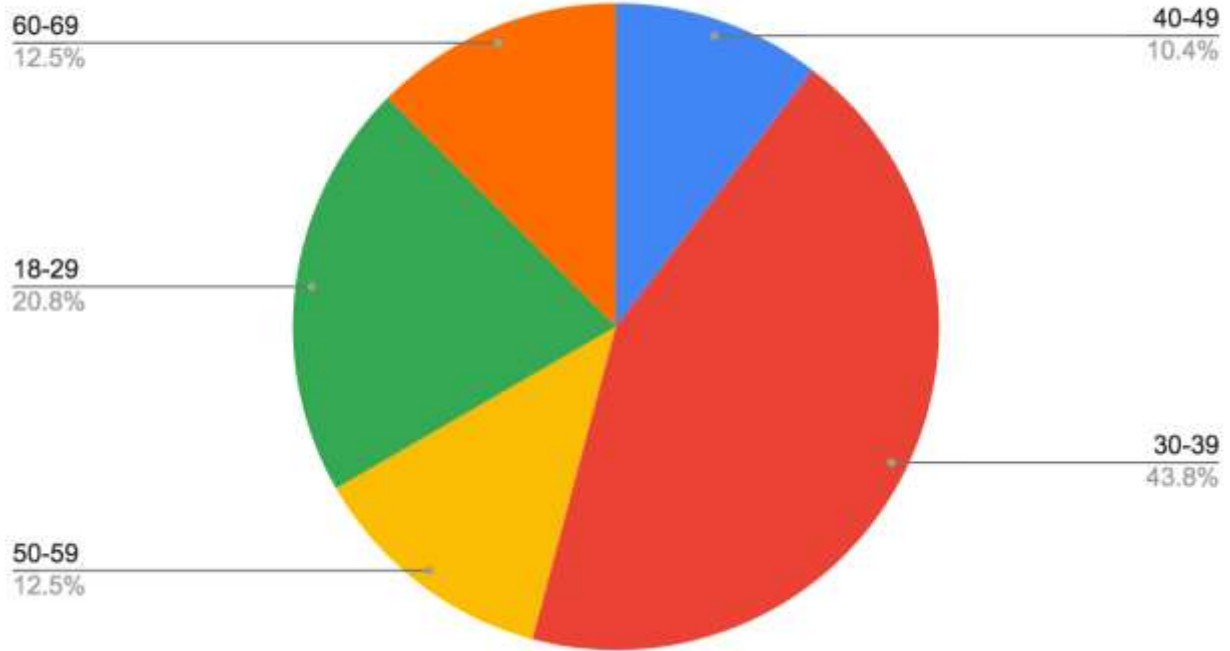
- Quantitative design
- Semi-structured questionnaire based on the Patient Satisfaction Questionnaire
- Vanuatu specific questions added
- Translated from English into Bislama and French
- Ethics approval VCH Management
- Pre-tested on Student Nurses, Porters and Filing Clerks
- Informed consent

Methodology: Patient Satisfaction Survey

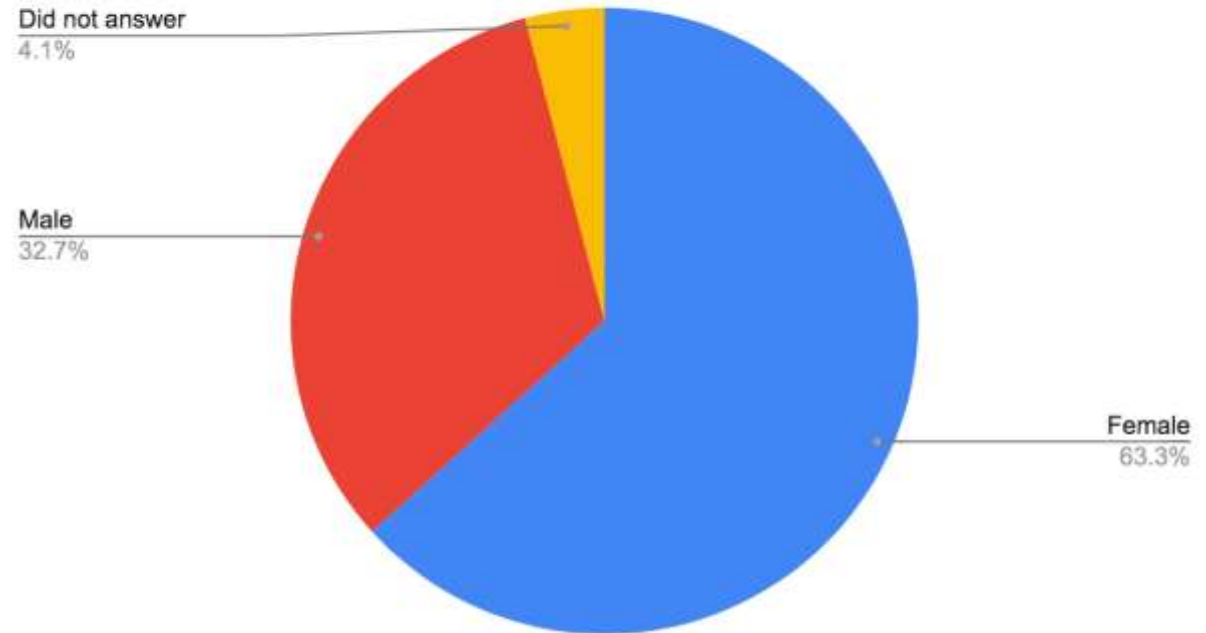
- Data variables included;
 - Demographics
 - Presentation logistics
 - Clinic attended
- Multiple choice responses - Five point Likert scale
- Subcategories – General satisfaction, technical quality, interpersonal manner, communication, financial aspects, time spent with a doctor, accessibility and convenience
- One question provided option for free text

Results: Demographics

Age Range

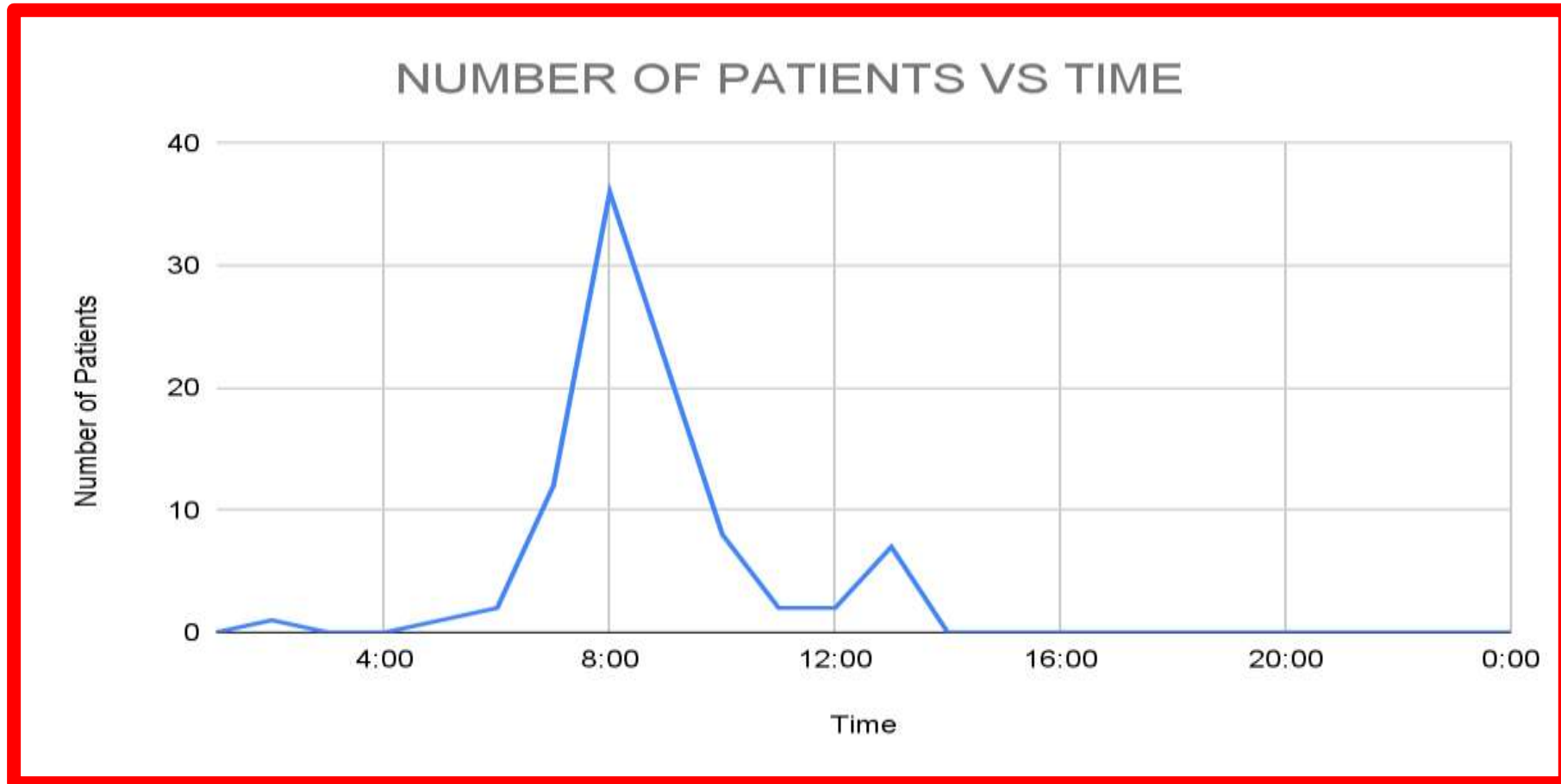


Gender



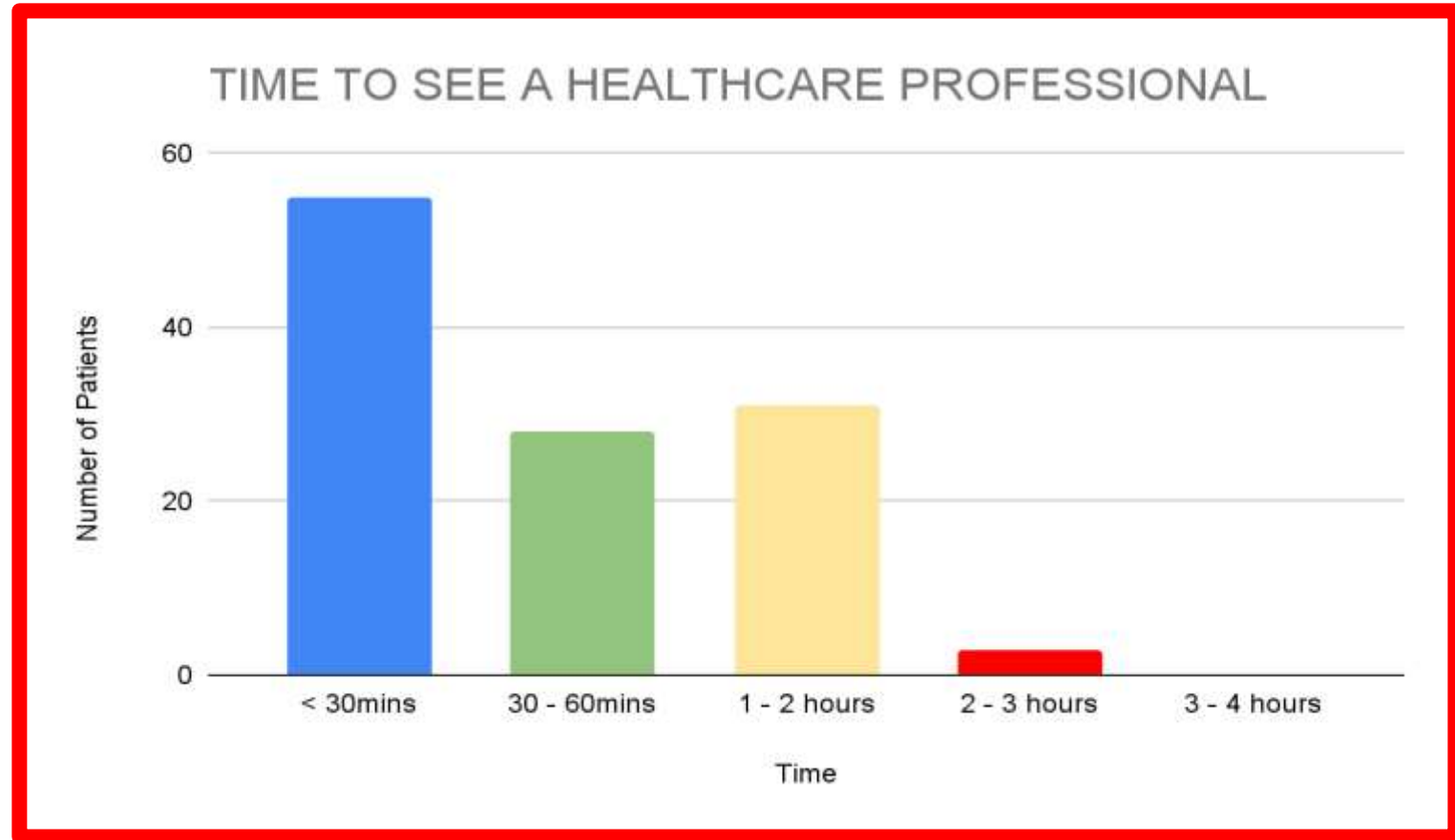
Results: Arrival time

Most patients (66%) arrive between 0700 and 1000 hours



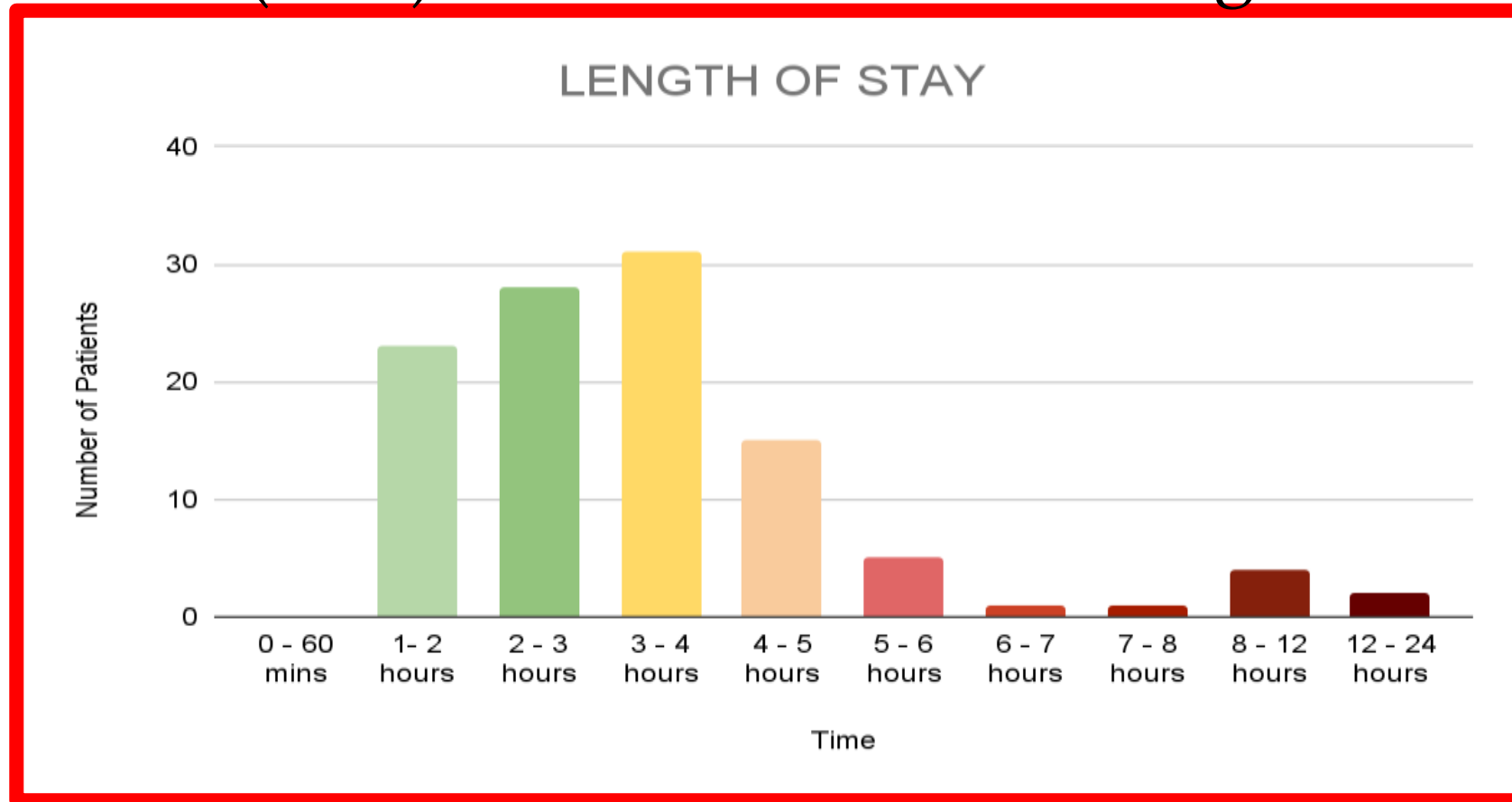
Results

- Most patients (60%) did not know the name of their healthcare provider
- Nearly half (45%) were seen within 30 minutes



Results

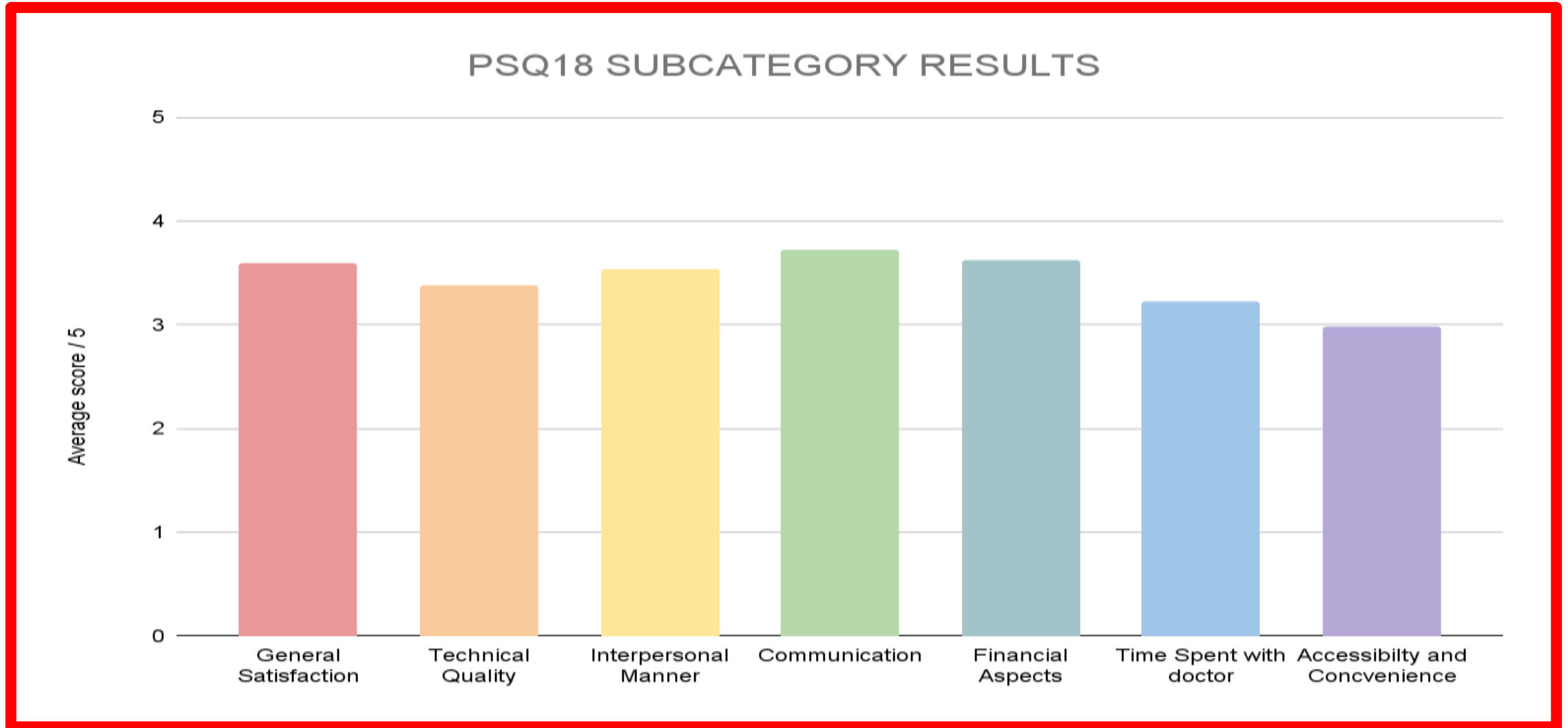
- Nearly half (48%) spent 2-4 hours in hospital
- Most patients (77%) were seen and discharged within 4 hours



Results: Feedback

- 35% thanked the staff for their work or commented hospital services had improved
- 16% commented on long wait times
- 6% requested staff to show respect and improve caring
- 6% highlighted staff tardiness
- 6% commented there needs to be a system to identify sicker patients so they can be seen first (triage!)

Patients are pleased with all aspects of the healthcare they receive at VCH



Challenges

- Financial constraints; no budget for research at MOH or VCH
- Time – researchers used their own time
- Mentors – not many researchers in Vanuatu

Benefits

- Teamwork (VCH nurses and doctors, PNO, interested researchers)
- Learning new skills (research, computer)
- Improved patient care

The Way Forward

- Create a VCH research department to allow health workers to do SMALL I NAES TUMAS OR SMALL IS BEAUTIFUL research
- Encourage Nurses to perform research using hospital information they are already collecting.
- Use research to improve healthcare provided to patients
- This Patient Satisfaction survey (PSS) should be repeated and done in other part of the hospital.
- Create a BUDGET for research

Acknowledgements

THANK YOU TO;

- VCH management for granting us the ethics approval. This should pave the way for everyone in the hospital to do research!
- The PNO's office for the motivation and standing behind us to do this research.
- The Vanuatu National Health Symposium organising committee for make this opportunity possible.