

- Critical Care Med* 2006;34:2355-61.
3. Hsiao Y.J., Chun-Yu Chen. Comparison of the outcome of emergency endotracheal intubation in the general ward, intensive care unit and emergency department. *Critical Care medicine* 2020;56:2319-4170.
 4. Brian E., Mathew E. Effect of use of bougie vs endotracheal tube and stylet on first attempt intubation success among patients with difficult airway undergoing emergency intubation. *JAMA* 2018;319:2179-2189.
 5. Elizabeth D. Martin, Jill M Mhyre. Emergency tracheal intubations at a university hospital: airway outcomes and complications. *Anesthesiology* 2011;114:42-8.
 6. Schwartz DE, Matthay MA, Cohen NH. Death and other complications of emergency airway management in critically ill adults: a prospective investigation of 297 tracheal intubations. *Anesthesiology* 1995;82:367-76.
 7. Mort TC. Complications of emergency tracheal intubation: Immediate airway related consequences: part II. *J Intensive Care Med* 2007;22:208-15.
 8. Ulrich H. Effects of Supervision by Attending Anesthesiologists on Complications of Emergency Tracheal Intubation. *Anesthesiology* 2008; 109:973-7.
 9. Arul kumar an N. Charles S McLaren. An analysis of emergency tracheal intubations in critically ill patients by critical care trainees. *Intensive Care society* 2018;19(3) :180-187.
 10. A De Jong, N Molinari. Difficult intubation in obese patients: incidence, risk factors, and complications in the operating theatre and in intensive care units. *British journal of anaesthesia* 2015; 114:297-306.
 11. Wong E., Ng Y.Y. The difficult airway in the emergency department. *Int J Emergency Med.* 2008;1:107-111.
 12. Charlson M.E. Charlson Comorbidity Index: A Critical Review of Clinimetric Properties. *Anesthesiology* 2022;91:8-35.
-
-

Indian Journal of Emergency Medicine

Library Recommendation Form

If you would like to recommend this journal to your library, simply complete the form given below and return it to us. Please type or print the information clearly. We will forward a sample copy to your library, along with this recommendation card.

Please send a sample copy to:

Name of Librarian

Name of Library

Address of Library

Recommended by:

Your Name/ Title

Department

Address

Dear Librarian,

I would like to recommend that your library subscribe to the Indian Journal of Emergency Medicine. I believe the major future uses of the journal for your library would provide:

1. Useful information for members of my specialty.
2. An excellent research aid.
3. An invaluable student resource.

I have a personal subscription and understand and appreciate the value an institutional subscription would mean to our staff.

Should the journal you're reading right now be a part of your University or institution's library? To have a free sample sent to your librarian, simply fill out and mail this today!

Stock Manager
Red Flower Publication Pvt. Ltd.
48/41-42, DSIDC, Pocket-II
Mayur Vihar Phase-I
Delhi - 110 091(India)
Phone: 91-11-79695648
Cell: +91-9821671871
E-mail: sales@rfppl.co.in

Evaluation of Patient Satisfaction Score While Waiting in the ER and Enlisting the Various Factors Responsible for the Delay Admission from the ER in a tertiary care center of New Delhi, India

Priya Govil¹, Anita Rawat², Kishalay Datta³

How to cite this article:

Priya Govil, Anita Rawat, Kishalay Datta/Evaluation of Patient Satisfaction Score While Waiting in the ER and Enlisting the Various Factors Responsible for the Delay Admission from the ER in a tertiary care center of New Delhi, India/Indian J Emerg Med 2023;9(2):65-68.

Abstract

The patient waiting in the Emergency room for both the patient assessment and patient transfer out to the assigned destination (ward or intensive care unit) are major indicators in healthcare reform. This is generally assessed by patient satisfaction score. This score is usually lowest in the emergency room worldwide, mostly due to the patient load in the emergency room. We aim to assess the patient satisfaction score and the cause of delay in patient shifting out of the emergency room in our institute as the emergency department is the first point of contact in patients.

Keywords: Emergency room; Patient assessment; Ward or Intensive care unit; Healthcare reform.

INTRODUCTION

The recent healthcare reforms has been focussing majorly on patient centered care and thus, it required active patient participation for decision making.¹ Patient satisfaction metrics play a vital role in assessing the ED care.² The patient satisfaction score has been the lowest in the ED when compared to other centers within the hospital. The delay in patient transfer out to the respective destination depends on variable factors within the healthcare setup. In this article,

we will be assessing the patient satisfaction score in the ED of our institute and enlisting the various factors associated with delay in patient transfer out. This will help in better patient centered care and improve the quality of medical care to be provided to the patient community.

Review of Literature

Quality healthcare means the patient needs and expectations are readily met by the healthcare institute.² Patient satisfaction is the measure of quality of healthcare.² Several factors play a role in patient satisfaction, which should be observed and co-ordinated to improve the patient's overall health.³ Satisfied patients are, overall, more compliant to the instructions given by the medical team, thus improving the quality of healthcare.⁴

Assessment of the patient satisfaction score overall also benefits the healthcare team to modify their healthcare norms to improve the patient quality care.⁵ Various articles have been published on online platforms regarding the

Author's Affiliation: ^{1,2}Senior Consultant, ³Director and HOD, Emergency Medicine, Max Super Speciality Hospital, Shalimar Bagh 110088, Delhi, India.

Corresponding Author: Priya Govil, Senior Consultant, Emergency Medicine, Max Super Speciality Hospital, Shalimar Bagh 110088, Delhi, India.

E-mail: drpriyasharma5@gmail.com

Received on: 29.04.2023

Accepted on: 31.05.2023