## HEALTHCARE ON WHEELS - A ROLLS ROYCE, A BICYCLE OR SOMEWHERE IN BETWEEN?

- Ambulance services from the patient's perspective

## 1. INTRODUCTION

- The first hour after an emergency is called the "Golden hour"
- It represents a critical window of opportunity to save lives, control damage and alleviate the long term impact of the incident
- All Ambulance services play a crucial role in timely health care.

## 2. AIM OF THE STUDY

To survey the satisfaction of patients with the outsourced ambulance services in our institution after implementation of corrective measures

### 3. BACKGROUND



- All outsourced ambulances are regularly audited
- Various parameters that involve functionality, availability of equipment, medicines, appliances, oxygen, manpower etc are recorded
- >However, only a single perspective can be obtained
- Patient satisfaction could not be evaluated from the data collected

## 4. METHODOLOGY

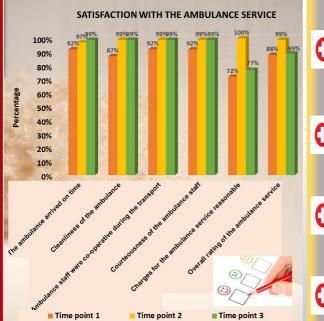
- The patient feedback survey questionnaire was used to conduct the survey
- Face valuation was done
- Systematic sampling from a list by **Transport Department**
- Telephonic interview method
- Assessment of parameters across
- three time spans (2021-2022 -T1, 2022-2023 - T2,

2023-2024 - T3) was done



- Implementation of corrective measures showed increased patient satisfaction (T1-T3)
- Frequency (%) and bar chart is presented for categorical data.

PARAMETERS	TIME POINT 1	TIME POINT 2	TIME POINT 3
The ambulance arrived on time	92%	97%	99%
Cleanliness of the ambulance	87%	99%	99%
Ambulance staff were co-operative during transport	92%	99%	99%
Courteousness of the ambulance staff	92%	99%	99%
Charges for the ambulance service reasonable	72%	100%	77%
Overall rating of the ambulance service	88%	99%	89%



### 6. DISCUSSION

- The data was collected using a 5-point Likert scale (5 - Very Good, 4 - Good, 3 - Neutral, 2 - Poor, 1 -Very poor). Very Good and Good were considered as Satisfaction.
- The various corrective measures followed were increased surveillance of ambulance users (patients/relatives), displaying a direct contact for complaints, on the ambulance itself and various display boards of the hospital.
- > Other transport/ ambulance related complaints given by patients that were not included as parameters were directly sent to the institution Transport Department and Concerned Ambulance Private Outsourcing Agencies to be addressed.

### 7. CONCLUSION

- A better and deeper understanding into various issues was possible because of this survey.
- Sorting every complaint at a grass root level is necessary and can be done only after taking into consideration the patient's perspective

Improvement is a constant journey and striving for perfection with relation to patient satisfaction is the key.

# 8. REFERENCE

- Sharifi M, Baraz S, Mohammadi F, Ramezani R, Esmaeili Vardanjani SA. Patients Perception and Satisfaction of the Ambulance Service (115) at Shahrekord, Iran. Life Sci J 2012;9(4):2196-2201.
- Heydari H, Kamran A, Zali ME, Novinmehr N, Safari M. Customers' satisfaction about prehospital emergency medical services in Lorestan, Iran. Electron Physician. 2017 Mar 25;9(3):3974-3979