

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



5. RESULT

- 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%

SATISFACTION WITH THE AMBULANCE SERVICE



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.