



Service Priorities and Programmes Electronic Presentations

Convention ID: 615

Submitting author: Mr Man Hong Dennis TANG

Post title: Occupational Therapist II, Pok Oi Hospital, NTWC

Patient Satisfaction Survey on out-patient stroke rehabilitation service in Pok Oi Hospital Occupational Therapy Department

TANG MH(1), Wong MY(1), Fung YS (1)

(1)Occupational Therapy Department, Pok Oi Hospital

Keywords:

Patient Satisfaction Survey

Out-patient stroke rehabilitation

Pok Oi Hospital

Occupational Therapy Department

Introduction

Patients satisfaction survey provides important information on services planning and improvement. Feedback was collected from patients and caregivers regarding the quality of out-patient Occupational Therapy stroke rehabilitation service through satisfaction survey.

Objectives

1.To evaluate level of patient satisfaction in relation to service delivery in stroke training group 2.To identify areas and suggest measures for improvement

Methodology

A patient satisfaction survey consisted of 12 questions using 5-point Likert scale was developed for evaluation; ranging from Strongly disagree to Strongly agree (from Very poor to Excellent for overall service satisfaction). Context of questions covered 5 domains on i) appointment registration process, ii) attitude of clerk, occupational therapist and supporting staff, iii) physical environment, iv)satisfaction on treatment effectiveness and v) overall satisfaction of Occupational Therapy service. Qualitative comments were collected by free-text space. The survey was conducted by a supporting staff that was new to the respondents by convenient sampling including patients or caregivers receiving out-patient stroke rehabilitation service.

Result

30 out-patients and caregivers responded to the Patient Satisfaction Survey from 22 – 31 July 2015 with a response rate of 83.3%. The respondents showed a range of satisfaction from 93.3% to 100% for all domains. 50.3%, 40% and 6.7% of respondents ranked the overall service delivery as Very Good, Excellent and Average respectively. All respondents appreciated staff's effort, attitude and professional knowledge. All participants expressed treatment received was effective. Most respondents revealed that the environment was comfortable with good lighting and temperature while 10% of the respondents suggested the temperature was too low. 6.7% of participants expressed the environment was crowd. For qualitative comments,

one respondent feedback that answers to enquiry from staff at counter was too brief. Another respondent expressed the waiting time for first appointment was longer than 8 weeks. The result of Patient Satisfaction Survey was briefed to all therapists in Department Meeting in Occupational Therapy Department. Relevant staff was reminded to ensure giving first appointment according to triage guideline and provide clear explanation of registration process to patients. Room temperature in treatment room was re-adjusted. To conclude, the Occupational Therapy out-patient stroke rehabilitation service satisfied majority of respondents. This survey provided valuable information for continuous improvement of service.