

Patients' Perception of Quality Nursing Care and Services in Emergency Department in Jordan

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Abstract

Patients are considered as the main users of every hospital service particularly the emergency department. Hence, patients' perceptions are one of the quality care measures. Thus, this study purposed to assess the patients' perception of quality nursing care and services in emergency departments in Jordan. A cross-sectional, descriptive correlational design was adopted on a sample of patients who attended the emergency department (N=427). A self-administered structured questionnaire was used to assess the patients' perception of quality nursing care and services in the emergency department; in addition, demographic data were used for data collection. The results showed that all health sectors in Jordan had high level of patients' perception of quality nursing care and the related emergency department services (Mean = 3.93, SD = 0.72). Furthermore, the private sector had the highest mean score (M=4.18, SD= 0.70), while the government sector had the lowest mean (M=3.11, SD= 0.38). Also, the level of perception had positive relationship with income ($r = 0.097$; $p < 0.05$) and qualifications ($r_{p.b} = 0.093$; $p < 0.05$). While, the number of visits showed a significant negative correlation with the patients'

perception level ($r = - 0.095$; $p < 0.05$). Thus, it becomes apparent, the need for improving the quality nursing care and services in emergency department at hospitals through strengthening the policy and enhancing the nursing services supporting system. Also, there is need for establishing plans to develop the infrastructures, equipment, physical environment, sanitation, and facilities in emergency department to meet the needs of the patients, which, in turn, can enhance the quality of care and service.

Keywords: Emergency department, perceptions, patients, quality nursing care.