

# **Patient Satisfaction with Emergency Care Services and Their Future Consumer Behavior: A Correlation Study**

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## **Abstract**

Patients' satisfaction is one of the major quality indicators of healthcare services, and it affects their future behaviors. This study was conducted to investigate the relationship between patients' satisfaction with emergency care services and their future consumer behavior. A descriptive cross-sectional and correlation design, the study recruited 200 patients conveniently from public hospitals in Southern Jordan. Data was collected using a Patient Satisfaction with Nursing Care Quality Questionnaire and the Behavioral Intent questionnaire. The findings of the study conclude that patients were satisfied with healthcare services in the emergency department. Their satisfaction did not differ significantly based on their socio-demographics. the majority of the patients showed willingness to return to the same hospital. The future consumer behavior score differs, however, based on type of health insurance coverage. Besides, there was a positive trend between total satisfaction score and future consumer behavior score. Therefore, a comfortable health environment guarantees that patients will receive high standard and safe nursing care, ensure patients' higher level of satisfaction as well as increase patients intention to return to the hospital.

**Keywords:** Consumer behavior, Emergency department, Healthcare service, Patients' satisfaction, and Patient Satisfaction with Nursing Care Quality Questionnaire.