

The relationship between patients' awareness of the triage system and their satisfaction with nursing care at ED in Jordan: A descriptive correlational study

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Abstract

The aim of this study was to investigate the relationship between patients' awareness of the triage system and their satisfaction with nursing care received in the emergency department (ED) in Jordan. A cross-sectional correlational design was used, and 726 patients were enrolled for the largest public hospital in Jordan. Ethical considerations were maintained, and data was collected through self-reported questionnaires. The mean age of participants was 38.1 years, with most of them being male and married. The participants reported that the primary reason for visiting the ED was to receive regular care (33.5%), and most of them were unaware of the triage system (61.3%). Only a few participants wanted to know how long other patients had waited (38.6%). Further, waiting for the laboratory test results was the higher ($M = 72.9$, $SD = 31.3$). In terms of nursing care, the majority of participants were satisfied with nursing care in the ED ($M = 79.5$, $SD = 17.6$). Their satisfaction was positively correlated with using primary healthcare facilities before visiting the ED. However, participants' satisfaction was negatively correlated with the need for further information about the triage and its function and the waiting time for laboratory tests, consultations, and admissions. Single participants and those living inside Amman were found to be more satisfied with ED care. Patients are generally satisfied with emergency department care, but are often unaware of the triage system. Policymakers and stakeholders should intervene to enhance patients' awareness of the triage system. Healthcare providers should implement educational programs for medical staff and patients to improve patients' awareness of the triage system. More research is needed to understand the underlying reasons for poor awareness of the triage system.

Keywords: Awareness, Emergency departments, Nursing care, Satisfaction, Triage system.

