B1-28: An Emergency Department Patients’ Perception of Safety

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Abstract Categories:
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Abstract:
Introduction: Patients’ perceptions of safety during visits to emergency departments could contribute to the growing data on preventable patient injuries and deaths. However, patient safety reform agendas have marginalized patient input, relegating it to accent values and ideas formulated by healthcare delivery experts. This study’s purpose is to research the patients’ perceptions of safe care delivery uncovering novel extant information based on personal experience. Research questions include: 1) what do patients perceive as safe and unsafe aspects of their care; 2) what experiences of unsafe care do patients have; 3) how has staff addressed/not addressed these experiences; 4) what are safe actions and their characteristics in the ED?

Method(s): A qualitative, focused ethnographic study of ED patients will reveal specific aspects of the patient’s experience using his/her descriptions and explanations. Thematic analysis will be used to discover pertinent themes in these interviews. Themes noted across two or more participants become data for the study. Limiting the study to one area (ED), utilizing purposive sampling, collecting data (15 to 20 patients) until no new themes or information from additional participants are found (data saturation), utilizing Spradley’s ethnographic interactive question guide during the interview, and strengthening the trustworthiness (reliability) of the data by member checking will provide novel patient safety data. Limitations include interviewing patients from one department (ED) of one hospital system in one US geographical area.

Results: This is an emerging study revealing differences between age groups (over 60 & under 30) with safety issues regarding communication between staff and patient, cleanliness of rooms, protection from violent patients, and concerns about privacy surfacing as data. Collection of data is currently underway and preliminary analysis will be completed for presentation in mid-January 2010.
**Discussion & Conclusions:** The patient perspective on hospital safety has the potential to contribute to the reduction of morbidity and mortality in the healthcare industry. Nursing and healthcare will benefit from the current research results by using this study in building patient safety solutions.

**Abstract History:**
This abstract has not been presented or accepted for presentation in whole or in part at the SNRS or other scientific meeting.

**Financial Disclosure:**
No, I (or a member of my immediate family) have not received something of value* from or own stock (or stock options) in a commercial company or institution related directly or indirectly to the subject of my presentation.

**FDA Disclosure:**
I will not be describing any pharmaceutical and/or medical device.

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