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TESTING THE VALIDITY AND RELIABILITY OF THE AUBMC EMERGENCY DEPARTMENT PATIENT SATISFACTION SURVEY

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Aim: The main purpose of the project was to test the reliability and validity of the AUBMC Emergency Department patient satisfaction survey. The outcome of the study will be a revised version of the survey instrument that includes items with the best measurement characteristics.

Methods: The design was secondary cross-sectional descriptive. Sample size was 475 filled questionnaires through phone- calls interviews made by the AUBMC Patient Affairs Department. The reliability testing was done using Cronbach alpha coefficient and the validity testing was done using an exploratory factor analysis with oblique rotation.

Results: The overall weighted mean of satisfaction was 4.3893 out of 5. The overall Cronbach alpha coefficient was 0.882 representing very good internal consistency of the tool. Exploratory factor analysis revealed four factors explaining 64.615% of the variance.

Recommendation: The statistical analysis recommended the removal of eight items in case of the development of research studies using patient satisfaction as a dependent or independent variable. The study also recommended the removal of question number 9 “nursing skills in inserting intravenous line”.

Limitations: The survey questionnaire is unique to AUBMC and does not permit benchmarking. Also, the analysis was limited to an exploratory factor analysis and a confirmatory factor analysis is recommended to confirm the four factors using a larger sample size. In addition, 33.3% of the persons interviewed by the Patient Affairs Department were family members.

Conclusion: AUBMC Emergency Department patient satisfaction has good internal consistency and can serve as a useful foundation for developing a more robust measurement instrument for use in research on patient satisfaction. There is scope for reducing the number of questions in the survey and for using the items in their current or revised form to monitor the effectiveness of quality improvement initiatives.