

Title: Patient experiences of acute admittance to hospital with Acute Coronary Syndrome (ACS)

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Objective:

To improve treatment and care for patients admitted with acute coronary syndrome (ACS)

Methods:

30 semistructured interviews were analysed by the grounded theory method. The interviews were basis for developing a tool containing 12 questions and six themes. The tests and validation of the tool lasted one year. This tool was consequently used for a cross sectional survey. A total of 310 patients were consecutively included within 48 hours from admission, and had to judge questions/statements in two dimensions: Perceived reality and subjective importance. Spearman's Rho Correlation was used to reveal the connection between evaluation of the question and order of priority (very important, important or not important at all). Likewise patients had to choose the three most of all important statements in prioritised order. A county and a university hospital participated.

Results:

The Qualitative investigation developed following themes: Effectiveness, professional knowledge, pain, care, information and interpersonal relations. The cross-sectional survey included 310 patients, 116 females and 184 males, mean age 64 (range 25-94). 10 patients were lost in this investigation. Complete registration forms were returned from 96,2 % at the county hospital and 97,4 % at the university hospital.

Correlation coefficients were high (above 0,5) at the following three statements: Treatment for pain (0,650), knowing the nurse with responsibility for me (0,535), knowing that the nurse is solving my problems (0,503).

The three personally prioritised statements in prioritised order were: 1) knowing exactly the nurse in charge for their caring (both hospitals), 2) treatment for pain (county hospital), satisfaction with the treatment from the nurse at admittance (university hospital), 3) in general satisfied with the admittance (both hospitals).

Second priority differed for the two hospitals. No significant differences were found between the county and the university hospital in overall satisfaction $p > 0,05$.

Conclusion:

The interviews with patients indicated that they preferred nurses with technical skills and were not focused directly on care. The survey indicated though, that it was extremely important for the patient to know exactly his or her nurse as far as this statement had highest priority among patients when they are to choose the personally most important statement. This survey also stated that the two hospitals (county and university hospital) performed very similar according to patient perception and assessment. Patients are now getting a card at discharge from hospital with a name and telephone number