

THE QUALITY OF NURSING CARE IN AN EMERGENCY CARE UNIT FOR ADULTS: the users' perception


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OBJECTIVE

To analyse the quality of the nursing care in an Adult Emergency Care Unit based on the users' perception related to the structure, process and outcome.

METHODS

- ❖ Exploratory descriptive study;
- ❖ **Ethical aspects:** Approved by the Ethics in Research (Protocol nº 03/2008)
- ❖ **Population:** 260 users of the Public University Hospital – São Paulo (Brazil);
- ❖ **Data collection:** from August to October 2008, by Likert-type scale questionnaire (33 propositions);
- ❖ **Reliability of questionnaire:** Cronbach's Alpha Coefficient: 0.88 (0-1);
- ❖ **Data analysis:** The data were analyzed by means of specific statistical tests.



RESULTS

Characterization of participants: average age of participants: 46.9 (±sd18.12) years old, 52% were male and 66.5% had not completed high school.

STRUCTURE	PROCESS	OUTCOME
<ul style="list-style-type: none"> ↑ Availability of medication and equipment ↑ Cleaning and information signs in the unit ↓ Unit area without privacy 	<ul style="list-style-type: none"> ↑ Speed of exams ↑ Correct procedures ↓ Long waiting for care 	<ul style="list-style-type: none"> ↑ Received treatment enabled rapid improvement ↓ Short stay companion

CONCLUSIONS

- ❖ The **outcome** obtained the highest score, an average of 39.84 (±sd4,66) and the **structure** had the lowest score 36.48 (±sd4,23);
- ❖ The favorable users' perception seems to be associated with of the technical dimension of the working process;
- ❖ Regarding the negative aspects, there were issues involving privacy, waiting time for care and the absence of a companion.
- ❖ The results of this study contributed to the improvement of the management, the assistance and the education and research in the University Hospital.

Thank you very much,
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