Abstract

Perception of Emergency Nursing Care among Patients in Selected Hospitals in Oyo State Nigeria

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Background: Literature has shown that quality of care received may or may not improve the outcome of care during emergency situations. However, in Nigeria, there is dearth of data as regards the perception of emergency nursing care among adult patients.

Aim: The study examined adult patients’ perception of emergency nursing care in southwestern Nigeria

Methodology: Descriptive design was used among 428 patients using purposive sampling technique. University College Hospital, Ibadan and Ladoke Akintola University of Technology teaching Hospital Ogbomoso were the study settings. A modified Consumer Quality Index for accident and emergency department was used for data collection. Data were analysed using descriptive statistics, chi square test and multiple regressions.

Result: Generally, 67% of the patients perceived the emergency nursing care in the selected hospitals as unsatisfactory (negative perception). However, the 18.5% of the patients exhibited positive or satisfactory perception.

Conclusion: Patients perceived emergency nursing care as important but unsatisfactory. Therefore nurses need to do their best in delivering emergency care to improve survival rate and quality of life.

Keywords: Adult patients, emergency nursing care, emergency department, perception, nurses, hospitals.