



USE OF THE PREM (PATIENT REPORTED EXPERIENCE MEASURE) QUESTIONNAIRE IN A CARIBBEAN POPULATION

Paula Robertson¹, Joanne F. Paul^{1,2}, Vidya Ramcharitar-Maharaj¹, Ian Sammy², Paula Nunes²

1. Paediatric Emergency Department, Wendy Fitzwilliam Paediatric Hospital, Eric Williams Medical Sciences Complex, Champs Fleurs, Trinidad W.I.; 2. Faculty of Medical Sciences, The University of the West Indies, St Augustine, Trinidad W.I.

ABSTRACT

Introduction

Patient satisfaction is one measure of the quality of health care in an emergency department, and a driver for service improvement. Many patient surveys have been developed; however these are often completed by adults with little or no input from children and young people. This study used the PREM (Patient Reported Experience Measure) questionnaire, developed by the Royal College of Paediatrics and Child Health, and validated for use by children and their carers in the emergency department.

Methods

The study was conducted from May 1st to 31st, 2014 at the Pediatric Emergency Department, at the Eric Williams Medical Sciences Complex, Trinidad, which sees approximately 60,000 children per year. 175 completed questionnaires were analysed, and problem scores calculated then compared to those obtained in the eight United Kingdom hospitals who participated in the initial RCPCH pilot study.

Results

The problem scores were similar to those obtained in UK hospitals, reflecting similar themes across emergency departments. 3 problem scores fell outside of the range of scores obtained from the UK hospitals, which pointed to issues with timely recognition and management of patients' pain, patient privacy and discharge information.

RESULTS

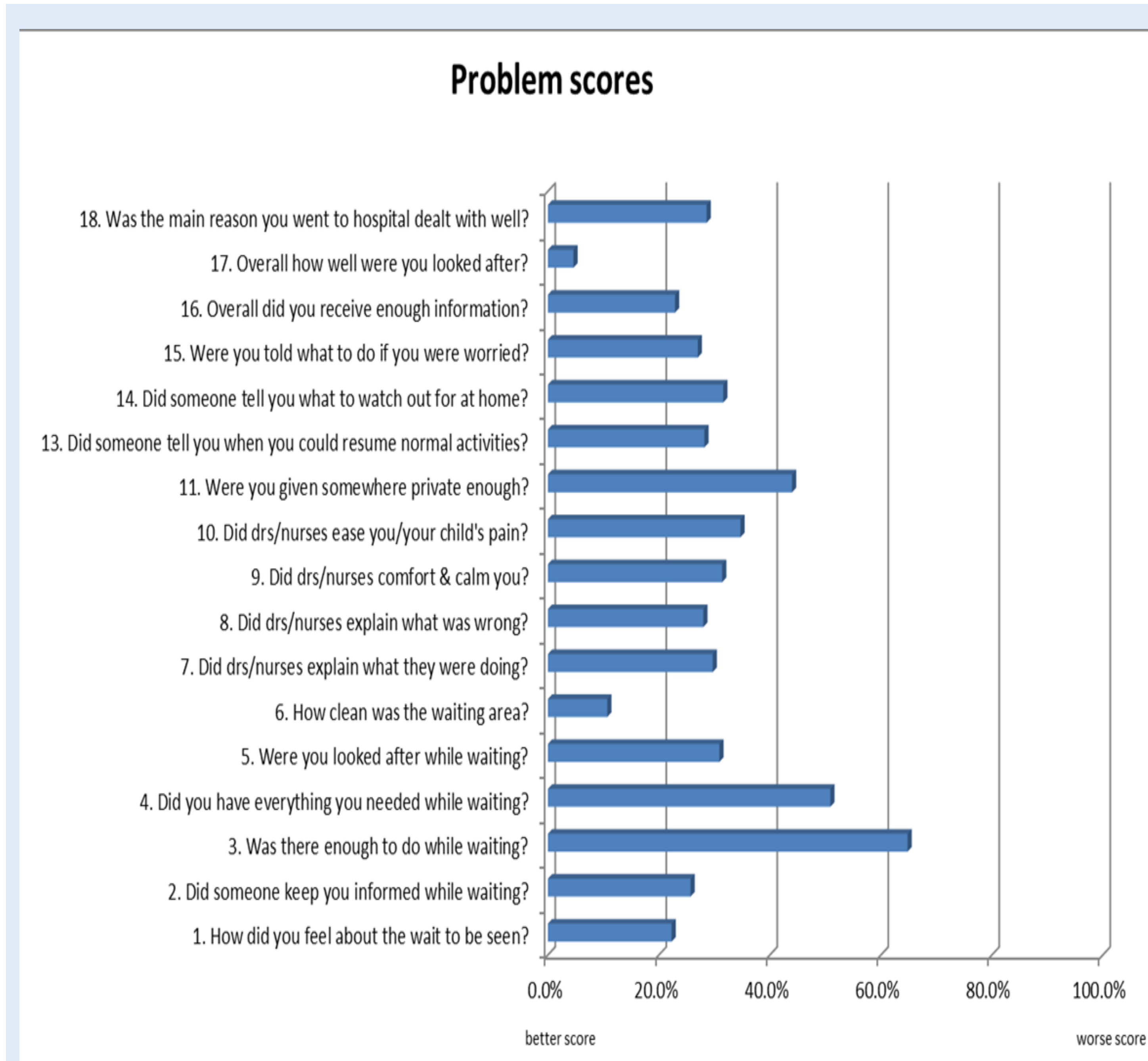


Fig 1: Calculated problem scores for relevant patient questions on the PREM questionnaire

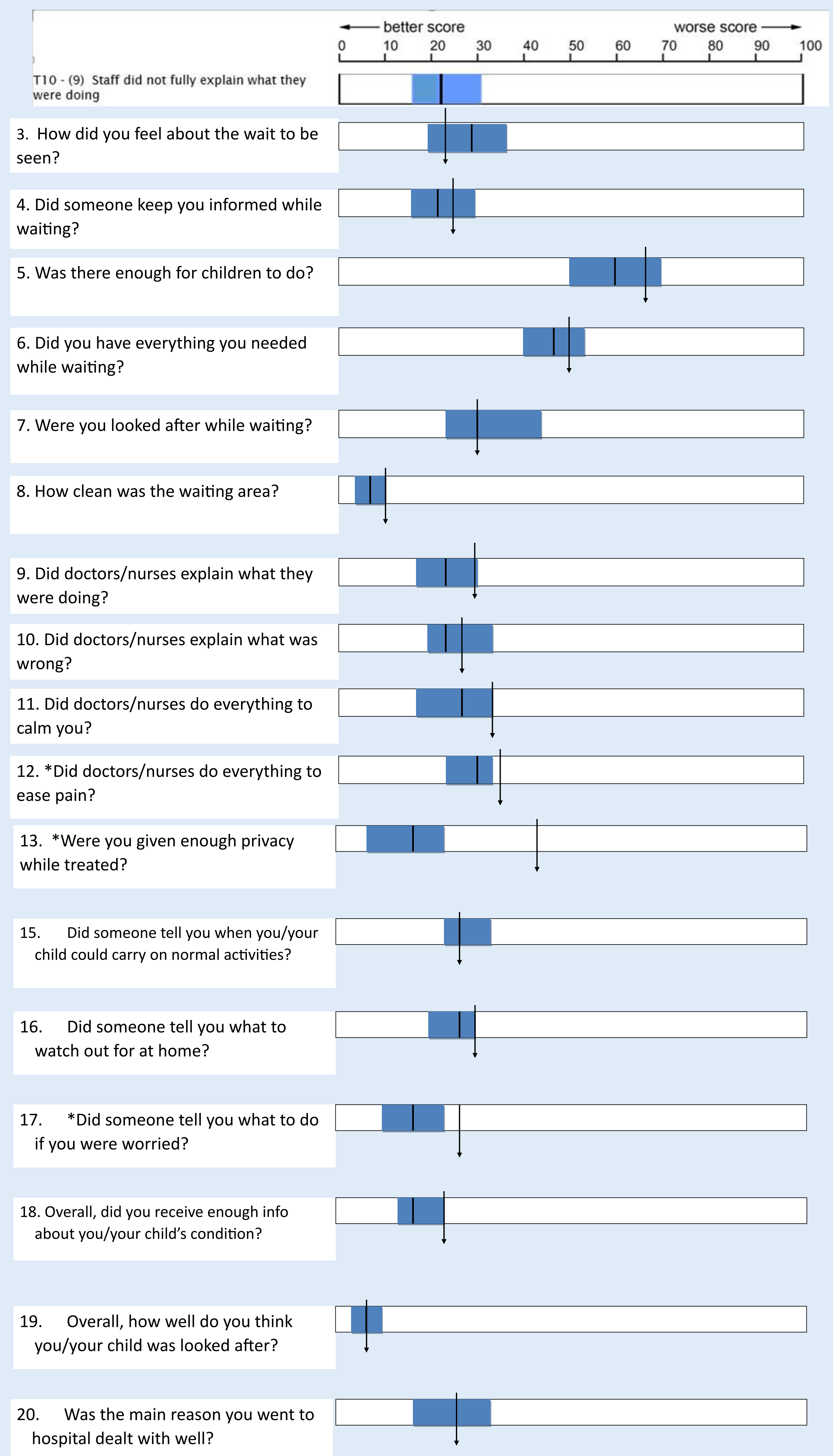


Fig 2 : Graphical representation of EWMSC PREM problem scores in comparison to UK hospitals

Key :
 Represents the range of problem scores across 8 NHS hospitals (n= 1796)
 Represents the average problem score for the NHS hospitals involved
 Represents the EWMSC problem score

CONCLUSION

The problems identified by the PREM survey were similar to those seen in the UK. An action plan has been developed to address these, and it is planned that a repeat PREM survey will be performed following implementation of these changes to see if there have been improvements.

References

- Magaret ND et al. Patient satisfaction in the emergency department – a survey of pediatric patients and their carers. Acad Emerg Med. 2002 Dec; 9 (12):1379-88.
- Toma G, Triner W, McNutt LA. Patient satisfaction as a function of emergency department previsit expectations. Ann Emerg Med. 2009; 54(3):360-367.e6. Epub 2009 Mar 12
- Professor Sir Ian Kennedy. Getting it right for children and young people: Overcoming cultural barriers in the NHS so as to meet their needs. 2010. http://www.dh.gov.uk/en/Publicationsandstatistics/Publications/PublicationsPolicyAndGuidance/DH_085825
- The Development of a Patient Reported Experience Measure (PREM) survey for children 0-16 years in Urgent and Emergency Care 2011. RCPCH, London Royal College of Paediatrics and Child Health, College of Emergency Medicine, Royal College of General Practitioners, Royal College of Nursing, London Ambulance Service, NHS direct, National Patient Advice and Liaison service network, Picker Institute, Europe.