A Perspective of the Emergency Department in Kintampo Municipal Hospital

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DISCLOSURE

COMPETING INTERESTS: NONE

This project was made possible through the National Medical Fellowships, a public-private partnership supported jointly by GE/NMF Medical Scholars Program.
Observation:

- There is no training program available in the emergency department (ED).

Research Question:

- Who provides care in the emergency department?
- Are there any standards of care in the emergency department?
- How are clinicians trained and evaluated?
- Is there someone responsible for ongoing education?
- How prepare do clinicians feel in providing care in the ED?
- Are clinicians happy to work in the ED?
- What are some improvements clinicians would like to see?
Methods

- An 18-question survey was developed and administered to all clinicians.

- Participants included Staff Nurses, Enrolled Nurses, Health Extended Workers and Rotating Nurses

- Survey was completed during working hours.

- Participants were informed that participation was completely voluntary and confidential

- Each survey was given a study number and data was transferred to an excel sheet and surveys were destroyed.
Methods: Survey

- How old are you?
- Gender
- How many years of working experience do you have?
- What is your educational background?
- How do you maintain your clinical skills/knowledge?
- How is your clinical knowledge evaluated?
- Who is responsible to provide you with ongoing education?
- Do you have classes? Who teaches these classes?
Methods: Survey
10-point Likert Scale

- Are you happy to work here?
  1 2 3 4 5 6 7 8 9 10
  Not happy    happy

- How prepared do you feel working in the emergency room?
  1 2 3 4 5 6 7 8 9 10
  Not prepared    very prepared

- Do you feel appreciated by the administration?
- Do you feel appreciated by the community?
- Do you feel appreciated by the visiting physicians?
  1 2 3 4 5 6 7 8 9 10
  Not appreciated    very appreciated
RESULTS
Emergency Department’s Clinicians

- Staff nurse: 29%
- Enrolled nurse: 18%
- Rotating nurse: 23%
- HEW: 24%
- Visiting physician: 6%
# Results: Demographics

<table>
<thead>
<tr>
<th>Characteristics</th>
<th>Kintampo (N=16)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Age (yr)</td>
<td>25 (23, 29)</td>
</tr>
<tr>
<td>Female, N (%)</td>
<td>9 (56%)</td>
</tr>
<tr>
<td>Educational Preparation</td>
<td></td>
</tr>
<tr>
<td>Staff Nurse (5)</td>
<td>3 yr + 1 yr clinical</td>
</tr>
<tr>
<td>Enrolled Nurse (3)</td>
<td>2 yr + 1 yr clinical</td>
</tr>
<tr>
<td>Health Extended Worker (4)</td>
<td>1mo + 2 mo clinical</td>
</tr>
<tr>
<td>Rotating Nurse (4)</td>
<td>Last year of training</td>
</tr>
<tr>
<td>Visiting Physicians (1-2)</td>
<td>sidHARTe</td>
</tr>
</tbody>
</table>
Questions:
1. Do you feel appreciated by the administration?
2. Do you feel appreciated by the Community?
3. Do you feel appreciated by the visiting physicians?

<table>
<thead>
<tr>
<th></th>
<th>Administration</th>
<th>Community</th>
<th>Visiting Physicians</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Nurse</td>
<td>4.6 ± 3.5</td>
<td>7 ± 3.7</td>
<td>9.4 ± 0.9</td>
</tr>
<tr>
<td>Enrolled Nurse</td>
<td>4.6 ± 0.5</td>
<td>3.6 ± 2.3</td>
<td>6.6 ± 2.8</td>
</tr>
<tr>
<td>Health Extended Worker</td>
<td>7.25 ± 1.8</td>
<td>8.5 ± 1.9</td>
<td>10</td>
</tr>
<tr>
<td>Rotating Nurse</td>
<td>8 ± 1.6</td>
<td>9.5 ± 1</td>
<td>9 ± 1.1</td>
</tr>
<tr>
<td>Total</td>
<td>6.1 ± 2.6</td>
<td>7.4 ± 3.1</td>
<td>8.9 ± 1.73</td>
</tr>
</tbody>
</table>
## Results: Clinical Experience

<table>
<thead>
<tr>
<th></th>
<th>Total nursing experience (mo)</th>
<th>ED experience</th>
<th>Total participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Nurse</td>
<td>36 ± 12</td>
<td>14 ± 13</td>
<td>5</td>
</tr>
<tr>
<td>Enrolled Nurse</td>
<td>16 ± 7</td>
<td>2 ± 1</td>
<td>3</td>
</tr>
<tr>
<td>Health Extension Worker</td>
<td>58 ± 19</td>
<td>24</td>
<td>4</td>
</tr>
<tr>
<td>Rotating Nurse</td>
<td>none</td>
<td>none</td>
<td>4</td>
</tr>
<tr>
<td>Total</td>
<td>39 ± 21</td>
<td>11 ± 12</td>
<td>16</td>
</tr>
</tbody>
</table>

Average ± STDEV
# Results:

## Work Satisfaction & Competency

1. Are you happy to work here? 1 not happy; 10 very happy

2. How prepared do you feel working in the emergency department? 1 not prepared; 10 very prepared

<table>
<thead>
<tr>
<th></th>
<th>Work Satisfaction</th>
<th>Competency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Staff Nurse</td>
<td>6.6 ± 3.2</td>
<td>9.6 ± 0.8</td>
</tr>
<tr>
<td>Enrolled Nurse</td>
<td>7.3 ± 2.0</td>
<td>10</td>
</tr>
<tr>
<td>Health Extended Worker</td>
<td>9 ± 2</td>
<td>9 ± 2</td>
</tr>
<tr>
<td>Rotating Nurse</td>
<td>9.5 ± 1</td>
<td>9.5 ± 1</td>
</tr>
<tr>
<td>Total</td>
<td>8.0 ± 2.4</td>
<td>9.5 ± 1.1</td>
</tr>
</tbody>
</table>

* Average ± STDEV
## Results: If you could change one thing in the ED, what would it be?

<table>
<thead>
<tr>
<th>Answers</th>
<th>Percentage %</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. More Supply</td>
<td>19</td>
</tr>
<tr>
<td>2. More clinicians</td>
<td>19</td>
</tr>
<tr>
<td>3. Development of a Triage</td>
<td>13</td>
</tr>
<tr>
<td>4. Expansion of the ED</td>
<td>13</td>
</tr>
<tr>
<td>5. Better accommodations</td>
<td>6</td>
</tr>
<tr>
<td>6. Collaboration with other departments</td>
<td>19</td>
</tr>
<tr>
<td>7. Support from administration</td>
<td>6</td>
</tr>
</tbody>
</table>
Limitations

• Findings should not be generalized to other geographic areas
• All surveys were conducted in English
• Fear of losing their job
• Fear of not being confidential
There are 16 clinicians providing care in the ED. Clinicians at Kintampo’s emergency department have a wide range in the educational background (Staff nurse, Enrolled Nurse, Health Extended worker, Rotating Nurse). 56% of the participants are female compared to 44% male participants. Participant’s age were between 23 and 32. Work satisfaction was rated high between 5 and 10 on a 10-point Likert scale. Clinical preparedness was perceived high with an average score of 9.5. Feeling of appreciation by administration was scored the lowest, receiving an average score of 6.
• Clinicians felt most appreciated by the community and foreign visiting physicians
• There is no formal training or evaluation of skills reported by clinicians
• Two out of 14 participants identified a specific nurse educator assigned to the ED
• All participants identified visiting physicians from the USA as the only clinicians that offered teaching to staff
• Three participants reported reading medical books as a way to maintain their clinical skills and knowledge
• Results of this study reflects the overall satisfaction of the clinicians in the ED
  • Data can be useful for administrators interest in employee satisfaction and retention
• The development of programs focusing on competencies, required by the department and required by the employer
• Create better communication between administration and clinicians
MEDASE
THANK YOU
QUESTIONS
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Acknowledgements

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Mr. Kenneth

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Stephanie Staples

National Medical Fellowships
## Current Cases in the Emergency Department

<table>
<thead>
<tr>
<th>Cases</th>
<th>1st Quarter 2011</th>
</tr>
</thead>
<tbody>
<tr>
<td>Malaria *</td>
<td>189</td>
</tr>
<tr>
<td>RTA, Trauma, Burns</td>
<td>213</td>
</tr>
<tr>
<td>Snakebites</td>
<td>35</td>
</tr>
<tr>
<td>Other bites</td>
<td>14</td>
</tr>
<tr>
<td>Gunshot</td>
<td>2</td>
</tr>
<tr>
<td>Referrals to other hospitals</td>
<td>37</td>
</tr>
<tr>
<td>Deaths</td>
<td>23</td>
</tr>
<tr>
<td>Others</td>
<td>396</td>
</tr>
<tr>
<td>Total Patients Seen</td>
<td>909</td>
</tr>
</tbody>
</table>

* Includes both confirmed and unconfirmed cases
The Emergency Department was open in June 2009
  - SidHARTe physicians

Bed Capacity:
  - 9 beds
  - 3 beds in the “trauma” section

Current Staff:
  - Staff Nurse 5
  - Enrolled Nurse 2
  - Ward Assistant 1
  - Health Extended Workers 4

Additional Staff:
  - Rotation nursing students 5
  - SidHARTe physicians (1-2 physicians per month)
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