

The Effects on Environment Improvement of Age-Friendly Hospital —Taking One Regional Teaching Hospital in Taiwan as an Example

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Background/Problem/Objective

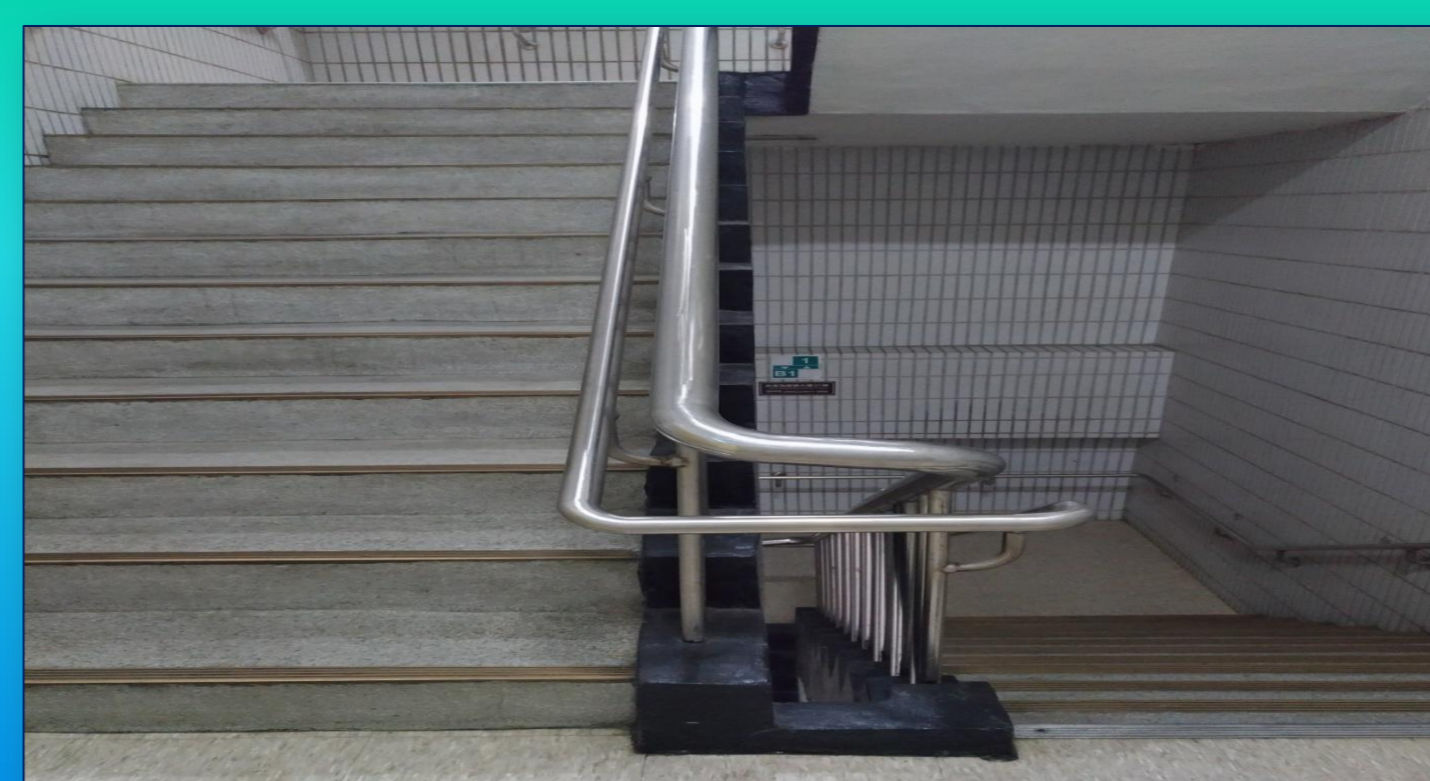
“Aging population” has become a social issue concerned by many developed countries. As of 2014, the percentage of elderly population reached 12% in Taiwan. The rate of population aging in the world is only slower than Korea and Singapore. Even the aging rate in Japan, famous for longevity, is slower than in Taiwan. Therefore, the inconvenience of medical treatment has been the common problem for many elders who are in need of higher-quality medical service than others.

Methods/Intervention

This study integrated random sample surveys which collected from conscious outpatients. The questionnaire was divided into three parts: medical background, satisfaction scale and overall satisfaction. The satisfaction scale, consisted of 16 questions, was divided into six dimensions: physician care, nursing care, medical treatment procedures, service attitude, waiting time and hospital environment. We analyzed by IBM SPSS Statistics 18.0 and stepwise decomposition regression analysis. The result will become the focal point for improving the casework.



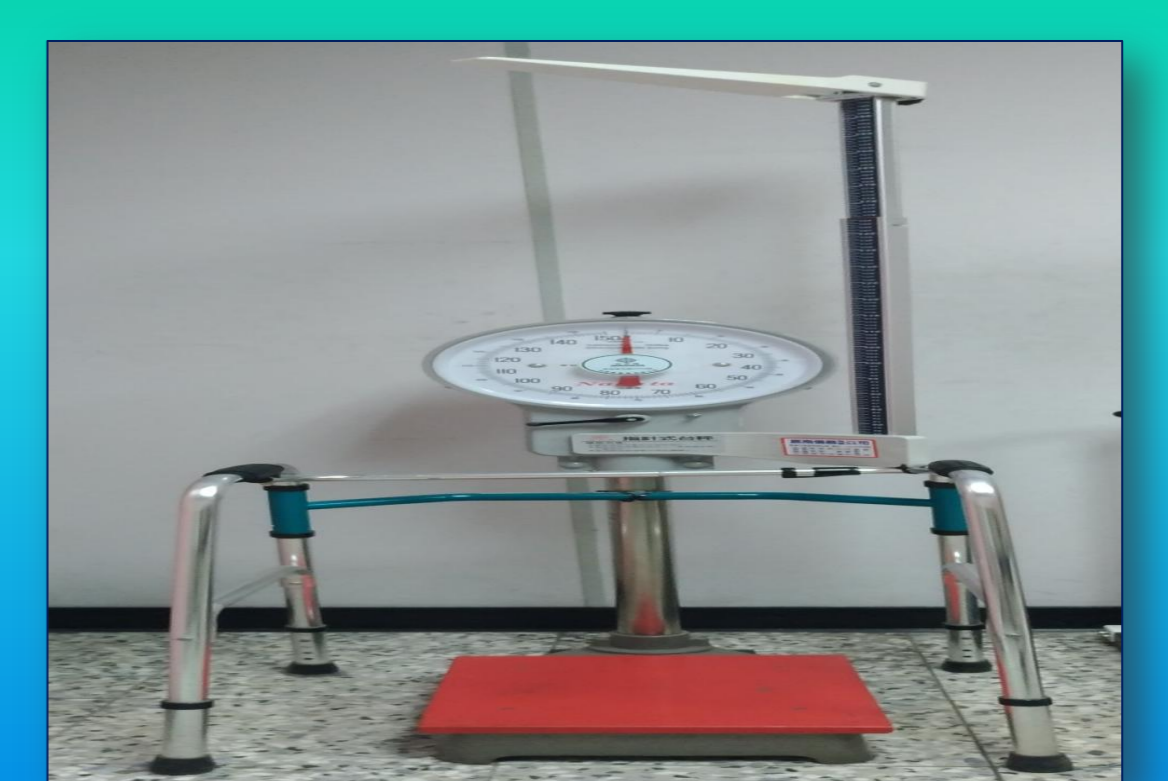
“Please push the wheelchair backward down the slope for safety.” Warning signs



“Easy-to-handle low handrails” on stairs.



Cushions for partition at blood collection counters.



Handrails for height measuring instrument.

Results

After analyzed, questions which relevant with overall satisfaction, “Various guidance signs in hospital are clearly identifiable,” “Nurses respond to your question clearly in a way you understand,” “Your question receives clear explanations,” “Waiting time for a doctor is reasonable,” “You satisfied with the convenience in the hospital,” play the important role of the elderly. All of them have statistical significance ($P < 0.05$). Accordingly, we conceived 11 strategies to improve, and the overall satisfaction increased from 83.89% to 86.56%.

Conclusions/Lessons learned

The improvement of hospital environment and age-friendly procedures will become one of the inevitable challenges in the future. The case hospital conducted satisfaction surveys twice-yearly to improve the significant items. After that, the outpatient satisfaction degree has ascended year by year since 2014. The countermeasures include guidance sign, medical communication, convenience of medical services and environmental safety. For creating a safe and professional medical treatment environment, hospitals are obliged to pay more attention to the issue of advanced age.