

Hallway Bed Status is Associated with Lower Patient Satisfaction

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Background

- Overcrowding in emergency departments is an issue throughout the country ¹⁻³
- However, little is known about how this overcrowding affects patient satisfaction with their experience in the emergency department ¹⁻³
- Specifically, the use of hallway beds has become prevalent as a means to ease waiting room times in the ER ⁴⁻⁸

Problem Statement

- To determine if “hallway” bed status impacts patient satisfaction, specifically addressing any impact of age or sex on patient responses

Methods

- Five years of Press-Ganey scores were reviewed from discharged ED patients at a Level-1 Trauma Center with 75,000 visits/yr.
- Outcomes included:
 - 1.Overall doctor score.
 - 2.Overall rating of ED care.
 - 3.Likelihood of recommending the ED to others.
- Results were reported as percentiles of comparison between peer group rankings from 1% (worst) ranking to 99% (best).

Results

- 8051 surveys analyzed, 19.8% hallway, 80.2% walled room
- 1st percentile overall rating of ER care in hallway beds vs 29th in non hallway
- Hallway males ranked 33% for overall doctor rating, 7% for their overall rating of ER care, and 6% for likelihood of recommendation in comparison to females who ranked 2% for doctor satisfaction and 1% respectively in the remaining two categories.
- Only 6.6% of hallway bed patients gave high ratings of overall care as compared with 41% of roomed patients who gave high ratings (p<0.001). Similarly, only 5.4% of patients in hallway beds gave high ratings of likelihood to recommend ED care as compared with 40.9% of the patients in rooms who gave high ratings to recommend care (p<0.001).
- Patient age was also associated with differences. Hallway patients, ages 18-50 ranked in the 1% on these same three outcome measures, while those who were over 65 ranked 49% for doctor, 20% for overall rating of ER and 13% for LOR.
- Satisfaction trended upward with age in between these values

Table 2. Comparison of Top Tertile vs. Lowest 2 Tertiles by Hallway Status for Each Rating Category

| Outcome | Hallway | | Not Hallway | | P Value |
|-----------|----------|------|-------------|------|---------|
| | n | % | n | % | |
| Composite | 345/1783 | 19.4 | 2807/5782 | 48.6 | <0.001 |
| Overall | 120/1823 | 6.6 | 2376/5790 | 41.0 | <0.001 |
| Recommend | 98/1804 | 5.4 | 2361/5772 | 40.9 | <0.001 |
| Doc | 293/1837 | 15.9 | 2192/5846 | 37.5 | <0.001 |
| Std Doc | 320/1804 | 17.7 | 2192/5772 | 38.0 | <0.001 |

Discussion

- Adds to growing body of evidence that hallway beds negatively impact satisfaction
- If a single factor, presumably unrelated to quality of patient care, can impact press-ganey scores so significantly, are they a good measure of physician quality and should they then be tied to reimbursements?
- Further study is needed to evaluate how hallway beds change the patient-physician interaction
- Relates to SELECT 4 curricula on health systems and leadership, specifically concepts related to continuous quality improvement within systems and advocacy for fellow providers

Conclusions

- Patients treated in “hallway beds” were substantially less satisfied in all three main outcome measures
- Males were more satisfied than women and older patients were more satisfied than younger patients

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