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MINISTRY OF HEALTH MALAYSIA

Key Findings

UNDERSTANDING PUBLIC PERCEPTION TOWARDS THE USE OF EMERGENCY DEPARTMENT SERVICES

IN HOSPITAL TENGKU AMPUAN RAHIMAH, KLANG



Institute for Health Behavioural Research, National Institutes of Health

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Institute for Health Behavioural Research
National Institutes of Health, Ministry of Health Malaysia

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UNDERSTANDING PUBLIC PERCEPTION TOWARDS THE USE OF EMERGENCY DEPARTMENT SERVICES IN HOSPITAL TENGKU AMPUAN RAHIMAH, KLANG - KEY FINDINGS

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Background of Study

The increasing demand for emergency and urgent care services has caused significant congestion, higher costs, and longer waiting times in emergency departments (EDs) globally. Factors such as an aging population, more chronic diseases, and changes in healthcare- seeking behaviors contribute to this issue, which delays diagnosis and treatment. Many patients choose EDs over primary care for non-emergency issues due to a lack of confidence in primary care, perceived urgency, convenience, cost, and accessibility. Understanding the multifaceted nature of ED in Malaysia is essential for devising effective interventions and improving overall healthcare delivery.

Objective

To identify public's perception of emergency department services and to identify the knowledge, reasons of usage and communication channel & information needed among visitors in Hospital Tengku Ampuan Rahimah (HTAR), Klang.

Methodology

Study design	Cross sectional study using self-administered survey with minimal guidance
Study population	ED attendance in green zone HTAR
Sample size	382 respondents (Based on population ED attendance = 53,360 at green zone HTAR in 2022)
Sampling technique	Convenience sampling
Inclusion criteria	All visitors attended the emergency department age 18 and above) including patients/caregiver/friends/employer, sign inform consent form



Demographic profile

Total respondents: 381

GENDER

- 52.5% Male
- 47.5% Female

RACE

- 70.9% Malay
- 20.5% Indian
- 5.5% Chinese

EDUCATION LEVEL

- 58.0% Secondary school
- 35.2% Higher education

OCCUPATION

- 53.8% Private sector worker
- 13.1% Housewives
- 12.6% Self-employed

HOUSEHOLD INCOME

- 87.7% B40 (less than RM 4,850)
- 12.1% M40 (RM 4,851 - RM 10,970)
- 0.3% T20 More than RM 10,970

AGE GROUP

- 55.1% 18-34 years old
- 32.8% 35-49 years old
- 10.2% 50-64 years old
- 3.5% 65 years and above

TYPE OF RESPONDENTS

- 34.4% Patients
- 65.6% Caregiver (family members, friends, employer)



INSURANCE STATUS

- 65.4% Do not have health insurance

HOW THEY GO TO ED?

- 89.0% use own transport
- 60.9% spend 15 – 30 mins; 21.3% > 30 minutes; 15.2% < 15 mins
- 12.1 km Average distance from house to hospital

History of Emergency Department Visits

TYPE OF USERS

- 22.8% First time users
- 77.2% Multiple time users

COMMON HEALTH PROBLEMS

- 33.6% Had fever, cough, flu
- 10.0% Accident
- 6.0% Injury (fall/swelling/ wound)

DURATION OF ILLNESS ONSET BEFORE SEEKING TREATMENT AT THE ED

- 26.2% go straight to ED
- 24.2% less than 24 hours
- 33.6% 1 - 3 days
- 9.7% 4 - 7 days
- 3.4% 1 - 2 weeks
- 2.9% 3 - 4 weeks

ED EXPERIENCED PAST 12 MONTHS

192.57 (3.2 hours) waiting time

- 67.8% Comes 1 - 3 times
- 26.7% Wait too long and leave unattended

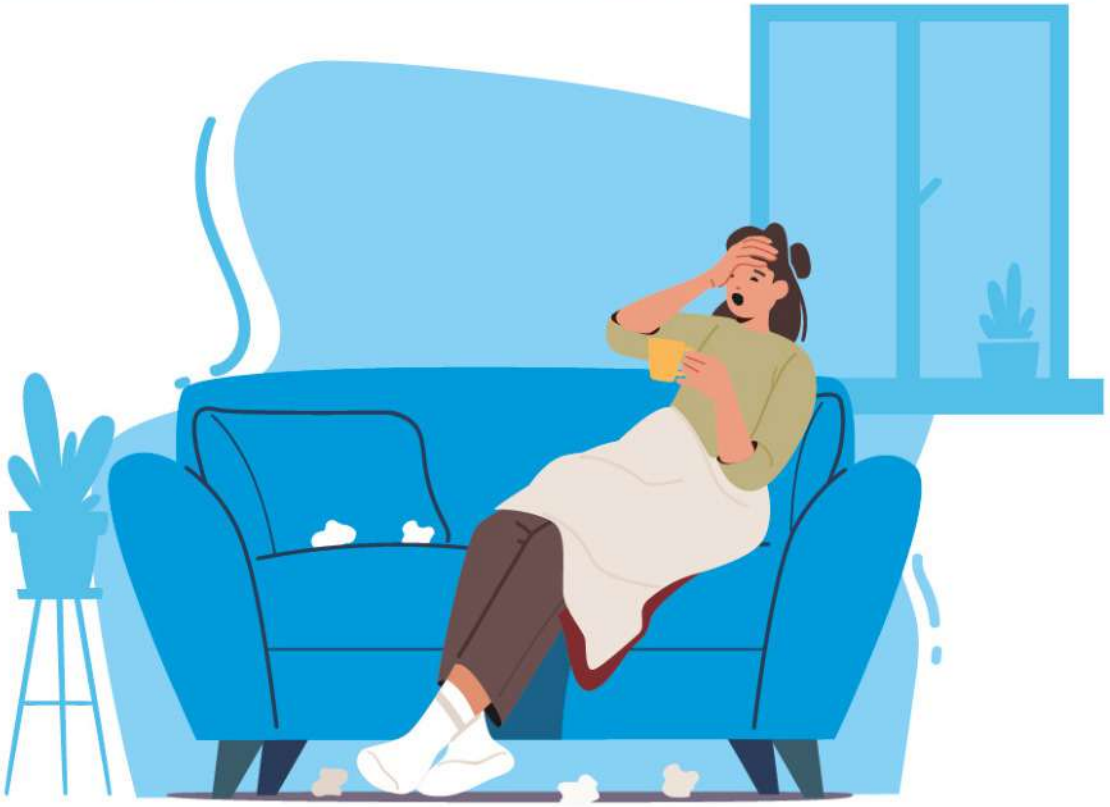


Patterns in Emergency Department Service Utilization

47.0% seek alternative services before go to ED

Prior treatment before visiting the ED

- **47.5%** Get treatment from private clinics
- **37.4%** Get treatment from government clinics
- **24.0%** Bough medicine at pharmacy
- **15.6%** Using medicine in stock
- **6.7%** Try traditional medicine
- **1.7%** Others



Patterns in Emergency Department Service Utilization

53.0% go to ED straightly when experiencing illness

WHY THEY DID NOT SEEK ALTERNATIVE SERVICES?

- **36.6%** Having difficulties with government clinics after office hours
- **32.7%** Expensive treatment at private clinic
- **31.7%** Most of government clinics closed after 9.30 pm and only have ED as option
- **23.8%** Government clinics need appointment
- **21.8%** No diagnose facility at private clinic/ government clinics
- **20.3%** Long waiting time at government clinics
- **18.3%** Government clinics close during weekend/ holidays
- **8.9%** Did not get a queue number because government clinic stopped accepting patients by the time of arrival
- **7.9%** Government clinics far from house
- **7.0%** Not confidence with private services



Understanding Emergency Department Functions and Zones

91.3%

Know that cases of accidents, heart attacks, chronic asthma, shortness of breath, and health problems that can harm life need immediate treatment in the ED

81.6%

Know that the patient will be screened and categorized according to zone, and treatment will be given according to the seriousness/ severity of the disease

67.2%

Though initial screening is not a requirement before patient receives any treatment in the ED

50.9%

Though flu, coughs, dizziness/headaches, and common fevers will receive immediate treatment in the ED

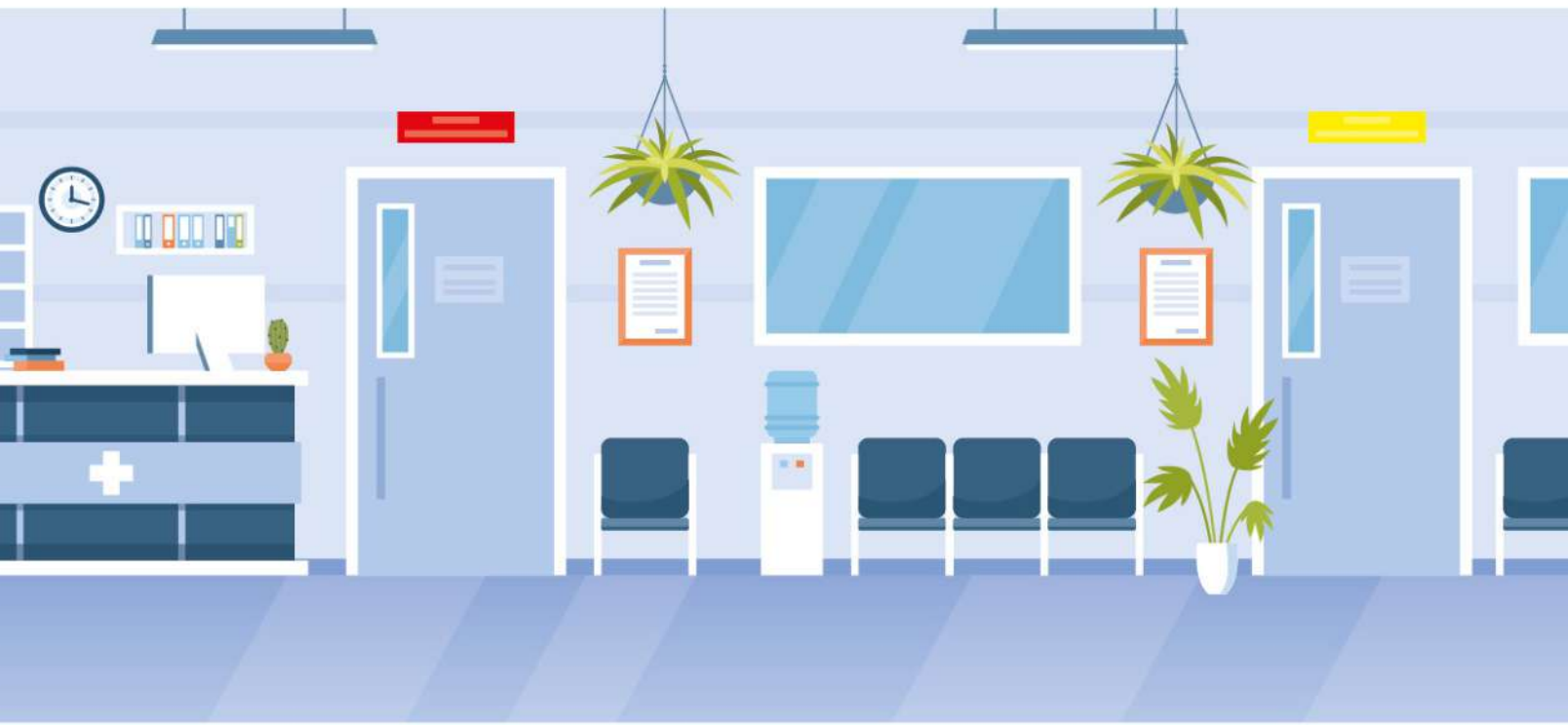


Zones in Emergency Department

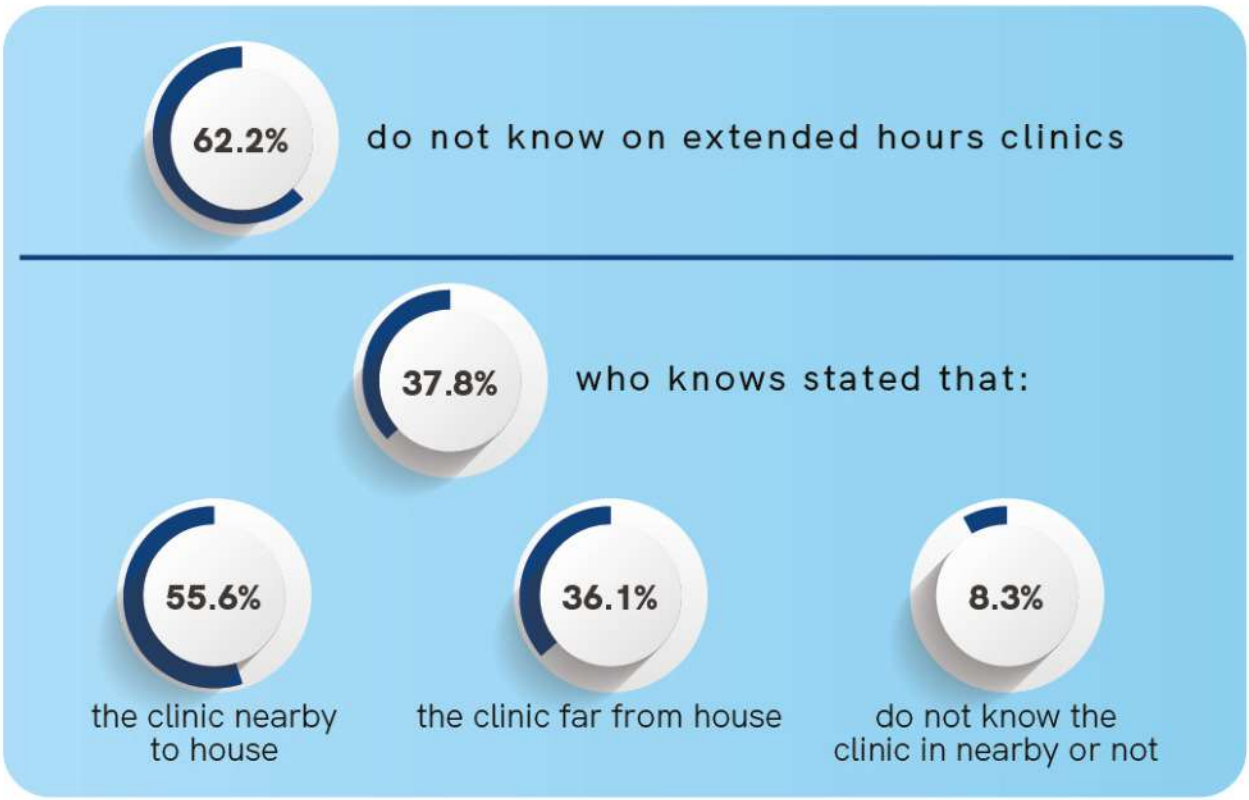
31.2% Do not know the function of Green Zone for non-critical case

29.5% Do not know the function of Yellow Zone for semi-critical case

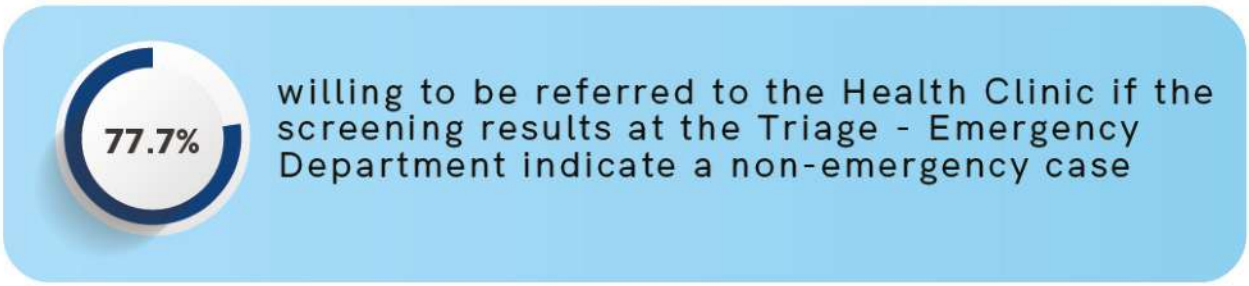
15.7% Do not know the function of Red Zone for critical case



Public Knowledge of Extended Hours Clinics



Public Willingness for Health Clinic Referral



Understanding Public Perceptions Towards Emergency Department Services



Usually, treatment at the ED is prioritised based on the severity of the illness



ED has the right expertise and facilities to provide treatment



Due to my concern about my health, I had no other choice but to go to the ED for treatment



ED is first line centre to provide treatment



Treatment in ED is effective than others



The presence of non-emergency cases is the cause of congestion and treatment delays in the ED



ED services faster than others



Still go to ED even though know the ED functions for emergency cases



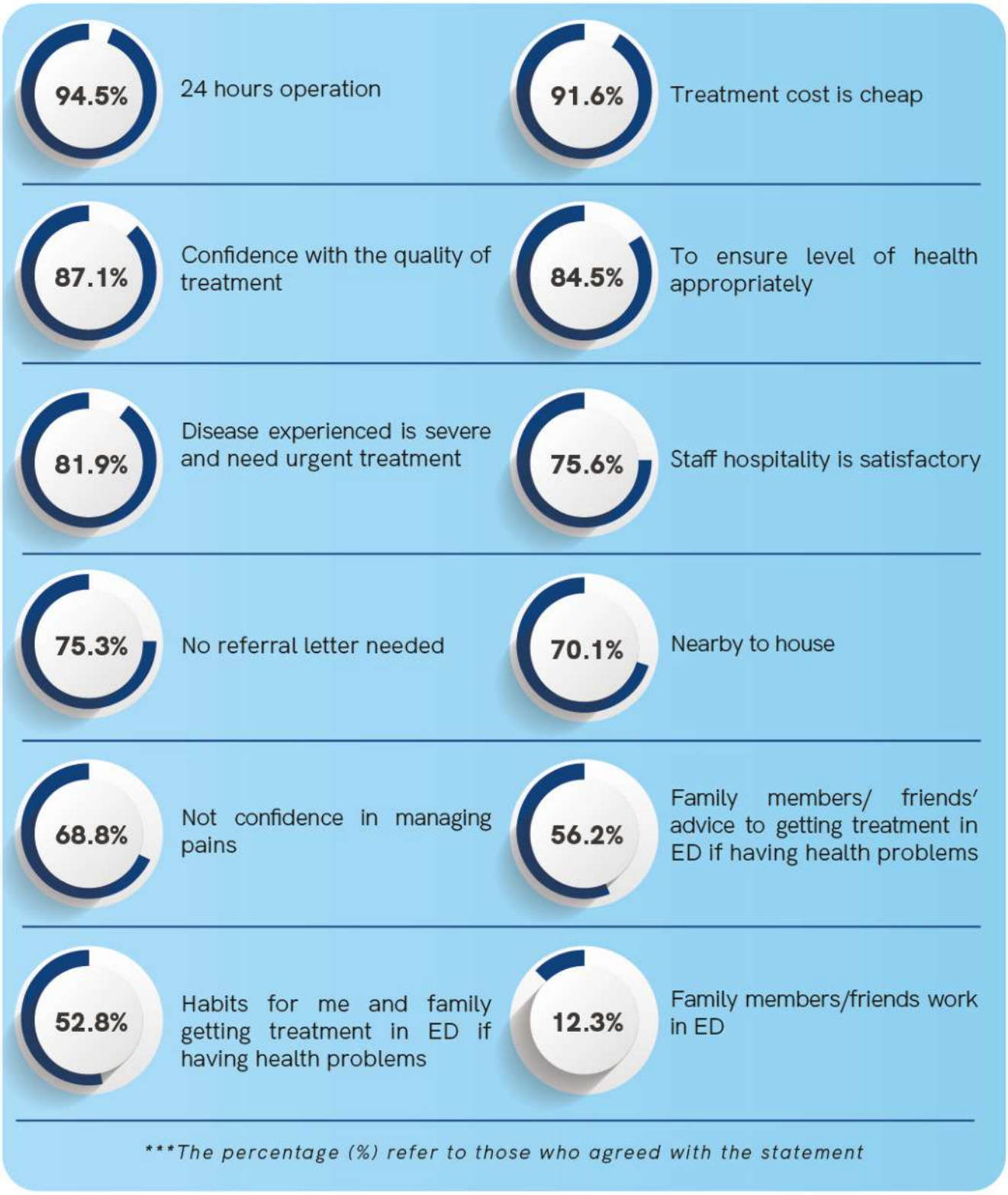
Willing to wait a long time to received treatment



ED receive patients at selected time only

****The percentage (%) refer to those who agreed with the statement*

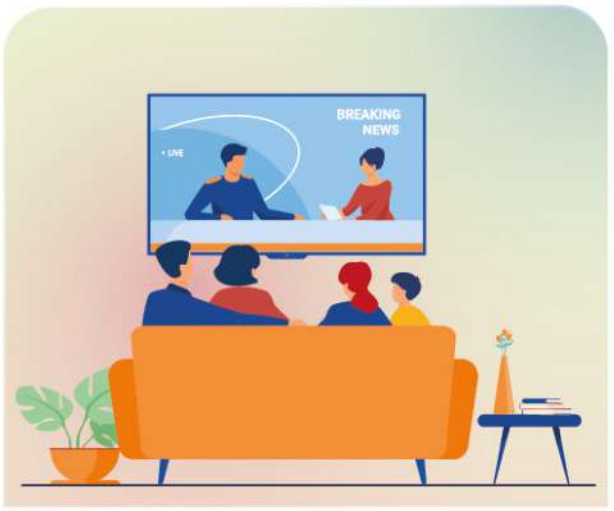
Unveiling the Reasons Behind Emergency Department Utilization



Preferred Channels for Accessing Emergency Department Information



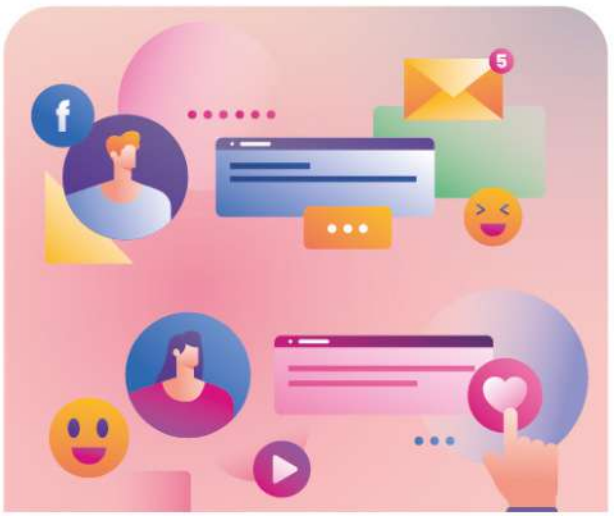
74% SOCIAL MEDIA



56% TELEVISION/ RADIO



47% PRINTED MATERIAL



34% SMS

Essential Information Users Seek from the Emergency Department



74.3%

Situation update time to time



51.4%

Type of treatment offer



44.1%

Screening/Triage/ Zone



36.7%

Others alternatives services

Public's Expectation from Emergency Department



**Based on open ended questions*



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