



WHY ARE THE PUBLIC ATTENDING THE EMERGENCY DEPARTMENT?

INSIGHTS FROM HOSPITAL TENGKU AMPUAN RAHIMAH, KLANG



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INTRODUCTION

The increasing demand for emergency and urgent care services has been extensively documented, and it leads to various consequences such as overcrowding in the emergency department (ED) and prolonged waiting times.

The rising call for healthcare services can be attributed to several factors, including the growing population of individuals with multiple chronic diseases and shifts in people's behavior regarding their utilization of health services (Coster et al, 2017 & Di Somma et al, 2014).

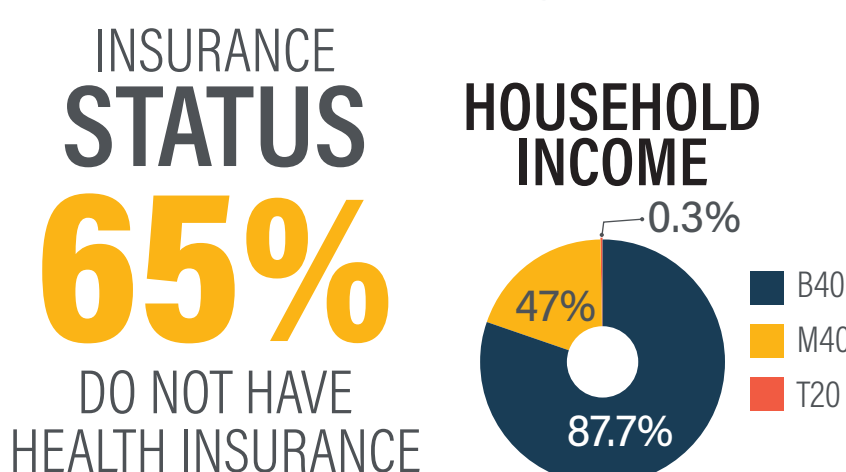
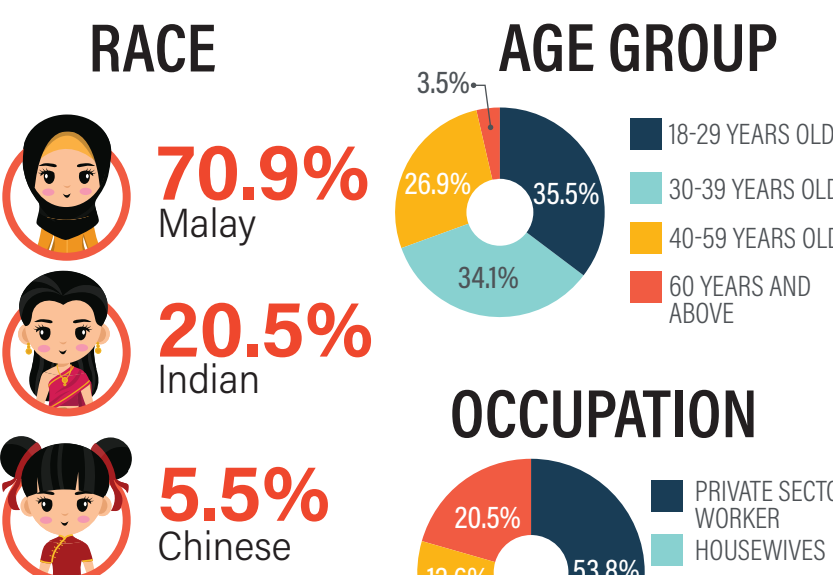
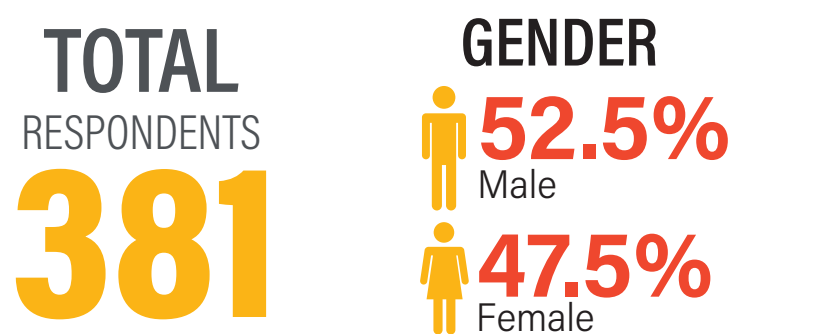
OBJECTIVE

- * To describe the demographic profile of the public attending the emergency department (ED) and factors influencing its utilization.

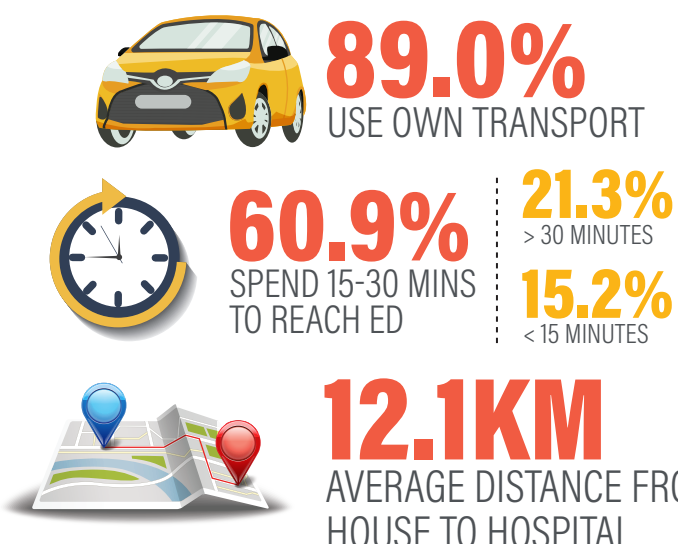
METHODOLOGY

- Study Design:** Cross-sectional study
- Study Population:** ED attendance in Green Zone Hospital Tengku Ampuan Rahimah, Klang (HTAR)
- Sample Size:** 382 respondents (Based on population ED attendance=53,360 at green zone HTAR, 2022)
- Sampling Technique:** Quota sampling technique
- Inclusion Criteria:** All visitors attended the ED green zone, age 18 and above) including patients/-caregiver & signed informed consent form
- Data collection period:** 18th - 22nd March 2023

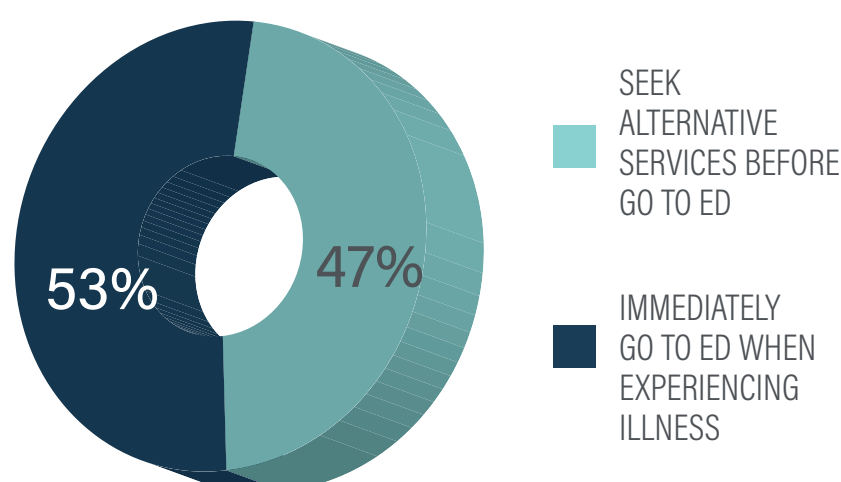
DEMOGRAPHIC PROFILE



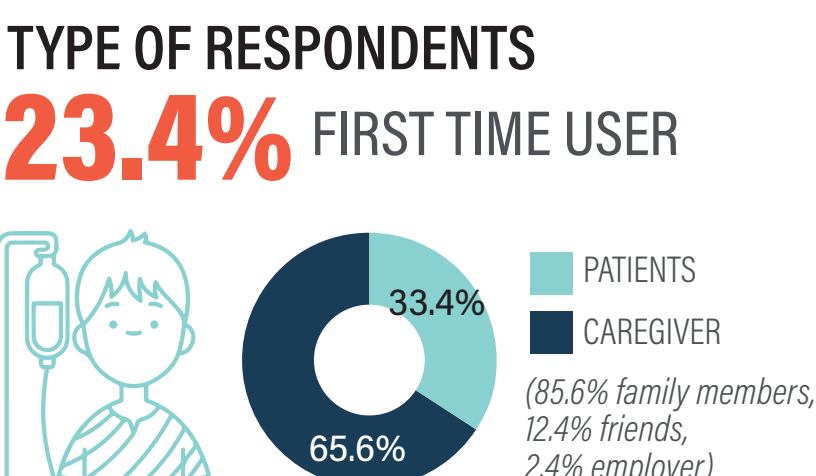
HOW THEY GO TO ED?



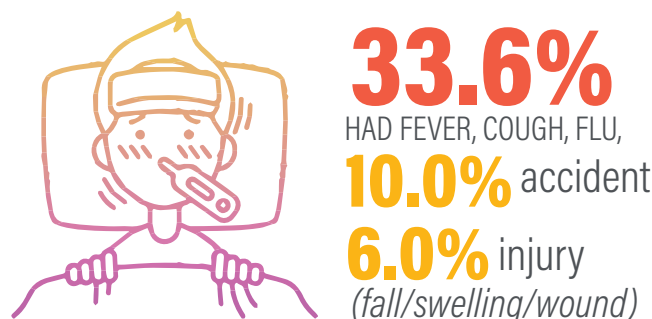
ED SERVICE USE



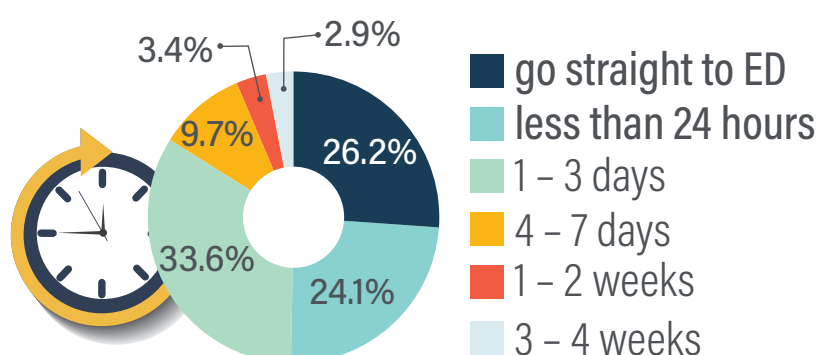
HISTORY OF ED VISITS



TYPE OF HEALTH PROBLEMS



DURATION OF ILLNESS ONSET



ED EXPERIENCED FOR THE PAST 12 MONTHS



CONCLUSION

Findings indicate several reasons that may influence ED utilization. An intervention based on behaviour insights is now tested to enhance understanding of the roles of ED, alternative care options, and self-care management. It could reduce the number of ED's attendance with non-emergency cases, which is essential for alleviating ED's congestion.

Acknowledgment

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REFERENCES

Coster, J. E., Turner, J. K., Bradbury, D., & Cantrell, A. (2017). Why Do People Choose Emergency and Urgent Care Services? A Rapid Review Utilizing a Systematic Literature Search and Narrative Synthesis. Academic emergency medicine : official journal of the Society for Academic Emergency Medicine, 24(9), 1137-1149. <https://doi.org/10.1111/acem.13220>

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