

“Only a wearer knows where the shoe pinches! Patient satisfaction survey from the OPAT service of level 4 Irish Hospital”

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Ospidéal Ollscoile Thamhlachta

INTRODUCTION:

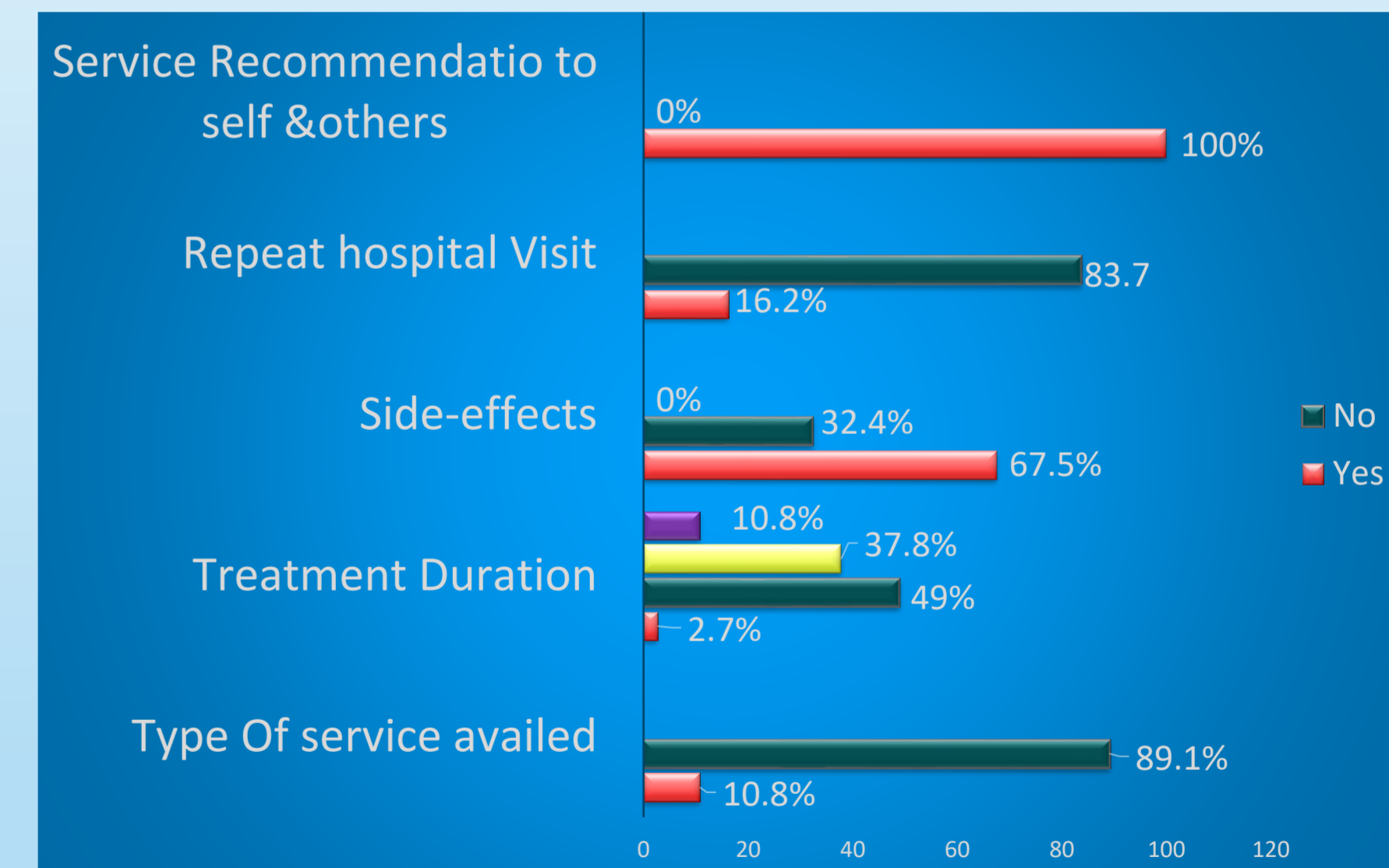
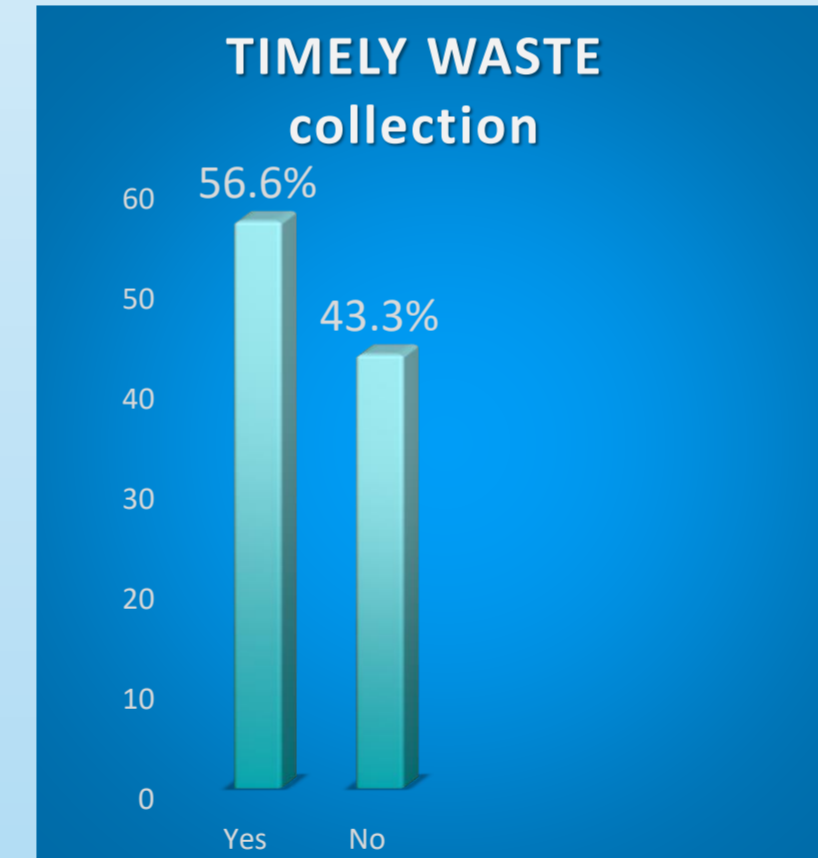
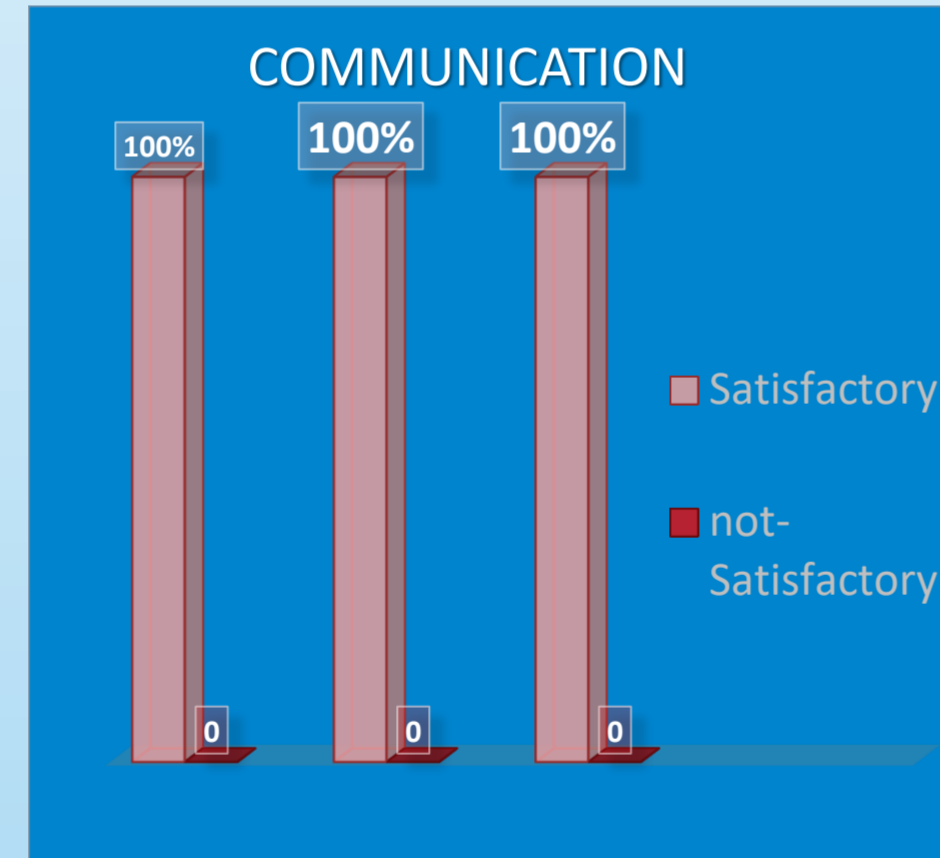
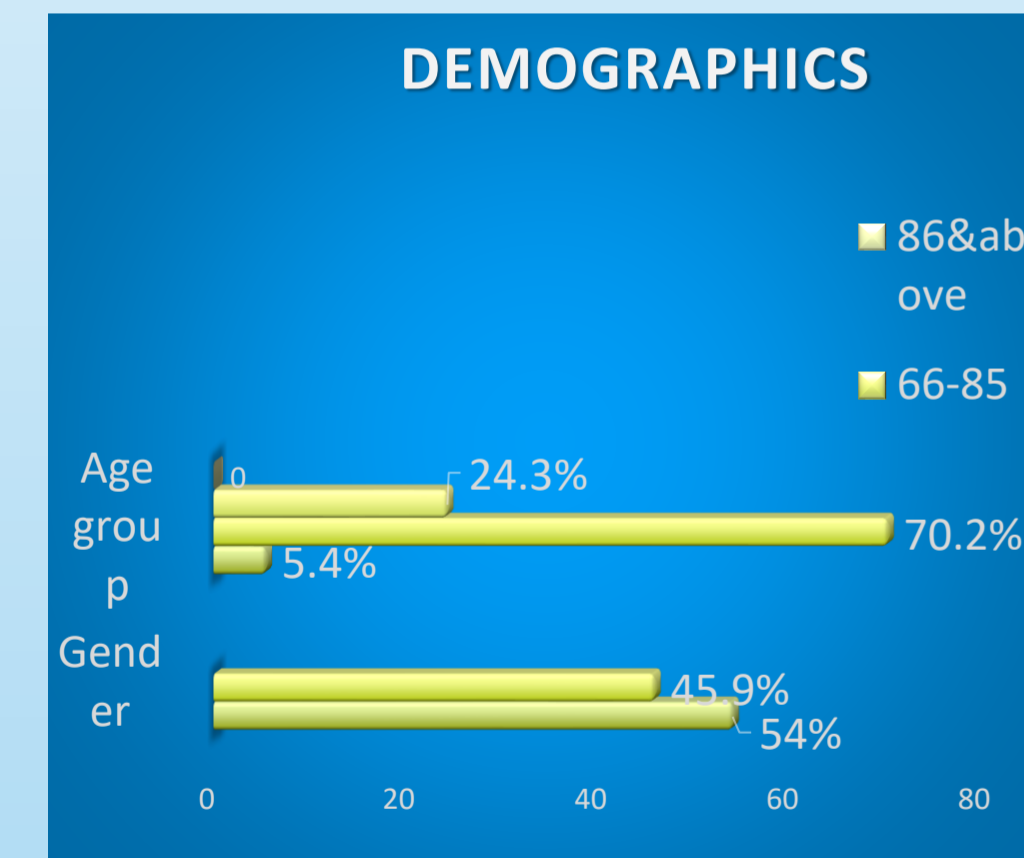
- It is difficult to measure how the quality of clinical care is perceived by patients, but the quality of their experience can be measured.
- The newly established Infectious Diseases department took over the governance of OPAT Service at TUH on Sept 9th, 2022.
- To evaluate the service performance, a patient satisfaction survey was conducted on all patients who had utilized OPAT until 31st March 2023.
- Total number of patients on OPAT during the surveyed period was 48.

AIMS:

- To evaluate the patients’ satisfaction with the OPAT service
- To identify the areas of improvement
- Future planning for the TUH ID/OPAT Service.

RESULTS:

OPAT SERVICE Evaluation by Patients



CONCLUSION :

- Overall OPAT was demonstrated to be safe & cost saving service for patients’ treatment under governance of ID
- Hospital readmissions can be avoided with regular follow up in the OPAT clinic and by having clinical space and resources for unscheduled reviews for problems arising on non OPAT clinic days.
- Overall H-OPAT was utilised more commonly than S-OPAT. The barriers to S-OPAT will continue to be explored and addressed in the future.

RECOMMENDATIONS:

- Larger sample size
- Include questions about PICC Line management in future survey
- Consider language barriers, if any
- Include questions about dose compliance, missed/delayed dose