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Quality indicators of a pediatric emergency department of a public sector hospital, Pakistan

Muhammad Waqar Ibrahim, Arsalan Siddiqui, Shah Ali Ahmed and Irfan Habib

Child Life Foundation, Pakistan

Introduction: Evaluation of quality indicator in any emergency department is a step towards better outcomes. Despite the high burden of pediatric mortality from preventable conditions in low and middle income countries and the existence of multiple tools to prioritize critically for early identification. While in Pakistan due to poor socioeconomic condition, there is high flow of patients in public sector hospital. In order to identify areas of improvement regular assessment of outcome is essential. Different parameters are part of quality indicators of any emergency department. For example, survival rate and number revisits.

Objective: The aim of this study is to evaluate quality indicators of pediatric emergency department of one of the biggest public sector pediatric hospital of Sindh, Pakistan.

Method: This is a retrospective cross sectional study over a period of 6 months (From January 2019-June 2019). All pediatric patients who were triaged as P1 were evaluated for survival rate. While number of revisit within 72 hours were evaluated irrespective of triage category.

Result: 76,297 number of patient present to emergency department during study period. 5,585(%) pediatric patients were triaged as P1. Among them 844(%) patient expired. Overall survival rate among pediatric age group is 84%. While during study period 3,537(%) number of patients revisit emergency department irrespective of triage category. Out of them 3,150(%) were planned while 387(%) revisits were unplanned.

Conclusion: Quality indicators indicate quality of care being provided at any emergency department. Survival rate and number of revisit enlightens areas of improvement. Regular assessment with implementation of hospital based protocols is crucial to improve quality indicators.