

Assessment of Shiraz citizens' attitude and satisfaction about Emergency Medical Services in 2010-2011

Mohammad Javad Moradian¹, Zahra Tofighi*², Hassan Joulaei³, Javad Babaie¹, Mahnaz Dehbozorgi²

Abstract

Background and objectives: Pre-hospital Emergency Medical Services (EMS) is one of the most important components of health care systems. Community awareness about its services could improve its performance. This study is aimed at assessing the citizens' awareness and satisfaction about Shiraz EMS.

Material and Methods: Through this cross sectional study, 1680 residents of Shiraz citizens have been selected by cluster random sampling. Each person has been asked some questions about their knowledge and also satisfaction of EMS performance with a valid and reliable questionnaire through a telephone interview. The data were analyzed with SPSS using T- test, Anova and Regression with "0.05" level of significance.

Results: This study has revealed that knowledge of the residents, who are living in lower socioeconomic part of the city, is less than the residents of the other areas. The mean awareness score of each area is significantly different comparing to the other areas, based on their socioeconomic status. The better the socioeconomic status, the higher knowledge score. There is also significant relation between education and gender with knowledge about EMS performance. Meanwhile, the relationship with age is reverse. Although, 48.6 % had no idea about EMS, 527 (31.4%) were satisfied with its services. There was only 7.3% dissatisfaction.

Conclusion: While, the awareness about EMS's duties can decrease irrelevant calls to EMS, education, especially to the residents of lower socioeconomic areas of the city is recommended. In addition, it is suggested that in feasibility study researches and using other methods of evaluating EMS performance, it should be considered that educational status and age have some relations with the level of satisfaction and as a result, evaluation of EMS may need considering these factors as independent variables.

Key Words: Emergency Medical Services (EMS), Pre-hospital Emergency Care, Attitude, Satisfaction, Shiraz

1 . Department of Disaster Public Health, School of Public Health, Tehran University of Medical Sciences

2 . Fars Emergency Medical Services, Shiraz University of Medical Sciences (**Email:** mitra_tofighi2000@yahoo.com)

3 . Health Policy Research Center, Shiraz University of Medical Sciences