**The role of woman gender, age and educational level on the satisfaction**

**in Emergency**

1Tiziana Ciarambino, 2Luigia Palmiero, 1Rosario Bottone, 1Federico Schettini, 2Luigi Elio Adinolfi, 2Mauro Giordano

1Department of Internal Medicine, Hospital of Marcianise, ASL Caserta, Italy;

2Department of Advanced Medical and Surgical Sciences, University of Campania “L. Vanvitelli”, 80138 Naples, Italy;

***Correspondence to***

Mauro Giordano, MD, PhD,

Department of Advanced Medical and Surgical Sciences,

University of Campania “L. Vanvitelli”,

P.zza L. Miraglia, 2 - 80138 Naples,

Italy; Tel.: +39-081-566-6037.

E-mail: [mauro.giordano@unicampania.it](mailto:mauro.giordano@unicampania.it)

**Abstract**

Communication in an Emergency Department (ED) is a crucial factor to describe the patient satisfaction’. In the present study we report the satisfaction level in relatives of suspected Covid-19 cases during the hospital admission. This study is a prospective observational study, conducted at the Marcianise University Hospital, ASL Caserta, Italy. We used the questionnaire CAT-T. We describe the educational level, age, and gender differences in 1201 relatives of suspected Covid-19 patients admitted to Emergency Department (ED) between 21 February to 31 December 2020. We observed that the score CAT-T by gender was significantly higher in female compare to male (p<0.001). However, we observed that the score CAT-T by age was significantly increased in over 65 years old compared to under 65 years old (p< 0.01) and we reported the score CAT-T, by educational level and age, was significantly increased in elderly subjects with low educational level (p< 0.01). In the present study, we reported that the score CAT-T is significantly higher in women, low graduated and older patients. This data underlined the crucial role of satisfaction in relatives during Covid 19 Pandemic.

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**Keywords:** pandemia, COVID-19, gender differences, educational level, satisfaction

**Introduction.** Ineffective communication is a major cause of critical medical adverse effects in Emergency Department (*1*). A study conducted by US National Institutes of Health points out that two significant factors causing critical incidents were “blurred boundaries of responsibility” and “distorted or inhibited communication” (2*)*. Slade et al., examined clinician-patient communication in Emergency Department in Australia, and report that the quality of patient’s care is affected by the complexity of Emergency Department (3). No studies have reported the satisfaction level in relatives of suspected Covid-19 cases during the hospital admission. Thus, the present study evaluates the pivotal role of communication in relatives of suspected Covid-19 cases admitted to Emergency Department.

**Methods.** This study is a prospective observational study and it was conducted at the Marcianise Hospital, ASL Caserta, Italy. The Ethics Committees Campania Nord approved it. All participating signed a consent form to be interviewed. Ten (10) clinicians and 25 nurses work in the ED. 1500 relatives of suspected Covid-19 patients admitted to Emergency Department (ED) were enrolled between February - December 2020. The database included information about demographic characteristics, including educational level, clinical outcome, age, and gender. In Table I we reported the baseline clinical characteristics of enrolled relatives. We excluded 148 relatives with age < 18 years old and 151 patients without information on education level. We included 1201 cases in the study. Each relatives’ educational level was classified as high (a bachelor's degree or higher), medium (graduated from high school or middle school), or low (graduated from elementary school or no education). We used the questionnaire CAT-T (4). In this questionnaire we also include clinical history evaluation, age, sex, nationality, educational level, triage code. Exclusion criteria were: relatives with neuro-psychiatric diseases, psychological instability. We used a descriptive analysis to compare the demographic and clinical characteristics of relatives with low, medium, and high levels of education. This included age, sex, medical history, health behaviors. The t2 test was used to compare categorical variables.

**Discussion.** In figure 1A we report the score CAT-T mean by gender. In particular, we observed that it was significantly higher in female compare to male (p<0.001). In figure 1B we reported the score CAT-T mean by age. In particular, we observed that it was significantly increased in over 65 years old compared to under 65 years old (p< 0.01). In figure 1C we reported the score CAT-T mean by educational level and age. In particular, we observed that it was significantly increased in elderly subjects with low educational level (p< 0.01). Our data represent a preliminary study that evaluate the role of educational level, gender differences on the satisfaction level in relatives of Covid-19 suspected cases. No data reported the satisfaction level in relatives of Covid-19 suspected cases admitted to Emergency Department during Covid-19 pandemia. The Covid-19 has placed enormous stress on hospitals, clinicians and general population. It is crucial provide guidance on how to communicate with patients and relatives of Covid-19 suspected cases. The communication is an important for the satisfaction level in relatives of Covid-19 suspected cases. In fact, the lack of accessible information, during Covid-19 pandemia, is a key site of anxiety. This is an original study, that showed, for the first time, that less educational level, female gender and older age were more likely to want the satisfaction relatives. These dimensions have not been previously explored. No data reported the role of age, gender and educational level on the relative’s satisfaction in ED. In fact, as reported in other studies, male and younger patients were more likely to want the error reported. Recent data suggest that satisfaction level of patients increases with level of education (5). It is possible that individuals with more educational level may be more suspicious with clinicians and nurses, trying to found potential mistakes. In our study, we report that the older with low education level and women have a major score CAT-T. In fact, it has been reported that educational interventions to assist clinicians may want to emphasize the uniformity of patient preferences and describe the generally positive response to disclosure with respect to legal action (6). Future studies are needed to confirm these data.

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