

# The Effect of Establishing a Discharge Satisfaction Questionnaire System

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**Abstract.** People's requirements for the quality of medical services have increased. It has become a trend to introduce digital technology into nursing work, which can improve the quality of nursing care, and patient satisfaction at discharge is an important indicator of quality control. In the past, nurses in our unit would distribute paper questionnaires on discharge satisfaction to discharged patients every day and collect and archive the data. They had to work overtime for up to 4.06 hours every month to process 150 questionnaires. This article establishes an electronic discharge satisfaction questionnaire system and puts forward the concept of cloud-based service integration in line with the characteristics of Chinese people. The concept integrates existing software platforms and services and can be reused for other target applications. It can effectively realize the function of rapid management. This convenient model improves the satisfaction of both nurses and patients.

**Keywords.** discharge satisfaction questionnaire system, Administration manage

## 1. Introduction

A medical center in Taiwan has a surgical ward with a total of 43 beds and a manpower configuration: 1 head nurse and 21 nurses. About 10 to 12 new patients are admitted every day. An average of 150 copies of the discharge satisfaction questionnaire are filled out every month in our unit, which is distributed by nurses to discharged patients. Each questionnaire has a total of 20 questions. After the patient or family members fill in the answers, they submit the questionnaire to the suggestion box or hand it over to the nursing staff for collection. The head nurse then collects and archives the data every week. Statistics show that it takes 61 minutes to log in and type in questionnaire information every week, which is equivalent to 4.06 hours per month. Moreover, patients and their families often lose the questionnaires, and the response rate of the questionnaires is only 61%. The above situation is inefficient and stressful for nurses. In this modern era of rapid informationization, people's living habits are inseparable from smartphones. Currently, 88.2% of the people in Taiwan use mobile phones, forming a phenomenon where everyone has one phone. Among them, the usage rate of

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communication software LINE@ reaches 98%. According to these Attributes, we transform the form of administrative management from traditional paper to electronic leaflets to reduce the waste of paper and human resources.

## 2. Methods

A discharge satisfaction questionnaire system was built, using the Google questionnaire function to transform the paper satisfaction questionnaire into an electronic questionnaire and using LINE@ as the portal website. There is a QR code behind the nursing nameplate and on each bed. After patients and their family members scan and fill in the answers with their mobile phones, the questionnaire will be immediately completed and filed.

## 3. Results

The head nurse can immediately review the patient's comments and provide answers. The management time of the nurses in the quality control team was reduced from 4.06 hours to 4 minutes per month, saving 98.52% of the time. The electronic questionnaire filling rate was 98%, which was an increase of 37% compared with the paper-based questionnaire filling rate. It not only increases questionnaire completion rates, but also reduces care management time and consumption of paper questionnaires, and increases patient response time privacy.

## 4. Conclusions

Compared with traditional paper questionnaires, the intervention of electronic questionnaires has brought greater gains in administrative management and efficiency. Therefore, establishing a discharge satisfaction questionnaire system is an adequate intervention tool for administrators.

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