



Patients appreciate ambulance care with an average score of:

9

The CQ index for emergency ambulance care deals with the following quality themes: dispatch centre, A&E, transport, treatment, actions and communication. In 2016, the appreciation of patients for the deployment of the ambulance in the case of emergency ambulance care was the same as in 2013:



9.0



The CQ index for scheduled ambulance care deals with the following quality themes: transport, treatment, actions and communication. Patients appreciated the deployment with a score of:

9.1

The appreciation of patients for the dispatch centre in the case of emergency ambulance care in 2013 was 8.4 and in 2016 it had increased to:

8.6



Patient experiences

In recent years, the ambulance sector has invested in the development of uniform tools to measure patient experiences. This has resulted in a Consumer Quality Index (CQI) for emergency ambulance care and a CQI for scheduled ambulance care. CQI questionnaires are scientifically based and measure the experiences of care consumers.

In 2016, NIVEL again carried out a national survey, on the instructions of Ambulancezorg Nederland and with the cooperation of all RAVs, to measure patient experiences. The previous survey, the emergency ambulance care CQI, took place in 2013. The results of both surveys are similar. By conducting the scheduled ambulance care CQI and the emergency ambulance care CQI simultaneously, a complete picture has been obtained of the quality of ambulance care from the client's perspective.

In 2016, 2,214 respondents participated in the scheduled ambulance care CQI survey and 4,383 in the emergency ambulance care CQI survey. These are response percentages of 28% and 36%, respectively.

In relation to emergency ambulance care, the quality theme 'dispatch centre' has been assessed more positively by patients in the past three years. Dispatch centre operators tell 112 callers more frequently what they must do until the ambulance arrives and do so in an increasingly clear manner.

Only minor points for improvement have emerged from the surveys. For instance, patients can be better informed about any waiting time if an ambulance trip has been scheduled for them. Ambulance crews often decide for themselves to which hospital patients are taken in emergency situations. They could provide the patient with better information about this or involve the patient in their decision.

For more information, go to: <https://www.ambulancezorg.nl/sectorkompas/patiënten-in-2016>
and: <https://www.ambulancezorg.nl/themes/kwaliteit-van-zorg/cliënt-centraal/patiëntervaring>
Source: 'Kwaliteit van ambulancezorg vanuit het perspectief van patiënten', Nivel, 2017

