

**H.O.P.E. (Health Teaching, Orientation, Patient's Updates, Enlightenment)
Program: Its Effect on Satisfaction and Stress Level of Patients in the
Emergency Department (2011)**

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Background of the Study: The effects of stressful incidents on emergency department (ED) staff can be profound. Witnessing aggression, violence or the death of patients, or participating in resuscitation, can be emotionally and physically demanding. This study of patients' attitudes to and experiences of workplace stress in the ED of the Philippine Heart Center attempts to explore the effect of H.O.P.E Program to decrease stress level and increase satisfaction rate.

Objective: To determine the efficiency of H.O.P.E program strategies in decreasing stress level while increasing satisfaction rate among patients admitted in the emergency department.

Methods: A randomized pre and post-test experiment was utilized on patients with coronary artery disease-acute coronary syndrome (CAD-ACS) in the emergency department. The Hospital Stress Rate Scale (HSRS) assessed the level of stress while Patient Satisfaction tool evaluated level of satisfaction of study participants. Data gathered were statistically analyzed using t-Test, paired t-Test and ANOVA.

Results: Findings revealed a highly significant difference in the stress level of the study group ($n=67$) as compared to the control group ($n=69$). Similarly, patient satisfaction showed high statistical difference on both study and control group. H.O.P.E. strategy significantly increased satisfaction level on the following domains: responsiveness (p -value 0.013); information and education (p -value 0.043); emotional support (p -value 0.026); physician care (p -value 0.026); nursing care (p -value 0.11); and over-all satisfaction (p -value 0.018) H.O.P.E worked positively in the prevention and management of stress among patients. Implementation of this program helped in establishment of a supportive culture that values both staff and patients and demonstrated a recognition of, and concern for, the effects of stress.