

Study of causes of delay in patients disposition who admitted to the Emergency Department of Imam Khomeini Teaching Hospital in mazandaran University of Medical Sciences.

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Introduction: Teaching hospitals of the country, always are embraces of many patients who visiting the emergency department (ED) of the hospital. Ideally, the period of patients admitting in the ED should not exceed 6 hours and during these 6 hours, patient's condition should be specified. It means that in this time period, patient should be discharged or hospitalized and transferred to a specific ward. Some factors can affect this time and prolong the disposition of patients in the ED. The aim of this study was to evaluate the reasons of delay in disposition of patients who visiting the ED of Imam Khomeini hospital of Sari.

Materials and methods: This is a descriptive-analytical cross-sectional study. Samples of the study were all patients who visited the ED and had a length of stay more than 6 hours and were not disposition during three months in 2014. Data were collected through observation and interviews with the doctor and the nurse in charge of shifts and review of the patient records. Data analysis was performed using SPSS 20 software. Qui square and t test were used to compare qualitative and quantitative variables, respectively. A p-value of 0.05 or less was considered statistically significant .

Results: The mean age of patients was 58.45 years. 66.17 % of patients were female. The third level with 81.12 % has the highest percentage of triage level that has been appointed by nurses. Results of the causes of delay in the disposition of patients were determined as follow: 20 patients (12.65%) due to the delay by an emergency physician, 17 patients (10.75%) due to the delay in carrying out the para-clinic examination and 143 patients (90.50%) due to the delay in consulting services. Some patients had two or more reasons for delays.

Conclusion: Always busy EDs are faced with the challenge of appropriate disposition of the patients. Decision-making process to determine patients' disposition is a highly challenging and complex process. The results of this study indicate that a high percentage of patients in EDs are waiting and pending due to the delay by consulting services. It is recommended that for patients in EDs, the process and guidelines of consulting for other specific services be served and explained

Keywords: Emergency department| Disposition| Delay.

