

ABSTRACT

Objective To study utilization patterns and to assess selected aspects of quality of care of accident services of Lady Ridgeway Children's Hospital (LRH) Colombo.

Materials and methods A descriptive cross sectional study based on (a) interviewer administered questionnaire to the parents or bystanders of children (b) Check lists / observational sheets to obtain data regarding the selected aspects of quality.

Period cohort of children attended to out patient department of the accident service or admitted to the ward of the accident service of LRH Colombo during the period of 21st of August to 17th of September 2003 was selected parents or bystanders of them were interviewed.

Results The accident service unit provides emergency care for injuries except for drowning poisoning and snakebites. Males were more affected than females (F:M ratio was 1:2:3) Falls (59%) were the commonest cause of injury for care – seeking. Commonest location was home and while the majority of children were with their parents (63.2%) Residence of 81.8% of the children was Colombo District and 89% were within 10 Km radius Non availability of investigations (34.7%) was a reason for bypassing the nearest Hospital for the majority and 52.5% selected accident service of LRH because it is a special unit for children. Majority of the bystanders of the children were satisfied about the service quality.

Conclusions Majority of victims were males location was home while the parents were with there children. Also other characteristics of the victim. agent. environment. circumstances and causes of injuries were identified by this study and this may be useful to formulate a preventive programme for injuries among children.

Most of the identified delays were associated with under utilization of theatre and emergency care unit due to inadequacy of staff and problems of lay out. This study may lay a foundation to explore these deficient areas more deeply in future to improve the services for injured children.