

EVALUATION OF THE SATISFACTION OF THE INDIVIDUALS LIVING ON THE EUROPEAN SIDE OF ISTANBUL WITH PRE-HOSPITAL HEALTH SERVICES AND IMPLEMENTING SINGLE NUMBER EMERGENCY CALL CENTER (112)

SUMMARY

Disasters and emergencies have caused various physical, social and economic damage throughout human history. Effective coordination and response is extremely important in emergencies or disasters that may develop. The 112 Emergency Call Center was established with the aim of combining all emergency numbers on a single line and ensuring effective coordination between institutions, preventing individuals from memorizing separate numbers for each emergency situation, and ensuring that services can be obtained from the same number abroad. In this context, the 112 Emergency Call Center will play an important role in the execution of inter-agency coordination in case of emergencies or disasters. If effective response and inter-institutional coordination are provided appropriately, the quality of emergency aid applications also increases. A quality emergency care service will bring satisfaction with it.

The aim of this study is to evaluate the perceptions of individuals living on the European Side of Istanbul regarding the transition to the single-number emergency call system and their satisfaction with the pre-hospital emergency health system. In addition, the level of knowledge and behavior patterns about the Emergency Call Center were examined.

As a result of the research, it was determined that the participants were generally satisfied with the pre-hospital emergency health services, their perceptions about combining all emergency call numbers and switching to a single number emergency call system were positive, and their level of knowledge about the operation of the Emergency Call Center system was high. In addition, the situation that individuals are most satisfied with in pre-hospital emergency health services is ambulance personnel, while the situation that they are least satisfied with is emergency call responder personnel. It was observed that the general satisfaction of individuals changed significantly depending on age, marital status and having children. When the behavioral patterns are examined, it is seen that the arrival time of the ambulance to the scene, the time of reaching the Emergency Call Center and the communication status of the Emergency Call Center personnel affect the satisfaction. In addition, a significant and positive relationship was determined between the level of satisfaction with pre-hospital emergency health services, the perception of combining all emergency call numbers, and the knowledge of the operation of the Emergency Call Center.

Keywords: Emergency Call Center, 112, Emergency, Disaster Management, Disaster, Satisfaction, Satisfaction with Health Services, Satisfaction with the Pre-Hospital Emergency Health System