

Patients Satisfaction on Quality of Care in Out Patient Department At Baghdad Teaching Hospitals

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Abstract

Background: The superiority of health care level is known as the amount of accomplishment related to a definite criterion of implementations recognized to be secure and have the ability to enhance health within existing possibility [1]. The patient viewpoint concerning hospital care level had obtained more consideration in the last years and researches have showed that people are most contented with interpersonal communications, like health team-client- relationships [2].

Objectives of the study: the study aims to assess the level of satisfaction on quality of care in outpatient department (OPD) at Baghdad teaching hospitals and determined the relationship between level of satisfaction and demographic variables. **Methodology:** A descriptive analytical study was conducted about patients on quality of care in Out Patient Department at Baghdad Teaching hospitals The study was conducted at(Baghdad Teaching Hospital; Al-Karama Teaching Hospital, Al-Kindi Teaching Hospital), the study started from 5th Feb.2017 up to 26th May2017, in order to attained the goals of the study, a non-probability (purposive) sample of (100) patients who attained the hospitals mentioned above. Data were collected by interview with these patients . Instrument validity was determined through the use of panel of experts (15) experts.

Reliability of the questionnaire was determined through the use of Pearson correlation coefficient for the test-retest approach, which was (0.81). Analysis of data was performed through the application of descriptive statistics (frequency, percentage, and mean of score) and inferential statistics (correlation coefficient and One-way analysis of variance).

Results: The results of the study demonstrate that the mean of scores level related to patients satisfaction on quality of care in Out Patient Department at Baghdad Teaching hospitals was low in the majority of items.

Conclusion: The study concluded that the study sample have low level of satisfaction on quality of care in Out Patient Department at Baghdad Teaching hospitals

Recommendations: The study recommend that improvement in the quality care level in(OPD) must be pay more attention by development and Upgrading the skills of the (OPD)staff in dealing with patients.

Keywords: Quality of care, satisfaction, Outpatient

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I. Introduction

Promoting quality of health care which is delivering in general health services in developing world is a key precondition to enhance uses of health care services for people continuously (Khamis and Njau 2014) [3]. Clients who are satisfied probably show useful conductance intent, which are helpful to the health team for achievement their work successively. though, one of the main impediments to high quality of care for much of the inhabitants in developing nations , is shortage in obtainment of the essential health care services provided to people [4]. Increase the feeling of satisfaction for most patients , mostly resulting from the constriction of health care delivery structure, so the hospital that use referral system is at the top with high-particularity care. on the other hand, a few ratio of clients were discontent because they spend much time in order to getting health services, increase the treatment cost , and laboratory tests fee[5]. It is well known that if client believe that the degree of performance on quality of care cannot meet his needs, he will decide to look for treatment at another health center [6, 7, 8]. Measuring Patient satisfaction is examined by variety of health service activities, such as availableness, handiness and expediency of services, technical qualification of the health team, communication abilities and the setting in which medical and nursing care is delivered [9, 10,11]. yet, it is not agreed upon that patients estimations actually indicate technical ability or the human communication skills of the health staff [12]. Comprehensions of the Patients concerning to quality assurance are often affected by their communication with the health staff; the thoroughness with which the providers examine and communicate with them [12, 13, 14]. It is recommended by several studies that certain patient demographic and clinical characteristics, including age, physical condition and the severity of illness, are related to the degree of satisfaction scores more than the technical quality of care they provide [9, 15, 16].

II. Methodology

The researcher conducted a descriptive analytic design study using questionnaire to obtain required data. The study aimed to assess the level of satisfaction on quality of care in outpatient department (OPD) at Baghdad teaching hospitals. The study starting from from 5th Feb.2017 up to 26th May2017. Based on literature review the researcher a designed questionnaire. The questionnaire consists two parts, the first part was concerning to demographic variables and second part was composed from the patients satisfaction on (OPD).Validity of questionnaire was done through panel of experts (15).pilot study is carried out on 15th Feb.2017 to 17th March 2017 on teen samples of patients admitted in outpatient department. The present study was conducted at three hospital which are; Baghdad Teaching Hospital; Al-Karama Teaching Hospital, Al-Kindi Teaching Hospital. Non-probability suitable sample of 100patients admitted for hospitals mentioned above. Analysis of data was through frequency, and percentage and inferential data analysis were by use of one- way analysis of variance (ANOVA) and chi-square test by using statistical package for social sciences (spss) version 20.

III. Results

Table (1) Distribution of the study sample by their demographic characteristics

NO.	Variables		
1-	Age	F	%
1.1	20-29	12	12
1.2	30-39	48	48
1.3	40-49	17	17
1.4	50-59	23	23
	Total	100	100
2-	Gender	F	%
2.1	Male	62	62
2.2	Female	38	38
	Total	100	100
3-	Level of education	F	%
3.1	Illiterate	5	5
3.2	Able to read and write	23	23
3.3	Primary School graduate	19	31
3.4	secondary School graduate	31	19
3.5	High School graduate	12	12
3.6	Institute and College graduate	10	10
	Total	100	100
4-	Occupation	F	%
4.1	Work	71	71
4.2	Not work	29	29
	Total	100	100
4-	Marital status	f	%
4.1	Single	18	22
4.2	Married	69	64
4.3	Divorce	-----	-----
4.4	Speared	5	5
4.5	Widow	8	9
	Total	100	100

Table (1) shows that the majority of the study sample(48%) were at (30-39) years old. (62%) of gender were male, ((31%) secondary School graduate, (71%) were work. Concerning marital status (69%) were married.

Table(2) patient's satisfaction concerning Tangibles things in the OPD.

	Items	satisfied	Not satisfied	M.S	S
1-	Drugs of all diseases are available in the OPD	22	78	1.22	N.S
2-	Patients can obtained drugs easily in this OPD	29	71	1.29	N.S
3-	The reception of the OPD is suitable and have	13	87	1.13	N.S
4-	Toilet and bath room are comfortable and	18	82	1.18	N.S
5-	OPD shows clean every time	25	75	1.25	N.S

6-	OPD has facilities and not crowded	10	90	1.10	N.S
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F= Frequency %=Percentage M.S=Mean of score S=significance

Table(2) indicate that the level of mean of score was low in all items

Table(3) patient's satisfaction concerning the **Reliability** of the staff of OPD.

No.	Items	satisfied	Not satisfied	M.S.	S
1-	The staff of OPD. respect appointments given to me.	32	68	1.32	N.S
2-	They are very honest to give right medication as prescribe to me	53	47	1.53	S
3-	Staff have Good communication and wide base of information	41	59	1.41	N.S
4-	They have good skills in doing procedure to the patient	64	36	1.64	N.S
5-	Patient can trust in what the staff say about his illness(diagnosis, prognosis, complications)	48	52	1.48	N.S
6-	Physical exam done for every patient in order to avoid misdiagnosis	39	61	1.39	N.S

F= Frequency %=Percentage M.S=Mean of score S=significance

Table(3) demonstrate that the level of mean of score was low in all items except in items (2).

Table(4) patient's satisfaction concerning the **Responsiveness** of the staff of OPD.

No.	Items	satisfied	Not satisfied	M.S.	S
1-	Regain and restore my records Right away by the staff of OPD	43	75	1.43	N.S
2-	They can ready to help very sick patients whenever there is need	55	45	1.55	S
3-	Staff respect every client as a human being	39	61	1.39	N.S
4-	The staff implementation for all diseases take place as quick as possible	44	56	1.44	N.S
5-	I wait a short time before getting medical and nursing implementation	31	69	1.31	N,S
6-	They can stay any time to listen to my complaint	28	72	1.28	N.S

F= Frequency %=Percentage M.S=Mean of score S=significance

Table(4) shows that the level of mean of score was low in all items except in items (2).

Table(5) patient's satisfaction concerning the **Assurance of care**

No.	Items	satisfied	Not satisfied	M.S.	S
1-	Client can obtained the laboratory tests results at the exact time	38	62	0.38	N,S
2-	Staff kept my privacy information secretly	41	59	0.41	N.S
3-	Staff sufficient enough to cover all clients needs	28	72	0.28	N.S
4-	Medical work team have adequate knowledge to deal with all health problems	51	49	0.51	S
5-	Staff able to make good relationship with patients and active communication to solve problems	45	55	0.45	N,S
6-	They are always ready to listen to the patient carefully	39	61	0.39	N,S
7-	They are able to make proper decision for health problems facing the patient	57	43	0.57	S
8-	Patient encouraged and trusted facing his own problems	33	67	0.33	N.S
9-	They are not hesitating in offer help or assistant and medical advices to prevent potential complications	49	51	0.49	N.S
10-	I will commend this OPD to others	38	62	0.35	N.S

F= Frequency %=Percentage M.S=Mean of score S=significance

Table(3) demonstrate that the level of mean of score was low in all items except in items (4&7).

Table (6) Analysis of variance for the difference between demographic characteristics and patients satisfaction on OPD

Demographic characteristic	Source of variance	Sum of square	df	Mean square	F	Sig.
Age	Between group	3.968	3	1.323	.164	.920
	Within group	306.436	38	8.064		
	Total	310.405	41			
Gender	Between group	21.460	1	21.460	2.971	.092
	Within group	288.944	40	7.224		
	Total	310.405	41			
Level of education	Between group	7.690	2	3.845	2.971	.072
	Within group	9.350	40	2.338		
	Total	17.040	42			
Marital status	Between group	19.921	2	9.960	1.337	.274
	Within group	290.484	39	7.448		
	Total	310.405	41			

df =Degree of freedom , F= F-statistics , Sig.=level of Significance

This table shows no significant differences between age, gender, level of education, marital status and patients satisfaction.

IV. Discussion

The findings of this study indicated that the most of the study sample (48%) at (30-39) years old this findings on line with (Khamis and Njau 2014) who mentioned in his study in Dar es Salaam, Tanzania that the Mean age of study sample was 36.8, concerning to gender the result of the study shows (62%) were male[3]. This result is contrary to result of a study by Mao Vadhana (2012) who mentioned that the total number of the sample of his study was (200) patients (55%) of them were female[17]. In relation to educational level our findings were (31%) secondary school graduate, this finding similar to Sekandi, et., al (2011) who stated that the total of participated patients were (210) patients (161) patients were secondary school graduate. At some circumstances, it is noticed that patient's socio-demographic characteristics can affect simply to the satisfaction of the patient on quality of care(18). Regarding to Tangibles things in the OPD (table 2) indicate that the level of mean of score was low in all items. Amin Khan Mandokhail (2007) said that Satisfaction level was affected by marital status, employment of the client, physical easiness, medical and nursing action, availability of good drugs for all diseases, documentations process, the waiting time before getting, service process, and working hours. (19). Reliability of the staff of (OPD) one of the effective point on patient satisfaction our study results indicate that the level of mean of score was low in all items accept in they are very honest to give right medication as prescribe to me (item 2). Asma Ibrahim (2008) concluded that the client's thoughts of the care in hospital were not good in term of convenience, good manners of the staff, superiority of care, the cost of care, and physical facilities. generally, the satisfaction of the patients concerning the health care services mostly deepened on the attitude of the staff (20).

Concerning to the responsiveness of the staff(table 4) there was low level of mean of score in all items accept in item (2). Aday & Anderson (1983) mentioned that high-quality interaction and ability to recognize and participate the feeling of others are now being consider as the major aspects to patients' satisfaction (21). Barry in (2001) mentioned in a study in Ireland that good communication between health staff and their patients is the high point to achieve patient's satisfaction and permanent development of excellence of care (22)

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