



Inpatients satisfaction with physician services in Khartoum State hospital wards, Sudan

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ABSTRACT

Background

Patient satisfaction although it is an affective or emotional response to cognitive evaluation of the health care provider's performance during a health care visit is an important dimension in the quality of care as it is linked to treatment out come and health care seeking behavior . The objective of the current study was to assess inpatient satisfaction with physicians services in Khartoum state hospitals, Sudan.

Methodology

Descriptive cross sectional hospital based study was conducted at Khartoum state, 15 hospitals were chosen randomly and 645 inpatients were chosen using propionate size of admission rate. The structured questionnaire addressed three main components namely admission procedure, physician communication and care of the patients and satisfaction about waiting time. The study population consisted of all patients admitted as inpatient. Ethical Clearance was obtained from Khartoum State Ministry of Health Ethical Committee. Data was entered and analyzed using SPSS version 11 software.

Results

86.6% of study population were satisfied about the admission procedure in the inpatient department. 62.4% of the study population were satisfied by the way physicians describes the medical condition to them. 66.2% of the study population stated that physicians approach was excellent. One forth the study population stated that the waiting time was long. Patients are more satisfied with the hospital than co-patient. 51.4% described it as excellent; only 42.2% of co-patients described it as excellent.

Conclusion

In patient Satisfaction for admission procedures was high. Satisfaction with physician was good in terms of interaction, description of the disease. General satisfaction with hospitals was high.

Keywords: Satisfaction, Inpatients, Physicians

INTRODUCTION

Patient satisfaction is a patient's affective or emotional response to his or her cognitive or knowledge based evaluation of the health care provider's performance during a health care consumption experience.¹ It is also a health care recipient's reaction to salient aspect of his or her

service experience.² Satisfaction is a distinct outcome of care although it is closely related to health status outcome.³ Patient satisfaction is important for several reasons and the most important one is that evidence suggest consumers dissatisfied with health care provided are less likely to adhere to the recommended course of treatment

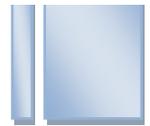
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or to return for follow up visits,⁴ on the other hand satisfaction with care has significant influence on consumer behavior in searching for health care, complying with treatment and returning to the same care setting⁵ perception of satisfaction are the result of individual patient characteristics of the medical care systems is substantially related to the consumers perception of physician conduct and interaction with patient therefore the extent to which physicians provided these services to the satisfaction of inpatient reflect the quality of care.⁶ Consequently this draws attention to areas that require either managerial or administrative interventions for improvement.⁷ Health service quality has three dimensions: client quality professional quality and management. client quality is the dimension that receives most attention in discussion of quality of health care based on how satisfied clients are with their care.⁸ In Khartoum, the health care infrastructure is reasonable in term of facilities and personnel. The real challenge is to improve staff performance and patient satisfaction in order to minimize rework, wastage, and cost.

The aim of this study was to assess inpatient satisfaction with physicians services in Khartoum state hospitals.

METHODOLOGY

Descriptive cross sectional hospital based study was

conducted at Khartoum state hospitals in order to assess inpatient satisfaction with physician led services. Two stages, probability propionate to size random sample were used in the first stage. 15 hospitals were chosen randomly. In the second stage, 645 inpatients were chosen using propionate size of admission rate and then individuals are chosen by systematic random technique.

The questionnaire addressed three main components admission, physician, communication and care of the patients. The study population consisted of all patients admitted as inpatient, criteria for inclusions were admission for at least three days and consented to be interviewed, Informed consent was obtained from each respondent before the interview and confidentiality of responses were assured. Ethical Clearance was obtained from Khartoum State Ministry of Health Ethical Committee. Data was entered and analyzed using SPSS version 11 software.

RESULTS

Data were obtained from 626 respondents with a response rate of 97%, lack of response due to refusal to be interviewed. Figure 1 showed that 86.6% of study population were satisfied with admission.

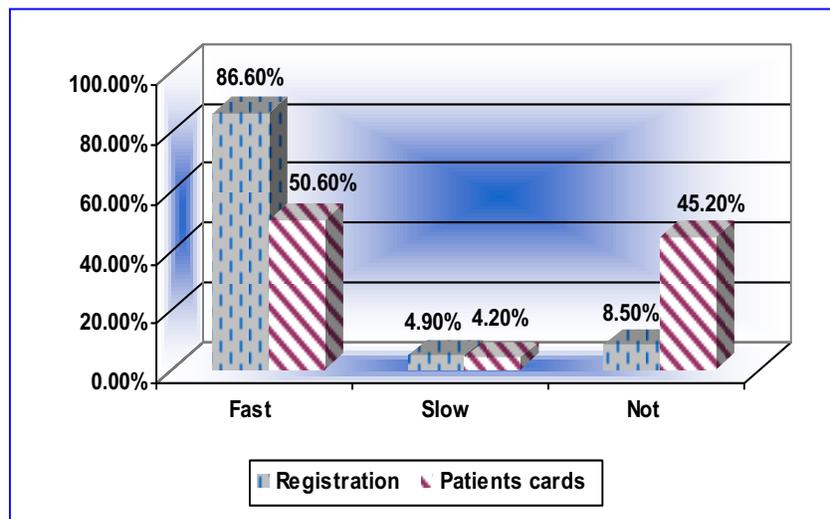


Fig 1 Satisfaction about admission procedure as stated by the study population

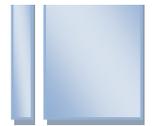


Figure 2 showed that 62.4% of study populations were satisfied with way physicians described the medical condition to them. Figure 3 showed that 66.2% of the study population stated that physicians approach was excellent. Figure 4 showed that one fourth the study population stated that it waiting time was long, 61.7% stated that it was intermediate

and only 13.9% stated that it was acceptable. Figure 5 showed that patients are more satisfied with the hospital than co-patient 51.4% described it as excellent; only 42.2% of co-patients described it as excellent. The difference in satisfaction is not significant.

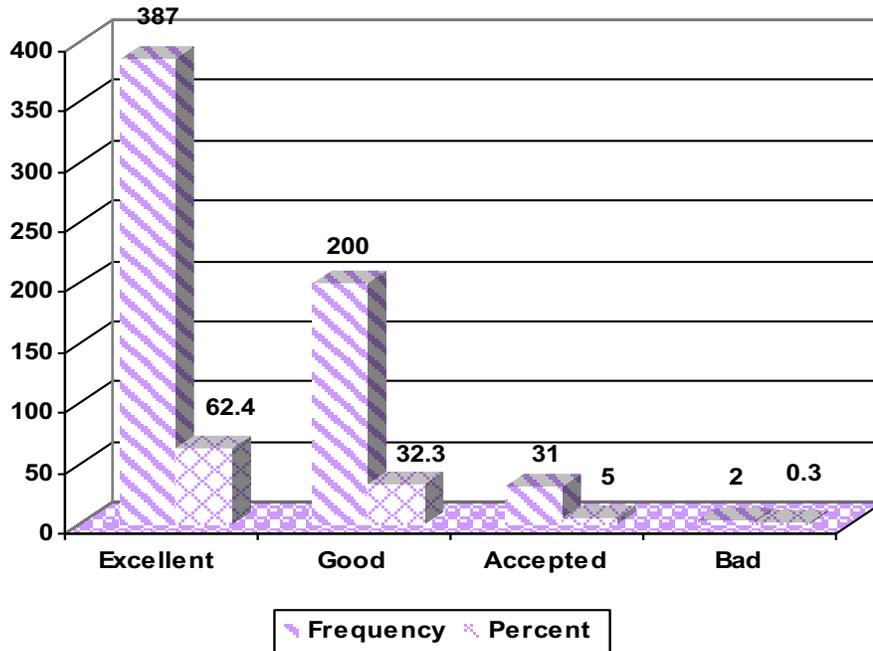


Fig 2 Satisfaction about the way the Physicians Explains the Disease to the Patients

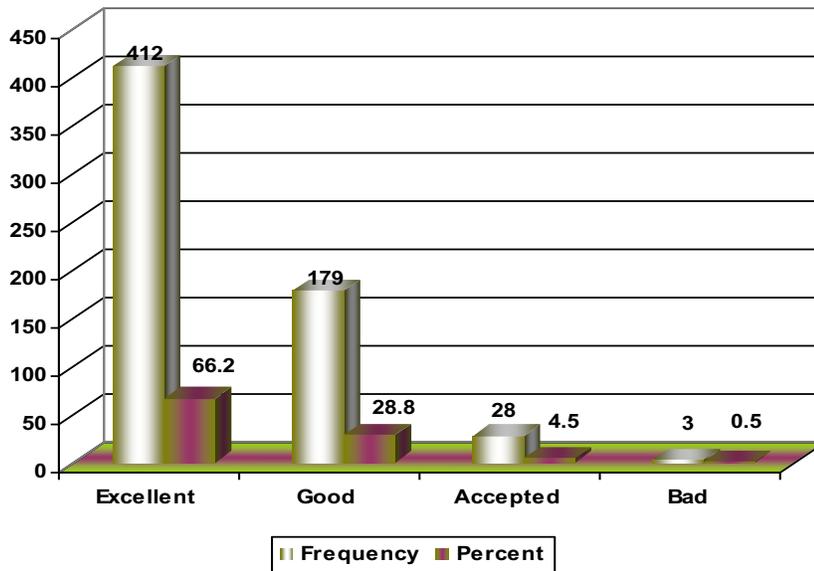


Fig 3 Satisfaction with Physician's Approach

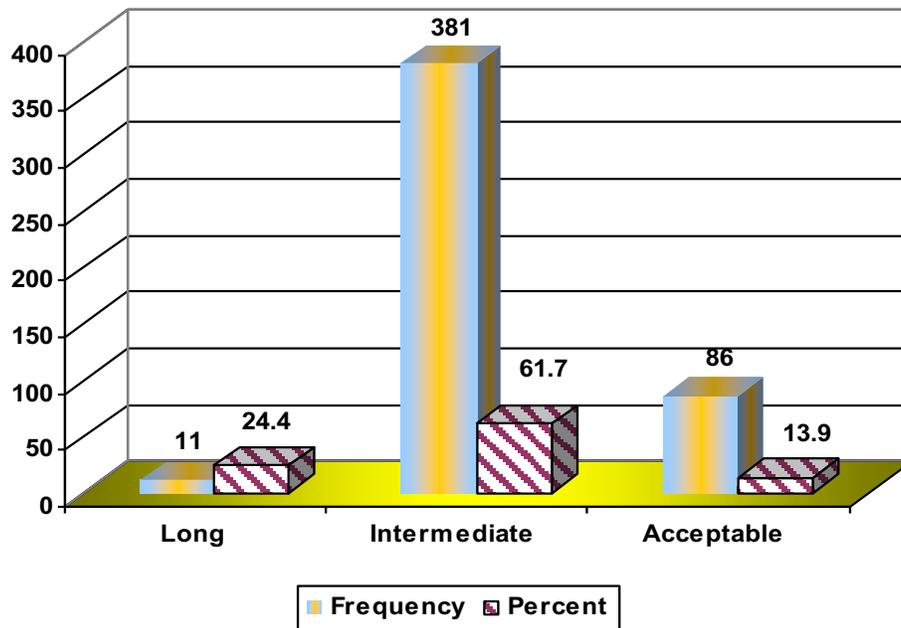


Fig 4 Satisfaction with Waiting Time

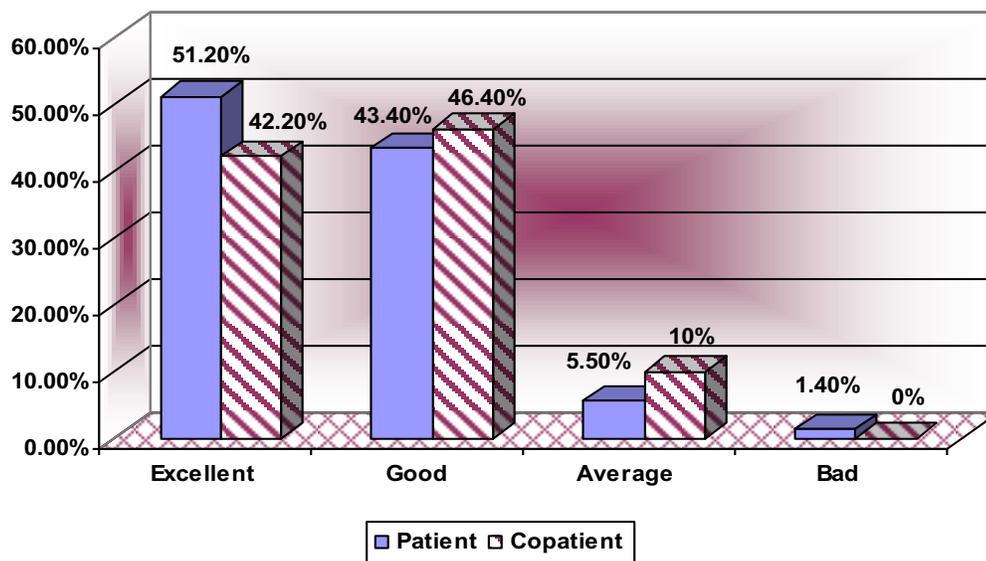
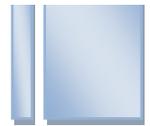


Fig 5 General Evaluation of the Hospitals by Patients and Co-patients

DISCUSSION

Patient satisfaction with health facilities depends on satisfaction with health care, the higher the satisfaction with the care the higher the satisfaction with the facility.⁹ This is the first point where patients, meets with the health facility. The relationship of patients with physicians has different views, satisfaction with physicians was high in this

study this may be due to the fact that physicians spend a lot of time with the patient, they listen and reassure patients, sometimes they show empathy, same result was obtained in Ohio University hospital in USA.¹⁰ Also there is high percentage of the study population satisfied with the way the physicians described medications and information about the disease, fifty percent shared in treatment options.



Whenever waiting time is long satisfaction, with hospital is less,¹¹ most of the study population were satisfied with the waiting time for admission to the wards, the same was found in the study conducted in 1999 in Khartoum.³ Patients are more satisfied with hospitals than co-patients, this is due to the fact that illness affect perception and usually patients expect less than their co-patients who are looking for excellence.

CONCLUSION

- 1) Satisfaction with physicians was good in terms of interaction, description of the disease.
- 2) Satisfaction for admission procedures was high.
- 3) General satisfaction with hospitals was high.

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