

PATIENT SATISFACTION WITH SERVICES IN IBN SINA TEACHING HOSPITAL

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ABSTRACT

Background: Patient' satisfaction represents a good monitoring of the quality of health care delivery and this internationally accepted factor needs to be studied repeatedly for smooth working of the health care systems. **Objectives;** This study aims to identify the level of quality of health services provided by the health departments in Ibn Sina Teaching Hospital in Mosul and the extent of satisfaction of patients by revealing the dimensions and criteria used to evaluate them. **Methodology;** The study was a cross-sectional facility-based, the sample comprised 600 patients, and questionnaire in the form of (I agree, I do not know, I disagree) applied to 100 patients lying in the hospital and 100 patients referring to outpatients, from late 6 months of 2018 and two periods, each of 6 months (early 6 months and late 6 months) of 2019, we applied SPSS program for statistics and one way anova kruskal-willis test for analysis. **Results:** The results in general, showed an improvement in some services, such as the availability of medicines, laboratory and radiology services, while there was no improvement in some of them, such as drinking water. **Conclusion:** The doctors and nurses performed well over the three periods, while the services provided to the patients improved and other services showed no improvement.

KEYWORDS: health services, availability of health services, patient satisfaction, outpatient, Ibn-Sina Teaching Hospital.

INTRODUCTION

Patient satisfaction has been used as a tool for measuring whether the available health care supply meets patients' health needs and expectations. This tool is widely used in the health care field around the world(Chen 2014).

Also, this program showed that satisfied patients are more likely to develop a good relationship with the health system, leading to improve compliance, continuity of care and ultimately better health outcome (Mohamed, Sami, and Alotaibi 2015).

In Europe and the United States, patient satisfaction research has been influential in providing evidence for policymakers to improve health system performance in hospitals(Nunu and Munyewende 2017).

It is customary for countries to conduct research on the extent of patients' satisfaction with the services provided to them by public and private hospitals in order to develop and modernize these services and make them to the desired level provided by the global hospitals.

PATIENTS AND METHODS

The study was conducted at Ibn-sina teaching hospital on 300 inpatients and 300 outpatients in three periods from (2018-2019 CE)and for all internal departments such as general internal medicine, cardiology, rheumatology, gastroenterology, nephrology, neuromedicine and neurosurgery departments, verbal consent was taken from patients after explanations to them.

The gender for most of inpatients group was 1.38 of females in 1.5 years, while gender in outpatient group was 1.43 of females at the same time.

The mean age, for inpatients in 3 groups were about 37 years, while the mean, for outpatients were 43 years, also we asked patients for occupation, level of education (illiterate, primary, secondary, university, MA, PhD), Statistical analysis done by Kruskal-Wallis one-way ANOVA.

The questionnaire was in Arabic language to facilitate the communication with the respondents and was back translated when we write this paper.

RESULTS

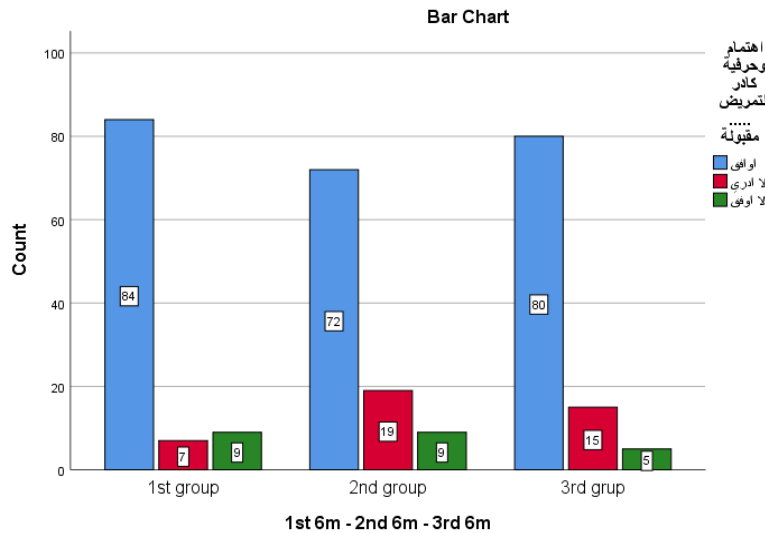
For inpatient and outpatient groups, 10 questions were posed to them.

1. The first question to the inpatient group were (Have you spent enough time with your doctor? (71%, 60%, 66%) said ‘accepted’ respectively, and those who said ‘I don’t know’ were (17%, 18%, 15%) respectively, also and those who said ‘I disagree’ were (12%, 22%, 19%)

in (2018-2019CE) in every 6 months (statistics was (.192). (P value not significant, normally should be <0.05).

For outpatients, Kruskal-Wallis 1-way ANOVA show (.000) that was significant (< 0.05).

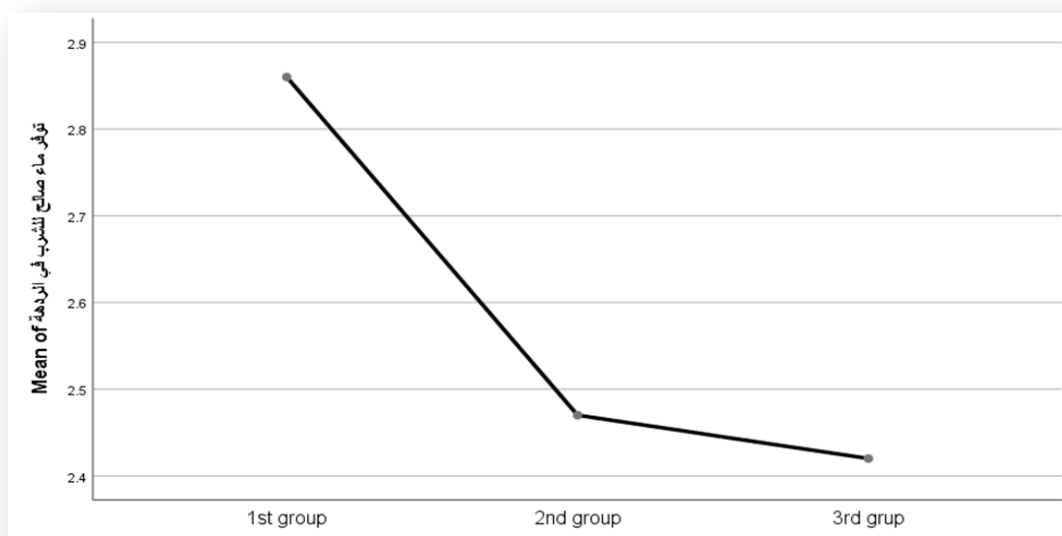
2. The interest and professionalism of the nursing staff? Inpatients who said ‘accepted’ were (84%, 72%, and 80%), the results had no statistical significance between three qualifying periods. But for outpatients, Kruskal-Wallis test (.144), which was significant (0.020).



3. Are medicines available for your treatment?.

For inpatients, there were (29%, 59%, and 59%) of them said ‘accepted’ respectively, and statistical significance found (P value. 000) between the 3 groups. For outpatients, statistics (.000) were also significant.

4. Is there safe drinking water in the hallway? Many of inpatients answers said ‘no safe water’ & may be due to conditions in our city, this was shown by (P value. 000). Moreover, most of the patient answered (there is no drinking water), but was better than late 2018, for outpatients, the results were nearly similar (.009).

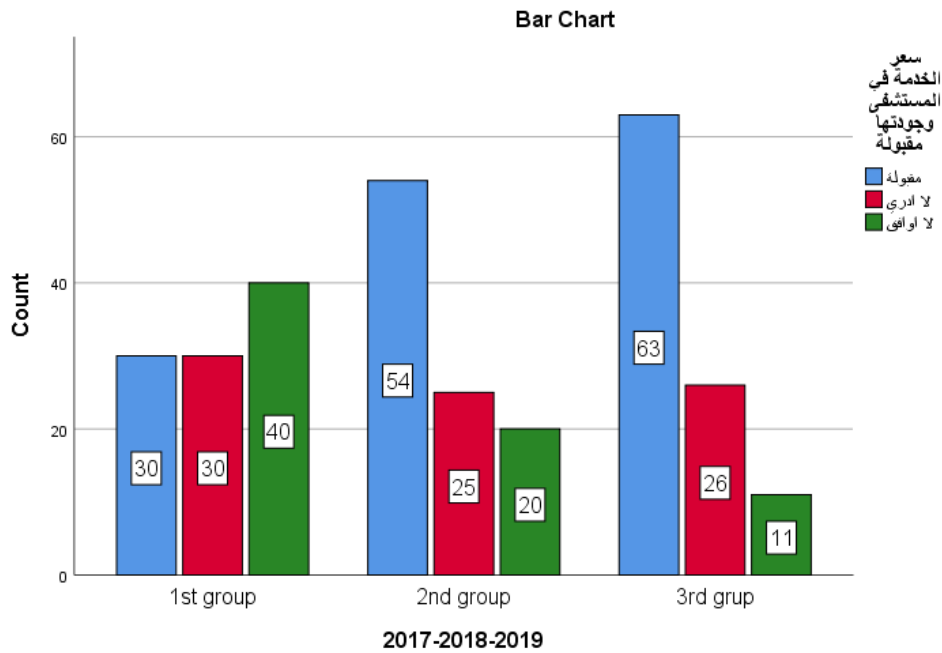


5. Are the hall and sanitation, clean? For inpatients, the answer was very bad in late 2018 (90%), to a less extent in early 2019 (41%), and better said, 'I disagree' in late 2019 (32%) statistically was (.000), the statistics for outpatients were different to outpatients (.204).

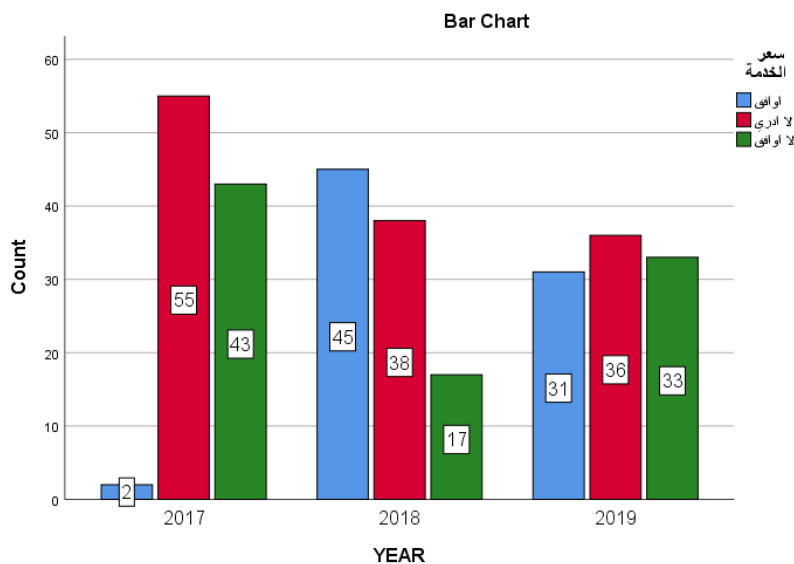
6. Are lab. Radiology and Pharmacy services... Acceptable? Those questions were posed to inpatients and appeared 'accepted' Kruskal-Wallis was (.000), for

outpatients, the lab and x-ray questionnaires were statistically (.861 and .073), the pharmacy services was (.000).

9. Is the relationship between the price of the hospital service and its quality acceptable? For inpatients, most of the patients agreed to this point and showed better services with the time.



To outpatient group, same questions posed to them & the results were the same.



10. Would you advise one of your relatives to visit the hospital when needed? Inpatients answered 'accepted' in (24%, 63%, and 62%) respectively and statistically (.000).

The outpatients were (64%, 35%, and 45%) respectively, and statistically not significant also (.000).

DISCUSSION

In our study, the demographic and clinical criteria of patients were similar to other studies (Karaca and Durna 2019), which was 37 years for inpatients and 43 for outpatients. patients education appeared not related to patient satisfaction, not as other study done in 2012 by Koichero Otani et al. (Otani, Herrmann, and Kurz 2011), which shows strong relation between them.

1. The first question to the inpatient group were (Have you spent enough time with your doctor?

In comparing the results they were the same in the 3 periods, so in late 2018 (71%), said 'I agree' while in early 2019 (60%), and in late 2019 (60%).

For outpatients, there were significant changes,

These results were comparable to other results done by prof. Mohammad (عبد اللطيف محمد 2016).

2. The interest and professionalism of the nursing staff?

For inpatients, the hospital staff working well, which was similar to study done by Nunu WN et al. In her comparative study in South Africa (Nunu and Munyewende 2017).

For outpatients, at the beginning of the liberation of the city, the hospitals were not ready to receive patients, and then in the years that followed, hospitals became better.

3. Are medicines available for your treatment? (For inpatients), accessibility of the medicine was better in the later years.

For outpatients, the drugs were better in later 2019 than early 2018.

4. Is drinking water available in the hallway? For inpatients and outpatients, (> 70 %) said (I disagree), because there was insufficient in supplying water at that time, In 2020, this problem solved.

5. Are lounge and sanitary facilities are clean? For inpatients.

In late 2018, mostly said not clean (90%), while in late 2019 (32%) said that, so there were better services to patients.

For outpatients, there was a decrease in services which may be due to overload in the hospital, so 69% of outpatients said (I disagree) in late 2018, while 53% in early 2019 and 48% in late 2019, however, the difference between groups were insignificant.

6. For inpatients, the questionnaires were "are laboratory, radiology, and pharmacy services acceptable? Most of them said yes, "I agree" and better late 2019, when

modern devices brought to the city, which are important changes in last year, these results were similar to those done in Jordan (2012 نيبان).

For outpatients, the situation was different, but there were better services in comparing three periods, those who said 'I agree' were (51%, 44%, 65%).

9. The price and quality of hospital service, Accepted? For inpatients.

Most of the patients accept this in between groups.

For outpatients, many of them said 'I don't know, or not accepted.

10. You advise one of your acquaintances or relatives to visit the hospital when needed. For inpatient, there were better changes.

The outpatients, those who said, 'I agree' were (65%, 35%, and 45%) so they shall advise relatives to visit the hospital.

CONCLUSION

The doctors and nurses performed well over the three years, while the services provided to the patients improved and other services showed no improvement.

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