

## ASSESS PATIENTS SATISFACTION WITH HEALTH CARE SERVICES PROVIDED AT PUBLIC HOSPITAL IN MAKKAH CITY, KSA.

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### ABSTRACT

Satisfaction with healthcare is a global and important issue. Patient satisfaction has long been an important component in measuring health outcomes and quality of care. Assessing patient satisfaction improves health and reduces waste of medical resources. Health care is a major challenge to meet the health needs of its population of patients. This study aims to assess patient satisfaction with health care services provided in public hospitals at Makkah city, KSA. The study was conducted among inpatients in different health care units in public hospitals. A total of 92 patients participated in this study. A questionnaire form (PSQ-18) used to take patients' opinions about the health care services they received. The results of this study found that the overall patients satisfaction was significant for all dimensions including general satisfaction ( $\beta = 0.223$ ,  $P = .000$ ), Technical Quality ( $\beta = 0.427$ ,  $P = .000$ ), Interpersonal manner ( $\beta = 0.792$ ,  $P = .000$ ), Accessibility and Convenience ( $\beta = 0.315$ ,  $P = .000$ ), Communication ( $\beta = 0.292$ ,  $P = .000$ ), Financial Aspects ( $\beta = 0.258$ ,  $P = .000$ ), Time spent with doctor ( $\beta = 0.186$ ,  $P = .000$ ). This paper attempts to explain what dimensions influence patient's satisfaction in the perspective of the consumers and the method(s) that can be adopted by healthcare providers and management to improve quality of health care services and reach to patient's satisfaction Index Terms—About four key words or phrases in alphabetical order, separated by commas.

**KEYWORDS:** Patient satisfaction. Dimensions, Healthcare, Quality

### 1.1 INTRODUCTION

The Patient's perception concerning of healthcare has been mostly accepted as an important indicator of measuring quality of health care services and a conclusive component of clinical care effectiveness and performance improvement[1]. Patient satisfaction has become an important barometer in monitoring health care services performance of health plans. Patient is the best judge, assesses and provides inputs which can help in the overall improvement of quality health care services through the emendation of the health care system weaknesses by the involved authorities [2]. The patient's opinion is becoming more important in the improvement process of a health care delivery system. Patient satisfaction is the actual evidence of the effectiveness of the healthcare services providing administration [3].

## 2.1 LITERATURE REVIEW

Patient satisfaction has been defined as the degree of congruency between a patient's expectations of ideal care and his /her perception of the real care (s) he receives [4]. Various dimensions of patient satisfaction have been determined, ranging from patient's admission until discharge services, as well as from interpersonal communication to medical care. Well identified criteria include responsiveness, attitude, communication clinical skill, amenities, comforting skill, etc. It has also been reported that technical skills and the interpersonal of health care provider are two unique and important dimensions concerned in patient assessment of hospital health care [5]. Patient satisfaction is a multidimensional aspect, represents a vital key marker for the quality of health care delivery and this is an internationally accepted factor which needs to be studied repeatedly for smooth functioning of the health care systems [6].

A cross-sectional study conducted in Pakistan by Jalil, et al, 2017 aims to analyze the association between patient satisfaction and five dimensions of medical interaction: technical expertise, communication, interpersonal aspects, access/availability, and consultation time. A total of 1164 patients participated; the data was collected through face-to-face interviews using Patient Satisfaction Questionnaire (PSQ-III). The results show that the dimensions of doctor-patient interaction were significantly associated with patient satisfaction: interpersonal aspects (OR = .82; 95% CI = .77–.87), technical expertise (OR = .87; 95% CI = .84–.91), communication (OR = .83; 95% CI = .78–.89), access/availability (OR = .78; 95% CI = .72–.84), and (OR = .90; 95% CI = .81–.99), for time dimension [7]. While a study performed in USA by Fumiko Chino, et al, 2014 aim to investigate patient's satisfaction with health care among cancer patients were receiving chemotherapy or hormonal therapy for  $\geq 1$  month. The Patient Satisfaction Questionnaire Short-Form assessed patient satisfaction. The results indicated that patients were highest satisfaction with interpersonal manner and lowest satisfaction with financial aspects of care [8]. Another study conducted in Thailand in 2015 to assess patient satisfaction among HIV patients, patient satisfaction questionnaire short form (PSQ-18) was used. Multivariate analysis of variance compared seven domains of patients' satisfaction levels. Results: Community hospital patients expressed significantly higher levels of satisfaction with the technical quality, communication, and time spent by the service provider, whereas the task-shifted model patients experienced significantly better accessibility and convenience of the service [9].

## 2.2 RESEARCH OBJECTIVE

To assess patient satisfaction with health care services provided in public hospital at Makah City, KSA.

## 2.3 RESEARCH HYPOTHESIS

There is a significant difference of patient's satisfaction dimensions with health care provided in public hospitals at Makah City, KSA.

## **METHODOLOGY**

### **3.1 STUDY POPULATION**

The target population of the study was both male and female patients admitted in public hospitals at Makkah city to receive health care services.

### **3.2 STUDY DESIGN**

This is a cross-sectional study design to assess patient's satisfaction with health care services provided in public hospital at Makkah city, KSA.

### **3.3 SAMPLING**

The sampling used conveniently inpatients to rate patient's satisfaction about the medical care they received, from public hospitals at Makkah city, KSA.

### **3.4 SAMPLE SIZE**

The sample size is calculated using the Raosoft sample size calculator. The sample size included 92 inpatients to rate patient's satisfaction about the medical care they received, from public hospitals at Makkah city, KSA.

### **3.5 SAMPLING PROCEDURE**

All inpatients received health care services in public hospitals at Makkah city and accepted to participate in this study were selected.

### **3.6 DATA SOURCE**

Questionnaires utilized to obtain data relevant to the study in which respondents provide feedback about the health care they received. Patient Satisfaction Questionnaire (PSQ 18 - Marshal and Hays, 1994) used to measure patients' satisfaction.

### **3.7 STUDY INSTRUMENTS**

The data set developed and analyzed by using (SPSS 22.0 for windows).

### **3.8 INCLUSION CRITERIA**

Inpatient who admitted at public hospitals in Makkah to receive their medical care (Male & Female), Age 18 years and above, and the patients who were willing to give consent.

### **3.9 EXCLUSION CRITERIA**

Inpatient with unconscious situation, Inpatient with the mental illness, inpatient under age of 18 years, patients who do not respond. Patients who had not finished the interview process and not completed the questionnaires.

## RESULTS

### 4.1 SUBJECT CHARACTERISTICS

The data was collected from 4 main public hospitals at Makkah city namely (Al Noor Hospital, King Faisal Hospital, King Abdulaziz Hospital, Hira Hospital. A total of 92 patient participated in this study, the percentage of respondents participated in each hospital found as follow: Al Noor Hospital was 26.1% ,the King Faisal Hospital 25%, the King Abdulaziz Hospital 25% , and Hira Hospital 23.9%.

### 4.2 Test Patients Satisfaction Dimensions with Health care provided

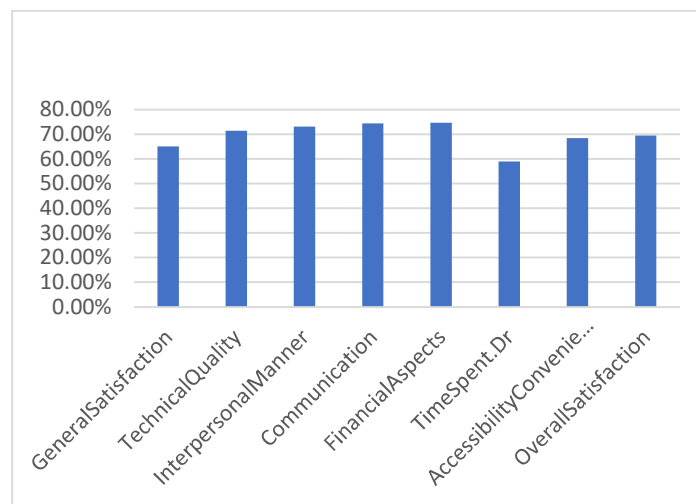
For the first dimension ( general satisfaction) the result of descriptive statistic indicated that the level of patient's satisfaction found 65.00% with the mean (3.2) , The result of Regression STEPWISE method shows that the patients with general satisfaction dimension for overall satisfaction was significant( $\beta = 0.223$ ,  $P = .000$ ). for the second dimension ( Technical Quality ) the result of descriptive statistic indicated that the level of patient's satisfaction found 71.36% with the mean (3.5) , The result of Regression STEPWISE method shows that the patients with Technical Quality dimension for overall satisfaction was significant ( $\beta = 0.427$  ,  $P = .000$ ). the third dimension (Interpersonal manner) the result of descriptive statistic indicated that the level of patient's satisfaction found 73.15% with the mean (3.6) , The result of Regression STEPWISE method shows that the patients with Technical Quality dimension for overall satisfaction was significant ( $\beta = 0.792$ ,  $P = .000$ ). the fourth dimension (Accessibility and Convenience) the result of descriptive statistic indicated that the level of patient's satisfaction found 68.48% with the mean (3.4) , The result of Regression STEPWISE method shows that the patients with Accessibility and Convenience dimension for overall satisfaction was significant ( $\beta = 0.315$ ,  $P = .000$ ). the fifth dimension (Communication) the result of descriptive statistic indicated that the level of patient's satisfaction found 74.35% with the mean (3.7) , The result of Regression STEPWISE method show that the patients with Communication dimension for overall satisfaction was significant ( $\beta = 0.292$ ,  $P = .000$ ). the sixth dimension (Time spent with doctor) the result of descriptive statistic indicated that the level of patient's satisfaction found 59.02% with the mean (2.9) , The result of Regression STEPWISE method shows that the patients with Time spent with doctor dimension for overall satisfaction was significant ( $\beta = 0.186$ ,  $P = .000$ ). the seventh dimension (Financial Aspects) the result of descriptive statistic indicated that the level of patient's satisfaction found 74.67% with the mean (3.7) , The result of Regression STEPWISE method shows that the patients with Financial Aspects dimension for overall satisfaction was significant ( $\beta = 0.258$ ,  $P = .000$ ). The result shows that the overall patient's satisfaction was significant difference for all dimensions.

**Table 4.1 Descriptive Statistics for General Satisfaction Dimension**

	General Satisfaction	Technic al Quality	Interperso nal Manner	Commu nication	Financi al Aspects	Time Spent. Dr	Access ibility Conve nience	Overall Satisfactio n
N Val id	92	92	92	92	92	92	92	92
Missi ng	0	0	0	0	0	0	0	0
Mean	3.2500	3.5679	3.6576	3.7174	3.7337	2.9511	3.4239	3.4717
Std. Devia tion	.81369	.62580	.94906	.97300	.97341	.67555	.64380	.51886
Mini mum	1.00	2.50	1.00	1.50	1.50	1.00	2.25	2.14
Maxi mum	5.00	5.00	5.00	5.00	5.00	5.00	5.00	4.68

59.02    68.48

65.00%    71.36%    73.15%    74.35%    74.67%    %    %    69.43%



**Figure 4.1 Percentage of Patients Dimensions Satisfaction**

**Table 4.2 Regression Results for Dependent Variable Overall Satisfaction of Dimensions- Coefficients**

Model	Unstandardized Coefficients		Standardized Coefficients Beta	t	Sig.	
	B	Std. Error				
1	(Constant)	1.889	0.133	14.197	0	
	Interpersonal Manner	0.433	0.035	0.791	12.283	0
2	(Constant)	1.013	0.157	6.461	0	
	Interpersonal Manner	0.327	0.031	0.598	10.507	0
	Technical Quality	0.354	0.047	0.427	7.51	0
3	(Constant)	0.615	0.148	4.165	0	
	Interpersonal Manner	0.251	0.029	0.459	8.632	0
	Technical Quality	0.3	0.041	0.361	7.34	0
	Accessibility Convenience	0.254	0.042	0.315	6.078	0
4	(Constant)	0.51	0.123	4.162	0	
	Interpersonal Manner	0.174	0.027	0.318	6.521	0
	Technical Quality	0.266	0.034	0.32	7.816	0
	Accessibility Convenience	0.233	0.035	0.29	6.749	0
	Communication	0.156	0.024	0.292	6.553	0
5	(Constant)	0.425	0.101	4.221	0	
	Interpersonal Manner	0.163	0.022	0.298	7.47	0
	Technical Quality	0.205	0.029	0.248	7.048	0
	Accessibility Convenience	0.206	0.028	0.256	7.233	0
	Communication	0.148	0.019	0.278	7.617	0
6	General Satisfaction	0.142	0.021	0.223	6.687	0
	(Constant)	0.444	0.069	6.391	0	
	Interpersonal Manner	0.123	0.016	0.226	7.933	0
	Technical Quality	0.146	0.021	0.176	6.965	0

Accessibility	0.137	0.021	0.17	6.545	0
Convenience					
Communication	0.155	0.013	0.29	11.544	0
General Satisfaction	0.153	0.015	0.24	10.451	0
Financial Aspects	0.138	0.014	0.258	9.806	0
(Constant)	7.22E-16	0		.	.
Interpersonal Manner	0.143	0	0.261	.	.
Technical Quality	0.143	0	0.172	.	.
7 Accessibility	0.143	0	0.177	.	.
Convenience					
Communication	0.143	0	0.268	.	.
General Satisfaction	0.143	0	0.224	.	.
Financial Aspects	0.143	0	0.268	.	.
Time Spent. Dr	0.143	0	0.186	.	.

a. Dependent Variable: Overall Satisfaction

## 5.1 Patients Satisfaction

According to this study the result of patient’s general satisfaction dimension rate is 65%. With health care provided in public hospitals this result consistent with previous studies conducted in southeast England show that the general satisfaction rate was 83-97% [10]. Regarding patient’s interpersonal manner dimension, this study found that the ratio of the patient’s interpersonal manner dimension satisfaction with health care provided is 73.15%. This result consistent with a previous study was conducted in South Africa, found that the proportion of the interpersonal manner was 71.6%, Therefore, the main factors on the support, consideration, friendliness and encouragement were very close in both studies. [11]

### I. EDITORIAL POLICY

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## **DISCUSSION**

### **5.1 Patients Satisfaction**

According to this study the result of patient's general satisfaction dimension rate is 65%. With health care provided in public hospitals this result consistent with previous studies conducted in southeast England show that the general satisfaction rate was 83-97% [10]. Regarding patient's interpersonal manner dimension, this study found that the ratio of the patient's interpersonal manner dimension satisfaction with health care provided is 73.15%. This result consistent with a previous study was conducted in South Africa, found that the proportion of the interpersonal manner was 71.6%, Therefore, the main factors on the support, consideration, friendliness and encouragement were very close in both studies. [11]

The level of patient satisfaction for the time spent with doctor dimension for this study was 59.15% due to insufficient physician time spent with patients associated with low patient satisfaction and quality of care. While in other previous study indicated that the level of patient satisfaction for the time spent with doctor was 75%. [12] This study found that the satisfaction rate of Accessibility



and Convenience dimension was 68.48%. While as mentioned in a previous study that the proportion of satisfaction with Accessibility and Convenience 49%. This indicates that the method of arrival and satisfaction was generally high through changes in the regulation of health practices. [13] According to this study result the Technical Quality dimension found 71.36%.but in a previous study found that the percentage of satisfaction with Technical Quality was 46%. The reason for this incompatibility may be the difference in the quality of health care provided regarding the Technical Quality used.[14] This study shows that a satisfaction rate of communication dimension is 74.35% due to good doctors- patients communication. A previous study indicated patients' satisfaction with communication was 57%. [15] While regarding to financing aspects dimension the result of this study shows that the percentage of patient satisfaction is 74.67%. This result consistent with previous studies conducted in Indonesia indicated the level of satisfaction was 95%.[16]

## 5.2 CONCLUSION

The purpose of this study was to assess patient satisfaction with health care services provided in public hospital at Makah and to explore the most particular dimensions influence patient satisfaction with health care provided. The results of this study found that the overall patient's satisfaction was significant for all dimensions including general satisfaction, Technical Quality, Interpersonal manner, Accessibility and Convenience, Communication, Financial Aspects, and Time spent with doctor. The findings of this study suggest that by identifying the dimensions that influence patient's satisfaction, health care providers and hospitals management can improve quality of health care services; this will reflect positively on patient satisfaction.

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