

Assessment of Patient Satisfaction in an Out Patient Department of Rumbek East County, South Sudan

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Abstract

Patient satisfaction surveys are essential in obtaining a comprehensive understanding of the patient's need and their opinion of the service received. It is a vital tool in evaluating the quality of healthcare delivery service in Primary Health Care. The current study is a cross-sectional descriptive research about assessment of patient satisfaction in Medicine Outpatient Department of Rumbek East, South Sudan. Systemic sampling technique was employed and 76 respondents were statistically calculated. Only respondents whose ages were from 18 years old were included in this study. The research tool was a pre-structured questionnaire and data collection was conducted from December 19th, 2018 to January 5th, 2019. The components of satisfaction study were the socio-demographic characteristics, the patients' experience with medicine outpatient services, accessibility to Primary Health Care services, and patient satisfaction. This study aimed to find the levels of patients' satisfaction and the significant relationship between independent and dependent variables. A total of 76 outpatient clients were enrolled in the assessment, all of them were showed interest to participate on the interview. Out of the 76 clients (60.5%) of them were female predominance and (84.2.5%) of the clients were age above 18 years. Considerable number of clients (76.3%) was new first visit within past 3 month. Based on the result of the study, training of code of conduct and courtesy should be given to both clinical and office staffs.

Keywords: Patient Satisfaction; Outpatient Department (OPD); Rumbek East, South Sudan, Outpatient Station.

Introduction

Patient satisfaction assessments are essential in obtaining a comprehensive understanding of the patient's need and their opinion of the service received. It is a vital tool in evaluating the quality of healthcare delivery service in PHCU and PHCC.

Client satisfaction is the level of satisfaction that clients experience having used a service. It therefore reflects the gap between the expected service and the experience of the service, from the client's point of view. Measuring client or patient satisfaction has become an integral part of PHC management strategies across the globe. Moreover, the quality assurance and accreditation process in most countries requires that the satisfaction of clients be measured on a regular basis (1). Asking patients what they think about the care and treatment they have received is an important step towards improving the quality of care, and ensure local health services are meeting patients' needs (2). It is an established fact that satisfaction influences whether a person seeks medical advice, complies with treatment and maintains a continuing relationship with practitioners (3, 4). Client satisfaction is of fundamental importance as a measure of the quality of care because it gives information on the provider's success at meeting those client values and expectations, which are matters on which the client is the ultimate authority (5, 6).

This assessment would have an important input in assessing the level of clients' satisfaction on outpatient services delivered and provide a recommendation on an improved health service delivery and to enhance quality of patient services in the PHCU/ PHCC and improve the level of clients' satisfaction.

Methods

A cross sectional descriptive assessment was conducted to assess the perceived levels of clients' satisfaction of the outpatient clients with health services rendered at Rumbek East County, the PHCU

and PHCC. All clients visiting the PHCU /PHCC for outpatient services from 19 Dec 2018 to 5th Jan 2019 were the source population. Sample size determined purposively

Structured questionnaire was developed in English and the interview was conducted by County coordinator and CHD Team who can speak Denka and Arabic fluently, orientation was given to data collectors on purpose of the assessment and discussed on the quaternaries. The questionnaire was designed to obtain information on basic socio demographic characteristics of respondents and their satisfaction level with the different components of the PHCU/PHC outpatient services which included accessibility, cleanse of PHCU/PHCC, comfort of waiting area, speed and readiness of staff, time spent with Clinical officer, Nurse/CHW staff keeping information waiting time to get the services and respect of the health workers.

Data were coded and entered into computer using **Excel** sheet. In the analysis of client satisfaction, the very satisfied and very dissatisfied were categorized to satisfied and dissatisfied groups because the numbers of the respondents in the very satisfied and dissatisfied were small.

Results

A total of 76 outpatient clients were enrolled in the assessment, all of them were showed interest to participate on the interview. Out of the 76 clients (60.5%) of them were female predominance and (84.2.5%) of the clients were age above 18 years. Considerable number of clients (76.3%) was new first visit within past 3 month.

Discussion

All clients visiting the PHCU /PHCC for outpatient services from 19, Dec/2018 to 5th Jan, 2019 were the source population. Sample size determined purposively Structured questionnaire was developed in English and the interview was conducted by County coordinator and CHD Team who can speak Denka and Arabic fluently, orientation was given to data collectors on purpose of the assessment and discussed on the quaternaries. The questionnaire was designed to obtain information on basic socio demographic characteristics of respondents and their satisfaction level with the different components of the PHCU/PHC outpatient services which included accessibility, cleanse of PHCU/PHCC, comfort of waiting area, speed and readiness of staff, time spent with Clinical officer, Nurse/CHW staff keeping information waiting time to get the services and respect of the health workers.

Conclusion

Securing high satisfaction of patients attending the PHCU/PHCC is equally important for a CHD management team. Many studies about outpatient services have revealed some problem like overcrowding; long waiting time, and lack of good well come face, etc. In in this assessment, it was found that the majority of the respondents were dissatisfied with accessibility of the PHCU/PHCC, Comfort of waiting and examination room, time spent with clinical officer/Nurse/CHW to seek medical service, and readiness of the staff to support patients.

It is beneficial to understand that there is opportunity for the improvement of the outpatient Department services through conducting client satisfaction assessment. It can be concluded that the outpatient department services need further support and improvement.

Table 1. Socio-demographic characteristics of respondents

Age	%	Sex	%
<18 years	(12)15.8%	Male	(30)39.5%
>18 Years	(64)84.2%	Female	(46)60.5%

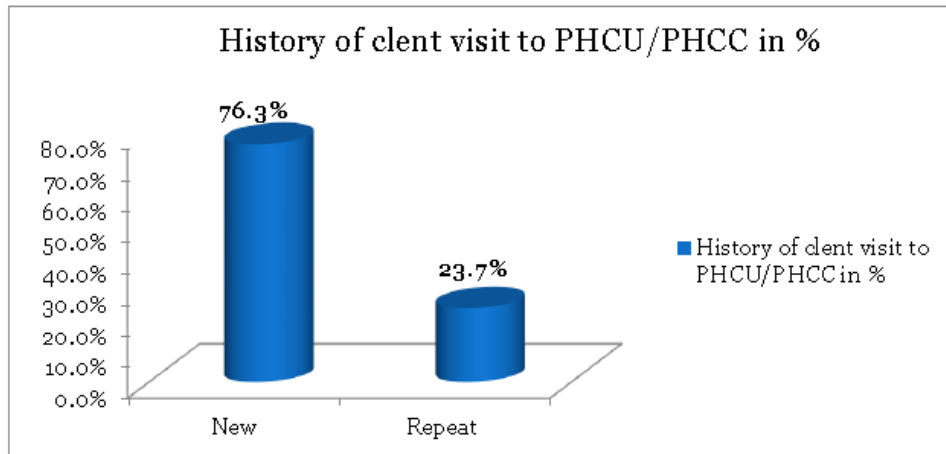


Figure 1. History of client visit for the PHCU and PHCC

Cleanse and accessibility to healthcare service

Among the 76 outpatient clients who were asked to explain their level of satisfaction on PHCU/PHCC cleans 57% of them are dissatisfied and 43% satisfied. Regarding accessibility of the state PHCC and PHCU to get services 46% are dissatisfied and 43 satisfied those who are satisfied for the accessibility it can be because of their residence near to the PHCU/PHCC.

It is well known greetings and well come of the staff for the patient gives comfort and build confidence upon the service provider

Out of the 76-outpatient respondents included in the assessment (8%), (33%), (45%), (14%) are very satisfied, satisfied, dissatisfied and very dissatisfied respectively, almost 60% of them are dissatisfied and very dissatisfied

Comfort of waiting and examination room

Out of 76 outpatient clients responded for the questions comfort of the client waiting space and examination room 69.7 % of them were dissatisfied for the outpatient waiting room and 68.4% for comfort of examination room.as the result indicates above near to seventy percent of clients are not fell comfort for waiting area and examination rooms, CUAMM in collaboration with the PHCU/PHCC management expected to improve the status of waiting area and examination room, the waiting area has not shelter and adequate benches and chairs as well the examination room is not fulfill the standard.

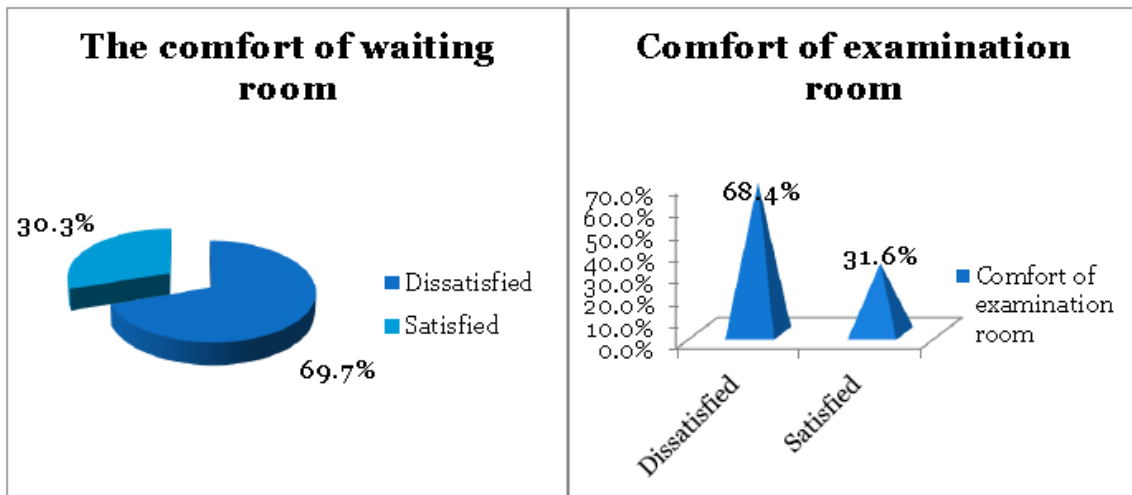


Figure 2. The comfort of waiting examination room

Time spent with clinical officer, Nurse/CHW to seek medical service

Out of 76 outpatients clients included in the assessment 38(50%) were satisfied with the time spent with the clinical officer/CHW and 53 (70%) were dissatisfied for the total time spent in the PHCU/PHCC to get PHC services rendered by the PHCU/PHCC this result indicate the overall time spent to seek medical services from registration to dispensary is 70% which is very high needs attention to improve the system and decrease client waiting time.

Care provided by PHC staffs

Out of the 76 outpatient clients asked about their satisfaction on care provided by PHCU/PHCC staff nearly (50%) respondents responded they were not satisfied with care provided by the PHC staffs.

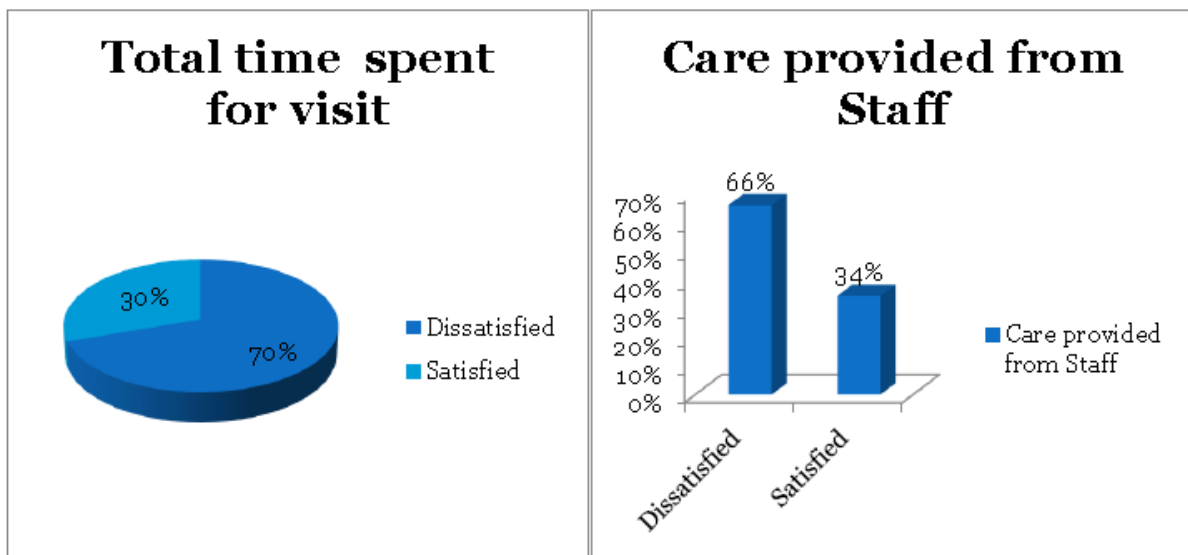


Figure 3. Total time spent for visit and care provided from staff

Out of 76 outpatients clients included in the assessment 52.6% of the clients were satisfied with the readiness of the staff to support the patient and 34(44.7%) of the respondents were dissatisfied with lack of drugs and supplies in the hospital, availability of essential and emergency drugs without stock out.

Figure 4. The helpfulness of staff and availability of drugs in Pharmacy

The helpfulness of staff	
Dissatisfied	47.40%
Satisfied	52.60%
Availability of the drug in the PHCU, PHCC pharmacy	
Dissatisfied	44.7%
Satisfied	55.3%

Aims and Objectives

To assess the level of patient satisfaction with outpatient department (OPD) services the present study was conducted with the objective to assess the level of satisfaction in patients attending the OPD of Rumbek East PHCC/PHCU, regarding waiting time, professional care and facilities available at OPDs.

Objective

- To assess the level of patient satisfaction with outpatient department (OPD) services.
- **Specific objective**
- To assesses the level of patient satisfaction on cleanse and accessibility of the PHC,
- To assess the level of patient satisfaction on clinical officers, Nurses/CHW and patient interactions
- To assesses the level of patient satisfaction on waiting time and comfort in waiting area and examination room.
- To assesses the level of patient satisfaction on availability of drug in the pharmacy.

Significance of the assessment

The result from this assessment will presented to CHD and CHD management for outpatient department service improvement

Definition

Patient waiting time: The interval between departure from the proceeding outpatient station and receiving service at the next outpatient station.

Outpatient station: The different part of outpatient department, registration station, weighing station, examination room, laboratory and dispensary.

Consultation time: The time spent discussing health matter with one's clinical officer

Satisfaction: Attaining one's need or desire.

Very satisfactory: Above one's expectation.

Satisfactory: Just one's expectation.

Dissatisfactory: Below one's expectation.

Very dissatisfactory: Fail to meet one's expectation usually leading to disappointment.

Assessment: Is the process by which the characteristics and needs of clients, groups or situations are evaluated or determined so that they can be addressed. The assessment forms the basis of a plan for service or actions.

Service: any activity undertaken to meet the social needs

Quality: User based quality is defined as “fitness for use”, which means the consumer's perception of quality. It is also defined as meeting the desires and expectations of customers”

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