

ANNUAL REPORT ON THE EVALUATION OF PATIENT SATISFACTION AT A PNEUMOPHTHISIOLOGY HOSPITAL

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Abstract: Patients realize how care was provided, but it is difficult for them to know when expectations were reasonable or when unwanted outcomes were caused by inadequate care or special circumstances. Research in the field shows that satisfaction is related to the perception of technical skills, intelligence and qualification of medical staff, but, in general, the perception of interpersonal communication skills of medical staff is more important. A number of studies have shown that patients tend to be more satisfied with the care provided if the behaviour of the service provider (doctor, nurse, etc.) “conforms” their expectations. Communication skills, empathy, the care offered, attention to personal issues influences how a patient will evaluate the care received.(1,2,3)

INTRODUCTION

When we talk about a high-performance medical system, we are talking about an excellent experience for patients. Therefore, the level of satisfaction of those who cross the threshold of the hospital is not only an indicator of the quality of services provided, but also of success. But how can we measure patient satisfaction to find out where we stand and what we can do exactly?(4,5)

First, patient satisfaction is an assessment, the totality of his feelings about the experiences he had after consuming medical services. Patient satisfaction is not only essential to maintain a competitive level of performance, but also to find solutions to improve medical processes and practice. Patient satisfaction influences his clinical outcomes and last but not least, his relationship with the service provider.(6,7,8)

A satisfied patient will confidently return to the doctor or hospital, increasing addressability. Patient satisfaction assessment is a tool for measuring how the medical unit meets patients’ values and expectations.(9,10)

AIM

The purpose of this study is to assess the degree of satisfaction of inpatients regarding the hospital accommodation conditions and the quality of medical services provided. The monthly evaluation of the results of the questionnaires can identify the main dissatisfaction of patients, which seeks the best solutions and the most appropriate measures to increase the quality of medical services, reducing risks and increasing the safety of inpatients.

Objectives of the study:

- assessing the opinion of patients on the degree of satisfaction during hospitalization;
- identifying the main existing problems;
- finding solutions to improve the identified problems;
- improving the quality management in the medical departments of the hospital by applying a plan of measures.

MATERIALS AND METHODS

This is a qualitative study, evaluating the opinion of hospitalized patients between January-December 2020, in the Pneumophthisiology Hospital of Sibiu.

Working tool: an anonymous questionnaire with preformulated answers, doubled by the interview in elderly patients who had self-completion problems.

Data collection method: collecting all the answers to the questionnaires in a statistical database, by coding and processing the data in tables and graphs, using the Excel Program.

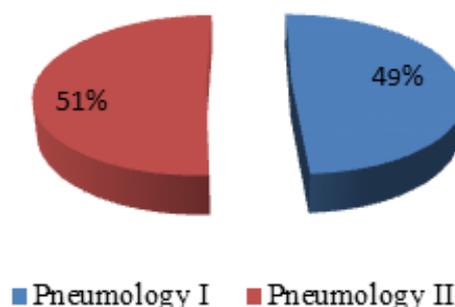
The study group consisted of 289 hospitalized patients and the study period was between 01.01.2020 and 31.12. 2020.

RESULTS AND DISCUSSIONS

In 2020, 289 questionnaires were applied to patients admitted to Pneumology Departments I and II.

Following the collection and processing of statistical data, we obtained the following results: 49.13% of patients were hospitalized in the Pneumology Department I and 50.87% in the Pneumology Department II (figure no.1), having the age group according to figure no. 2.

Figure no. 1. The distribution of hospitalized patients

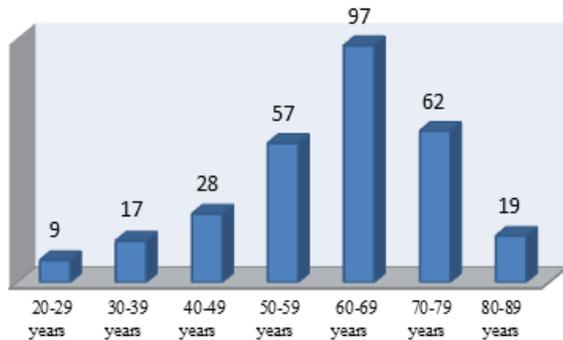


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Regarding the age group of hospitalized patients, on the first place there are patients aged 60-69 years (33.56%), followed by patients aged 70-79 years (21.45%) and on third place, there are patients aged 50-59 years (19.72%) and patients aged 70-79 (12.5%).

The least represented are patients in the age group 20-29 years (3.11%), 30-39 years (5.91%), 40-49 years (9.68%) and over 80 years (6, 57%).

Figure no. 2. Distribution of patients by age group



From the point of view of the distribution of patients according to sex, more than half are males, 58.13% and 41.87% are females. There also is a preponderance of patients with elementary education (51.91%), followed in frequency by those with high school (32.29%) and those with college, 12.80%.

Most patients arrived at the hospital by ambulance from the Emergency Department (39.81%), by referral from the family doctor (34.94%), or by referral from an outpatient clinic (20.06%); the rest of the patient addressed directly the Emergency Room, (20%).

100% of the study patients stated that at admission they received all the information they needed from the attending physician, regarding the disease they were suffering from and the treatment to be instituted.

All patients to whom questionnaires were applied during hospitalization are very satisfied (78.20%) and satisfied (21.80%) with the way our staff addresses them during hospitalization.

Patients were asked to give ratings regarding the degree of cleanliness, the quality of the linen and the quality of the meals served during the hospitalization. Regarding cleanliness, patients gave only very good (71.28%) and good ratings, (26.98%), 1.74% being dissatisfied. The quality of bed linen is also rated very well and well by patients, with percentages of 62.62% and 33.91%. 3.11% were dissatisfied. In patients' opinion, the quality of meals served during hospitalization is very good (66.43%) and good (30.44%) (figures no. 3, 4).

Figure no. 3. Patients' opinion about cleanliness

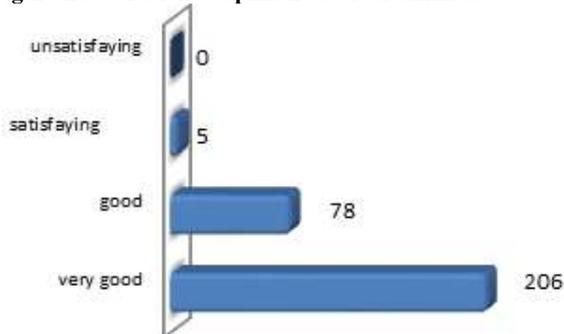
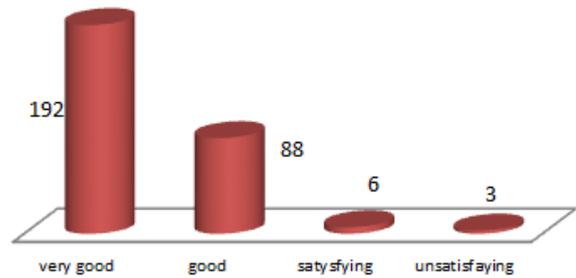


Figure no. 4. The quality of the meals during the hospitalization



Patients were asked to rate the quality of care during the hospitalization. They gave very good and good grades in a percentage of 85.46% and 14.18% for the care provided by doctors, and very good (83.39%) and good (12.2%) for nurses (figures no. 5,6).

Figure no. 5. Qualifications for doctors

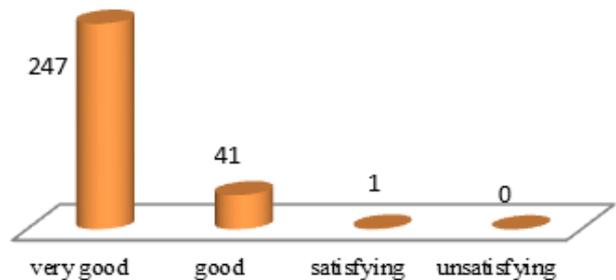
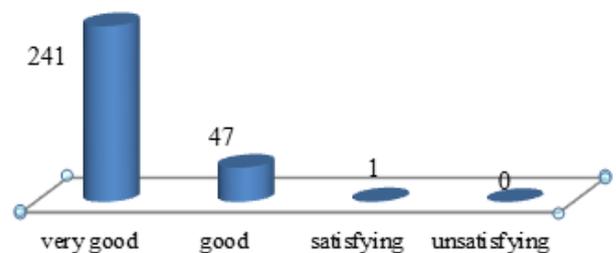


Figure no. 6. Qualifications for nurses



CONCLUSIONS

Between January and December 2020, the opinions of 289 patients were evaluated, regarding the hospital accommodation conditions and the quality of the medical services offered during the hospitalization period.

The working method used was a qualitative one, of opinion, and the working tool was the anonymous questionnaire with pre-formulated answers and self-completion. In situations where patients failed to complete the questionnaire on their own, they were assisted by a nurse or a relative. Patients were randomly selected from both the Pneumology Clinic Section I and the Pneumology Section II, adults. The questionnaires were distributed to the patients by the nurses and returned after completion to the head nurses, who then sent them to the Quality Management Office for processing. The data collected from the questionnaires were coded and processed in the Excel Statistical Program, and the results were represented by graphs and statistical tables. Following the analysis and synthesis of the results obtained, we reached the following conclusions:

Patients who answered the questions came from both geographical areas, mainly from rural areas, are more likely to be males and are mostly between 50-79 years old.

From the point of view of the level of education, most of them have elementary and secondary education.

The results show that patients are satisfied with the way they were communicated health problems, diagnosis and therapy by the attending physician.

Most patients arrived at the hospital for hospitalization by ambulance from the Emergency Room or with a referral from the family doctor, and another part had a referral from an outpatient, or came directly to the hospital's emergency room.

Patients were informed, at admission, about their rights and obligations and also received all the necessary medicines for treatment in the hospital, with a very small exception represented by patients who wanted to buy drugs to support the background treatment, which does not exist constantly in the hospital's closed-circuit pharmacy (e.g. vitamins for the sick).

Most patients are satisfied with the hospital conditions in the hospital (lighting, heat, quietness), the general cleanliness, the quality of linen and hospital effects, as well as the meals served (food quality and distribution).

Patients were asked to give grades for the quality of medical services. Thus, the overwhelming majority gave "very good" and "good" grades for all medical staff, the best grades being in descending order for doctors, nurses and cleaning staff.

In conclusion, most patients would like to be readmitted to our hospital if they needed in the future.

Recommendations to improve medical care after the assessment of the satisfaction degree of internal patients

1. Continuing the effort of the management team to ensure adequate conditions for hospitalized patients, with the continuous improvement of the hospital's quality standards.
2. Maintaining an appropriate level of hygiene and disinfection at the hospital level, in accordance with the legislation.
3. Continuity of providing the necessary medication to inpatients.
4. Replacing worn bed lines by purchasing new linens.
5. Diversification of patient menus, depending on the season.
6. Adequate communication between healthcare professionals and patients, respecting medical ethics and ensuring a climate of trust and safety for patients.

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