

Patients Satisfaction towards services provided in general surgical ward in King Faisal Hospital, Makkah, KSA

Rani A. AlSairafi¹, Sameer A. Softa¹, Hatem A. Sembawa¹, Aisha E. Ahmed², Elbagir Elfaki¹.

¹Department of surgery, Faculty of Medicine, Umm-Alqura University, Makkah, KSA.

²Security forces Hospital, KSA.

ABSTRACT

Introduction: Patient satisfaction is often used as an imperative source of information to evaluate and develop a plan to improve health services quality¹. Patient Satisfaction can be defined as fulfillment or meeting of expectation of a person from a service. The World Health Organization established the ultimate goal of preserving the best possible level of health for all people and providing high-quality care. This eventually could help in improving the surgical care so as to meet the satisfaction of the patients.

AIMS: To explore patients' perceptions regarding the quality of surgical care and satisfaction in the general surgical wards at King Faisal Hospital, Makkah, Saudi Arabia, throughout the stay in surgical ward, till the discharge time.

Methods: A cross-sectional descriptive study was conducted. A total of 182 surgical patients admitted to surgical ward and scheduled for surgery (elective and emergency) were included in our study, during the period of (February -July 2022). Data will be collected in this specially designed questionnaire and analyzed by excel sheet. All surgical in-patient interviewed on the day of discharge after surgery. Focused on their experiences and satisfaction of all services rendered including operative care during their stay in surgical ward.

Results: Overall rate of the patients were satisfied (85.4%) with the service at admission counter and reception (85.7%) diet quality and service (87.4%) doctor-patient relationship, diet quality and services satisfied (72.5%), doctor-patient relations and professionalism (81.9%). However, (65.9%) of patient was dissatisfied with room preparation, cleanliness and quietness at the time of admission and during the stay in the ward and (37.4%) was dissatisfied with the behavior of nurses and cooperation.

Conclusion: Generally, there is high patient satisfaction general surgical wards services in King Faisal Hospital, Makkah, Saudi Arabia. Health workers need to be more responsive by reducing waiting time for patient discharge note and keeping the room tidier and more comfortable for patients.

Keyword: Surgical ward, Patients' satisfaction, Perception, Service quality.

Introduction

Patient satisfaction is often used as an imperative source of information to evaluate and develop a plan to improve health services quality [1]. One of valuable measure of outcome of healthcare processes is the patient satisfaction. Patients Satisfaction surveys have

Been used globally. It is considered one of hall-mark indicator of health in hospitals. Satisfaction can be defined as the extent of an individual's experience compared with their expectations [2, 3]. The World Health Organization stated the ultimate goal of the

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Address for correspondence: Rani A. AlSairafi, Assistant professor, Department of surgery, College of Medicine, University of Umm Al-Qura University, Makkah, Saudi arabia.

E-mail: rasairafi@uqu.edu.sa

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Best standards level of health for all people [3, 4]. In the past surgeons, have focused on surgical technique outcome for "patient satisfaction," while patients place great value on the surgeon-patient interaction, and other services provided during their stay in the surgical ward. This emphasize the importance of patients' opinions about the quality of the service [5, 6]. In addition to measuring patient satisfaction, such studies can identify facility attributes or practices that increase satisfaction and utilization, which may lead to favorable outcome. In this study, we shed the light on the perception and patient expectation in the general surgical ward of King Faisal Hospital, Makkah.

Aims and Objectives: To evaluate and explore patients' perceptions and experiences regarding the quality of surgical care and satisfaction with the services rendered in the general surgical wards at King Faisal Hospital, Makkah, Saudi Arabia throughout the course of Hospital stay in surgical ward from the day of admission till the discharge time.

Methods

We developed a structured questionnaire, based on patients' expectation of different services provided in surgical ward during their stay in king Faisal Hospital in the Makkah holy city. The questionnaire reviewed by our local research Bio-ethics committee. All included patients in this study were consented after adequate explanation of the study before filling the questionnaire about the aims and nature of the survey. Inclusion criteria, all patients' ≥ 18 years old admitted to general surgical wards and scheduled for surgery. Exclusion criteria, patients who were not operated on, comatose or confused. And < 18 years old patient. All surgical in-patient interviewed on the day of discharge from hospital, with structured questionnaire with set expectation, designed to explore information on socio-demographic characteristics of patient, operative surgical care perception, professionalism of personnel staff like nurses, doctors and others in the hospital and the assessment and satisfaction with surgical ward environment during the hospital stay. A total of 182 surgical patients admitted to surgical ward and scheduled for surgery (elective and emergency) were included in our study, during the period of (February - July 2022). Data will be collected in this specially designed questionnaire and analyzed by excel sheet.

Results

All 182 respondents to the questionnaire, 109 patients (59.9%) were males and 73 (40.1%) were females. 71 patients (39.0%) were admitted from emergency department, while 111 patients (61.0%) were admitted

via out-patient department as elective cases, while 71 patients (39.0%) via emergency department. Majority of patients, 154 (84.6%) were Saudi, while 28 patients (15.4%) were non-Saudi. Near to half of patients 83 (45.6%) between (41-59 years) of age, while 17% above 60 years of age, (Table 1). In evaluating the service satisfaction items; the study showed 85.7%, 72.5%, 81.9%, 62.6%, 91.2%, 87.4% of the patients were satisfied with services rendered at general surgical department during their stay in the department, admission and reception, diet services, doctor-patients relationship and professionalism, nurse-patient cooperation and reaction towards surgical procedure respectively. However, room sweepers and cleanliness of the room and nurses-patient cooperation and support, were 65.9 % and 37.4% respectively. The lowest rate of satisfaction was for the room sweeper's behavior and inconvenience time and respect of privacy (without excuse/permission) (34.1%), while the highest rate of patient's satisfaction 166 (91.2%) was the reaction towards surgical procedures treatment, helpfulness and respectfulness. Overall, of the patients (87.4%) were satisfied with the services, while only 12.6% were dissatisfied, (Table 2).

Discussion

Our study aimed to assess the perception of in-patient admitted to general surgical department at King Faisal Hospital, Makkah, KSA. This study has shown the significant level of patients' satisfaction (87.4%), with the service rendered by department of surgery, King Faisal Hospital hat most of the patients are satisfied with the health services provided in the general surgical ward of King Faisal Hospital, Makkah This finding is higher than in similar study of Al-Sakkak MA,etal [7] -2008,Riyadh,Saudi Arabia (64.2%) studies . Our study has shown that the overall patients' satisfaction with the quality of services rendered in this hospital and staff relationship with patients is higher than most other studies in turkey, Italy and Nigeria [8, 9, 10]. The level of patient satisfaction towards nursing surgical care is widely varied, indifferent specialty in Saudi Arabia,(Salim Aldagal 2012) [11, 12], as well as across the world (Daniel OJ etal., (Nigeria), Kol E,(62.6) India), Arkan F-(91%-Turkey(13,15). In our study patients was rated the nurse cooperation and support as one of lowest among other items of evaluation (62.6 %) of the respondents, that is contrary to other studies; of Vinodkumar S. (2018) Palese A (2017) in India (91%) [13, 14, 15].

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Table 1: Socio-Demographic Characteristics of participants.

CATEGORY	NUMBER	%	TOTAL	
GENDER:			182(100%)	
MALE	109	55.6		
FEMALE	73	44.4		
AGE	18-30 yrs.	20.9	38	182 (100%)
	31-40 yrs.	16.5	30	
	41-50 yrs.	24.2	44	
	51-60 yrs.	21.4	39	
	>60 yrs.	17	31	
SAUDI	154	84.6	182 (100%)	
NON-SAUDI	28	15.4		
MODE OF ADMISSION	ER 71 OPD 111	41.2 58.8	182 (100%)	

Table 2: Patients Perception of satisfaction towards services provided insurgical ward at King Faisal Hospital Makkah.

ITEMS	SATISFIED		DISSATISFIED	
	NO	%	NO	%
ADMISSION AND RECEPTION	156	85.7	26	14.3
DIET SERVICES AND QUALITY	132	72.5	50	27.5
DOCTOR -PATIENT RELATIONSHIPAND PROFESSIONALISM	149	81.9	41	18.1
NURSE-PATIENT COOPERATION AND SUPPORT	114	62.6	68	37.4
ROOM SWEEPER/CLEANLINESS/QUIENTNESS	62	34.1	120	65.9
REACTION TOWARD SURGICAL PROCEDURE TREATMENT	166	91.2	16	8.8
OVERALL PATIENT FEELING AND REACTION TOWARD SURGICAL TEAM SERVICES.	159	87.4	23	12.6

Conclusion

Generally, there is high patient satisfaction in the King Faisal Hospital, Makkah, Saudi Arabia. Nurse's staff need to be more responsive by reducing waiting time for patient discharge note.

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Conflict of Interest

None

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