



# University of Almustaqbal College of Nursing

## Patient Satisfaction and Dissatisfaction lec. 4

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# Patient Satisfaction

**Patient satisfaction** is a topic that is important both to health care providers, the patients (consumers) themselves.

Patient satisfaction is one of the most important factors to determine the success of a health care facility.

# Patient Satisfaction

To achieve this, the health care providers embark on research to feel the pulses of the consumers and discover ways of serving them better.

# **Understood expectations of good hospital care:**

- 1) safety
- 2) treatment with respect and dignity
- 3) ready and efficient care
- 4) successful exchange of information
- 5) environmental autonomy and control
- 6) high-quality services

Postoperative pain had the greatest impact on satisfaction and regret. But patient satisfaction may be affected by a range of factors, including:

- Expectations of care
- Communication with physician and staff
- Responsiveness of physician and staff
- Cleanliness
- Pain management
- Timeliness of phone calls, appointments and results
- Clothing



Dissatisfied With Post Op Pain, US Patient Enters Hospital, Kills Treating Surgeon, 3 Others

# Why Is Patient Satisfaction Important to Hospitals

- **Building Loyalty:** A satisfied patient is more likely to keep the same hospital than search for another facility.
- **Attracting New Patients:** patient who are satisfied with their hospital stay are more likely to tell others about their experience, which can help healthcare facilities to keep new patients coming through the doors.

- **Improving Clinical Outcomes:** Studies indicate a direct correlation between patient satisfaction and the effectiveness of treatment. Hospital physicians and staff members who can build trust will increase the likelihood of the patient adhering to their treatment recommendations.
- **Minimizing the Risk of Litigation:** Some medical literature indicates patients who are satisfied with the level of care provided by a hospital are less likely to sue if they experience an unsatisfactory clinical outcome.



# When something goes wrong

- ✓ Service recovery: Organizations can put systems into place to offer service recovery to patients who are clearly frustrated. For example, offering a patient a bottled water , says to the patient, “ *You and your experience are important to us. We realize you are dissatisfied and we want to try to repair this relationship.*”

# When something goes wrong

- ✓ Quality Improvement: An organization's quality assurance/quality improvement (QA/QI) program is designed to review and address quality of care issues in order to assure a consistently high level of care.

# Health Care should be

- **Effective**—Providing services based on scientific knowledge to all who could benefit and refraining from providing services to those not likely to benefit
- **Safe**—Avoiding injuries to clients from the care that is intended to help them
- **Timely**—Reducing waits and sometimes harmful delays for both those who receive and those who give care

# Health Care should be

- **Client-centered**—Providing care that is respectful of and responsive to individual client preferences, needs, and values and ensuring that client values guide all clinical decisions
- **Equitable**—Providing care that does not vary in quality because of personal characteristics such as gender, ethnicity, geographic location, and socioeconomic status
- **Efficient**—Avoiding waste, including waste of equipment, supplies, ideas, and energy

- In 2006, the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) Survey became the “first national, standardized, publicly reported survey of patients’ perspectives of hospital care

# (HCAHPS) Survey

1. How well nurses communicate with patients
2. How well physicians communicate with patients
3. How responsive hospital staff are to patients' needs
4. How well hospital staff help patients manage pain

5. How well the staff communicates with patients about new medicines
6. Whether key information is provided at discharge
7. Cleanliness and quietness of patients' rooms
8. Patient ' overall rating of the hospital: whether the patient would recommend the hospital to family and friends

## **Patient's Dissatisfaction**

- Its undesired feeling which can be presented toward the delivery of health care.



## **Major categories of dissatisfaction:**

- 1) Ineffectiveness
- 2) Disrespect
- 3) Prolonged waits
- 4) Ineffective communication
- 5) lack of environmental control
- 6) Substandard services

*Thank you*