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Pilot survey of patient satisfaction towards outpatient services at a secondary health care Hospital

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Patient satisfaction is multidimensional with different aspects of health service provision inclusive of the process of care as well as the outcome. The various aspects encompassed are staff courtesy, accessibility, professional competence of healthcare staff, safe and comfortable environment, overall quality of care and continuity of care. To evaluate patient satisfaction in an outpatient service of a secondary health care hospital. Patient representative sample was selected through purposive convenience sampling consisting of outpatients visiting a secondary health care center. A structured pre-tested questionnaire was applied through interview, including the following variables: Personal characteristics (gender, age, and occupation), distribution of responses toward various OPD services including physical facilities, doctor services and pharmacy services. Maximum number of patients N=533 (53%) were in the age group of 41 to 60 years. Amongst them 847(84%) patients were males and 153(15%) were females. Majority of patients were retired army personnel 253(25%) and serving army personnel 209 (20%) whereas 360(36%) of the patients were reluctant to disclose their occupation. Overall satisfaction towards OPD services was 96%. The areas where satisfaction was less than 80% were pharmacy services.

Biography

Azeem Khan has completed his Nursing from Karachi. He is working as a nurse with Al-Falah development organization in Tehsil Headquarter Hospital Puran Shangla Swat.

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