

Patient Satisfaction and Associated Factors among Adults Attending Art Clinic at Dessie Referral Hospital, Amhara Region, Ethiopia

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ABSTRACT

Background: The pandemic of Human Immunodeficiency Virus/acquired immune deficiency syndrome (HIV/AIDS) is a major public health problem globally. Anti-Retro Viral treatment (ART) is a life-saving treatment for People Living with Human Immunodeficiency Virus (PLWHA) and the ART centers provide comprehensive services to all PLWHA enrolled under the ART services. Satisfied patients are more likely to comply with their treatment, which is in turn associated with better clinical outcomes.

Objective: The objective of this study was to assess the level of Adult patient satisfaction on ART service and associated factors among patients on ART in Dessie Referral Hospital, South Wollo, Amhara, Ethiopia, 2019.

Conclusion: The present study showed that the current status of the overall satisfaction of patients towards hospital based ART services was moderate. Patient satisfaction was associated with age of respondents, educational status, travel distance to reach health facility and perceived level of stigma and discrimination. The hospital management should work on increasing access to service, devise innovative ways to reduce perceived level of stigma and discrimination and further research should be done to explore further possible factors of patient dissatisfaction.

Keywords: Human immunodeficiency virus/acquired immune deficiency syndrome (HIV/AIDS) Patient satisfaction, ART, Wollo, Ethiopia.

INTRODUCTION

HIV emerged as a global pandemic in the 1980s and is now endemic throughout the world, declining only slightly in the first decade of the twenty-first century [1]. Since the beginning of the epidemic, more than 70 million people have been infected with the HIV virus, about 35 million people have died of HIV and globally, 36.7 million (30.8–42.9 million) people were living with HIV at the end of 2016 [2].

Sub-Saharan Africa remains the most affected region in the global AIDS epidemic and as common for others Sub-Saharan Africa countries; Ethiopia is one of the country most affected by HIV / AIDS. According to EDHS 2016 report, adult HIV prevalence in Ethiopia in 2016 was estimated to be 1.1% . The government of Ethiopia responded to the HIV/AIDS epidemic as early as 1985 and consequently, Federal Ministry of Health (FMoH) of Ethiopia has been implementing a sector-wide reform

to improve the quality and accessibility of ART care service in health institutions throughout the country.

The delivery of care and treatment services for people living with HIV/AIDS under the public sector is provided through ART centers, which are usually established in hospital settings like district hospitals and medical colleges. Hence, Rapid expansion of the ART program provided an unprecedented opportunity to rapidly scale up HIV/AIDS prevention, care and treatment services [3].

The ART centers provide comprehensive services to all PLHIV enrolled under the programme; and ART is evidence-based life-saving treatment for PLHIV. The services include initial clinical evaluation, counselling, provision of anti-retroviral drugs, prophylaxis and management of opportunistic infections, and regular follow-up of patients. Much effort has been put into the scaling up of access to ART and the efficacy of ART depends largely on compliance to treatment regimens.

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Patient's satisfaction is the patient's perception of care received compared with the care expected by them; and is a commonly used epidemiological outcome of healthcare service provision. Its measurement helps in understanding patient's experiences of health care, identifying their problems and evaluation of health care. It results from the interaction between the healthcare system, the service provider, and the customer. Satisfied patients are more likely to comply with their treatment, which is in turn associated with better clinical outcomes [3].

Dissatisfied patients may have worse outcomes as they may not follow the required treatment plans. In addition, measurements of patient satisfaction could help evaluate the performance of health service delivery, identify patients who need additional attentions or targeted interventions, and predict treatment adherence and outcomes. However, to the best of our knowledge, there is no study about level of satisfaction of PLWHA on the services at ART clinic in Dessie referral hospital. Therefore; the aim of this study is to determine the level of satisfaction of PLWHA on the services at ART clinic and identify factors that affect the patients' satisfaction during service delivery.

DISCUSSION AND CONCLUSION

In this study, the overall patient satisfaction level with ART services in Dessie Referral Hospital was 64.1%.

Ethiopia (89.6%), Addis Ababa, Ethiopia (85.5%), and Midre-Genet, Ethiopia (75.2%). The possible reason for these discrepancies might be the use of different method of calculating the overall level of satisfaction and differences in socio-demographic and cultural characteristics of study participants in the study area and study period.

In this study, statistically significant associations were found between the overall patient satisfaction and respondents' age. Those respondents age greater than 35 years were more likely to be satisfied with ART service. This finding was in agreement with a study done among anti-retroviral therapy patients in India, Vietnam, and Tigray, Ethiopia. This could be due to the fact that as age increases, interpersonal relationship among clients and health providers improved [4].

In this study, patients who had primary and above educational status had significant association with overall level of satisfaction with ART service. Similar studies done in Nigeria, Tigray, Ethiopia, and Hossana, Ethiopia stated that those patients who were educated were more likely to be satisfied with the service. The reason for this might be those who attain higher level of educational status may be well informed of the ART services, good communication with service provider and easily understand treatment benefit.

The present study result revealed that lesser time taken to reach ART center has showed association with patient satisfaction. This was in line with studies conducted in India, and Tigray, Ethiopia which showed that travel distance to reach health center were significant predictors of patient satisfaction. This may be because of the short distance walk on foot for less than half an hour to get ART service might not cause discomfort to the patients and they come back to their home with in short period of time.

Finally, there was also a statistically significant association between ART service satisfaction status and low level of perceived stigma and discrimination. The finding of this study was in congruent with a study done in West Wollega Zone, Ethiopia which stated that perceived level [5].

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