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Title: Patient satisfaction with the quality of health care services provided by selected health facilities within Cape Coast Metropolis, Ghana

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Abstract: Customer satisfaction is key in keeping any organisation in business. The satisfaction of patients who are the main customers of health care is very important to keep health care institutions relevant and in business. This study sought to determine patient satisfaction with quality of healthcare provided by three health facilities in the Cape Coast Metropolis. Data were collected using structured questionnaire on predisposing, need, enabling factors and quality of care from 385 randomly selected clients from the three health facilities. The data was entered into SPSS and analysed using Fishers exact test and Chi Square at 95% confidence interval ($p < 0.05$) was considered significant. The findings revealed the satisfaction level as follows; very satisfied (4.2%), fairly satisfied (91.4%) and not satisfied (4.4%). Patient satisfaction is dependent on the quality of care received ($p = 0.010$). The following factors were found to have contributed significantly to patient satisfaction; family income ($p < 0.001$), cost ($p < 0.001$), waiting time ($p = 0.016$), information disclosure ($p = 0.000$) and environmental cleanliness ($p < 0.001$). On the other hand the contribution of socio demographic characteristic of the patient and the major health problem the patient reported to the hospital with to the satisfaction of the patient were found not to be significant. The role of quality of care in patient satisfaction cannot be overemphasized. There is the need for management of health facilities in the metropolis to strive to improve upon the quality of care provided at their facilities in order to satisfy clients. Mechanisms should be put in place to decrease waiting time, provide useful information to patients and provide affordable services in a clean environment.

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The selected facilities were Port Medical Centre, Lagoon clinic, and TMA maternity and Meridian clinic (from Tema East); Fiden Medical Centre, Sun City Medical Centre, Trinity Community Hospital and Speed Medical Center (from Tema West) and Rapha Medical Center, Mother of God Hospital, Bethel Hospital, and New Crystal Hospital (from Tema Central). The mothers were consecutively enrolled into the study from each selected facility after Health insurance subscribers who are provided with poor services tend to be dissatisfied as they spend longer hours before they are attended to, compared with clients who access healthcare through payments out-of-pocket [25]. There is, therefore, the need to investigate the motivations for subscribing the health insurance, and the barriers which confront both current and potential subscribers. There are 3217 functional health facilities in the country. Out of this number, 4 are teaching hospitals. Cape Coast Metropolis lies within latitudes 50007 North and 50020 North of the Equator and between longitudes 1011 West and 1041 West of the Greenwich Meridian [36]. Healthcare organizations are working diligently to improve patient satisfaction and the patient experience of care. After all, patient experience of care is a critical quality domain used to evaluate hospital performance under the 2016 CMS Hospital Value-Based Purchasing (VBP) Program (accounts for 25 percent of a hospital's VBP score)—and comes with the potential for a penalty or bonus. Patient-experience measures could be confounded by factors not directly associated with the quality of processes. Patient experience measures may reflect fulfillment of patients' a priori desires or expectations (e.g., request for a certain drug regardless of its benefit). Ultimately, the NEJM article determines that patient experience measures are indicators of care quality.