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Patient's Satisfaction with occupational therapy services at King Abdulaziz Medical City -Riyadh

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ABSTRACT

Background: Patients' satisfaction is defined as the level of similarity between patients' expectations and their perceptions concerning care received. That is important sign for the quality of services. Also, it's part of an evaluation system to ensure that good health practices provided for patients. The aim of this study is to look at patient's satisfaction with occupational therapy services at King Abdul Aziz Medical City - National Guard health affairs -Riyadh.

Methodology Data have been collected from Occupational Therapy department at King Abdul-Aziz Medical City/ National Guard Health Affairs- Riyadh. The study participants were 187 patients including both in and outpatient with various ages and genders. In this study, Cross-sectional design have been used, and consecutive sampling by using data collection form. the variables categorized into four main groups; satisfaction related to staff and communication, satisfaction related to appointment and visit, satisfaction related to clinical setting, and satisfaction related to OT intervention. The descriptive analysis has been used to analyze the results.

Results In this study response rate is about (65%). The majority of participants were male and most of them were between 18-35 years old (57.8%), secondary education level (47.1%), and the Saudi citizens were about 117 (95. 9%). The participants who were married about (71.1%). In general, all age groups were not satisfied with appointment and visits, but the most less satisfaction group were between (65-80) while they highly satisfied with staff and communication questions. With satisfaction rates female showing that they satisfied less than male.

Conclusion In conclusion, the study showed that patients are satisfied with staff and communication, department services, intervention and facility aspects. But with the older participant who is above 65, they less satisfied with appointment and visits.

KEYWORDS : satisfaction, quality, services, survey, occupational therapy.

Introduction

Patients' satisfaction is defined as the level of similarity between patients' expectations and their perceptions concerning care received (Boudreaux, 2003). In hospitals and health care services, patients' satisfaction is very important sign for quality of services and indications of well design services for patients (Boudreaux, 2003). Also its part of monitoring system to ensure that good health practices provide for patients. Many researchers looked at patients' satisfaction with services in health care facilities such as hospitals (Ware, 1983) & (Eshghi,2016). For example, one study looked at patients satisfaction with treatment results in physical rehabilitation, it shows that patients' satisfaction with rehabilitation services was different according to hospitals' nature. The good satisfactions were found in teaching hospitals and this depends on the hospital aims and objectives to provide best care for patients (Devreux, 2012). Another study was related to assessment of patient satisfaction with tuberculosis (TB) services in southern Nigeria (Onyeonoro, 2015). They find that TB patients were not satisfied with the attitude of hospital staff and wait time to see their doctors and nurses and they suggested that staff who work with TB need further training to know how to satisfy their patients. In review studies about patient satisfaction with nurses who work in occupational health filed in hospital care settings needed essential knowledge and skill for the practice of community (Ferrara, 2013). In a very recent study Patient satisfaction with quality of care was tested in patients with HIV and people without HIV in Zambia (Dansereau, 2015). In around 3000 patients with HIV they found that patients were satisfied with services in big organized hospitals but not in rural public, and lower level facilities. This indicated that services in rural areas for patients with HIV need to be improved in order to improve patients' satisfaction and provide better services for them. Patient Satisfaction with busiest Outpatient health care services in Malaysia was studied by other researchers (GanasegeranThey found that satisfaction in patients was high in services such as appointments, accessibility to services but not with time that medical doctor spend with them and also were not satisfied with communications between them and medical doctors and it was source of complaint. The study suggested that medical doctors need further training under supervision of health authorities in order to improve communications of doctors and ultimately improve the services for patients. Other studies looked at patients' satisfaction with specific professions such as physical therapy (Beattie, 2002), other patients' satisfaction with telemedicine (Mair, 2000). The main objectives of these studies were to improve services for patients in hospitals and outpatient clinics in order to provide quality services for their clients. These indicate the importance of studying patients' satisfaction. In Saudi Arabia there are limited studies in patients satisfactions (Alghamdi, 2014)&(Mohamed, 2015). These studies were carried out in different locations and environments within Saudi Arabia, patients satisfactions with general hospital in southern Saudi Arabia (Alghamdi, 2014). In other studies the primary health care services at Majmaah area in surgical ward at Majmaah university hospital and patients needs among rehabilitation settings was investigated (Aldaqal, 2012)&(Alqahtani,2015). However, most previous studies were carried out in different cultures than those who live in Saudi Arabia, and studies in patients satisfaction are limited. Additionally, to the best of our knowledge we did not find any study looked at patients satisfactions with occupational therapy services in Saudi Arabia and globally. Thus, aim of this study is to look at patients satisfaction with occupational therapy services in the educational hospital in Riyadh Saudi Arabia, and to measure patient satisfaction with occupational therapy services provided at King Abdul Aziz Medical City - National Guard health affairs -Riyadh . The Specific and secondary objectives were explored; what make patient satisfied or unsatisfied, integrate patient roles to improve services, and provided statistics to occupational therapy decision makers to improve services.

Material and methods

Data have been collected from King Abdul-Aziz Medical City/ National Guard Health Affairs- Riyadh at Occupational Therapy department. King Abdul-Aziz Medical City in Riyadh commenced its operations in May 1983. Since then, it has continued expanding, while providing services for a rapidly growing patient population in all of its catchments areas. King Fahad National Guard Hospital has evolved to be part of the King Abdul-Aziz Medical City with many other prominent medical centers (Nghamedsa, 2016) Occupational Therapy department including both inpatient and outpatient with various units such as Burn unit, pediatric rehabilitation, Nero Rehabilitation Orthopedic Rehabilitation. The study participants were 187 patients with various ages and genders. Inclusion criteria were all patients who have been received occupational therapy services by occupational therapists, patients who were willing to participate and all participants were18year old and above. Exclusion criteria involved those who are not served by Occupational Therapy.

Study Design:

Cross-sectional design has been used , online calculation of sample size is done from google by the Check Market, additionally confirmation of the sample size have been done. A consecutive sampling have been used to collect data from all outpatient who have been visiting OT during last three months between 29 of September to 30 of December/2017. The data collection process included using data collection form which consist of 16 items to collect data from patients who have been served by OT. This data collection form was modified and developed based on patient satisfaction literature review . The form started with demographic data such as , gender, educational level, marital status, etc. which has been optional to answered . Other parts of the forms were related to staff and communication ,clinical setting , appointment and visits, and OT interventions.(for full details of questionnaires please see Appendices)

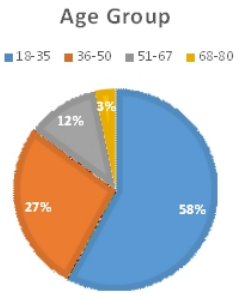
Data Management and Analysis Plan:

Study variables have been written in excel sheet then entered into SPSS software version 22. A backup soft copy version as well as a hard copy print have been dated, saved and secured after each data entry updated. After that variables categorized into four main group that include (Satisfaction related to staff and communication, Satisfaction related to appointment and visit, Satisfaction related to clinical setting, Satisfaction related to OT intervention) The descriptive analysis that have been used was mean for each age groups related to satesfaction category .

Result:

Survey were distributed to all patient and their family during designated study period with response rate of (65%). Participants were served by OT according to the purpose of this study were 121. The majority of participants were male (62%). Most of the participants in this study were between 18-35 years old (57.8%), and the least were between 68-80 (3.3%) as chart 1 shown.

chart 1



Regarding the level of education (please see table 1) the majority of them were secondary education (47.1%) then the high education was (38.8), while the illiteracy was (1.7%).

Table 1

education level

	Frequency	Percent	Valid Percent	Cumulative Percent
Illiteracy	2	1.7	1.7	1.7
elementary	6	5.0	5.0	6.6
intermediate	9	7.4	7.4	14.0
secondary	57	47.1	47.1	61.2
high	47	38.8	38.8	100.0
Total	121	100.0	100.0	

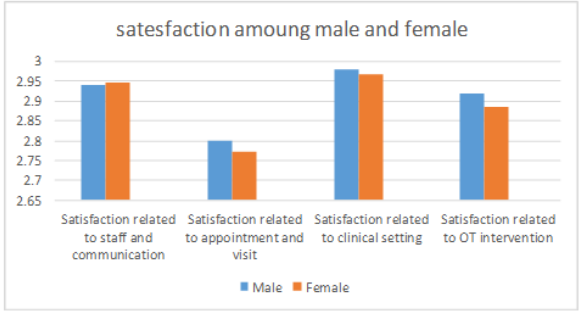
In relation to nationality in table 3 majority were Saudi citizens 117 (95.9%). According to marital status, the majority of the participants were married (71.1%) then, single (26.4%) the least number was divorced (0.8%)as mentioned in table 2.

Table 2 marittal_state

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Single	32	26.4	26.4	26.4
	married	86	71.1	71.1	97.5
	divorced	1	.8	.8	98.3
	widowed	2	1.7	1.7	100.0
	Total	121	100.0	100.0	

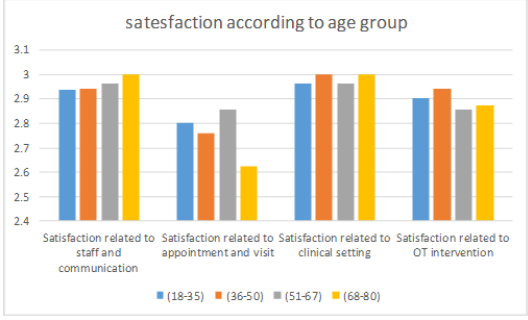
General satisfaction between male and female as shown in chart 2; female showing that they satisfied less than male in three satisfaction categories, but regarding staff and communication we can see that female satisfied more than male in this category.

Chart 2



in chart number 3 show that differentiation between satisfaction according to main four categories satisfaction related to staff and communication, satisfaction related to appointment and visit, satisfaction related to clinical setting, satisfaction related to OT intervention among participants age groups. all age group, in general, they were not satisfied with appointment and visits, but the most less satisfaction group were between (65-80) while they highly satisfied with staff and communication questions.

Chart 3



Discussion:

The result of this study showed that most patients who received OT

services at tertiary hospital were satisfied with clinical setting, staff, and communication. The finding of this study was in agreement with other previous studies which state that significant impact of health service quality on patient satisfaction (Aldaqal, 2012). Additionally, with Beattie study that showed patient satisfaction was associated with items that reflected a high-quality interaction with the therapist (Beattie, 2002). Also, we highly agree with Wright result, it showed that males showing greater levels of satisfaction than females after statistical adjustment (Wright, 2006). Findings from this study also revealed prospects onto a wide variety of factors contributing to staff and communication satisfaction. Regarding to age as we can see in chart 3, the older participant more satisfied with staff and communication. The possible explanation for these findings regarding our culture and religion perspective we have to save older respect and dignity as we can see that more with Saudi's therapists, who understand their culture, language, and religious. the other factor may contribute in satisfactions with staff and communication with older is the older people have lived in both eras of the pre-medical renaissance in Saudi, and post-renaissance, so they compare between this two period and saw it from a different perspective, unlike younger who were born after developed period. This study revealed that the older people are unsatisfied with appointments and visits compared with younger. The reason of that is; as there are many patient visits OT, and most older patient's case were chronic and OT goal is to maintain the condition and prevent decline, so the therapist gave them sessions each two weeks, while the older wand twice a week or weekly, which is not possible with current cases load and department capacity.

Limitation

First: there is a chance of bias, in data collection process, the participant showed that they are satisfied even if not. because they think that affect on their treatment sessions. even though we explain to them that the participate in this study will not affect their treatment and the data will be confidential. Second: there were small sample size, the participation number supposed to be 187 but ,121 have been collected. Due to due to lack of contributors who accept to participate in the study. Larger sample to get more reliable data is recommended.

Conclusion:

In conclusion, the result showed that patients are satisfied with staff and communication, department services, intervention and facility aspects. but they are not with appointment and visits, especially with older participant who are above 65, so the OT department have to take this into consideration, to improve services and meet patient satisfaction.

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