



ASSESSMENT OF PATIENTS' SATISFACTION IN A PUBLIC HEALTH SERVICE

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○ Why to evaluate patient's satisfaction ?

- identify the extent at which provided medical services meet the needs
groans of patients
- identifies medical staff's behavior that affected the level of patients'
satisfaction
- to extend the patients' confidence in health service
- increases the degree of patients' compliance
- identify assets but also weaknesses of medical services provided [7]



QUALITY PARAMETERS FOR ASSESSMENT (1) [8]

- Safety
- Competence
- Acceptability
- Effectiveness
- Relevance



QUALITY PARAMETERS FOR ASSESSMENT (2)

- Efficiency
- Accessibility
- Continuity
- Interpersonal care
- Patient satisfaction



MATERIALS AND METHODS

- Type of study: observational and descriptive
- Period: 1st of March – 31st of May 2016
- Neurosurgery Department at Bucharest Emergency University Hospital



OBJECTIVES

- The assessment of the patients perception regarding the attitude of medical and auxiliary staff in hospital [9]
- Patients opinion about ways of treatment
- Assessment of communication between medical and auxiliary staff and patients;
- Review of patients opinion concerning the accommodation



○ **Inclusion criteria:**

- age > 18 years
- willing patients

○ **Exclusion criteria:**

- trauma history
- altered mental status due to specific disorders or alcohol consumption

Karnofsky Performance Scale

General category	%	Specific criteria
• Able to carry on normal activity • No special care needed	100	Normal general status - No complaint - No evidence of disease
	90	Able to carry on normal activity - Minor sign of symptoms of disease.
	80	Normal activity with effort, some signs or symptoms of disease.
• Unable to work	70	Able to care for self, unable to carry on normal activity or do work
• Able to live at home and care for most personal needs • Various amount of assistance needed	60	Requires occasional assistance from others, frequent medical care
	50	Requires considerable assistance from others; frequent medical care.
• Unable to care for self • Requires institutional or hospital care or equivalent • Disease may be rapidly progressing	40	Disabled, requires special care and assistance
	30	Severely disabled, hospitalization indicated, death not imminent
	20	Very sick, hospitalization necessary, active supportive treatment necessary
• Terminal states	10	Moribund
	0	Dead

- Questionnaire of opinion, self administrated, proposed by Romanian National Hospital Accreditation Committee.
- The questionnaire was self-administrated, anonymous, applied to patients at discharge, including a number of 14 questions, 10 of which are closed questions with one or more versions of answer, and 4 questions contain open answer
- The questionnaire helps collecting data for identification, assessment of medical services and accommodation, and final conclusions about the period of hospitalization, with recommendations for improvement of services.



CONCLUSION ?

- The patients' perception regarding the attitude of medical and auxiliary staff
- Assessment of the appreciation level regarding the communication between medical staff (surgeon-anesthesiologist) and patients
- The opinion of patients towards hospital accommodation
- Decreasing of patients' complaints that can lead to medical malpractice.



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2. * * * - **Envisioning the National Health Care Quality Report**, National Academy Press, Washington, 2002

3. * * * - **Legea nr 95/2006**- privind reforma în domeniul sănătății, cu modificările și completările ulterioare, publicată în Monitorul Oficial nr. 372 din 28.04.2006

4. * * * - **Ordinul Ministrului Sănătății Publice nr. 1764 /2006** - privind aprobarea criteriilor de clasificare a spitalelor de urgență locale, județene și regionale din punctul de vedere al competențelor, resurselor materiale și umane și al capacității lor de a asigura asistența medicală de urgență și îngrijirile medicale definitive pacienților aflați în stare critică;

5. * * * - **Ordinul Ministrului Sănătății nr. 1919 /2007** - privind nominalizarea spitalelor generale care asigură asistență medicală de urgență pentru adulți și copii, pe sectoarele municipiului București

6. * * * - **Ordinul Comun al Ministerului Sănătății și CNAS nr. 619 /2014** - privind aprobarea pachetelor de servicii medicale și a Contractului-cadru care reglementează condițiile acordării asistenței medicale în cadrul sistemului de asigurări sociale de sănătate pentru anii 2014 – 2015

7. * * * - **Standardul ISO 8402/1995** - Managementul calității și asigurarea calității

8. * * * - **Standardul ISO 9001/2008** - Sisteme de management al calității. Cerințe

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THANK YOU!



Happy Easter

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