

**Patients' Quality Assessment and Evaluation of American University of Nigeria Health Centre**

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**Abstract**

Patients' satisfaction is an important component of evaluating quality care in any health care setting and hence, assessment and feedback evaluation is inevitable for any health care manager. The aim of this study was to assess and evaluate patient satisfaction with the care received at the American University of Nigeria health center using patient's satisfaction as a prime indicator. A descriptive cross sectional approach was used to evaluate patient response from July 2015 to August 2016 using a standardized questionnaire to collect data. Using purposive sampling technique targeting members of American University of Nigeria, 246 responses were received and analyzed using descriptive statistics. Based on the patient provider communication, 95.2% of the respondents were satisfied. Patients varied in their level of satisfaction with the quality of care providers and related care services but on the sum was positive as shown by the (93.5%) and (86.1%) positive assertion while 88% were satisfied with the care products. In this study the respondents demonstrated high level of satisfaction with the services received at the health center. Modalities to evaluate and retrieve relevant information using patients' satisfaction as prime indicator for quality should be integral to any health care manager. This will ensure continual update of care to meet patient need and ensure maximum patient satisfaction.

**Keywords:** quality assessment, patient satisfaction, health center, care evaluation.

**Introduction**

Measuring and reporting patient satisfaction has become very important in this era of health care management system [1]. Health care managers have to address multiple aspects of the organization of which patient satisfaction is one of the most critical aspects in it; hence assessment and feedback evaluation is inevitable in improving the quality of the services in every sector [2].

Many health care centers in the developing and developed countries implement a feedback review mechanism to improve their services [1]. Patients assess health care center, for various reasons, needs which include emergency treatment, consultation, medical treatment, laboratory services, and ambulance services. These needs which create an interaction with different health care personnel; doctor, nurses, laboratory scientist, drivers, attendants, administrators sum up the total experience of a patient and overall level of satisfaction [3]. How a patient interprets this experience depends on the patient's expectation, the managerial acumen of the administrators and the professionalism of the health care providers [4]. This forms basis for assessment and

evidence base evaluation necessary to ensure high level of patient's satisfaction commensurate to proper knowledge, patients' awareness and standard professional practice [4, 5].

Quality assessment and evaluation is often a factor of an individual's knowledge and awareness, expectations and recognizable standards of quality; a concept widely used in health care with ambiguity and subjectivity [5]. To evaluate and improve the quality of care provided, it is of vital importance to investigate the quality of care in the context of health care. Patient satisfaction is a significant indicator of the quality of care. Consequently, quality work includes investigations that map out patient satisfaction with health care services [6].

Dikmen et al [6] described Patient satisfaction as been determined by two factors. The first factor is patients' expectations which can be described as scientific, administrative and behavioral features and vary according to patients' age, gender, education level, socio cultural characteristics, past experience in dealing with health care and health institutions. The second factor is patients' perception of services they received and the results of the treatment. It is measured on the basis of opinions or assessments of patients about services they received; the service production process which varies according to patients' characteristics and their past experiences with health institutions [7].

Patients are in the best position to evaluate their experience of care. However, the overall level of satisfaction based on the provision of health care services is considered the sum of health care provider-patient interactions which occur in an organizational and social context and within a system of infrastructure [8].

Quality of service delivery remains the most important issue in health care center since patients expect higher standard of care and services [9]. In this study high-quality care was defined in terms of care that is safe, effective, patient-centered, timely, efficient, and equitable using for major variables; patient provider communication, quality of care providers, care related services and care products and overall performance of the health center. To assess this, the satisfactory survey of 246 patients that received care at the American University of Nigeria (AUN) health center was analyzed using descriptive statistics [10].

### **Purpose of the Study**

The general purpose of the study was to assess and evaluate patient satisfactory survey on the quality of AUN health center; however the specific objectives include:

- Ascertain patients opinion on patient-provider communication
- Ascertain patients opinion on the quality of care providers
- Ascertain patients' opinion on related care services

- Ascertain patients’ opinion on quality of care products

**Methodology**

*Study Design*

A cross sectional descriptive study design was used to assess and evaluate patients’ satisfactory survey of AUN health care center from August 2015 to July 2016.

*Sample and Sampling Technique*

A purposive sampling technique targeting AUN students, academic and non-academic staff that came for treatment at the health care center was used to select 246 respondents and elicit information on their level of satisfaction with the care received.

*Data Collection and Analysis*

A standardized structured questionnaire accessed for both face and content validity and approved by AUN administrators was used for data collection. The satisfactory survey includes areas of patient-provider interaction, laboratory services, drugs and ambulance services. This was sent to all patients who came to the health center and has valid student or official email address. Collected data was analyzed using Microsoft excel. Results were presented in descriptive statistics.

**Results**

**Table 1: Patient-Provider Communication Satisfaction**

<b>Communication</b>	<b>Yes Response (%)</b>	<b>No Response (%)</b>
<b>Did the Physician/Nurse Explain Things in a way easy to understand?</b>	93.9	6.1
<b>Did the Physician/Nurse listen attentively to you?</b>	96.8	3.2
<b>Did the physician/nurse give you easy to understand information about your health concern?</b>	94.7	5.3
<b>Did the health care provider show respect for what you have to say?</b>	95.5	4.5

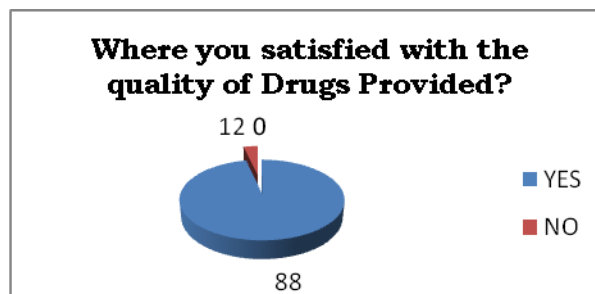
<b>Total Average</b>	95.2	4.8
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**Table 2:** Patients Rating on Quality of Care Provider

Rating	Friendliness of the care Provider	co-ordination of care by the staff	confidence in the care Provider	Average %
Excellent	55.3	53.9	44	51.1
V. Good	27.6	30.5	36.3	31.4
Good	9.8	9.9	13.2	11.0
Satisfactory	6.5	4.5	6.1	5.7
Poor	0.8	1.2	0.4	0.8
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>100</b>

**Table 3:** Patients Rating on Quality of Related Care Services

Rating	Rating of lab services	Rating of Ambulance services	Average %
Excellent	40	33.1	36.6
V. Good	38.6	30.6	34.6
Good	10.3	19.5	14.9
Satisfactory	5.1	11.4	8.2
Poor	6	5.4	5.7
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>



**Figure 1:** Showing Patients Rating of Care Product (drugs)

## **Discussion of Findings**

Patient-provider communication is a vital ingredient in patient's satisfaction. As shown in Table 1, the respondents expressed high level of satisfaction with the patient provider communication (95.2%). Explaining the patient's condition in an easy to understand way, listening attentively, showing respect for what the client has to say and providing information about health concern is crucial to the patients. This reflects empathy and professionalism. This finding partly agrees with the study of Tabler et al [8] in which patient-provider communication influenced patient satisfaction. Patient's characteristics were seen to influence patient provider communication as demonstrated in Jensen study [11]. In this study 4.8% expressed dissatisfaction in the patient provider communication, which may be attributed to age, language, literacy and optimism as demonstrated by Jensen et al [11]. Adjustment to meet specific individual requirement could be a great source of improvement in patient-provider communication.

The rating of the quality of care providers was used to assess the friendliness of staff, patience, co-ordination of care and patients confidence in the care provider as shown in table 2. The respondents (95.2%) perceived the care providers to be excellent (51.1%), very good (31.4%) and good (11%) and would recommend the health center/staff to healthcare seekers. This result could be attributed to the high level of professionalism exhibited by the staff and the high level of expectation placed on the staff by the management. The management sought steady modality to improve delivery of healthcare services. The complaint of 5.7% that felt satisfactory and 0.8% that were dissatisfied are forwarded for evaluation [2]. The complaints from respondents are source of information for review and improvement modalities.

The efficiency in care related services such as the laboratory services, ambulance, radiographic examinations as shown in table 3 reduces waiting time, ensures prompt commencement of treatment and discharge. The respondents vary in their rating but were at large positive (86.1%) as 36.6%, 34.6%, and 14.9% perceive the services as excellent, very good and good respectively. 8.2% felt satisfactory while 5.7% felt the care related services to be poor. Patients consider the modality in which the total care is conducted crucial in overall satisfaction. The response time to emergency, the timeliness of investigation results, and reduced waiting time go a long way to ensure patients receive the best of health care delivery.

Patients care products in terms of effectiveness of drugs; regimen, compliance, and information on lifestyle changes largely contribute to the level of patient's satisfaction as it translates into treatment or relieve of patient's ailment. In this study, 88% of the patients were satisfied with the health care product while 12% were not. This could be attributed to the measures taken to acquire medications and equipment used in patients care. These drugs were measured and assessed for effectiveness and standard quality. Continuous monitoring for drug resistance and ineffectiveness are conducted via patient complaint and follow up. This enables prompt action to

rectify and make appropriate and timely changes to ensure that patients receive high quality products.

### **Conclusion**

In this study the respondents demonstrated high level of satisfaction with the services received at the AUN health center. Based on the patient's perception, the quality of care providers, products, related services and efficient communication of care was central in ensuring the high level of quality care. Mode of continuously eliciting feedback on care delivered as instituted in the health care center and modalities to evaluate and retrieve relevant information using patients' satisfaction as prime indicator for quality should be integral to any health care manager. This will ensure continual update of care to meet patient need and ensure maximum patient satisfaction.

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