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Factors Influencing Patient Satisfaction with Healthcare Services Offered in Selected Public Hospitals in Bulawayo, Zimbabwe

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Abstract:

Importance:

Patient satisfaction with health care services is vital in establishing gaps to be improved, notably in public health facilities utilised by the majority in Low and Middle-Income Countries. This study assessed factors that influenced patient satisfaction with United Bulawayo Hospitals and Mpilo Hospital services in Bulawayo in Zimbabwe.

Methods:

A cross-sectional survey was conducted on 99 randomly selected respondents in two tertiary hospitals in Bulawayo. Chi-squared tests were employed to determine associations between different demographic characteristics and patient satisfaction with various services they received. Multiple Stepwise Linear regression was conducted to assess the strength of the association between different variables.

Results:

Most of the participants who took part in the study were males in both selected hospitals. It was generally observed that patients were satisfied with these facilities' services, symbolised by over 50% satisfaction. However, patients at Mpilo were overall more satisfied than those at United Bulawayo Hospitals. Variables "received speciality services," "average waiting times," and "drugs being issued on time" were significant contributors to different levels of satisfaction observed between Mpilo and United Bulawayo Hospitals.

Conclusion:

Generally, patients are satisfied with the services and interactions with the health service providers at United Bulawayo Hospitals and Mpilo Hospitals. However, patients at Mpilo were more satisfied than those at United Bulawayo Hospitals. There is generally a need to improve pharmaceutical services, outpatient services, and interaction with health service provider services to attain the highest levels of patient satisfaction.

Keywords: Patient satisfaction, Public hospitals, Outpatient services, Pharmacy services, Ward services, Bulawayo, Zimbabwe.

Article History

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SECTION A: DEMOGRAPHIC INFORMATION

Greetings, we are a research team from the National University of Science and Technology. We assess patient satisfaction with health care services provided at two selected Referral (Tertiary) Public hospitals in Bulawayo, Zimbabwe. You have been selected to be part of the study as you are a patient at this hospital. The information you will give will be kept with strict confidentiality and will only be used only for academic purposes. If you agree to be part of this study, you are requested to complete this questionnaire that would take approximately 15 minutes of your time. I bring to your attention that participation is voluntary, and you can pull out from the study at any given time if you feel so without any explanations. Feel free to provide an honest account to these questions posed to you, and you are assured that you will not be judged by the responses you give and your answers would be de-identified and kept confidential. We want to obtain your consent before you complete the questionnaire. By signing on the dotted line, you give consent to participate in this study.

Signature.....

Mpilo hospital

UBH hospital

1. Sex

Male

Female

2. Marital Status

Single

Married

Divorced

Widowed

3. How old are you?

4. What is your highest level of education?

Primary

Secondary

Tertiary

Never went to school

5. What is your occupation?

Unemployed

Employed

Self Employed

6. Monthly income (poverty datum line is at \$ 1826.99) as of October 2019)

Below poverty datum line

Above the poverty datum line

SECTION B: OUTPATIENTS CARE

7. Were you treated in a friendly manner?	Yes No <input type="checkbox"/> <input type="checkbox"/>
8. Are the waiting areas comfortable with adequate ventilation?	Yes No <input type="checkbox"/> <input type="checkbox"/>
9. How long did it take before you were attended	Mins Hours
10. Were you examined with the utmost care and respect?	Yes No <input type="checkbox"/> <input type="checkbox"/>
11. Do you think the consultation fee is expensive?	Yes No <input type="checkbox"/> <input type="checkbox"/>
12. Was the consultation time with the doctor adequate?	Yes No <input type="checkbox"/> <input type="checkbox"/>
13. Did the doctor fully explain your condition to you?	Yes No <input type="checkbox"/> <input type="checkbox"/>
14. Did you receive all speciality services at this hospital	Yes No <input type="checkbox"/> <input type="checkbox"/>

SECTION C PHARMACEUTICAL SERVICES

15. Were your drugs issued on time?	Yes No <input type="checkbox"/> <input type="checkbox"/>
16. Did you receive all the medicines that were prescribed at the hospital?	Yes No <input type="checkbox"/> <input type="checkbox"/>
17. Was the Pharmacy staff friendly and helpful?	Yes No <input type="checkbox"/> <input type="checkbox"/>
18. Were your queries fully clarified?	Yes No <input type="checkbox"/> <input type="checkbox"/>
19. Was the cost of your medication fair	Yes No <input type="checkbox"/> <input type="checkbox"/>

SECTION D: WARD SERVICES

20. How much time did you spend from arrival at the hospital to admission	Mins Hours
21. Are the nurses friendly and helpful	
22. Do the wards provide good quality food	Yes No
23. Are the toilets and bathroom facilities well-demarcated and easy to find?	Yes No
24. Are the wards clean?	Yes No
25. Is the bed linen clean and changed per rising need?	Yes No
26. Would you encourage any sick relative or friend to come to this hospital for care and treatment	Yes No

27. Indicate how you feel about the service you received from the hospital staff today on a scale of 0-10 (0 meaning you

are not happy while 10 symbolises the highest level of happiness) (TICK relevant box)

	1	2	3	4	5	6	7	8	9	10
Nurse										
Doctor										
Clerk										
Security Guard										

28. On a scale of 0-10, how would you rank the overall services you received? (TICK relevant box)

	1	2	3	4	5	6	7	8	9	10
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