Track: Public Health, Mental Well-being, and Social Inclusion

Patient Satisfaction and Its Associated Factors: A Cross-sectional Study among Outdoor-Indoor Female Patients from Selected Public-Private Hospitals in Bangladesh

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Abstract

Patient satisfaction is a prime indicator for measuring the quality of healthcare services, and it depends on doctor-patient communication, technical quality, medical personnel's attitude, types of patients, hospitals, age, place of residence, and so on. Therefore, the current study sought to identify the level of patient satisfaction and determine the associated factors of patient satisfaction towards Bangladeshi public-private hospitals. An institution-based cross-sectional research design was carried out in the current study. We collected data from 385 female patients, aged 18 and above, who received treatment from Mymensingh Medical College, Pranto Specialized Hospital, Popular Diagnostic Center, and Tarakanda Upazila Health Complex, Mymensingh. Descriptive statistics such as frequency, percentage, mean, and standard deviation were used to determine the level of satisfaction. We also performed multivariate logistic regression to determine the associated factors of patient satisfaction. All statistical analyses were performed by SPSS version 20 and STATA SE version 17. Although overall satisfaction was 56.48%, respondents were most satisfied (66%) with the communication subscale and least satisfied (49.5%) with the accessibility and convenience subscale and respondents had doubts about the competency of doctors (mean = 4.08). In addition, the results of this study showed that patients in the 61–90 age group were 3.41 times (95% CI: 1.44-8.10; p=.01) more satisfied than those in the 18–30 age group; patients in rural areas were 1.95 times (95% CI: 1.12-3.41; p=.02) more satisfied than those in urban areas; patients who received treatment from private hospitals were 1.82 times (95% CI: 1.11-2.97; p=.002) more satisfied than patients who received treatment from public hospitals; and outdoor patients were 2.08 times (95% CI: 1.29-3.34; p= .01) more satisfied than indoor patients. The health ministry and relevant authorities should take initiatives to increase the quality of indoor treatments and services of public hospitals as well as make treatments more accessible and convenient for the patient.

Keywords: Bangladesh, Healthcare Organizations, Indoor Patient, Outdoor Patient, Patient Satisfaction.

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