

**PATIENT SATISFACTION WITH HEALTH CARE  
SERVICES IN  
OUTPATIENT DEPARTMENT,  
WAIBARGI SPECIALIST HOSPITAL (2017)**

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## **ABSTRACT**

Patient satisfaction surveys are essential in obtaining a comprehensive understanding of the patient's need and their opinion of the service received. It is a vital tool in evaluating the quality of healthcare delivery service in hospital. The current study is a cross-sectional descriptive research about assessment of patient satisfaction with OPD services in Waibargi Specialist Hospital. Total 96 respondents whose ages were from 18 years old were included in this study by using consecutive sampling method until to meet the sample size. The research tool was a pre-structured questionnaire and data collection was conducted during October, 2017. The components of satisfaction study were the socio-demographic characteristics, physical facilities, doctor's services, nurse's services, waiting time, respect for dignity and confidentiality, autonomy, information and explanation, financial expense and overall general performances. It was found that 51% of the respondents were satisfied with the basic amenities in OPD and 75% of the respondents were satisfied with doctor's services. Nurse's services were satisfied by 79.2% of the respondents. Concerning about waiting time, 80.2% of respondents showed satisfied. This study also revealed that 95.8% of respondents were satisfied on convenience of the services at OPD. Regarding with respect for dignity and confidentiality, 85.4% of the respondents were satisfied and 89.6% of the respondents were satisfied on autonomy. Concerning satisfaction about information and explanation, 96.9% of the respondents were satisfied. This study also showed that majority the respondents 96.9% were satisfied on financial expense and satisfaction on overall general performance was 96.8%. Based on the result of the current study, training of code of conduct and courtesy should be given to both clinical and office staff. From these findings, it is evident that the satisfaction level of patients attending the outpatient department should be accessed periodically.