

ABSTRACT

Nowadays, patients' perspective is an integral part of hospital management across the world. The health care system in recent years has restructured its service delivery system. The restructuring has focused on finding effective ways to satisfy the needs and desires of the patients. The main focus of this study is to assess the level of satisfaction in health services of Myitkyina General Hospital. A quantitative, hospital based, cross-sectional study on patients' perspective on medical care among in-patients of (50) patients each in medical ward, surgical ward, obstetrics and gynaecology ward and child ward of Myitkyina General Hospital was conducted from 21.9.2015 to 9.10.2015. Total (200) patients were interviewed on their discharged day by using pretested questionnaire. Most of the patients admitted to Myitkyina General Hospital were low socio-economic status, low educated person and dependents. Perception scores were high on coordination of care, basic amenities of the hospital, involvement of family members, emotional support and overall impression as 87%, 61.5%, 57.5%, 51.5% and 50.5% respectively. Most of the patients were non-satisfied on latrines, waiting places for family members and explanations about the purpose of buying medicines. Some patients suggested that emotional support given by the medical staff was not satisfactory and they needed explanations about medical care. Nearly all patients satisfied with doctors' care, nurses' care and understood the increasing workload of the hospital. This hospital is the best and most dependent hospital for all patients who are low or high socioeconomic status and near or far within the Kachin State.