

PATIENT SATISFACTION WITH ANTIRETROVIRAL THERAPY SERVICES
PROVIDED AT ANTIRETROVIRAL THERAPY CENTERS OF
INSEIN GENERAL HOSPITAL AND HLAING THAR YAR GENERAL HOSPITAL

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ABSTRACT

The Human Immunodeficiency Virus (HIV) and Acquired Immune Deficiency Syndrome (AIDS) becomes global burden and first priority disease in the National Health Plan of Myanmar because the nature of HIV/AIDS pandemic has been changed from a deadly disease to a chronic manageable health condition which needs lifelong treatments. Therefore, patient satisfaction becomes an important role for successful strategies against HIV and AIDS control management.

Cross-sectional descriptive study was conducted to assess patient satisfaction with antiretroviral therapy (ART) services provided at Antiretroviral Therapy Centers of Insein General Hospital (IGH) and Hlaing Thar Yar General Hospital (HTYGH) among People Living with HIV/AIDS (PLHIVs) taking ART in these centers. Total of 190 respondents in which 150 respondents from ART center of IGH and 40 respondents from ART center of HTYGH were interviewed by the use of pretested, structured questionnaires. Overall satisfaction level of respondents was very high because (92.7%) of respondents answered very satisfied or satisfied, (2.9%) of respondents answered dissatisfied or very dissatisfied and (4.4%) of respondents replied unwilling to answer to questions. High satisfactions were found especially in availability of drugs (99.5%), explanation given by care provider (98.4%) and doctors respect on dignity (97.9%). Low satisfactions were found in three areas such as cleanliness of latrines (60.4%), services of imaging department (69.5%) and services of laboratory (84.3%). The study revealed that there was no association between socio-demographic characteristics and levels of

satisfactions and also no association between ART centers and levels of satisfactions among the respondents.

Even though overall satisfaction level of respondents was very high, a small percentage of the respondents expressed dissatisfaction indicating that there is still need for improvement in some services especially in cleanliness of latrines, menial workers' communication, services of laboratory and services of imaging department. Therefore, areas with high satisfactions should be maintained to get high satisfaction of patients and areas with low satisfactions should be checked and corrected the weak points.