

**PATIENT SATISFACTION WITH HEALTH CARE SERVICES PROVIDED BY
CANCER WARD IN YANGON GENERAL HOSPITAL**

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ABSTRACT

Patients express satisfaction when their health care experiences match the level and quality of care they expect. Patients' satisfaction in cancer care is an important dimension of quality service which may be decisive factor for regular follow up and survival of cancer patient. This hospital based cross-sectional descriptive study was aimed to assess patients' satisfaction on the health care services provided by cancer ward in Yangon General Hospital (YGH). The study population consisted of 165 patients by using consecutive sampling method, 95 patients from radiation oncology unit and 70 patients from medical oncology unit in cancer ward of YGH. Data was collected by face to face interview using pre-tested, semi-structured questionnaires and smiling card.

The results of the study showed that (86.1%) of respondents had low total satisfaction score on health care services whereas (13.9%) had high total satisfaction score. The area of least satisfaction was with basic amenities (70.3%), emphasizing with toilet and bathroom cleanliness. Most of the patients satisfied with other areas such as quality of care (90.3%); dignity and confidentiality (94.6%); autonomy (87.9%); information and explanation (91.1%); convenience (94.1%); financial expense (95.1%) and overall general performance (88.5%). It was found that female patients had higher level of satisfaction than male patients ($p=0.01$) and dependents also had higher level of satisfaction than working groups ($p=0.038$). Patients with advanced cancer stage taking palliative treatment showed higher level of satisfaction than those with early stage taking curative treatment ($p=0.007$).

Pleasing with the physical environment is a particularly important factor for patients' satisfaction in hospitalized cancer patients, as nature of cancer treatment; frequent visit, repeated admission, complexity and longevity of treatment procedures. Therefore we do have more emphasized in improvement of patients' satisfaction with physical environment of hospital and necessities investing more in infrastructure and human resources.