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FACTORS INFLUENCING PATIENT SATISFACTION: A SYSTEMATIC REVIEW

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ABSTRACT

Background: Along with the progress of time, hospital as service provider is required to provide better services. The challenge for hospitals is to fulfill the expectations of society for better health care. Patient satisfaction is a comparison between the perceptions care received by expectations before getting treatment.

Aims: This is to evaluate patient satisfaction as an effort to see the level of success of the hospital.

Methods: The method was a systematic review by using the search facility online. Only research in English language and describe factors that influence patient satisfaction is maintained. The results of this study were 565 journals found at early stage and at the end we found 7 journals in review.

Results: The purpose of research is to describe the level of satisfaction of hospital. All the four items namely performance of housekeeping staff, operational x-ray facilities, maintenance of file records and transparent billing procedure are significant in predicting satisfaction towards internal facilities provided in the hospitals.

Conclusion: Overall, on the articles reviewed accepted that all the patient satisfaction dimensions positively and significantly contribute towards patient satisfaction which also acts as an important mediating factor between dimensions and loyalty.

Keywords: patient satisfaction; hospital; health services

INTRODUCTION

Excellent service is an essential element in the ministry of health in the era of globalization both in hospitals and other health units. Health facilities are required to provide a comprehensive healthcare which includes aspects of promotive, preventive, curative, and rehabilitative services. Apart from the facilities provided by the hospital, other factors to be considered are the attitude and human resource services that affect the services produced.

In recent years, there has been increasing interest in hospital services, as standards of living have changed and there is a demand for better medical care to improve lifestyles. Improving the quality of medical care services has become a primary concern for patients, and, in order to provide better service to patients, service quality has become increasingly important for hospitals in respect of satisfying and retaining patients [1]. Patient satisfaction is an important indicator of quality of care in hospitals. Reliable and valid instruments to measure clinical and outpatient satisfaction already exist [2].

Improving patient satisfaction is a key element in strategies for improving the long-term economic viability of health care institutions. Patients satisfied with the health care services of a particular hospital may tend to visit the institution consistently and maintain beneficial relationships with health care providers [3]. The patient satisfaction strategy requires effective marketing plans, policies, and practices that meet the needs of varied consumer segments [4]. For these reasons, hospitals providing tertiary care services regard customer satisfaction as a crucial determinant of institutional viability and make efforts to respond flexibly to changing health care environment and the public's health care needs [3]

Patient satisfaction is evaluated on the basis of both provider – and client – focused aspects. While provider-focused aspects refer to the provision of sound medical skills, client focused aspects are centered on the extent to which the patients feel their needs and expectations are being met during the provision of health care services [3]

Improvement in quality of care is of fundamental importance to every stakeholder in health care. Strategies to improve quality of care are needed not just at the clinician patient interface, but also at the regional and national levels [5]. An important step in improving the responsiveness of hospitals to patients' needs is to ask the patients themselves about their experiences and opinions [6]. Patients' perception of healthcare is a critical indicator in measuring medical service quality [7].

METHODS

Knowing factors that influencing patient satisfaction presented descriptively based on existing studies to approach systematic review. In early stages, journals were searched by using the facility database online through Proquest and Google Scholar. Search using a specific keyword is "patient satisfaction" AND "hospital". Then, journals were screened by year, title and abstract. All retrieved journals are published in 2012-2016 to obtain the latest information. Journals that are not relevant to the topic of study was eliminated.

Journals that have been further filtered using inclusion criteria. Only in English language journals and describe the factors that influencing medication error were maintained. The journals obtained after the filtration are seven journals, then performed systematical review to find out factors that influencing patient satisfaction.

RESULTS

We found 565 journals search by using data base online through Proquest and Google Scholar by using keywords "patient satisfaction" AND hospital, 184 journals were found from Proquest and 381 journals from Google Scholar. Then we screened by year 2012-2016, English language, and only describe factors influence patient satisfaction were maintained. At the end we found seven journals in review, and 558 journals from Proquest and Google Scholar were issued because they didn't describe factors that influence patient satisfaction (Fig.1).

Based on articles reviewed, the study was primarily conducted to assess the structure of patient satisfaction construct in the daycare, public and private health care, military health service, and hospital. The analysis results indicated that patient satisfaction depend on physical maintenance, physician care, nursing care and internal facilities.

Patient consider physical maintenance to be the utmost importance in the level of positive perception towards health care services. The study specifically found items such as clean toilets, natural light, overall cleanliness, internal atmosphere, spacious wards and good outer appearance to be significant to explain physical maintenance. The consumers seeking treatment from the hospitals

specifically considered friendliness, helpful and supportive behaviour and responding quality, as per their expectations. The nursing care was found in the study to be the function of availability of nurses at the time of requirement, spending sufficient time with patients, supportiveness, providing adequate medical treatment, responding quality and caring attitude in both the hospitals.

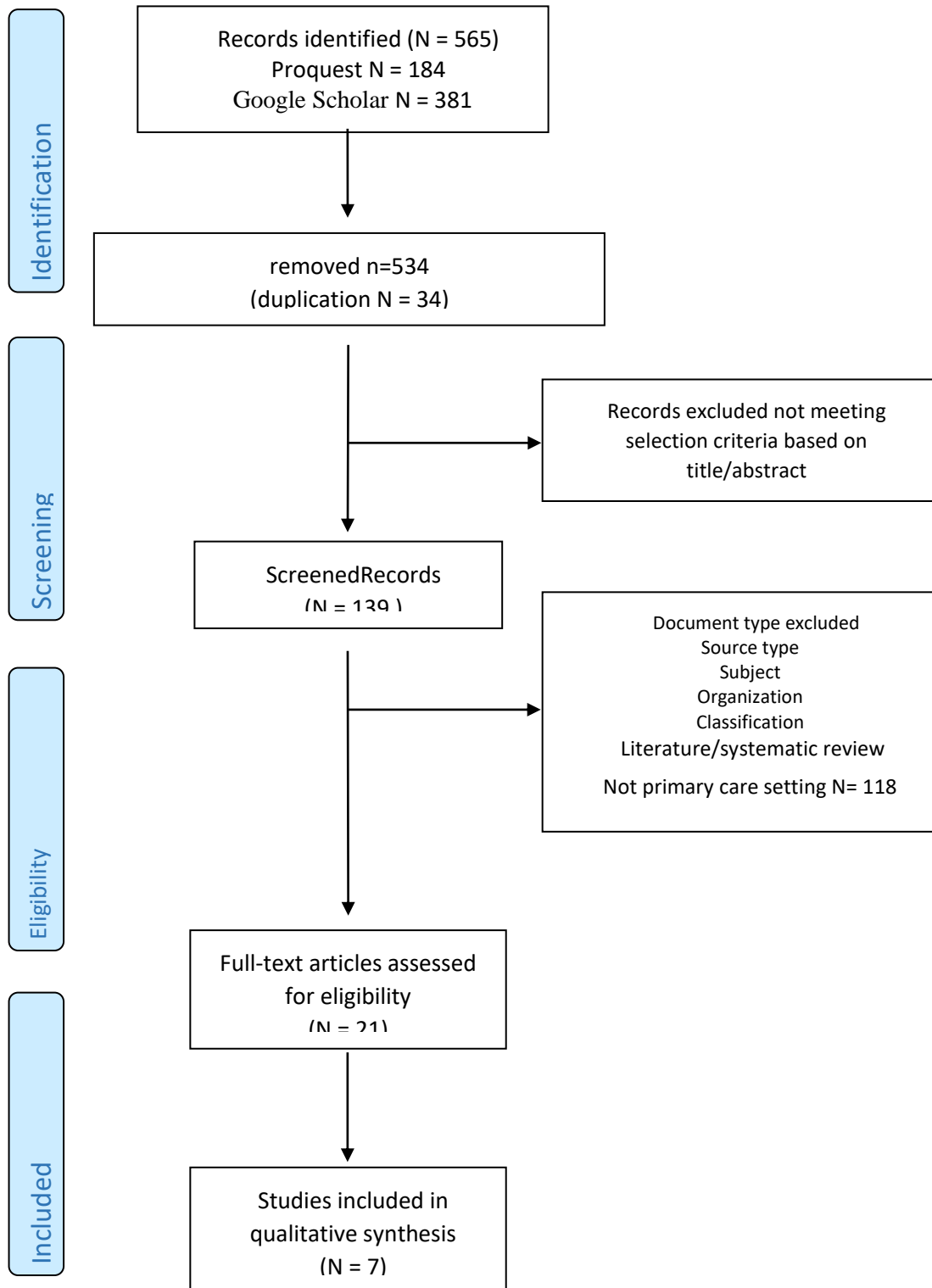


Figure 1. Systematic review flowchart

The results of the study also indicate that all the four items namely performance of housekeeping staff, operational x-ray facilities, maintenance of file records and transparent billing procedure are significant in predicting satisfaction towards internal facilities provided in the hospitals. Patient in the hospitals are averagely satisfied with regard to internal facilities provided by the hospitals. All these facilities specifically enable the patients to feel like home and help them to recover from their ailment in comparatively shorter time which subsequently leads to patient satisfaction.

Overall, on the articles reviewed accepted that all the patient satisfaction dimensions positively and significantly contribute towards patient satisfaction which also acts as an important mediating factor between dimensions and loyalty.

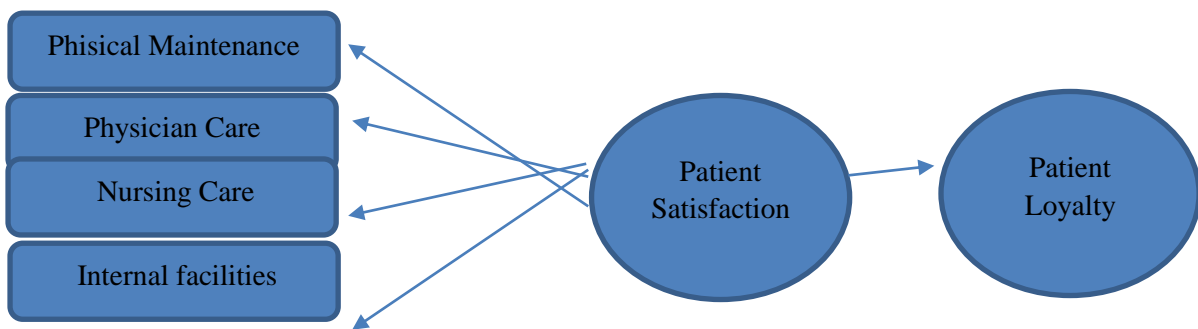


Figure 2: Impact of patient satisfaction dimensions on patient satisfaction and loyalty [4]

Table 3. Results of systematic review

Authors	Title	Methods	Variabels	Results
Amin, M., & Nasharuddin, S. Z. (2013)	Hospital service quality and its effects on patient satisfaction and behavioural intention. <i>Clinical Governance.</i>	Survey	hospital service quality, patient satisfaction and behavioural intention from the perspective of patients	Five dimensions – admission, medical service, overall service, discharge and social responsibility – are a distinct construct for hospital service quality. Each dimension has a significant relationship with hospital service quality. The findings of this study indicate that the establishment of higher levels of hospital service quality will lead customers to have a high level of satisfaction and behavioural intention.
Chahal, H., & Mehta, S. (2014)	Developing patient satisfaction construct for public and private health care sectors	Survey	model 1 depicting the impact of dimensions on satisfaction and model 2 depicting impact on both satisfaction and loyalty showed good fit for both the hospitals	reveal patient satisfaction is a multidimensional construct comprising of four dimensions namely, physical maintenance, physician care, nursing care and internal facilities in both the sectors.
Ham, H.-S., Peck, E. H., Moon, H. S., & Yeom, H.-A. (2015)	Predictors of patient satisfaction with tertiary hospitals in Korea. <i>Nursing Research and Practice</i>	cross-sectional descriptive	predictors of outpatient satisfaction with tertiary health care	Of the five domains, nurse service was the domain with the highest mean score (M = 4.21) and convenience was the domain with the lowest mean score (M = 3.77). The most significant predictor of patients' satisfaction was the constructs of convenience ($\beta M = 0.21$).
Kleefstra, S., Kool, R., Zandbelt, L., & de Haes, J. (2012)	An instrument assessing patient satisfaction with day care in hospitals. <i>BMC Health Services Research</i>	Survey	Admission procedure, Nursing care, Medical care, Information, Autonomy and Discharge and aftercare in day care hospitals	The COPS-D was sent to 8355 patients discharged from a day care unit from the five general hospitals. The average responses rate was 46% (range from 38% till 60%). The strongest interdimensional correlation is the one between the dimensions <i>Information and Discharge</i> and the weakest correlation is the one between <i>Admission and Medical Care</i>
Lv, Y., Xue, C., Ge, Y., Ye, F., Liu, X., Liu, Y., & Zhang, L. (2016)	Analysis of factors influencing inpatient and outpatient satisfaction with the Chinese military health service.	Survey	Patient satisfaction (Demographic characteristics; outpatient characteristics, inpatient characteristics, perception variables such as medical personnel explanation, doctor communication, environment satisfaction, trust in medical staff)	<i>Outpatient dissatisfaction was lack of medicine (33.4%), poor service attitude (30.1%) and poor equipment (25.9%); Inpatient dissatisfaction was poor service attitude (40.3%), lack of medicine (33.7%) poor medical technology (32.9%)</i>
So, J. P. P., & Wright, J. G. (2012)	The use of three strategies to improve quality of care at a national level. <i>Clinical Orthopaedics and Related</i>	Survey	three questions: (1) does pay-for-performance improve the quality of care; (2) do surgical safety checklists improve the quality of surgical care; and (3) do practice guidelines improve the quality of care? improve quality of care are	Pay-for-performance improved the process and to a lesser extent the outcome of care. Surgical checklists reduced morbidity and mortality. Explicit practice guidelines influenced the process and to a lesser extent the outcome of care

Research.

Zhang, M., Zhang, C., Sun, Q., Cai, Q., Yang, H., & Zhang, Y. (2014)	Questionnaire survey about use of an online appointment booking system in one large tertiary public hospital outpatient service center in China.	Survey	waiting times	The 1000 outpatients randomly selected for the survey were least satisfied about the waiting time to see a doctor. Even though the WAS provided a much more convenient booking method, only 17% of patients used it. Of the 197 doctors surveyed, over 90% thought it was necessary to provide alternative forms of appointment booking systems for outpatients. However, about 80% of those doctors who were not associated professors would like to provide an 'on-the-spot' appointment option, which would lead to longer waits for patients.
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DISCUSSION

Improving quality of care is of prime consideration for patients, clinicians, and healthcare providers. Although many approaches are available [5]. Service quality as a comparison differentiation between the customer perception and expectation of the service and the actual performance of the service received by the customer provided by the company at a certain period of time [1].

Inpatient and outpatient services differed with respect to treatment measures, standards time, and environment. Outpatient care is a short-term medical service that does not require an overnight stay in hospital or a medical facility [7].

Patient satisfaction is seen as an indicator of quality of care and satisfaction may depend on the type of hospitalisation, it is reasonable to assume there is a difference in satisfaction between different kinds of hospital care [2]. Patient satisfaction is a vital instrument that acts as a direct indicator of quality and is simultaneously also helps service providers and policy makers in designing health care strategies and policies. Hence it needs to be measured regularly and consistently so that a specific localized health care plan can be developed. Patients' evaluation also suggests guidelines for improving the attitudes of doctors and other paramedic staff in better serving the patients thereby improving the health services [4].

The study has measured patient satisfaction using physician care, nursing care, internal facilities, physical maintenance and patient loyalty from patients' perspective. Patient loyalty is the outcome of patient satisfaction which subsequently helps to improve as well as to maintain the organization's image in the market. It is generally considered as patient's commitment to prefer and recommend the same product over a period of time irrespective of financial and location barrier [4].

CONCLUSION

The main reason the perception of health care is patient dissatisfaction. In order to achieve better health services will require improvement in patient satisfaction. From this systematic review it can be concluded that in private hospitals there is a positive response on patient satisfaction lies in three dimensions, i.e. service of doctors, nurses and support staff, meanwhile in government hospitals all three dimensions, is a factor that is unfavorable to influence patient satisfaction then the government hospital is recommended to be improving in all three dimensions. Hospitals must keep

improving their service to make sure the level of service quality is at the high level to gain patients satisfaction and have an impact on patient's future behavioural intention.

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