

Patient satisfaction of the Obstetric and Gynecology Unit at King Khalid University Hospital, Riyadh, Kingdom of Saudi Arabia

Sir,

Patient satisfaction of the care and services provided has been found to be an important predictor of satisfaction within a hospital. Results of patient satisfaction surveys are used to monitor the quality of care and patient's experiences in hospitals worldwide, and nurse managers use the information gathered to improve both staff performance in the provision of care and services. This descriptive study was conducted to determine the current level of patient satisfaction with care and services of the Obstetric and Gynecology Unit at King Khalid University Hospital (KKUH), Riyadh, Kingdom of Saudi Arabia (KSA). This study aims to provide baseline data regarding patient satisfaction in KSA and also serve as a reference point for auditing care and services on a continuing basis in an attempt to improve the quality of care and services at the hospital. All women who had delivered in the Labor and Delivery ward of KKUH and whose hospitalization was between 2 to 7 days were included in the study. Women with still births were excluded. Of the 250 subjects interviewed, 79.2% were between 21 - 35 years of age, 78.8% had spontaneous vaginal

delivery; 92.2% were booked patients; 96.6% attended clinic regularly prior to delivery while 84% had some sort of education (Table 1). Results of the study have shown that 92.2% of the subjects were generally satisfied with the care and services received while hospitalized. Further analysis show subjects were more highly satisfied with certain aspects of care and services than other aspects. While 71.6% were highly satisfied with room facilities and cleanliness, 57.4% with diet, 48.5% with hospital policies and routines and 42.3% with orientation; only 10% were highly satisfied with self-care and discharge preparations, 16.3% with baby care, 21.3% with nursing care and 28% with breastfeeding information and assistance. The aspects which recorded low percentages of high satisfaction related to communication and information provision from orientation to the ward on admission, to health teaching and education of subjects about self care, baby care and breast feeding post delivery prior to discharge. This result is consistent with findings of other studies. As the provider of care is a key element in patient satisfaction, it is very important that they provide adequate and relevant information about various aspects of care to patients. Appropriate communication, information provision, and a caring relationship should be applied when caring for a patient, as these have been identified as having a role in achieving patient satisfaction. Strategies should be applied to enhance information provision to patients at every stage while in hospital.

Table 1 - Demographic characteristics of patients (Total number = 250).

Characteristics	N (%)
Age	
Below 21	4 (1.6)
21-25	81 (32.2)
26-30	63 (25.0)
31-35	55 (22.0)
36-40	40 (16.0)
Above 40	7 (3.2)
Mode of delivery	
Spontaneous vaginal delivery	197 (78.8)
Cesarean section	42 (16.8)
Forceps delivery	11 (4.4)
Parity	
Primipara	42 (18.8)
2-4	102 (40.8)
5-10	97 (38.8)
11-15	4 (1.6)
Booking status	
Booked	243 (97.2)
Unbooked	7 (2.8)
Regular Ante-natal Clinic	
Yes	241 (96.4)
No	9 (3.6)
Educational status	
No schooling	39 (15.6)
1-5	25 (10.0)
6-10	95 (38.0)
College/University	90 (36.0)
Professional	1 (0.4)

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