

# Patient Satisfaction on Hospital Services in Private and Governmental Hospitals in KSA, ALHASA Region

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**Abstract:** Satisfaction with care is an important influence determining whether a person seeks medical advice, complies with treatment, and maintains a relationship with the practitioner. Consistent with this idea, studies have shown the importance of both identifying and addressing patient expectations.

**Objective:** In our paper, we will be assessing patient satisfaction among people in the region of Alhasa city and we will be primarily compare between public and private hospitals. The comparing criteria are, the satisfaction based on, gender, age, family income, education level, hospital sections, medical facilities and the reason why people of Alhasa would pick any hospital on the other one.

**Method and tools:** It is a cross-sectional study conducted between March-May 2015 and our target population are only the adults (17 -55 years old). A self-administered questionnaire and the questions were obtained from the study of St. Joseph general hospital questionnaire.

**Results:** The main significant factor that determines satisfaction and the hospital choice is the family income. There is no significant relationship between the education level and gender in hospital choice.

**Keywords:** patient satisfaction, Alhasa, Private & Governmental hospitals.

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## I. INTRODUCTION

Patient's satisfaction of hospitals is the first thing that patient search about it and need it also buy thousands just to feel satisfied [5&2]. As a doctor and administration we don't care just for building and treatment also we have to make them satisfied of all hospital's part including staff, equipment and environment and whatever in hospital[7&6]. The main objective of our study was to estimate patient satisfaction with hospital services and it is an important study to determine healthcare quality by the Institute of Medicine.

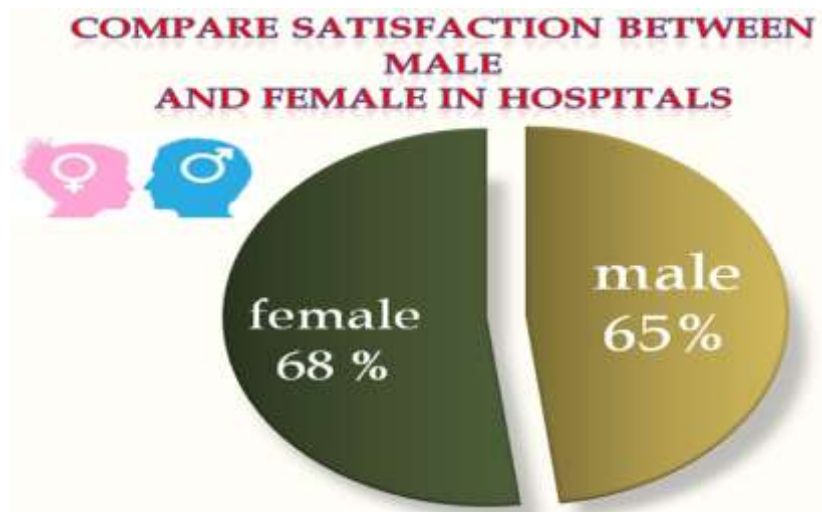
## II. METHODOLOGY

This cross sectional study carried out from March to May 2015 among 700 volunteer aged 17 to 55 years old. We got thesis samples from many places in Alhasa such as our college, college of engineering, prep- year, Alhasa mall and Alothaim mall. Also, we published our questionnaires in internet by Google. Data was collected using a self-administered questionnaire to assess patients' overall satisfaction on hospital services in private and governmental hospitals in KSA, Alhasa region. The questions were obtained from the study of St. Joseph general hospital questionnaire. Data were entered and analyzed with the Statistical Package for Social Science (SPSS) version 21.

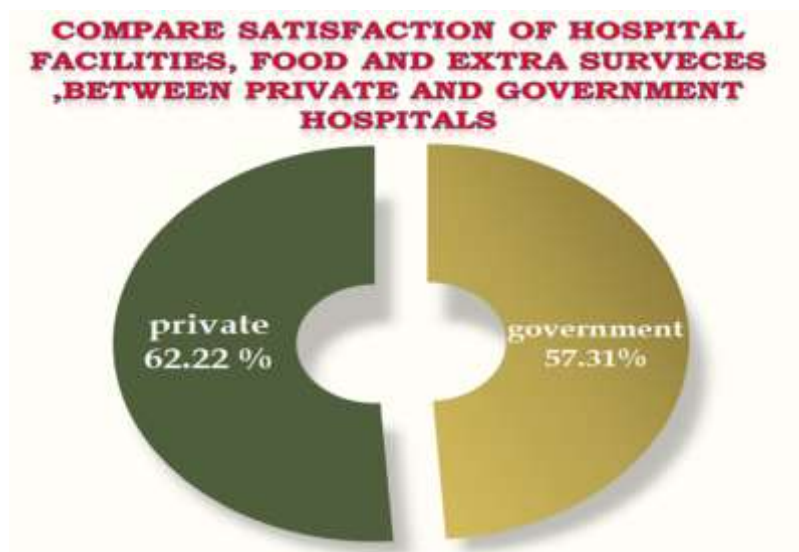
### III. RESULTS



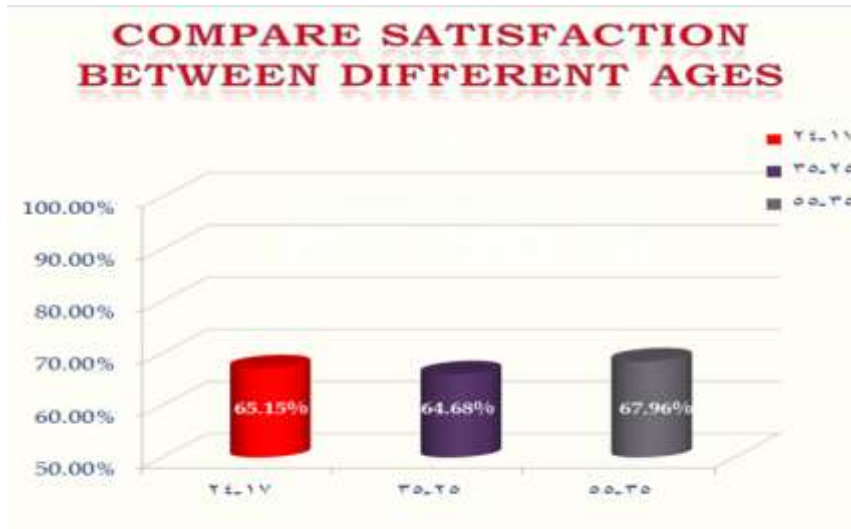
Graph 1 shows 67% are satisfied of healthcare in governmental hospitals and 69% are satisfied in private hospital. Overall they are satisfied in both governmental and private hospital with 67.14%.



Regarding to our study the gender has no significant impact, male are satisfied with 65.87% and female are satisfied with 68.75% (graph 2).



Graph 3 shows that people concern at Food and extra services more in Privet hospitals than governmental.

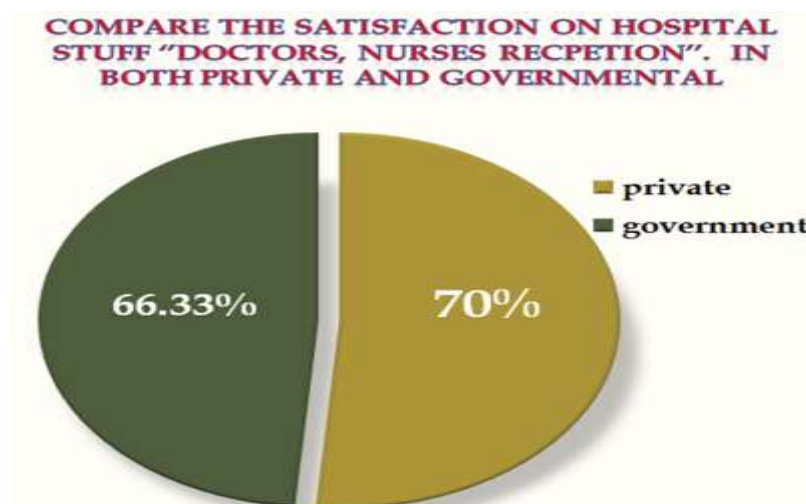


Graph 4 compare satisfaction between different ages in 3 groups.

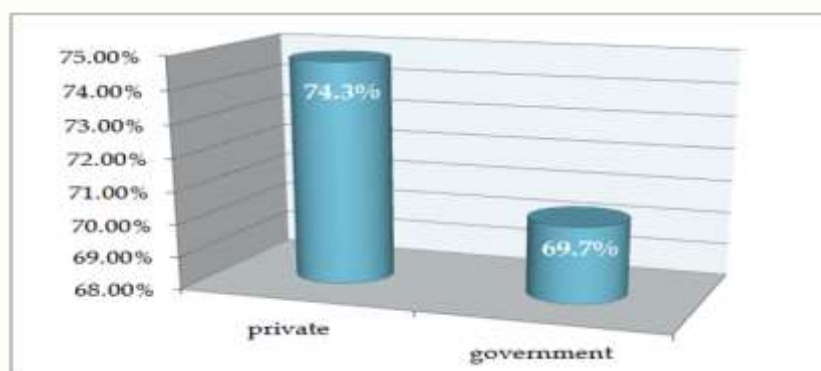
**COMPARE SATISFACTION BETWEEN DIFFERENT HOSPITAL SECTIONS**

Department	satisfaction
Orthopedic	76.21%
Radiation	65.71%
Pediatric	71.07%
Injuries and fractures	64.21%
Emergency	62.56%
Surgery	67.96%
Blood test	60.56%
Chronic diseases treatment	66.42%

The most favorable hospital sections are pediatric clinic with (71%) satisfaction and orthopedic clinic with (76%) satisfaction (graph 5).



**COMPARE THE SATISFACTION ON THE  
SKILLS OF THE PHYSICIAN ,TREATMENT  
AND DIAGNOSIS .**



Patient's satisfaction on hospital staff and skills are more in private hospital (graph 6 and 7).

#### IV. DISCUSSION

Assessment of patient satisfaction offers a way of optimizing health status and prevents waste of medical resources[3&4]. In our study we took time to do it because our topic very critical (sensitive) also some people worried to fill our questioner. These satisfaction scores are comparable to similar studies conducted in Riyadh cities, Saudi Arabia and Pakistan. We found that patient ward services privacy, hygiene, viability of medication, viability of appointment, interest, food services, and reception staff services showed significant impact on patient's satisfaction. Also, medical and pharmacy staff have a significant impact and this similar in study in Karachi. People who concern at hygiene and viability in appointment and good facilities more in Private hospitals than governmental, while in other studies in Pakistan there is no significant impact. About medical consultation and medical staff, in our study in Alhasa both male and female are satisfied with 72.24%, but the study in Riyadh patients were not satisfied with the medical staff[8&9].

#### V. CONCLUSION

According to our results, People who would prefer the private hospital have given the reason that they like the look of the hospital, parking lots, and because they care more about their patient along with their reputation and those people mostly never cared about the quality of treatment, or the availability of the equipment. Where Patient who chose governmental hospitals cared more about it being free cost and have more experience regarding treatment. There is a significant relationship between the family income and the hospital choice, where people of high family income tend to prefer the private hospital. The relationship between the gender and the satisfaction is not significantly related. Also, there is no significant relationship between the education level and hospital choice.

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