

Patient Satisfaction of Outpatient Services of a Level 1 Private Hospital in Western Visayas, Philippines

Sheryl S. Divinagracia, M.D.¹ and Joseph G. Guevarra²

^{1,2}*University of Negros Occidental-Recoletos, Bacolod City, Philippines*

Introduction: Patient satisfaction is an important determinant of health service utilization. It includes aspects of quality care defined by how health professionals traditionally regard them and how they are perceived by the community. This study evaluates patient satisfaction with outpatient department services of a level 1 private hospital. The research aimed to determine the degree of patient satisfaction in terms of doctors, nurses, access, appointments and facilities when grouped according to sex, age, educational attainment, frequency of visit, family monthly income and number of OPD services availed.

Methodology: This study employed a quantitative descriptive-comparative design, utilizing a modified patient satisfaction questionnaire by Grogan et al. (2000). The respondents were 385 OPD patients ages 18 years old and above determined using a combination of quota and convenience sampling. The collected data were subsequently analyzed using descriptive and comparative statistical methods to identify significant differences among respondents.

Results: Results indicated satisfaction with doctors, nurses, access and appointments while facilities showed dissatisfaction. A significant difference was also noted when grouped according to family monthly income while sex, age, educational attainment, frequency of visit and number of OPD services did not.

Conclusion: The findings suggest that patients were generally satisfied with the OPD services but there is dissatisfaction with facilities. Access to services resulted to a very satisfied patients indicating that OPD services is easy to reach and use. Doctors and nurses had moderate satisfaction levels, meaning there is room for improvement in patient care quality and interaction. This study revealed that family monthly income significantly influences patient satisfaction with outpatient services of a level 1 private hospital emphasizing the need for equitable healthcare access. The study highlighted strengths, weaknesses and areas for improvement in healthcare service and delivery. It also provides evidence-based insights for hospital administrators, healthcare policy makers and medical professionals to enhance OPD service quality, improve patient experience and ensure equitable healthcare access.

Practical Value: The practical value of this paper lies in its ability to provide actionable insights for hospital administrators and policy makers to improve outpatient services in a level 1 private hospital setting. This study identifies specific factors that influence patient satisfaction such as family monthly income and specific area such as facilities. The findings reveal that higher income groups have higher patient satisfaction than lower income groups. Specific are such as facilities have the lowest patient satisfaction ratings which means that the findings highlight areas that need improvement. Understanding the significant differences in patient satisfaction among income levels can help design more inclusive services. Lastly, the hospital administrators can use the insights to allocate resources more effectively.

Direction for Future Research: For future researchers, conduct similar studies in multiple hospitals to improve generalizability. Include a broader range of variables which were not included in the study. Utilize a mixed-methods approach, incorporating qualitative data to explore patient experiences in depth and lastly use longitudinal designs to observe changes in patient satisfaction over time.

Keywords: patient satisfaction, outpatient services, hospital administration, private hospital, Philippines

CORRESPONDENCE: divinagraciasheryl40@gmail.com

ORCID: <http://orcid.org/0009-0001-4671-4098>¹