

**PATIENT SATISFACTION TOWARDS OUT PATIENT
DEPARTMENT SERVICES IN PAKISTAN INSTITUTE OF
MEDICAL SCIENCES, ISLAMABAD**

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ABSTRACT

This study was conducted to describe patient satisfaction towards out patient health care services in Pakistan Institute of Medical Sciences (PIMS), Islamabad, Pakistan. The study population was aged over 15 yrs, sample size was 200, and data was collected by self-administered questionnaire from 5th to 15th January 2005. The main factors were socio-demography, accessibility, past experience and patient satisfaction. Chi-square test was performed to analyze the association (p-value = 0.05.)

The overall satisfaction was 54%, scored by using Likert's scaling as 5=strongly agree, 4=agree, 3=not agree, 2=disagree and 1=strongly disagree. Regarding service procedure, a prominent variation in response of patients was observed. Patients were highly satisfied towards the medical expenses (81%), registration service (77.5%) and nurses' service (76.5%) and relatively less satisfied with the pharmacy service (65%), medical equipment (65%), doctor's service (61.5%) and physical facilities (53%). With regards to the socio-demographic factors, a statistically significant association was found for age, marital status, education, occupation, and family income with patient satisfaction showing p-value < 0.05. The past experience showed no association with the satisfaction (p-value=0.062). Accessibility was established as associated with living distance, out patient department timings and patient satisfaction. (P-value < 0.001).

Based on the results of the study, an improvement in physical facilities, the doctor's service, pharmacy service and medical equipment area is suggested. The ways and means may also be considered to reduce the total OPD waiting time for the patient. Follow up studies are recommended for comparison of PIMS with other similar hospitals. Community based studies may also be performed. Periodical assessment of the level of patient satisfaction should be adopted as a permanent feature.

KEY WORDS: OUT PATIENT DEPARTMENT / SATISFACTION
ACCESSIBILITY / EXPERIENCE

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