



2018

Patient Satisfaction Survey Corozal and Patchakan

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Introduction

As part of the KPI performance, a Patient Satisfaction Survey was carried out for the NHI PCP's in the Corozal District for both Corozal Clinic and Patchakan Clinic. Similar to previous surveys that NHI has done in the past the same weights and indicators were used to conduct this baseline assessment for this area.

The Lot Quality Assurance Sampling (LQAS) was used and a representative sample size of 19 was used to measure the indicators for each clinic.

The primary aim of the patient experience is to measure the amount of time the patient waits for each stage of the process. These patient experiences can be used to identify strengths and opportunities for quality improvement. It will also give an insight on the waiting experience and the options that patients prefer in regard to consultations, refills and appointments.

The objectives of the Patient Satisfaction Survey were to:

1. Obtain measures of patient satisfaction levels, among users of the NHI Primary care services of the Patchakan clinic and Corozal clinic in the Corozal District.
2. Obtain current data that provides an estimate of satisfaction across the following parameters related to service provision:
 - **Arranging for and getting Care (5%):** General satisfaction with the opening hours of the clinic.
 - **Technical Quality of Services (60%):** Assesses general satisfaction with the level of care given by the health providers to include the quality of the doctor's skill, thoroughness of the physical examination, medical attention from the doctor and the staff. The quality of services provided by other staff members of the clinic and the confidentiality of the staff.
 - **This area also included communication skills and interpersonal care provided to include:** Explanation given by doctor and health personnel related to your condition, attention given to what you had to say and the ability to understand providers. Also the general courtesy and attitude of all staff was assessed.
 - **Physical facilities (30%):** sought feedback on how clients rate the inner and outer appearance of the clinic and its facilities.
 - **Overall rating (5%):** based on the above indicators how do clients rate the overall services received at the clinic.

3. Analyse results of patient satisfaction levels to identify strength and weaknesses in the daily function of the clinic which can be used to improve service provision.

Methodology

Sampling was done using a consecutive sampling technique to include all accessible patients within a certain criteria and over a period of ten months from January 2018 to October 2018. A total of 19 patients were interviewed for each PCP over a period of one week.

Inclusion Criteria:

- Between the ages of 18 and 64 years
- Have used the service more than once this year.
- English speaking

Telephone interviews were conducted and Data abstraction was carried out by two interviewers, at NHI office in Belmopan. A two-day training was carried out at the NHI office to familiarize them with the questionnaires, the areas to be assessed and the significance of ensuring that surveys are completed. Data entry was done in google excel sheet so as to facilitate the transfer to Statistical Package for the Social Sciences (SPSS) for analysis. The analysis includes descriptive statistics which is used to identify similarities, differences and trends for each PCP and also to compare and contrast indicators.

The indicators are defined by several variables. A Likert Scale was applied to measure the level of satisfaction per variable assessed. To meet the standard, each variable had to be rated as either “excellent” or good”. Excellent rating earned the maximum 2 points per variable, while a Good rating earned 1.8. A fair rating earned 0.5 points and poor ratings earned no points. Not applicable responses were not considered and values re-calculated to account for these. The weight value was then applied to the points gained.

The focus was placed on the individual satisfaction levels per survey. Once the minimum standard was set at 80%, then it was expected that each survey should meet the same. As such, the number of individual questionnaires that met the standard over the total number of surveys was calculated giving the final results. To meet the performance indicator, the PCP had to earn a final score of 80% or higher.

Data Analysis:

Demographic Profile of respondents:

Nearly 81% of respondents were females with a variation of age as noted below.

Demographics	CZL	PAT
Gender		
Male	2	5
	11%	26%
Female	17	14
	89%	74%
Age Range		
20-35	5	11
	26%	58%
36-45	3	2
	16%	11%
46-55	5	4
	26%	21%
>56	6	2
	32%	11%

The table below shows the variation of the population that answered the survey. The majority were mestizo who had completed primary school.

Demographics	CZL	PAT
Ethnicity		
Creole	3	1
	16%	5%
Mestizo	11	14
	58%	74%
East Indian	2	0
	11%	0%
Education		
Complete Primary School	8	5
	42%	26%
Complete High School	6	5
	32%	26%
Sixth form	1	2
	5%	11%

Results:

Overall Score by PCP for 2018

PCP	CZL	PAT
Total n	19	19
Questionnaires that met the target (80%)	15	19
Final Score	79%	100%

With the minimum standard set at 80%, only Patchakan clinic met the minimum standard. Corozal obtained 79% therefore not meeting the target this year.

Average Scores by Indicators 2018

PCP	CZL	PAT
Ease of getting Service (5%)	4.7%	4.7%
Quality of Services (60%)	51.3%	56.6%
Physical Facility of Clinic (30%)	26.8%	27.7%
Overall Satisfaction (5%)	4.5%	4.9%

Below is the score for each level:

Overall Average Scores by Variable 2018

Ease of getting Services	CZL	PAT
The opening hours of the Clinic	1.86	1.89
Quality of Services		
The doctors' attitude	1.86	1.87
The amount of time spent with the Doctor	1.66	1.92
The medical attention by doctor	1.82	1.93
Doctor's ability to communicate with the patient	1.69	1.94
Doctor explain the illness well	1.71	1.86
The Doctors' attention in listening to the patient	1.76	1.93
The medical attention by nurse/s	1.83	1.93
The Nurses' attitude	1.50	1.91
The Front Staffs' attitude	1.44	1.88
The Security Guards' attitude	1.75	2.00
The Cleaning ladys' attitude	1.76	1.91
The confidentiality of the medical staff	1.75	1.86
Physical Facility of Clinic		
The inside appearance of the Clinic	1.86	1.85
The outside appearance of the Clinic	1.77	1.91
The cleanliness of the wating room	1.85	1.88
The comfort in the waiting room	1.78	1.66

The cleanliness of the examination room	1.75	1.91
The cleanliness of the bathroom	1.72	1.89
Overall Satisfaction		
Satisfaction of patient with the clinic	1.82	1.95

The highlighted indicators are the weak areas that need improvement. This year we ask patients to give their reasons as to why they rated the questions “fair” or “poor”. Below are their response:

CZL

Patients response as to why they rated the clinic “fair” or “poor”:

CZL

B3: How would you rate the amount of time you spent with your Doctor? [Rating]

doctor's are too slow

they need more doctors on shift to manage the time better

there's not enough time dedicated to patients

B4: How would you rate the medical attention you received by the doctor? [Rating]

sometimes the medication isn't provided

B5: How would you rate your Doctor's ability to communicate with you? [Rating]

can't understand the spanish or cuban accent

there are some doctors that don't speak English

B6: Did the doctor explain your illness in a way that you understood well? [Rating]

they don't take their time to explain

they don't give details about your condition or ask proper questions

B7: How would you rate your Doctor's attention in listening to you? [Rating]

i have to explain myself over and over

B9: How would you rate the attitude the Nurses showed you? [Rating]

they're there for paychecks instead of caring for people, their attitude needs improvement.

you are treated like a number instead of a patient

they have bad attitudes

they seem to be stressed out a lot

they probably have problems at home and bring it to work so they don't treat you good

some have a bad attitude

B10: How would you rate the attitude the front staff showed you? [Rating]

	<p>they ignore you , they lack giving any information, they don't offer any extra help.</p> <p>they need training in PR and showcasing friendliness</p> <p>they have attitude, and do not follow the number system, they ignore me a lot</p> <p>bad attitudes</p> <p>they are always in a bad mood, and have bad attitude s</p>
B11: How would you rate the attitude the security guard showed you? [Rating]	<p>they're not there to fully perform their job</p>
B12: How would you rate the attitude the cleaning lady showed you? [Rating]	<p>cleaners take their time in the morning to clean</p>
B13: How would you rate the confidentiality of the medical staff? [Rating]	<p>i have caught the staff gossiping about my information</p>
B15: How would you rate the outside appearance of the Clinic? [Rating]	<p>there are a lot of potholes and need an area for parking,</p> <p>there needs to be some flowers and maintenance of the grass</p>
B17: How would you rate the comfort in the waiting area? [Rating]	<p>the AC is too high so it gets cold</p>
B18: How would you rate the cleanliness of the examination room? [Rating]	<p>there is a bad smell in the asthma bay and examination room</p>
B19: How would you rate the cleanliness of the bathroom? [Rating]	<p>lack of toilet paper</p> <p>the floor is dirty sometimes</p>
B20: Overall how satisfied are you with the Clinic? [Rating]	<p>based on attitudes received</p>

Ease of Getting Care: This year patients for Corozal rated a higher satisfaction for the opening hours of the clinic.

Quality of Service: Patients are not satisfied with the medical attention of the doctors. They refer to the medical attention of the doctors and the clinic running out of medicines. Corozal show weakness in the area of staff attitude especially the nurses and the front staff. They also complained about the language barrier. The clinic needs to work on these indicators especially in the area of the staff's attitude towards patients.

Physical facilities: Patients show dissatisfaction with the outside appearance of the clinic with the yard having a lot of potholes and they need a parking area. They complained about the asthma bay and examination room having a bad smell. Some improvements can be made with the cleanliness and maintenance of the bathroom.

Overall Satisfaction with services: Patients are not satisfied with the overall attitude of the staff at the clinic.

Comments: The following are the comments that patients gave during the interview:

CZL
staff can be more patient with clients sometimes
the clinic does not have the pills the doctor prescribes
everything is good, i am attended well
they need more medication on hand
a suggestion box could be implemented for feedback and seniors should have priority
put the number system on before the clinic is open to avoid confusion about who came first
the attitude of the front desk staff needs to improve,
if they have family members involved they allow them to skip turns

PATCHAKAN

Patients response as to why they rated the clinic “fair” or “poor”:

Patchakan
B14: How would you rate the inside appearance of the Clinic? [Rating]
needs more space and air conditioning
B17: How would you rate the comfort in the waiting area? [Rating]
its too small
needs more space and better chair
needs more space and air conditioning
needs more space

Ease of Getting Care: Patients for Patchakan clinic are satisfied with the opening hours of the clinic.

Quality of Service: Patients are satisfied with all the indicators for this area.

Physical facilities: Patients show satisfaction levels with the outside and inside appearance of the clinic. The only area that they complain was with the inside area and waiting area. The areas need more space, better chairs and air conditioning.

Overall Satisfaction with services: Overall patients are satisfied with the service at the clinic.

Comments: The following are the comments that patients gave during the interview:

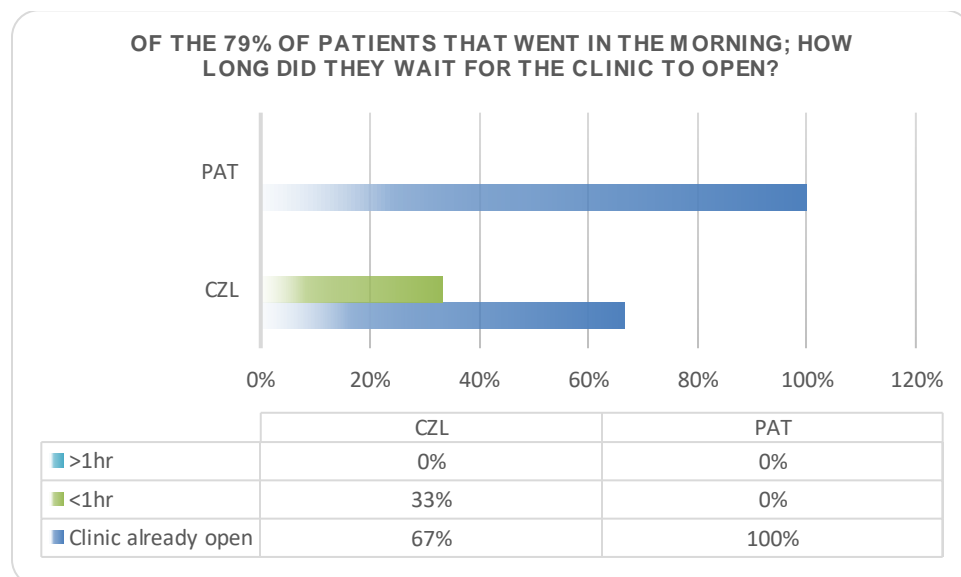
Patchakan
the clinic space needs to be expand
needs more nurses in the maternity section
needs more than one doctor

Results of Patience Waiting Experience

When do patients go most often to the clinic			
Clinic	CZL	PAT	Total
Afternoon	26%	37%	63%
Evening	42%	16%	58%
Morning	32%	47%	79%

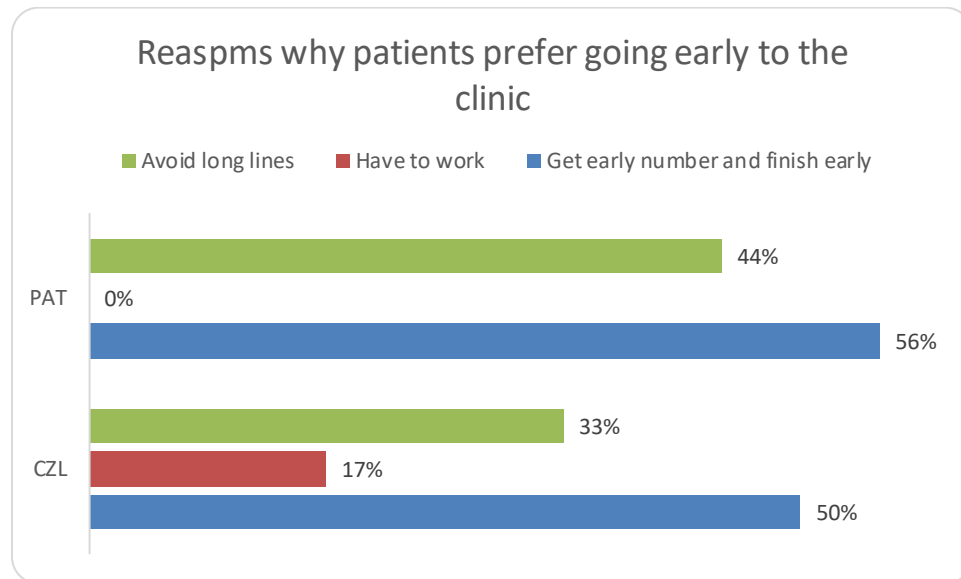
Overall patients prefer going to the clinic both in the morning and afternoon. However, the breakdown shows that patients for Corozal would prefer going in the evening and patients for Patchakan prefer going in the mornings.

From the number of patients who prefer to go in the morning, we asked how long they waited outside before the clinic open? Below are the results:



In the morning, most of the time the clinic is already open for Patchakan but Corozal 33% of patients have to wait an hour for the clinic to open.

When asked why patients need to reach early at the clinic, the main reason for Corozal and Patchakan was to get an early number and finish early.



Main purpose for visiting the clinic			
Options	CZL	PAT	Total
Checkup (ask question C7)	63%	79%	71%
Prescription Refill (ask question C5)	32%	16%	24%
Test Results (ask question C6)	5%	5%	5%

The main reason why patients visit the clinic is for medical checkup followed by prescription refill then by test results.

The following results are in reference to prescription refill, patients were asked, how long they waited to get their prescription filled:

How long did you wait for prescription refill?			
Time	CZL	PAT	Total
<15mins	50%	90%	70%
>1hr	50%	10%	30%

How long did you wait for test results?			
Time	CZL	PAT	Total
<15mins	75%	100%	75%
>1hr	25%	0%	25%

The following results are in regards to waiting time for a medical checkup from the moment the patient enters the clinic to the time the patient sees the doctor.

Waiting time from entrance to the time receptionist called		CZL	PAT
	<15mins	14%	50%
	15-30mins	50%	50%
	30-45mins	25%	
	>1hr	4%	
Waiting time from receptionist to nurse interview		CZL	PAT
	<15mins	5%	25%
	15-30mins	40%	50%
	30-45mins	45%	25%
	>1hr	10%	
Waiting time from nurse to when doctor called patient		CZL	PAT
	<30mins	20%	50%
	30mins-1hr	60%	50%
	1hr-2hr	20%	
	>2hr	0%	
Waiting time spent with the doctor		CZL	PAT
	<5mins		
	5-15mins		25%
	15-30mins	75%	50%
	30-45mins	25%	25%
	>1hr		

If there is an interruption in the normal services of the clinic, was the patient informed?

If there was an interruption in service were patients informed?		CZL	PAT
	Yes	4	2
	No	0	0
	NA	15	17

Below are the comments that patients shared in regard to how they spent their time waiting.

How patients spent their time while waiting		
Activity	CZL	PAT
converse with others	16%	0%
just waiting	5%	0%
on my phone	16%	21%
praying and conversing	5%	0%
reading	0%	21%
relax	26%	0%
watch tv	32%	42%
NA	0%	16%

When asked “what would make their time more pleasant while waiting”, the results are below:

What would make their time more pleasant while waiting		
Activity	CZL	PAT
air conditioning	0%	5%
can show more films	11%	0%
have more drs so the waiting time is less	5%	0%
have wifi	5%	0%
more books to read and better entertainment	16%	11%
no changes need to be made	47%	0%
offer activities for children	5%	0%
priority should be given to the ones with appointments instead of walk ins to limit waiting time	5%	0%
receptionists can check in with the patients more often	5%	0%
snacks or food closer	0%	5%
NA	0%	79%

The following questions focus on options that patients would prefer when accessing the service faster and conveniently. These are significant factors that can influence the overall patient satisfaction.

Preferred options for clinic consultation	CZL	PAT
Call and request an appointment	25%	50%
Take a number at the clinic and wait for your turn	75%	50%

Preferred option for a prescription refill	CZL	PAT
Call and request an appointment	10%	25%
Go to the pharmacy and get a refill	30%	25%
Never got a refill before	10%	0%
Not on any medication	0%	0%
Take a number at the clinic and wait for your turn	50%	50%

Preferred option if doctor needs to discuss test results	CZL	PAT
Call and request an appointment	5%	25%
Doctor would usually give me a date on when to go back	45%	25%
Take a number at the clinic and wait for your turn	50%	50%

Preferred option if doctor does not need to discuss results	CZL	PAT
By appointment	15%	10%
By Email	5%	5%
By telephone	5%	5%
In person	75%	80%

Finally the survey included a question in regards to lifestyle: Will you change something in your lifestyle (diet or exercise) to improve your health?

Option	CZL	PAT	Total
No	5%	5%	5%
Yes	95%	95%	95%

Conclusion

This year for Corozal, there were several areas that stood out for this survey: the quality of service, the attitude of the staff and the appearance of the physical facility. Feedback from patients show dissatisfaction with the nurses, the front staff and the security guard stating that they show bad attitude towards the patient. In regards to the outside appearance of the clinic, patients indicated that the clinic need maintenance. For Patchakan, the only area that stood out was the comfort in the waiting area.

The results of the overall patient waiting experience is consistent with the results from last year therefore, administrators can now see a trend regarding the strengths and weaknesses of each area. It gives an opportunity to understand the views and perceptions of patients and their involvement in improving the quality of health care services.

Questionnaire

Patient Satisfaction Survey Questionnaire 2018

SS#: _____

Have you visited the clinic this year?

1. Yes
2. No

Section A: Demographics

A1. How old are you? _____ Years

A2. What is your gender? _____ Male _____ Female

A3. How do you describe yourself?

- | | |
|---------------|---------------|
| 1 Chinese | 5 Maya |
| 2 Creole | 6 Mennonite |
| 3 East Indian | 7 Mestizo |
| 4 Garifuna | 8 Other _____ |

A4. What is your level of Education?

- 1 Incomplete Primary School
- 2 Complete Primary School
- 3 Incomplete High School
- 4 Complete High School
- 5 Sixth Form
- 6 University
- 7 Post-Graduate

Section B: Indicators

	The following questions are about the ease of getting services:	Excellent	Good	Fair	Poor	NA
B1	How would you rate the opening hours of the clinic?	1	2	3	4	0
	The following questions are about the quality of the services received:					
B2	How would you rate your Doctor's attitude?	1	2	3	4	0
B3	How would you rate the amount of time you spent with your Doctor?	1	2	3	4	0
B4	How would you rate the medical attention you received by the doctor?	1	2	3	4	0

B5	How would you rate your Doctor's ability to communicate with you? Did you understand what he/she was saying?	1	2	3	4	0
B6	Did the doctor explain your illness in a way that you understood well?	1	2	3	4	0
B7	How would you rate your Doctor's attention in listening to you?	1	2	3	4	0
B8	How would you rate the medical attention you received by the nurse/s?	1	2	3	4	0
B9	How would you rate the attitude the Nurses showed you?	1	2	3	4	0
B10	How would you rate the attitude the front staff showed you?	1	2	3	4	0
B11	How would you rate the attitude the security guard showed you?	1	2	3	4	0
B12	How would you rate the attitude the cleaning lady showed you?	1	2	3	4	0
B13	How would you rate the confidentiality of the medical staff?	1	2	3	4	0
The following questions are about the clinic itself:						
B14	How would you rate the inside appearance of the Clinic?	1	2	3	4	0
B15	How would you rate the outside appearance of the Clinic?	1	2	3	4	0
B16	How would you rate the cleanliness of the waiting room?	1	2	3	4	0
B17	How would you rate the comfort in the waiting area?	1	2	3	4	0
B18	How would you rate the cleanliness of the examination room?	1	2	3	4	0
B19	How would you rate the cleanliness of the bathroom?	1	2	3	4	0
The last question is about your overall satisfaction:						
B20	Overall how satisfied are you with the Clinic?	1	2	3	4	0

Section C: Patient Waiting Experience

C1. When do you go to the clinic most often?

1. Morning
2. Afternoon
3. Evening

If the patient answered Morning, ask the two following questions: If not follow with Question C4.

C2. How long did you wait outside before the clinic open? _____

C3. Why do you feel the need to reach early at the clinic? _____

C4. What is the main purpose for visiting the clinic?

1. Prescription Refill (ask question C5)
2. Test Results (ask question C6)
3. Checkup (ask question C7)

If the patient answered Refill, ask the following question:

C5. If you visited the clinic just to get a refill, how long did you wait to get your prescription refill?

1. <15mins
2. 15-30mins
3. 30-45mins
4. >1hr

If the patient answered test results, ask the following question:

C6. If you visited the clinic just to get your results, how long did you wait to get your test results?

1. <15mins
2. 15-30mins
3. 30-45mins
4. >1hr

If the patient answered checkup, ask the following question:

C7. How long did it take from the time you entered the clinic to the time the receptionist called you?

1. <15mins
2. 15-30mins
3. 30-45mins
4. >1hr

C8. How long did it take from the time you were checked in to the time the nurse interviewed you?

1. <15mins
2. 15-30mins
3. 30-45mins
4. >1hr

C9. How long did it take from the time the interview with the nurse ended to the time the doctor called you?

1. <30mins
2. 30mins-1hr
3. 1hr-2hr
4. >2hr

C10. How long did you spend with the doctor in the consultation room?

1. <5mins
2. 5-15mins
3. 15-30mins
4. 30-45mins

5. >1hr

C11. If there was an interruption in the normal services were you informed?

1. Yes
2. No

C12. How did you spend the time while waiting? _____

C13. What would make your waiting time in the clinic more pleasant? _____

C14. If you need to visit the clinic for consultation, which option would you prefer?

1. Call and request an appointment
2. Take a number at the clinic and wait for your turn
3. Other _____

C15. If you need to visit the clinic for a refill, which option would you prefer?

1. Call and request an appointment
2. Take a number at the clinic and wait for your turn
3. Other _____

C16. If your doctor needs to discuss your results with you, which option would you prefer?

1. Call and request an appointment
2. Take a number at the clinic and wait for your turn
3. Other _____

C17. If your doctor does not need to discuss your results, how would you like to receive it?

1. In person
2. By telephone
3. By email
4. By appointment
5. Other _____

C18. Will you change something in your lifestyle (diet, exercise) to improve your health?

1. Yes
2. No
3. NA

Comments or Suggestions:

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