



2020

Patient Satisfaction Survey

Northern Region

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3/31/2020

Introduction

This report presents the results of the Patient Satisfaction Survey conducted to all NHI clinics in the Northern Region. The PCPs assessed included Corozal Polyclinic (CZL) and Presbyterian Clinic (PAT). Similar to previous surveys the same indicators were rated placing emphasis on the quality of service with the target remaining at 80%.

Using the LQAS a sample size of 19 patients was selected to represent each PCP. The survey included questions relating to patient satisfaction levels among the established indicators. In addition, general demographic information was gathered for correlation purposes.

This year, the same questions were added in reference to the patient waiting experience; from the moment the patient enters the clinic to the moment the patient leaves the clinic. The primary aim 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 updated measures of patient satisfaction levels, among users of the NHI Primary care services in the South Side Region of the Belize District.
2. Obtain current data that provides an estimate of satisfaction across the following parameters related to service provision.

These include:

- **Arranging for and getting Care (5%):** General satisfaction with the opening hours of the clinic.
- **Technical Quality of Services (60%):** 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. In addition, the general courtesy and attitude of all staff were assessed.

- **Physical facilities (30%):** 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 clients rate the overall services received at the clinic.

Methodology

A consecutive sampling technique was utilized to include all accessible patients within a certain criteria and over a period of ten months from January 2019-December 2019. 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 for the year.
- English speaking

A one day training was carried out at the Social Security office to familiarize the two interviewers with the questionnaires; the areas to be assessed and the significance of ensuring that surveys are completed. Telephone interviews were conducted and Data abstraction was carried out by the two interviewers, at NHI office in Belmopan. 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.

The overall results for the Northern Region is as follows:

Overall Score by PCP for 2019

PCP	CZL	PAT
Total n	19	19
Questionnaires that met the target (80%)	18	19
Final Score	95%	100%

Below is the average score by indicator:

Average Scores by Indicators 2019

PCP	CZL	PAT
Ease of getting Service (5%)	4.2%	4.9%
Quality of Services (60%)	55.3%	55.1%
Physical Facility of Clinic (30%)	26.3%	28.0%
Overall Satisfaction (5%)	4.3%	4.8%

The table below, shows the variable

Overall Average Scores by Variable 2019

Ease of getting Services	CZL	PAT
The opening hours of the Clinic	1.67	1.94
Quality of Services		
The doctors' attitude	1.86	1.99
The amount of time spent with the Doctor	1.81	1.98
The medical attention by doctor	1.93	1.99
Doctor's ability to communicate with the patient	1.94	1.95
Doctor explain the illness well	1.97	1.97
The Doctors' attention in listening to the patient	1.95	1.99
The medical attention by nurse/s	1.77	2.00
The Nurses' attitude	1.73	2.00
The Front Staffs' attitude	1.67	2.00
The Security Guards' attitude	1.75	1.84
The Cleaning ladys' attitude	1.78	1.81
The confidentiality of the medical staff	1.94	1.89
Physical Facility of Clinic		
The inside appearance of the Clinic	1.84	1.89
The outside appearance of the Clinic	1.76	1.82
The cleanliness of the waiting room	1.78	1.86
The comfort in the waiting room	1.84	1.89
The cleanliness of the examination room	1.84	1.89
The cleanliness of the bathroom	1.50	1.83
Overall Satisfaction		

Satisfaction of patient with the clinic	1.70	1.90
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The highlighted indicators are the weak areas that need improvement.

CZL Overview

Ease of Getting Care: Patients at Corozal clinic are not satisfied with the opening hours, since the clinic opens late and then they have to wait long for medical attention.

Quality of Service: Patients complained about the attitude of the doctors and not spending enough time with the doctors. Doctors are not spending quality time with the patients and are not listening to what patients have to say. Another area is the attitude of the staff, especially the nurses. Patients stated that some nurses have bad attitude and no patience. They also mentioned about the security guard spending his time on his phone.

Physical Facilities: For this area, patients mostly complained about the bathroom facilities. That the area is always dirty, messy and with bad smell and that sometimes there is no toilet paper or soap. Some patients complained about the outside appearance of the clinic, that the grass is too high.

Overall Satisfaction: Overall patients are not satisfied with the medical attention given to patients by the doctors and the staff. Patients complained about the attitude of the staff and the need for more medical staff.

Similar to last year, we ask patients to give their reasons as to why they rated the questions “fair” or “poor”. Below are their response:

B1: How would you rate the opening hours of the clinic? [Rating]

you have to wait long hours to be attended

The opening time is good however, the clinic opens late

B2: How would you rate your Doctor's attitude? [Rating]

some are very good doctors who are friendly and some have a bad attitude

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

patient gets too little time to explain the illness to the doctor

B8: How would you rate the medical attention you received by the nurse/s? [Rating]

sometimes the nurses have good attitude while others have a bad attitude

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

some nurses have good attitude while others have a bad attitude

some nurses have a bad attitude and don't have patience

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

They have a bad attitude with the elderly

speak to rough to the patients, no patience

The receptionist spends a lot of time on the cellphone instead of dealing with the patients in a timely manner

B11: How would you rate the attitude the security guard showed you? [Rating]

The security guard is not doing their well, sometimes I have to get up from my chair to open the door for the elderly because the security is on his phone

B12: How would you rate the attitude the cleaning lady showed you? [Rating]

sometimes after 8 in the morning the lady is cleaning the bathroom when the bathroom should have been cleaned before the clinic opened

B15: How would you rate the outside appearance of the Clinic? [Rating]

they don't care of the outside appearance of the clinic, for example the grass is too high

B16: How would you rate the cleanliness of the waiting room? [Rating]

it is dirty

B19: How would you rate the cleanliness of the bathroom? [Rating]

sometimes the restroom has no tissue or the garbage bin is overfull

sometimes it is clean while some days it is dirty

sometimes the bathroom is in a mess

sometimes when I go the restroom is very clean while other times it is dirty and has no soap or tissue

B20: Overall how satisfied are you with the Clinic? [Rating]

clinic needs to be upgraded and more staff

because the last 2 times I attended the nurse had a bad attitude with me, she feels like she owns the clinic and treats the patients bad

for 2 months I cant get my medication

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

Nurses and receptionist are too busy on their cellphone
While people are waiting for the doctor, adds about NHI should be available to the patients and information on how to join and the benefits
The receptionist must have a better attitude, she does not like to repeat herself to the patients, if she does, she will shout at them. All bathroom must have soap so that patients can wash their hands.
more medical staff to facilitate patient flow

<p> speak to the front staff to be have more patience with the elderly, due to their attitude I no longer like to go to the clinic </p>
<p> the services at the clinic is good, its just the waiting time that is too long. Sometimes I spend a couple of hours just to get my test results since I need to follow the regular procedures like someone waiting to see a doctor. </p>
<p> The doctors should have more patience with me, he or she should take time to explain my test results one by one. For example if my cholesterol is high, I want to know how high it is and what can I do to keep it at normal. </p>
<p> front desk attendant must be trained to deal with the patients </p>
<p> I am a patient with several health issues, my only concern is that several times when I return to do my prescription refill, the clinic does not have the medication and I have to purchase it at a clinic. </p>
<p> very satisfied with the services </p>
<p> get more staff </p>
<p> keep enough medication, at times I go to the clinic and there is no medication. Then I end up purchasing it any pharmacy which is an additional expense for me. </p>
<p> the staff tries their best, however, the clinic lacks medications, at times I attend and there is no medication and i have to purchase it at another pharmacy </p>
<p> very satisfied with the treatment at the clinic </p>
<p> for the pass 2 months I have not been able to get my blood pressure which I really need. It is expensive to purchase it at a regular pharmacy. I am not sure there is an issue with me or if indeed the clinic has ran out of the medication </p>
<p> very satisfied with the services at the clinic </p>
<p> overall I must say I am satisfied and thankful with the services at the clinic </p>
<p> Thankful with the services and the attention of the staff </p>
<p> Gossip among staff members, staff needs training in customer service. Patients come to the clinic because they feel bad and the staff those not receive them with nice ways. I am always complaining at the clinic but not much has changed. </p>

PAT Overview

Ease of Getting Care: Overall, patients at Patchakan clinic are satisfied with the opening hours.

Quality of Service: This clinic rated the highest scores for this area. The responses were either “excellent or good”. Patients mentioned that another doctor is needed as well as a security guard. Some improvement can be done in the area of the attitude of the cleaning lady.

Physical Facilities: For this area, some improvements can be done for the outside appearance of the clinic and the bathroom area.

Overall Satisfaction: Overall patients are satisfied with the medical attention given to patients by the doctors and the staff.

Similar to last year, we ask patients to give their reasons as to why they rated the questions “fair” or “poor”. Below are their response:

There were no fair or poor ratings for this clinic.

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

PAT

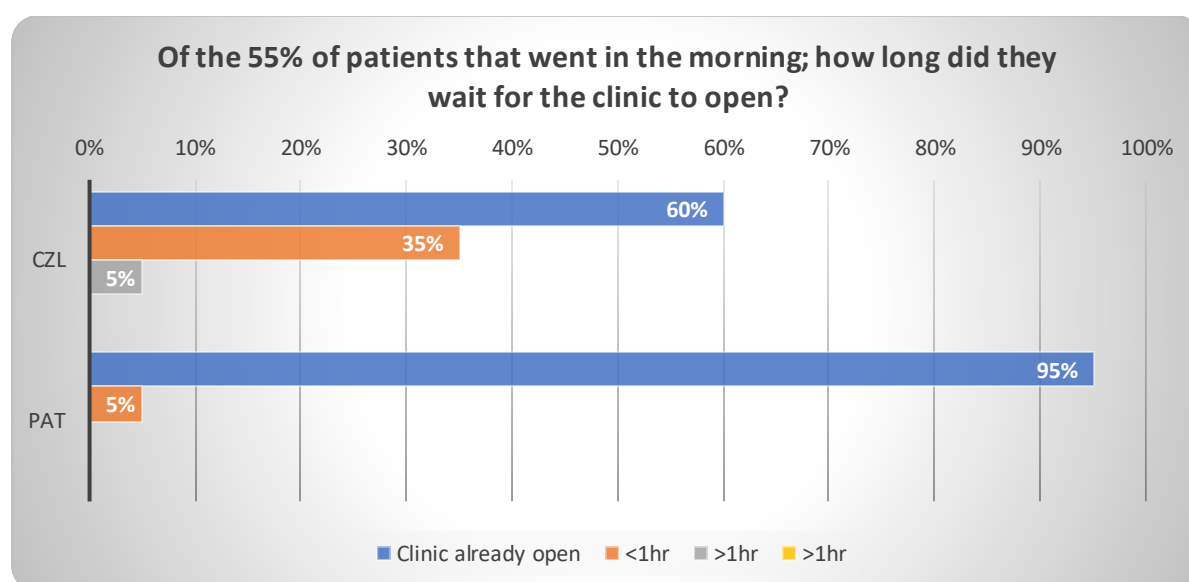
For another doctor to be hired and for the clinic to start to open at nights in the event of an emergency
For another doctor to be available and for the clinic to open on the weekends
For another doctor to be available as there is only 1 and for the clinic to start to open at nights and on the weekends
For the clinic to open at night and on the weekends
For all types of medications to be available, have at least 2 doctors daily and for the clinic to open on the weekend in case of emergency
For the clinic to open some hours at night and on the weekends.
For the clinic to open at night, on the weekends and for a security to be hired for safety while the clinic is in operation
For a security guard to be hired, for there to be at least one more doctor and for the clinic to open at night and on the weekends
For another doctor to be hired, for medications to be readily available, for a security to be hired and for the clinic to start opening on the weekends too.
For a security to be hired for safety and to help the elderly. Also for the clinic to open some hours on the weekends
For there to be more doctors, a security guard during opening hours and for the clinic to open on the weekends
For the clinic to open some hours at night and on the weekends
For the clinic to have another doctor who would be there some hours at night and on the weekends
For the the clinic to start to open in the night time and on the weekends and to hire another doctor
For the clinic to open on the weekends and for a security guard to be hired
For the clinic to open some hours at night and for there to be a security guard
For one more doctor to be available and for a security guard to be hired
For another doctor to be available and clinic to open some hours at night and on the weekends
For the clinic to open on the weekends and for another doctor to be there to help.
For at least one more doctor to be available.

Results for Patient Waiting Experience

When do patients go most often to the clinic			
Clinic	CZL	PAT	Total
Afternoon	30%	30%	30%
Evening	20%	10%	15%
Morning	50%	60%	55%

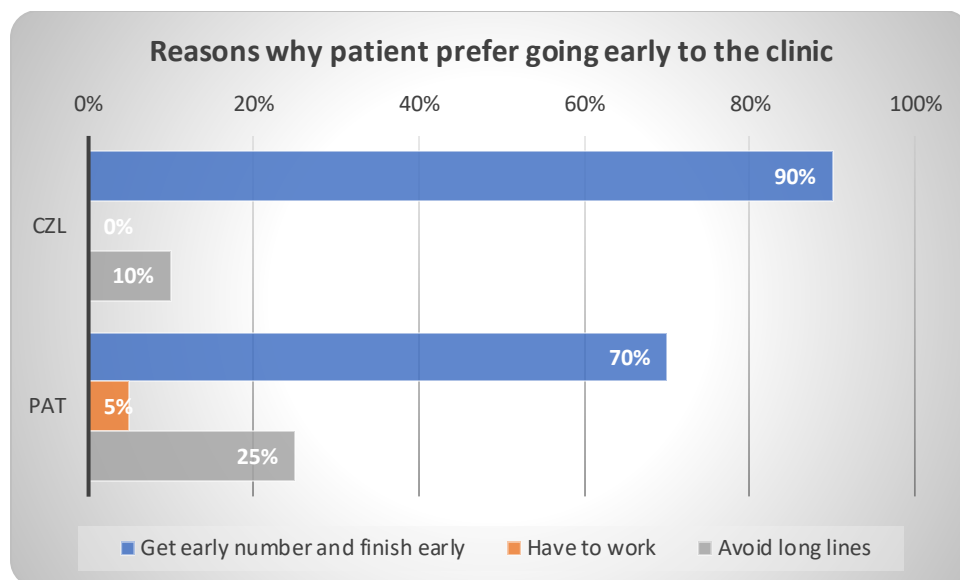
Overall patients prefer going to the clinic in the mornings.

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 mornings, most of the time the clinic is already open when the patient arrives.

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



Main purpose for visiting the clinic			
Options	CZL	PAT	Total
Checkup (ask question C7)	85%	90%	88%
Prescription Refill (ask question C5)	10%	10%	10%
Test Results (ask question C6)	5%	0%	2%

The main reason why patients visit the clinic is for medical check-up 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	30%	10%	20%
>1hr	70%	90%	80%

For the following table, patients were asked how long they waited to get their test results:

How long did you wait for test results?			
Time	CZL	PAT	Total
<15mins	30%	0%	30%
>1hr	70%	0%	70%

The following results are in regards to waiting time for a medical check-up: 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	20%	80%
15-30mins	70%	20%
30-45mins	5%	0%
>1hr	5%	0%
Waiting time from receptionist to nurse interview	CZL	PAT
<15mins	5%	30%
15-30mins	35%	70%
30-45mins	50%	0%
>1hr	10%	0%
Waiting time from nurse to when doctor called patient	CZL	PAT
<30mins	10%	15%
30mins-1hr	80%	80%
1hr-2hr	10%	5%
>2hr	0%	0%
Waiting time spent with the doctor	CZL	PAT
<5mins	0%	5%
5-15mins	40%	40%
15-30mins	60%	30%
30-45mins	0%	25%
>1hr	0%	0%

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	5%	0%
No	0%	0%
NA	95%	100%

How did you spend the time while waiting?

CZL	PAT
on the phone watching news read newspaper sitting relaxing observing reading the pamphlet talking to others talking to my wife conversations or reading newspaper observing and talking	Watching the T.V Talking to other patients Reading talking to other patients that I know On the phone

What would make your waiting time more pleasant?

What would make their time more pleasant while waiting

CZL

more staff
have a nurse give important information on viruses or diseases going around
more people
allow sellers inside
more nurses
less waiting time
nothing I usually get attended quickly
nothing i understand I need to wait several hours to be attended by the doctors
comfortable chairs
more doctors in the morning
to show educational channels

What would make their time more pleasant while waiting

PAT

For there to be news papers available
I am satisfied with what is available right now
For there to be more medical pamphlets available
For a section where people can make coffee available
For there to be more educational programs on the T.V
For the waiting to be a little faster
For there to be a security guard to feel more safe while I wait

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	20%	10%
Take a number at the clinic and wait for your turn	80%	90%
Preferred option for a prescription refill	CZL	PAT
Call and request an appointment	10%	0%
Go to the pharmacy and get a refill	40%	5%
Take a number at the clinic and wait for your turn	50%	95%
Preferred option if doctor needs to discuss test results	CZL	PAT
Call and request an appointment	10%	0%
Take a number at the clinic and wait for your turn	90%	0%
Preferred option if doctor does not need to discuss results	CZL	PAT
By appointment	5%	0%
By Email	0%	0%
By telephone	5%	0%
In person	90%	0%

Will you change your lifestyle to improve your health?

Options	CZL	PAT
Yes	100%	100%
No	0%	0%
NA	0%	0%

Conclusion/Suggestions

This year, the long waiting time to see the doctor was not an issue in regard to patient satisfaction. The area that stood out and had lower levels of satisfaction was the quality of services of the clinics. The comments expressed by patients who rated poor or fair during the interview are straight forward. Patients showed dissatisfaction with the attitude of doctors and staff. Several patients mentioned that some staff members are rude and unfriendly. Doctors are not spending enough time with the patients as a result some patients feel that some doctors are not listening or paying attention to what the patient has to say.

This area is very important in the quality of services rendered by NHI clinics, it is the area with the highest weight value. Therefore, clinics need to start paying attention to the quality control systems of healthcare for their staff. Managers need to promote good

working spirit, medical ethics and attitude of medical staff and doctors towards patients, as well as to develop better hospital culture, and provide trainings to medical staff and physicians on ethics and communication.

Another indicator that stood out, was the bathroom facilities particularly the cleanliness of the bathroom. Several patients made comments about bathrooms not being clean, or not having paper. An area that needs urgent attention.

Overall, patients are satisfied with services rendered at all NHI clinics.