

**PATIENT SATISFACTION ON HEALTH CARE
SERVICES PROVIDED BY GENERAL MEDICAL
UNIT 4 AND TROPICAL AND INFECTIOUS
DISEASES DEPARTMENT OF YANGON
GENERAL HOSPITAL (2019)**

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M.B., B.S

Master of Hospital Administration (MHA)

University of Public Health, Yangon

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ABSTRACT

Patient satisfaction is an important kind of measuring for the effectiveness of health care delivery and quality of medical care. It indicates the extent of general health care needs of the patient are met with their expectation. Hospital based cross sectional study was conducted to assess patients' satisfaction on the health care services provided by general medical unit 4 and tropical and infectious diseases department of Yangon General Hospital. Total 156 patients were selected by using the consecutive sampling method, from medical unit 4 and tropical and infectious diseases department. Data was collected by face to face interview using pre-tested, structured questionnaires.

Patients' satisfaction on health services provided by medical wards were high (96.2%). Explain information and doctors' services were most satisfied dimensions (98.7%) on each. The least satisfied dimension that required to controlled was basic amenities of the wards (92.9%).

Regarding to patient background characteristics, occupation, personal income and referral letter were associated with patient satisfaction. The patients who had occupation and had personal income were more satisfied than who were dependent and had no personal income ($P=0.021$). The patient who had referred from local health facilities with referral letter to YGH were more satisfied on health services than who did not have ($P=0.029$). There were strong correlation between patient satisfaction and dimensions such as nurse service ($r = 0.859$, $P=0.001$), convenience ($r = 0.851$, $P=0.001$), basic amenities ($r = 0.828$, $P=0.001$), dignity and confidentially ($r = 0.826$, $P=0.001$), doctor service ($r = 0.824$, $P=0.001$). Among nine dimensions of patient satisfaction, autonomy and explain information were strongly correlated ($r = 0.825$, $P=0.001$).

Patient satisfaction on two medical wards were high. Although patient satisfaction was high, there is still need to emphasize to fulfil the requirement of basic amenities of hospital especially toilet cleanliness. There is also necessary to strengthen the gatekeeping management and referral system of primary and secondary hospitals in Yangon region to promote patient satisfaction. Hospital administrators should be encouraging the health care providers to practice of explain information clearly and completely which in turn the patient to participate in choosing treatment options and decision making correctly.