

Abstract

Introduction: In Egypt, the real challenge is to improve staff performance and patient satisfaction in order to minimize rework wastage, delay and costs. Quality as perceived by the health care recipient is vitally important. As a result of this new focus, measurement of customer satisfaction has become important.

Aim of work: This study was carried out to study the patient satisfaction as well as to understand the healthcare service providers' satisfaction with the system of work at Internal Medicine and General Surgery out-patient clinic in Fayoum University Hospital; to know the service delivery at Internal Medicine and General Surgery out-patient clinics. And to set a plan to improve services in Internal Medicine and General Surgery out-patient clinic according to the results of this study.

Subjects & methods: A cross sectional study depended on measuring the observations at the time of study. The total number of interviewed patients was 495 patients and the number of interviewed health care providers was 35 physicians and 4 nurses during the period from September, 2011 to March, 2012. Data was collected via structured questionnaire and observational checklist. The obtained data was analyzed by using SPSS version 20.

Results: About (65.3%) of patients showed moderate degree of satisfaction in communication aspects The physician didn't pay attention to the patient's privacy for all patients ;(82.4%) of patients were expected to find a better care in the hospital. Both the outpatient clinic of Internal medicine and General Surgery had no organized system for follow up cases and referrals.

Conclusions: This study concluded that Service provider-patient communication/interaction is pivotal and integral part of all hospital care services that significantly influence patient satisfaction.

Recommendations: This study recommended the collaboration between the different hospital departments and community departments to improve the communication between patients and the health care providers through setting up a health education and communication unit.

Key words: patients' satisfaction, healthcare providers satisfaction, outpatient clinics