

Eighth research

Patients' Satisfaction with Delivered Food Services in Fayoum Hospitals

Background: An appropriate nutritional care with adequate diet in hospitals helps patients to recover and enhance their quality of life. However patient satisfaction depends upon their perceptions of the quality of food they are served which in turn are affected by different factors.

Aims: This study was conducted to assess the patients' satisfaction with the food hospital services in Fayoum city, Egypt and to determine factors affecting patient's satisfaction.

Methods: A cross sectional study was conducted in four hospitals (teaching, public and two private hospitals) involving 415 patients. An interview questionnaire based on UK NHS for measuring patient's satisfaction with food services.

Results: Our results revealed that there was positive correlation between patient's satisfaction and different aspects of food services with more satisfaction in the teaching hospital than the public or private hospitals. Logistic regression analysis revealed that taste, appearance of food, smell of the ward, and food variety were statistically significant determinants of satisfaction with hospital food services ($p < 0.05$).

Conclusion: This study concluded that increasing the quality of food and hospital food services is more likely to increase the overall satisfaction level with food services in turn this could reduce the length of a patient's stay in the hospital and ultimately save money.

Keywords: Patient Satisfaction; Hospital Food Services; Food Aspects; Fayoum Hospitals