

Patient Satisfaction Survey among Patients in a Selected Multi-specialty Teaching Hospital in Bangladesh

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Abstract

Introduction: The patient satisfaction as a key indicator of healthcare quality, shaped by perceived performance and expectations, with multiple contributing factors like service accessibility, professional competence, and hospital environment. It highlights the challenges in Bangladesh's healthcare system, including disparities in service quality and accessibility.

Objective: The objective of this study was to evaluate patient satisfaction at a multidisciplinary teaching hospital to identify improvement areas.

Materials and Methods: It is a hospital-based, descriptive cross-sectional study conducted at a multi-specialty teaching hospital in Bangladesh from January to February 2024. A total of 300 patients, aged 18 years and above, from various departments participated in the study after providing informed consent. Data were collected through face-to-face interviews using a semi-structured questionnaire, which assessed patient satisfaction across different hospital services. The data collected were manually checked, verified, and analyzed using a scientific calculator. Satisfaction levels were categorized as excellent, good, average, or poor, with qualitative variables summarized as percentages.

Results: A total of more than 85% of the patients rated most of the parameters as satisfactory in terms of doctor care. All variables related to nursing care services about 80% of patients were satisfied. Almost four fifth (85%) of the patients satisfied with friendliness and courtesy of the staff at the front office. Regarding time taken in billing system and reception, about 80% and 73% satisfied respectively. About 72% patients was satisfied with discharge process in billing counter. Almost one third (33%) of the patient dissatisfied with waiting time for lab investigation. About 55% patient was satisfied with housekeeping services and cleanliness of the hospital. About two third (66%) of patient satisfied with food services, 81% of the patients are satisfied with the overall quality of care offered.

Conclusion: The study concludes that over two-thirds of patients were satisfied with the overall quality of care and hospital costs, with high satisfaction levels for doctors' care and nursing services. However, there is room for improvement in the hospital environment (housekeeping & cleanliness) and food services, suggesting that enhancing patient-centered care could further increase satisfaction.

Key words: Patients' satisfaction, teaching hospital, doctor care, hospital services

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Introduction

Where happiness is difficult to find, satisfaction is a luxury and patient satisfaction is majestic there. Patient satisfaction is the dimension of how a patient is with his/her healthcare. Patient satisfaction and patient experience are separate concepts, where the patient experience is based on what they face during their appointment, doctor visit, behavior of healthcare provider, etc. But the patient satisfaction may be excellent, good, not so good, or bad; it is actually the level of expectation that has filled up. Patient satisfaction refers to a persons' feeling of joy or disappointment as a result of a service's perceived performance or outcome in comparison to his or her expectations. As this definition makes apparent, satisfaction is influenced by perceived performance and expectations¹. It is an important and widely used indicator of the quality of care that can help to provide a balanced assessment of service structure, procedure, and outcomes. Patient satisfaction is a subjective phenomenon. It is also a multidimensional aspect, as many factors, both directly and indirectly, contribute to patient satisfaction, such as service accessibility and convenience, institutional structure, interpersonal relationships, health professional competence, and a patient's expectations and preferences. Patients and caregivers' satisfaction with hospital care is now being prioritized. Patient satisfaction is considered as a significant factor in determining the quality of patient care services². Patients who are dissatisfied with healthcare services are more likely to miss appointments, not stick to treatment regimens, and leave hospitals against their recommendations, which typically leads to a poor treatment outcome³. Despite this, it has been found that more than one-third of patients are dissatisfied with the care they receive at various health care facilities⁴. Health is a basic human requirement that is widely recognized as an indicator of human development⁵. Nonetheless, at least half of the world's population lacks access to basic health care, and this condition is expected to deteriorate due to a shortage of 18 million health care workers by 2030⁶.

Bangladesh has made significant improvements in health metrics compared to other Asian countries. Nonetheless, Bangladesh's public health services were neither client-centered, need-based, nor accessible to the poorest citizens⁵. A recent survey revealed that only 16% of certified doctors work in rural areas⁷. The private health care industry (including untrained providers) warrants serious attention as it provides medical care to approximately 70% of people. Unfortunately, there are fears that service quality is also being overlooked here. Some of its key negatives are disrespect for normal treatment protocols, a shortage of competent nurses, and needless diagnostic testing⁸. Bangladesh, a developing country in Southeast Asia, is well known for its shortage of a healthy workforce. Patients are dissatisfied with the level of care provided by various healthcare facilities. In this regard, the most important factors are the quality of communication with the health care professionals and the facility's environment⁹. Under these conditions, this study aims to determine patient satisfaction with health care services at private multidisciplinary teaching hospitals. A greater understanding of the factors that influence patient satisfaction should assist policymakers and decision-makers in developing and implementing effective ways to improve health care services in hospitals and across the country.

Materials and Methods

A hospital based descriptive type of cross-sectional study was conducted to assess the patient satisfaction level in multi-specialty teaching hospital of Gazipur district of Bangladesh from January to February 2024. All patients of both sexes admitted in the ward (Medicine, Gynaecology & Obstetrics and Surgery) as well as outdoor patients who were willing to participate and aged above 18 years were purposively selected. Pediatric patients, severely ill patients were excluded from this study. Total participants were 300 and data were collected by face to face interview using a semi-structured questionnaire. The questionnaire was formed based on patient satisfaction with the hospital service, doctor care and nursing

care services in the inpatient and outpatient department. The question regarding satisfaction item was categorized as excellent, good, average & poor; Here, excellent & good were considered as satisfactory and average & poor were considered as unsatisfactory. All the participants were enrolled in the study upon informed written consent. Data were checked and verified manually. Data analysis were done by using scientific calculator after entering in a master sheet. Qualitative variable was summarized by percentage.

Results

Doctor care services: Regrading doctor care, 162 (54%) patients felt excellent and 16 (5%) felt

average satisfaction with the doctors' physical and behavioral dimensions of service. Regarding doctor attentiveness during his/her interaction, 160 (53%) patients/attendants felt it was excellent and 32 (11%) said it was average. Regarding explanation by a doctor about illness, treatment and medicines 177 (59%) patients/attendants felt it was excellent and 8% said it was average (Table I). About overall 95% of the patients satisfied with doctors physical and behavioral dimensions of services, 88% satisfied with doctor's attentiveness during his/her interaction and 92% satisfied with explanation about illness, treatment & medicines (Table II).

Table I

Distribution of patient responses about doctor care, nursing care, & hospital care services

Variable	Excellent f (%)	Good f (%)	Average f (%)	Poor f (%)
Doctor care services (n = 300)				
Doctors physical and behavioral dimensions of services	162 (54)	122 (41)	16 (05)	-
Doctors attentiveness during his interaction (listen carefully)	160 (53)	105 (35)	32 (11)	03 (01)
Explanation about illness, treatment & medicines	177 (59)	98 (33)	25 (08)	-
Nursing care services (n = 270)				
Attitude & behavior of the nurse	105 (39)	135 (50)	25 (09)	05 (02)
Promptness in meeting needs and availability	76 (28)	140 (52)	38 (14)	15 (06)
Medication administration to patient in time	110 (41)	130 (48)	30 (11)	-
Hospital care services (n = 300)				
Friendliness and courtesy of the staff at the front office	114 (38)	141 (47)	38 (13)	07 (02)
Briefing about hospital services and policies	109 (36)	159 (54)	22 (07)	10 (03)
Regarding time taken in reception	69 (23)	149 (50)	58 (19)	24 (08)
Regarding time taken in billing system	76 (25)	163 (54)	43 (14)	18 (06)
Timely and quick discharge process by billing staff	68 (23)	148 (49)	68 (23)	16 (05)
Regarding waiting time for lab investigation**	48 (18)	142 (53)	73 (27)	07 (30)
Housekeeping services and cleanliness of the hospital	60 (20)	105 (35)	73 (24)	63 (21)
Courtesy and behavior of the Aya/ Cleaner*	72 (27)	113 (42)	68 (25)	17 (06)
Food services*	59 (22)	119 (44)	59 (22)	33 (12)
Skill of the lab technician**	57 (21)	149 (55)	54 (20)	10 (04)

Note: * indoor patients 270; ** all didn't take the service

Table II

The satisfaction rate of the patients about doctor care services (n=300)

Response regarding doctor care services	Satisfied f (%)	Unsatisfied f (%)
Doctors physical and behavioral dimensions of services	284 (95%)	16 (05%)
Doctors attentiveness during his interaction (listen carefully)	265 (88%)	35 (12%)
Explanation about illness, treatment & medicines	275 (92%)	25 (8%)

Nursing care services

Under nursing care services, regarding attitude and behavior of the nurses, 105 (39%), 135 (50%), 25 (9%) & 5 (2%) patients mentioned excellent, good, average & poor respectively. Regarding promptness in meeting nurses needs and availability, 76 (28%) patients felt it was excellent and 38 (14%) patients felt that it was average. Nurses duties regarding medication administration to patients in time, 110 (41%) patients felt it was excellent, 130 (48%) felt good and 30 (11%) patients felt that it was average (Table 1). Majority (89%) of the patient satisfied with the attitude & behavior of the nurse. About 80% and 89% patient satisfied with promptness in meeting needs and availability and medication administration to the patient in time respectively (Table III).

Nursing care services

Under nursing care services, regarding attitude and behavior of the nurses, 105 (39%), 135 (50%), 25 (9%) & 5 (2%) the patients mentioned excellent, good, average & poor respectively. Regarding promptness in meeting nurses needs

and availability, 76 (28%) patients felt it was excellent, 140 (52%) felt good and 53 (20%) patients felt that it was average and poor. Nurses duties regarding medication administration to patients in time, 110 (41%) patients felt it was excellent and 30 (11%) patients felt that it was average (Table I). Majority (89%) of the patient satisfied with the attitude & behavior of the nurse. About 80% and 89% patient satisfied with promptness in meeting needs and availability, and medication administration to the patient in time respectively (Table III).

Hospital care services

The patients indicated that friendliness and courtesy of the staff at the front office, 155 (85%) patient viewed that it was excellent or good and 45 (15%) patients expressed that it was average or poor. Regarding briefing about hospital services or policies, 109 (36%) patients felt it was excellent and 32 (10%) patients felt that it was average or poor. Regarding waiting time at the reception, 149(50%) patients opined that it was good and 58 (19%) patients selecting

Table III

The satisfaction rate of the patients about nursing care services (n=270)

Response regarding nursing care services	Satisfied f (%)	Unsatisfied f (%)
Attitude & behavior of the nurse	240 (89)	30 (11)
Promptness in meeting needs and availability	216 (80)	53 (20)
Medication administration to the patient in time	240 (89)	30 (11)

Table IV

The satisfaction rate of the patients about hospital care services (n=300)

Response regarding hospital care services	Satisfied f (%)	Unsatisfied f (%)
Friendliness and courtesy of the staff at the front office	255 (85)	45 (15)
Briefing about hospital services and policies	268 (90)	32 (10)
Regarding time taken in billing system	239 (80)	61 (20)
Regarding time taken in reception	218 (73)	82 (27)
Timely and quick discharge process by billing staff	216 (72)	84 (28)
Waiting time for lab investigation**	190 (70)	80 (30)
Food services*	178 (66)	92 (34)
Housekeeping services and cleanliness of the hospital	165 (55)	136 (45)
Courtesy and behavior of the aya/cleaner*	185 (69)	85 (31)
Work skill of the lab technician**	206 (76)	64 (24)

Note: * indoor patients 270; ** all didn't take the service

average. Regarding time taken for admission at front desk, 163 (54%) patients selected good and 45 (15%) patients selected average as their opinion. Regarding waiting time for laboratory investigations, 190 (71%) patients mentioned excellent or good and 73 (26%) patients mentioned it as average. Other findings are shown in Table I and IV. Opinions regarding the cost and the quality of care are shown in Figure 1 and 2.

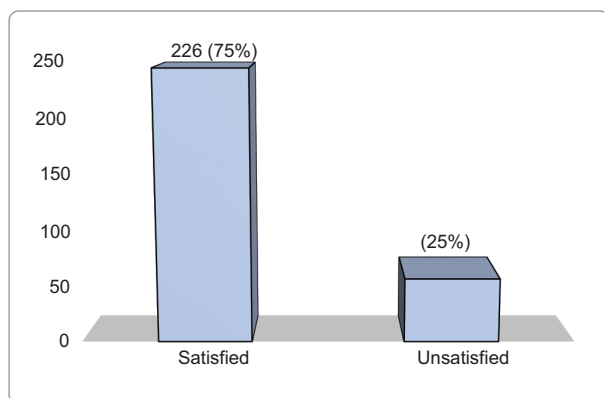


Figure 1: Bar diagram showing patient satisfaction regarding overall hospital cost (n=300)

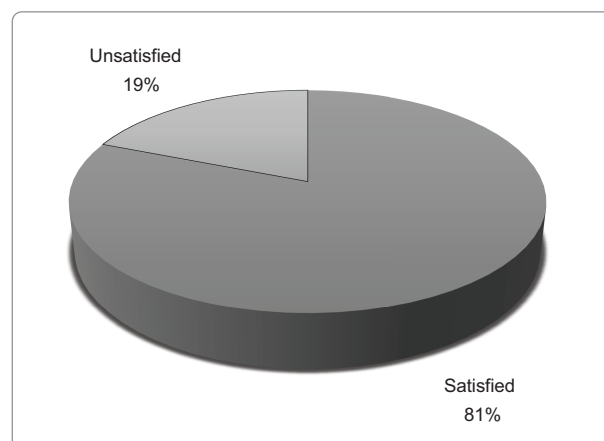


Figure 2: Pie chart showing patient satisfaction regarding overall quality care (n=300)

Discussion

The healthcare system is basically service based, so patient experiences and satisfaction are of the utmost importance. It has a direct impact on improving the quality of the health service. The current study attempted to observe

overall satisfaction of the patients at a multidisciplinary teaching hospital with a view to improving by identifying the gaps.

In this study, most of patients were satisfied with most of the services offered at this tertiary care multidisciplinary teaching hospital. The overall satisfaction of patients with services received from this healthcare center came out to be 75% and about costing 76.8% were satisfied. In other private hospitals, the satisfaction level was 76.5%⁹; which is almost similar to facility of the studied hospital. But in India it was observed as 92.32%¹⁰, which is much higher, could be due to studied hospital setting is in rural area, lack of insurance coverage for health expenditure, counselling ability of the healthcare workers. The patients intending to utilize the hospital services regarding his or her first interface with the front office of the hospital. So, it is vital for patients to receive adequate information at the front office regarding hospital policies and rules. In the present study, around 85% of the patients were satisfied with front office activities like admissions procedure, information about hospital policies and procedures and discharge processes. The dissatisfaction with front office activities due to their slight delay during heavy influx of the patients or could be due to their visit to the hospital during holidays. Doctors behavior has the greatest effect on patient satisfaction. Attributes play key role in good doctor-patient relationship are sympathy and kindness, good communication between patients and doctor, and patience and shared responsibility in managing illness of the patient. In the present study, 95% of the patients were satisfied by the professional services rendered by the doctor like care and attentiveness towards them, explanation of diagnosis and treatment plan. In a study done in India¹¹, 98% of the patients were satisfied with the behavior of the doctors, that is almost similar to the current study. The nursing care provided by the nursing staff is regarded as the most important factor in the patient assessment of their satisfaction with healthcare. Nurses are the front-liners in healthcare; they stay with patients more than the other members of the healthcare team, and

as claimed by Needleman and Hassmiller, nurses have a critical role in the delivery of high quality, efficient care that will overall affect the patient satisfaction¹². In the reported study, 89% of the patients were satisfied with providing prescribed medications in a timely manner whereas it was 93% in a study done in India¹⁰. Here, dissatisfaction could be due to their approach towards the patient, higher patient number. In the present study, more than half of the patients were satisfied with the quality of food served in the hospital, while 34% were dissatisfied. India reported less patient dissatisfaction level 19.8%¹³. In the current study, 55% patients mentioned they are satisfied with the cleanliness of the wards and housekeeping services as well as the hospital environment; while 45% of the patients or patients' attendant were dissatisfied with the cleanliness of the ward and toilets, could be due to lack of responsibility of the workers, dissatisfaction with their wages, low education level. Verma et al, in his study reported that 73% of patients were satisfied with the cleanliness maintained in wards which is much higher than the present study¹⁰. Current study revealed that majority of the patients or their attendants, 76% were satisfied with the skill of the laboratory technicians and patient's guides, 71% were pleased with the waiting time for laboratory investigations. Dissatisfaction was probably due to behavioral communication, overburden of works, which may be identified by subsequent study. Whereas according to Sathish Raju's study, in India 54% of the patients were satisfied in this section⁹. This study has several strengths. First, the study was conducted to improve the quality of services rendered at this multidisciplinary teaching hospital. Second, the paucity of literature also warranted this study. As well as this study has several limitations. First of all, the satisfaction level is a perceived idea of the patients which is crafted through interaction of their expectations, attitudes, and quality of service they receive; secondly, shortage of time. Moreover, there might be some confounding variables which were not excluded while data

collection tool development that might have impact on patient satisfaction expression.

Conclusion

Over two-thirds of the patients were satisfied with the overall quality of care provided, and a similar proportion was satisfied with the cost. The highest levels of satisfaction were reported for doctor and nursing care services, which suggests these areas were particularly strong. However, the lowest satisfaction levels were found concerning the hospital environment and food services. To improve patient satisfaction further, the study recommends focusing on delivering more patient-centered care at the lowest possible cost and enhancing the hospital environment.

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