Assessment of Patient Satisfaction and its Related Factors with Outpatient Services of Military Hospital Clinics in Iran

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Introduction and Objectives: Patient satisfaction represents a key marker for the quality of health care delivery. Many studies about assessed the satisfaction level of patients from clinic health services. However, no study has been conducted in military clinics. The aim of this study was to assess the satisfaction level of patients who were admitted to six military hospital clinics in Iran.

Methods & Materials: This cross-sectional study was performed on 777 patients who were randomly selected from among people who were admitted to six military hospital clinics throughout Iran in 1397. Basic socio-demographic data (age, sex, marital status, education and insurance type) were recorded for all patients. In addition, a satisfaction level assessment questionnaire was completed for each patient. This 67-item questionnaire assessed the level of patient satisfaction in five domains (numbering and waiting time, accessibility of the clinic, physical environment, welfare facilities, staff's behavior, and physician services). The physician services were assessed in detail in three domains (behavior toward and respect for religious customs, examination skills and offering guidelines to patients regarding laboratory and radiologic findings and future follow-up(s).

Results: Overall, 81% of patients (81.9%) were satisfied with clinic health care services. The satisfaction level in numbering and waiting time, accessibility of the clinic, physical environment, welfare facilities, behavior of the staff and physician services were 81.7%, 81.2%, 81.1%, 81.7% and 81.2%, respectively (p<.001). In various domains of physician services, such as behavior toward and respect for religious customs, examination skills and offering guidelines to patients regarding laboratory and radiologic findings and future follow-up(s), the satisfaction levels of the patients were 81.3%, 81.5% and 81.5%, respectively (p<.001).

Conclusion Findings showed that most patients were rather satisfied with clinic health services. However, it is necessary to devise plans to reduce the waiting time of the patients and train physicians to offer guidelines to patients.

Keywords: Patient satisfaction, Clinic, Military Hospital, outpatient services