



BENEDICTINE HOSPITAL
CLIENT SATISFACTION SURVEY
2009/10



uMnyango Wezempilo . Departement van Gesondhei *Fighting Disease, Fighting Poverty, Giving Hope*

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A) INTRODUCTION

In February 2009 a Client Satisfaction survey was performed whereby a number of inpatients and outpatient were interviewed based on key objectives of the patient experiences which are as follows:

- a. To determine patient experiences at Outpatient department.
- b. To determine patient experiences for inpatient stay at hospitals.
- c. To identify areas of strengths and best practices.
- d. To identify areas weakness in fulfilling patients expectation.
- e. To make recommendations based on the results.

The aim of the survey is o identify areas that need improvement and areas in which the institution excels on.

B) ACKNOWLEDGEMENTS

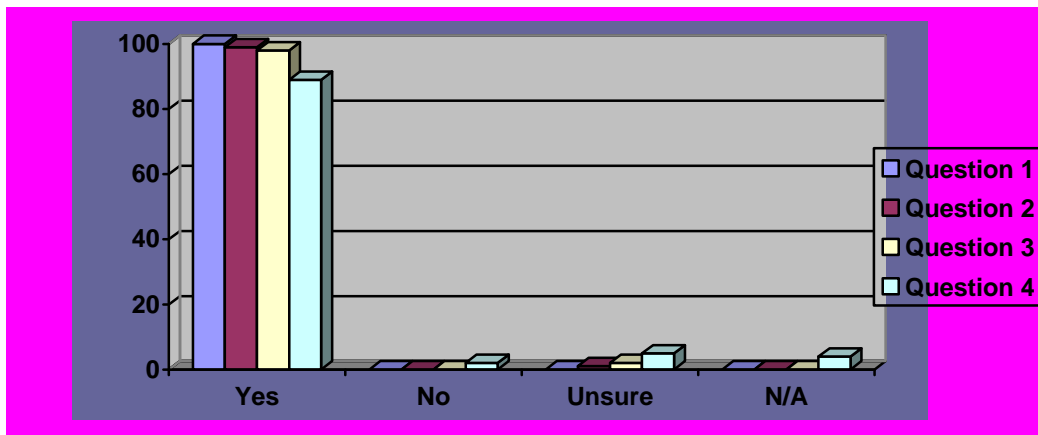
- The Public Relations Office would like to express their appreciation to all the patients, members of the community and the **Hospital Manager Mrs G.T Shamase also the Quality Assurance Manager Mrs Nkwanyana ,Informatics Department** for permission to undertake the survey. We also like to thank all Units Managers for devoting their time to help patients in terms of fulfilling the clients satisfaction form.

A. ACCESS

- IN-PATIENTS TABLE AND GRAPH

1. Is the bus/ taxi close to the hospital?
2. Were signs clear to OPD?
3. Were signs clear to wards?
4. Was it easy to find disabled parking bay / wheel chair ramp?

	Yes	No	Unsure	N/A
Question 1	100%	-	-	-
Question 2	99%	-	1%	-
Question 3	98%	-	2%	-
Question 4	89%	2%	5%	4%

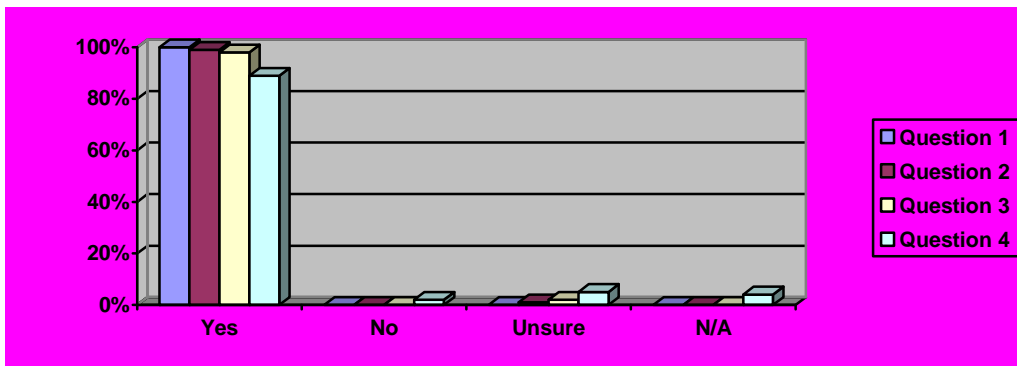


A. ACCESS

OUT-PATIENT TABLE AND GRAPH

1. Is the bus/tax close to the hospital?
2. Were the signs clear to OPD?
3. Were signs clear to wards?
4. Was it easy to find disabled parking bay/wheel chair ramp?

QUESTION	YES	NO	UNSURE	N/A
QUESTION 1	100%	-	-	-
QUESTION 2	99%	-	1%	-
QUESTION 3	98%	-	2%	-
QUESTION 4	89%	-	5%	4%

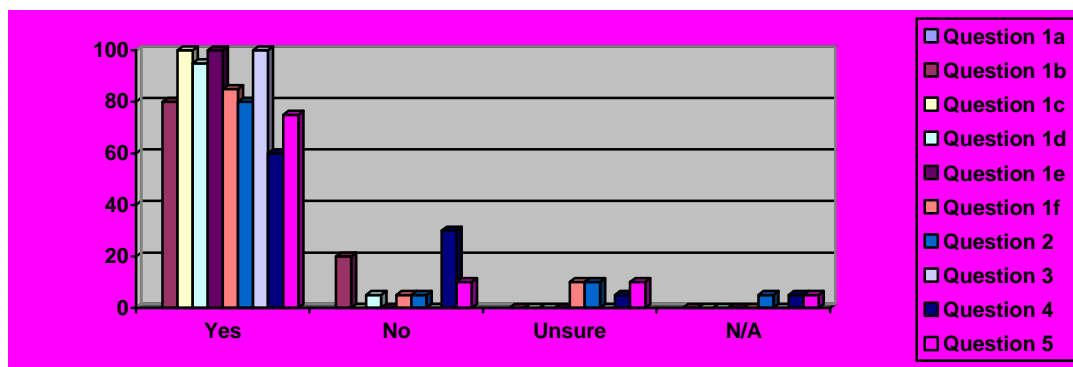


B. Communication

IN-PATIENTS GRAPHS

1. **Did the staff who attended to you wear identification badges?**
 - 1a. Security Personnel
 - 1b. Clerks
 - 1c. Nurses
 - 1d. Doctors
 - 1e. Pharmacy Personnel
 - 1f. General orderly
2. Were you to communicate with staff in your language?
3. Where necessary were interpreter services arranged?
4. During your treatment were the procedures explained to you?
5. The questions and queries you made, were they dealt with satisfactory?

Questions	Yes	No	Unsure	N/A
Question 1a				
Question 1b	80%	20%	-	-
Question 1c	100%	-	-	-
Question 1d	95%	5%	-	-
Question 1e	100%	-	-	-
Question 1f	85%	5%	10%	-
Question 2	80%	5%	10%	-
Question 3	100%	-	-	-
Question 4	60%	30%	5%	5%
Question 5	75%	10%	10%	5%



B) COMMUNICATION

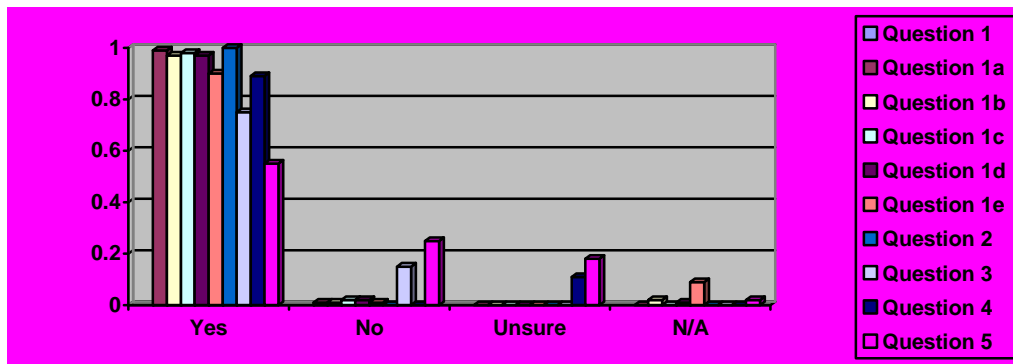
- OUT-PATIENTS TABLE AND GRAPH

1. Did the staff who attended to you wear identification budgets?

- 1a) Security personnel
- 1b) Clerks
- 1c) Nurses
- 1d) Doctors
- 1e) Pharmacy personnel
- 1f) General orderly

- 2. Were you able to communicate with staff in your language?
- 3. Where necessary were interpreter services arranged?
- 4. During your treatment were the procedures explained to you?
- 5. The questions and queries you made, were they dealt with satisfactory?

Questions	Yes	No	Unsure	N/A
Question 1				
Question 1a	99%	1%	0	0
Question 1b	97%	1%	0	2%
Question 1c	98%	2%	0	0
Question 1d	97%	2%	0	1%
Question 1e	90%	1%	0	9%
Question 2	100%	0	0	0
Question 3	75%	15%	0	0
Question 4	89%	0	11%	0
Question 5	55%	25%	18%	2%



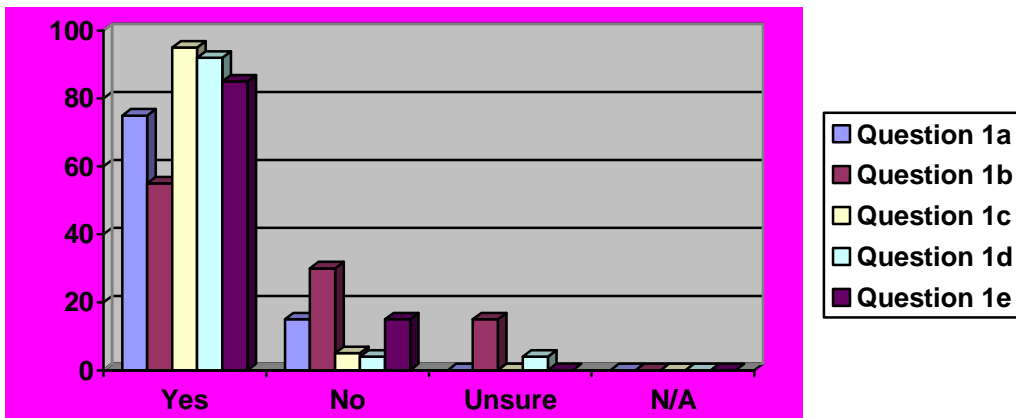
C.COURTESY

- IN-PATIENTS TABLE AND GRAPH

1. Were you treat politely by the following staff categories?

- 1a) Security personnel
- 1b) Clerks
- 1c) Nurses
- 1d) Doctors
- 1e) Pharmacy personnel
- 1f) General orderly

Questions	Yes	No	Unsure	N/A
Question 1a	75%	15%	-	-
Question 1b	55%	30%	15	-
Question 1c	95%	5%	-	-
Question 1d	92%	4%	4%	-
Question 1e	85%	15%	%	-



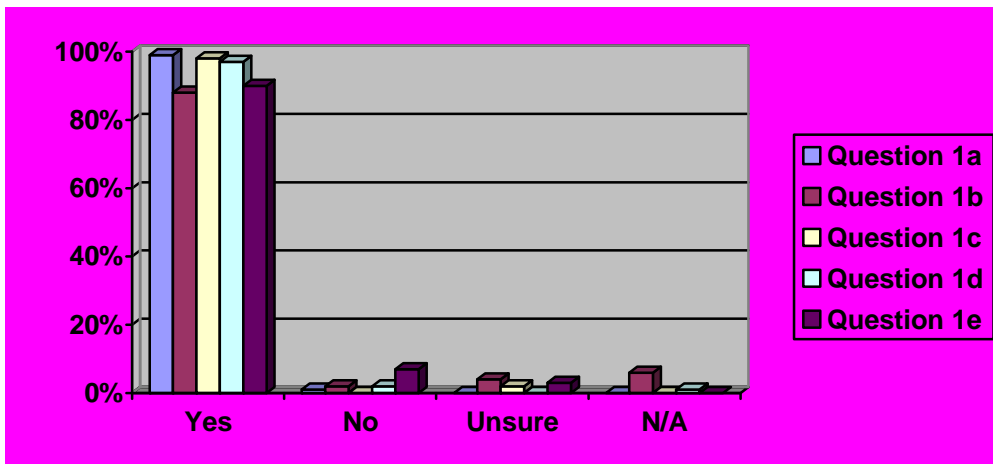
C. COURTESY

- OUT-PATIENTS TABLE AND GRAPH

1. Were you treat politely by the following staff categories?

- 1a) Security personnel
- 1b) Clerks
- 1c) Nurses
- 1d) Doctors
- 1e) Pharmacy personnel
- 1f) General orderly

Questions	Yes	No	Unsure	N/A
Question 1a	99%	1%	0	0
Question 1b	88%	2%	4%	6%
Question 1c	98%	0	2%	0
Question 1d	97%	2%	0	1%
Question 1e	90%	7%	3%	0



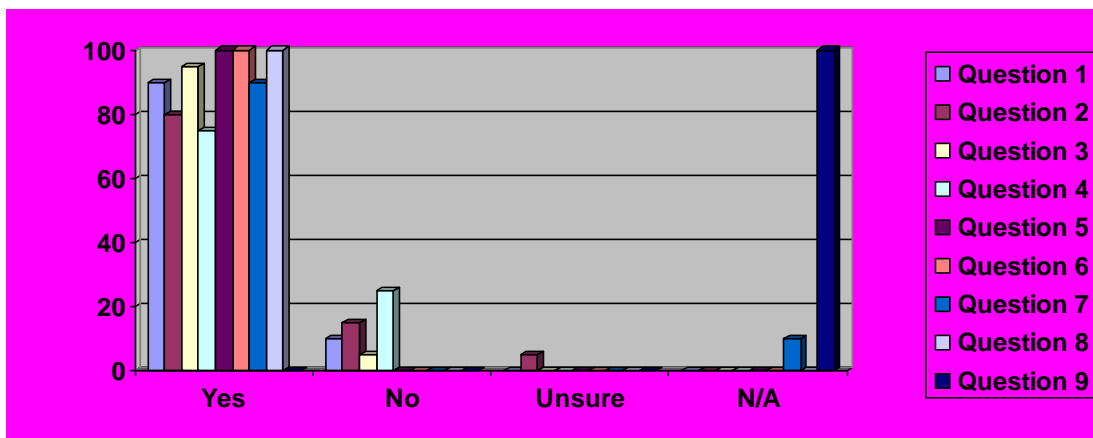
D. CLEANLINESS OF PHYSICAL ENVIRONMENT

-IN-PATIENT TABLE AND GRAPH

Were the following areas clean?

1. Grounds
2. Corridors
3. Building
4. Ablution facilities
5. General ward
6. Was the bed linen clean?
7. Was the ward free of pests?
8. If no please specify
9. Specify other section you attended

Questions	Yes	No	Unsure	N/A
Question 1	90%	10%	-	-
Question 2	80%	15%	5%	-
Question 3	95%	55	-	-
Question 4	75%	25%	-	-
Question 5	100%	-	-	-
Question 6	100%	-	-	-
Question 7	90%	-	-	10%
Question 8	100%	-	-	-
Question 9	-	-	-	100%



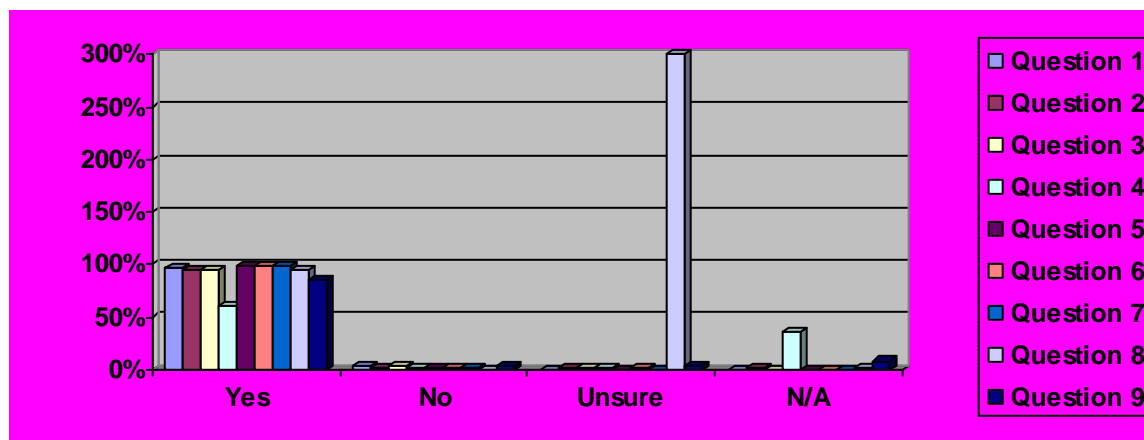
D) CLEANLINESS OF PHYSICAL ENVIRONMENT

-OUT-PATIENTS TABLES AND GRAPH

Were the following areas clean?

1. Grounds
2. Corridors
3. Building
4. Ablution facilities
5. General ward
6. Was the bed linen clean?
7. Was the ward free of pests?
8. If no please specify/
9. Specify other section you attend

Questions	Yes	No	Unsure	N/A
Question 1	97%	3%	0	0
Question 2	95%	2%	2%	1%
Question 3	95%	3%	2%	0
Question 4	61%	1%	2%	36%
Question 5	98%	2%	0	0
Question 6	98%	1%	1%	0
Question 7	98%	2%	0	0
Question 8	95%	0	3	2%
Question 9	85%	3%	4%	8%

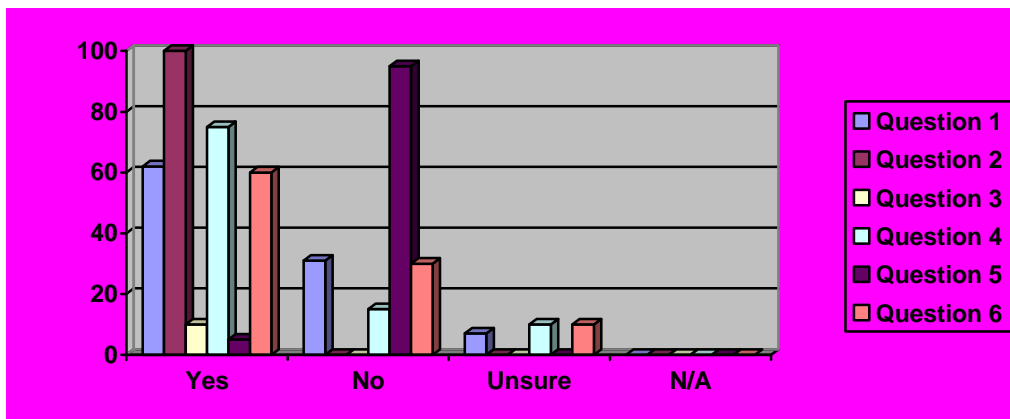


E. RESPECT OF PATIENT'S RIGHTS

- IN-PATIENTS TABLE AND GRAPH

1. Did the hospital staff draw your attention to patient's right and responsibilities?
2. Did your consultation by the nurses or doctors take place in a private manner?
3. Was there a bench/chair provided for you to sit on while you waited?
4. Did you complaint?
5. If you had a complaint- did you report it?
6. If you a complaint were you satisfied with the way it was handled?

Questions	Yes	No	Unsure	N/A
Question 1	62%	31%	7%	-
Question 2	100%	-	-	-
Question 3	10%	-	-	-
Question 4	75%	15%	10%	-
Question 5	5%	95%	-	-
Question 6	60%	30%	10%	-

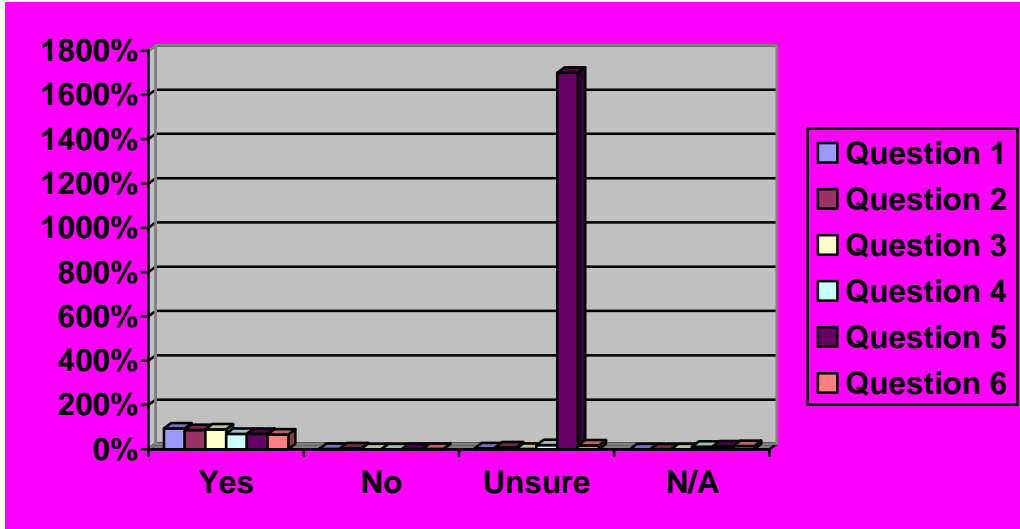


E) RESPECT OF PATIENT'S RIGHT

-OUT-PATIENT TABLE AND GRAPH

1. Did the hospital staff draw your attention to patient's right and responsibilities?
2. Did your consultation by the nurses or doctors take place in a private manner?
3. Was there a bench/chair provided for you to sit on while you waited?
4. Did you complaint ?
5. If you had a complaint – did you report it?
6. If you a complaint were you satisfied with the way it was handled?

Questions	Yes	No	Unsure	N/A
Question 1	94%	2%	4%	0
Question 2	87%	4%	9%	0
Question 3	90%	0	1%	0
Question 4	69%	0	19%	12%
Question 5	69%	1%	17	13%
Question 6	67%	1%	17%	15%

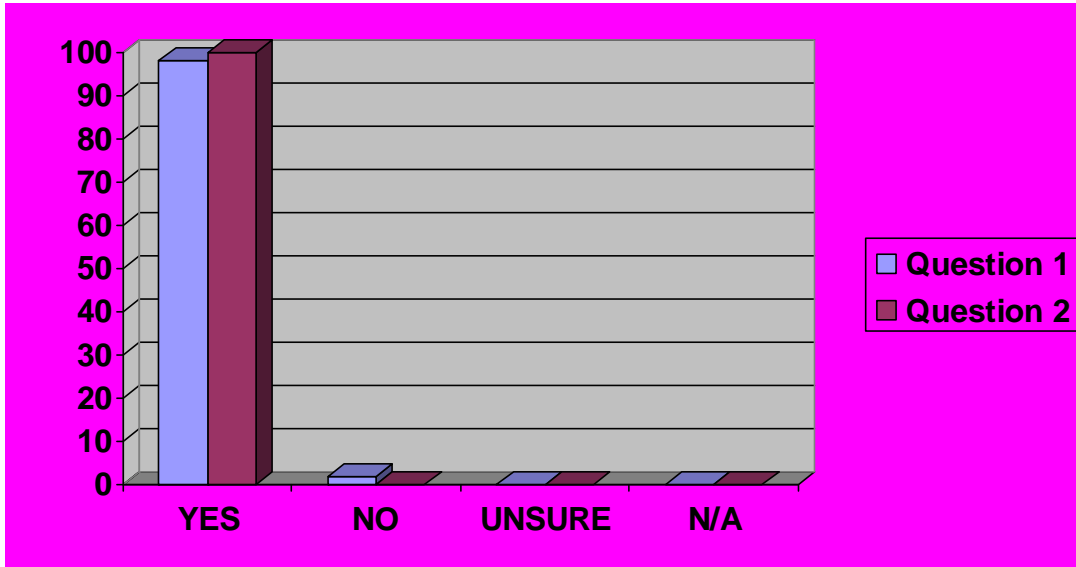


F. SAFETY

- IN-PATIENT TABLE AND GRAPH

1. At night were the nurses available when you called?
2. Did you feel safe in the hospital?

QUESTIONS	YES	NO	UNSURE	N/A
Question 1	98%	2%	-	-
Question 2	100%	-	-	-

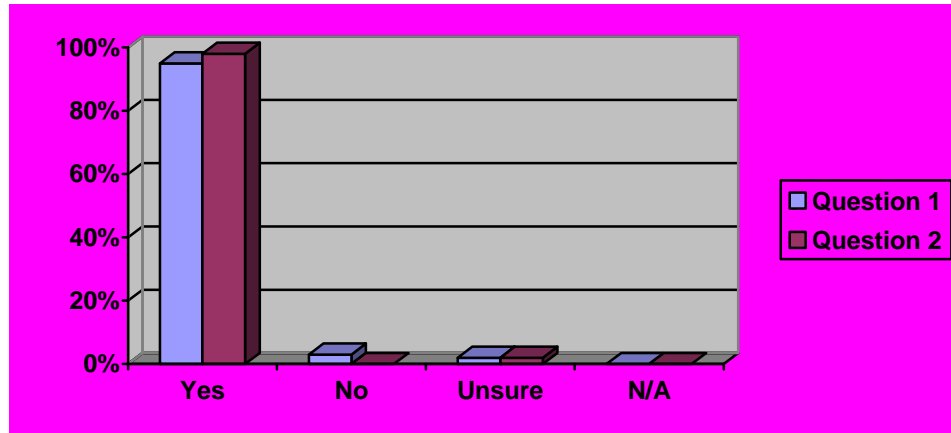


F) SAFETY

-OUT-PATIENT TABLE AND GRAPH

1. At night were the nurses available when you called?
2. Did you feel in the hospital?

Questions	Yes	No	Unsure	N/A
Question 1	95%	3%	2%	0
Question 2	98%	0	2%	0

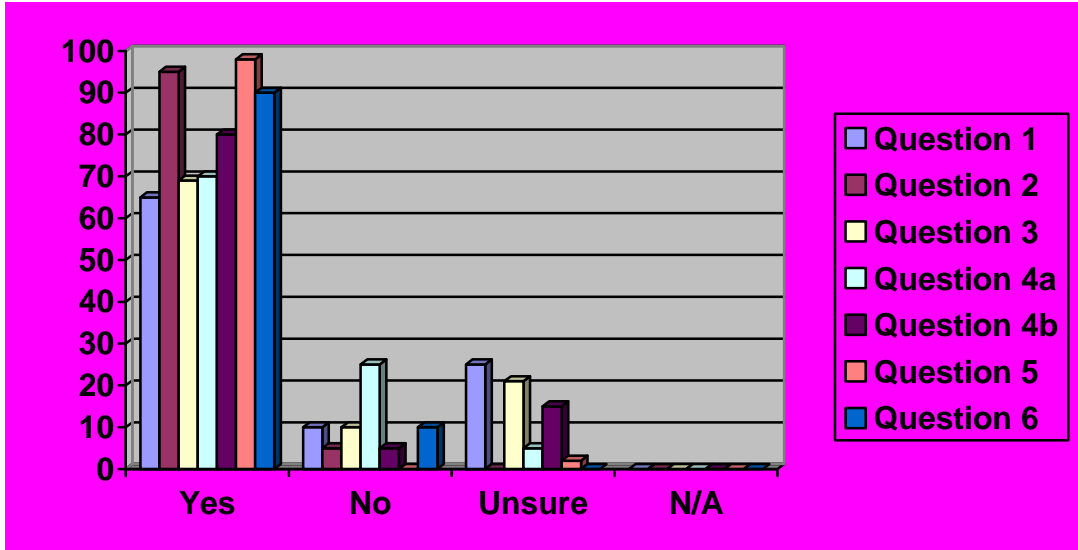


G. GENERAL

- IN-PATIENT TABLE AND GRAPH

1. Was the food good?
2. Do you think visiting hours are convenient to the community?
3. Was your family advised about changes in your condition?
4. Did the hospital staff assist to make arrangements for you when you were discharged?
 - 4a) Transport
 - 4b) Referrals
5. At the time of your discharge did you feel that you had knowledge about your illness to take care of yourself at home?
6. Would you return to this hospital for treatment?

QUESTIONS	Yes	No	Unsure	N/A
Question 1	65%	10%	25%	-
Question 2	95%	5%	-	-
Question 3	69%	10%	21%	-
Question 4a	70%	25%	5%	-
Question 4b	80%	5%	15%	-
Question 5	98%	-	2%	-
Question 6	90%	10%	-	-

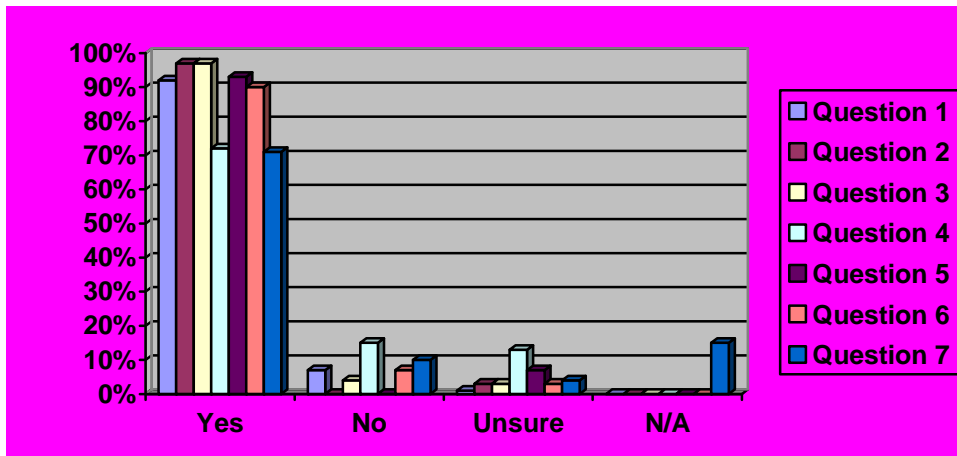


G) GENERAL

-OUT-PATIENT AND GRAPH

1. Was the fool good?
2. Do you think visiting hours are convenient to community?
3. Was your family advised about changes in your condition?
4. Did the hospital staff assist to make arrangement for you when you were discharge?
- 4a) Transport
- 4b) Referrals
5. At the time of your discharge did you feel that you had knowledge about your illness to take care of yourself at home?
6. Would you return to this hospital for treatment?

Questions	Yes	No	Unsure	N/A
Question 1	92%	7%	1%	0
Question 2	97%	0	3%	0
Question 3	97%	4%	3%	0
Question 4	72%	15%	13%	0
Question 5	93%	0	7%	0
Question 6	90%	7%	3%	0
Question 7	71%	10%	4%	15%

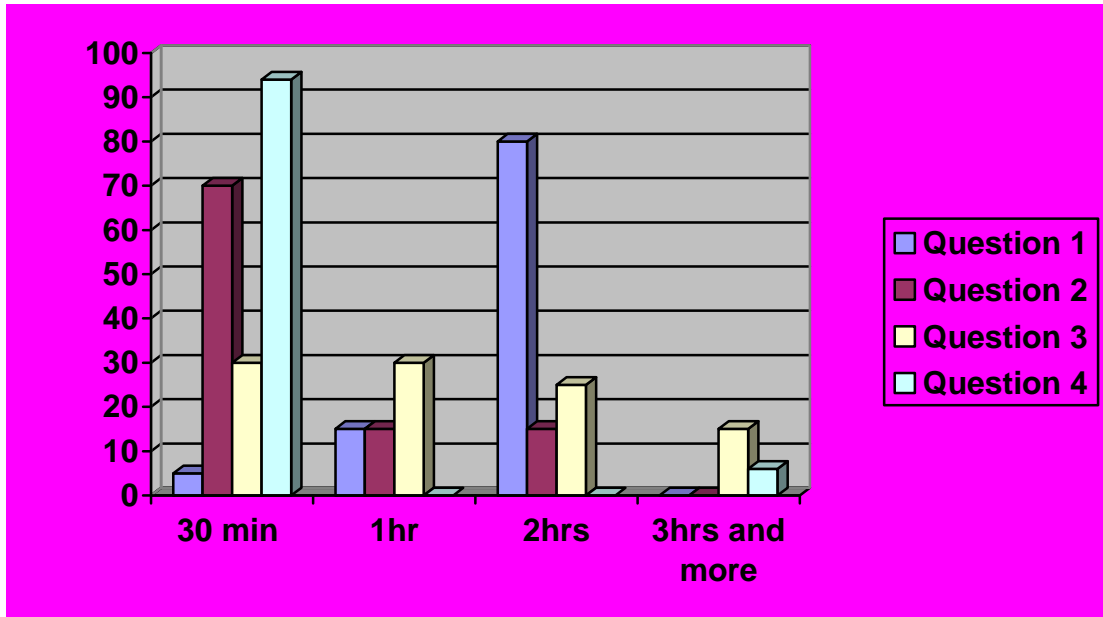


H. WAITING TIMES

- IN-PATIENTS TABLE AND GRAPH

1. How long did you for your out patient's card?
2. How long did you to be treated by a nurses?
3. How long did you wait to be treated by a doctor?
4. How long did you wait for medication in pharmacy?

QUESTIONS	30 min	1hr	2hrs	3hrs and more
Question 1	5%	15%	80%	-
Question 2	70%	15%	15%	-
Question 3	30%	30%	25%	15%
Question 4	94%	-	-	6%

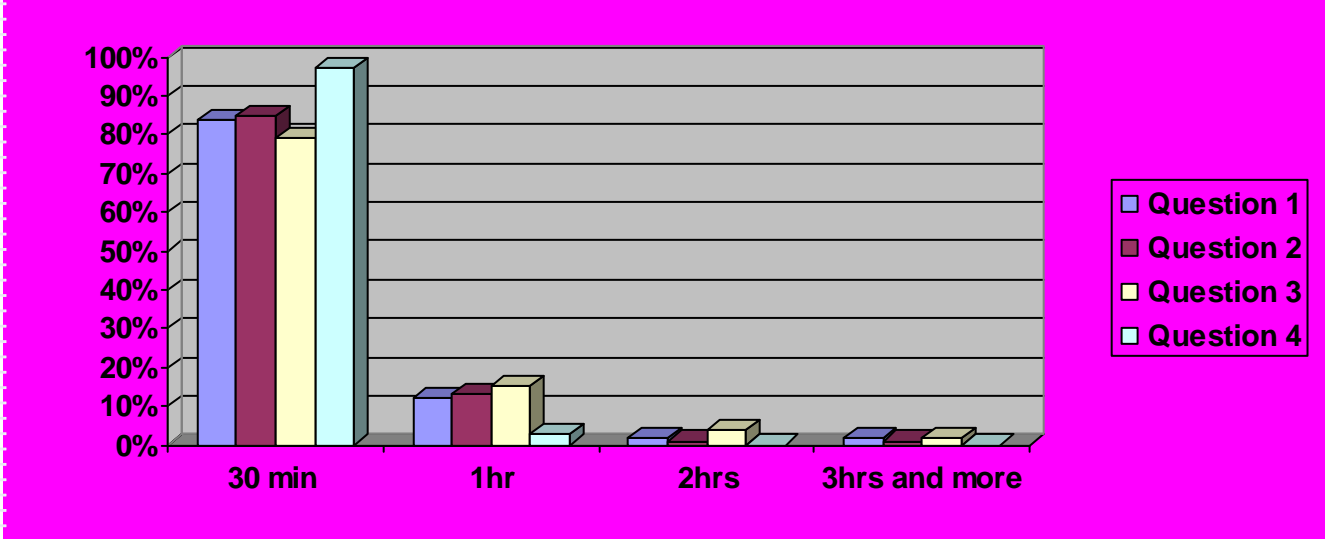


H) WAITING TIMES

-OUT-PATIENTS TABLE AND GRAPH

1. How long did for your out patient's card ?
2. How long did you to be treated by a nurses?
3. How long did you wait to be treated by a doctor?
4. How long did you wait for medication in pharmacy?

QUESTIONS	30 min	1hr	2hrs	3hrs and more
Question 1	84%	12%	2%	2%
Question 2	85%	13%	1%	1%
Question 3	79%	15%	4%	2%
Question 4	97%	3%	0	0



ADDITIONAL COMMENTS FROM PATIENTS

- a) Shortage of Doctor
- b) Staff should show compassion
- c) Staff attitudes
- d) Long waiting times
- e) Ambulances delay, they do not arrive on time
- f) Patient request increament of Doctors
- g) Disabled patients should not queue

THE END

