



# **ITSHELEJUBA HOSPITAL**

## **CLIENT SATISFACTION SURVEY**

### **2008/09**



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uMnyango Wezempilo . Departement van Gesondheid

*Fighting Disease, Fighting Poverty, Giving Hope*

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## **INTRODUCTION**

In November 2008 a Client Satisfaction survey was performed whereby a number of inpatients and outpatients were interviewed based on key objectives of the patient experiences which are as follows:

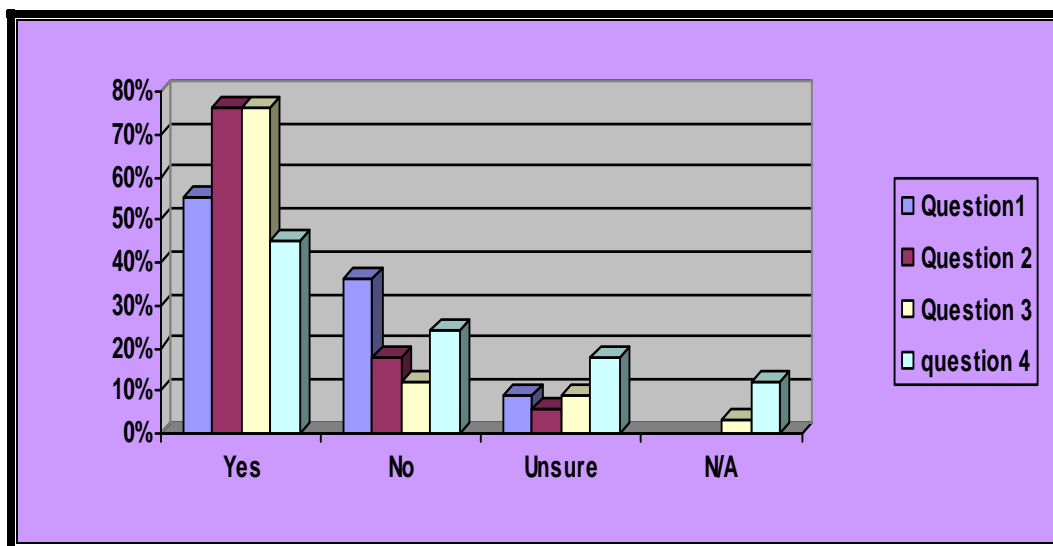
- a. to determine patient experiences at Outpatient department
- b. to determine patient experiences for inpatient stay at hospitals
- c. to identify areas of strengths and best practices.
- d. to identify areas of weakness in fulfilling patients expectation
- e. to make recommendations based on the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

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

## A. ACCESS

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 the disabled parking bay / wheel chair ramp?

	<b>Yes</b>	<b>No</b>	<b>Unsure</b>	<b>N/A</b>
<b>Question 1</b>	55%	36%	9%	-
<b>Question 2</b>	76%	18%	6%	-
<b>Question 3</b>	76%	12%	9%	3%
<b>Question 4</b>	45%	24%	18%	12%



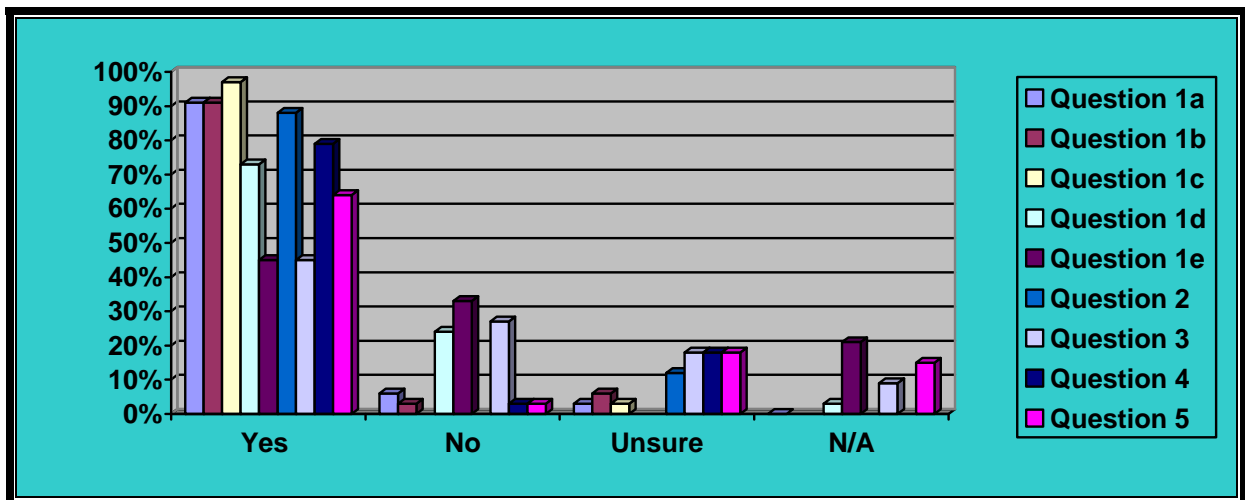
**B. COMMUNICATION**

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

- 1a. Security Personnel
- 1b. Clerks
- 1c. Nurses
- 1d. Doctors
- 1e. Pharmacy Personnel
- 1f. Other: specify

- 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 1a	91%	6%	3%	-
Question 1b	91%	3%	6%	-
Question 1c	97%	-	3%	-
Question 1d	73%	24%	-	3%
Question 1e	45%	33%	-	21%
Question 2	88%	-	12%	-
Question 3	45%	27%	18%	9%
Question 4	79%	3%	18%	-
Question 5	64%	3%	18%	15%



### C. COURTESY

#### 1. Were you treated politely by the following staff categories?

1a. Security personnel

1b. Clerks

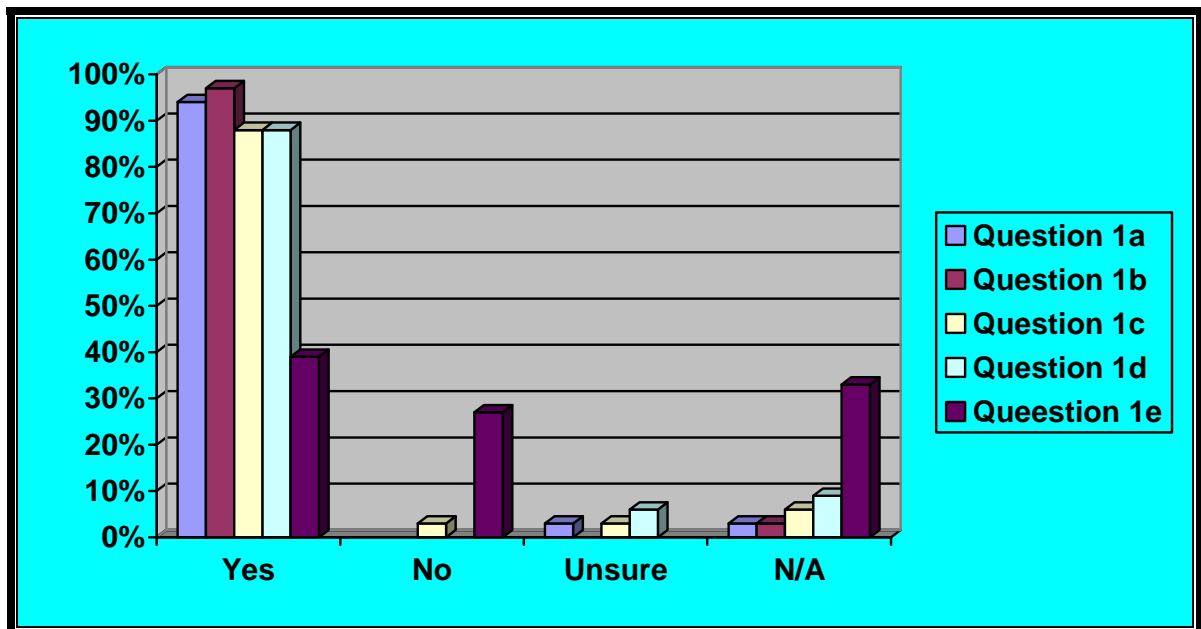
1c. Nurses

1d. Doctors

1e. Pharmacy personnel

1f. Other: Specify - Security guards are cheeky

Questions	Yes	No	Unsure	N/A
Question 1a	94%	-	3%	3%
Question 1b	97%	-	-	3%
Question 1c	88%	3%	3%	6%
Question 1d	88%	-	6%	9%
Question 1e	39%	27%	-	33%

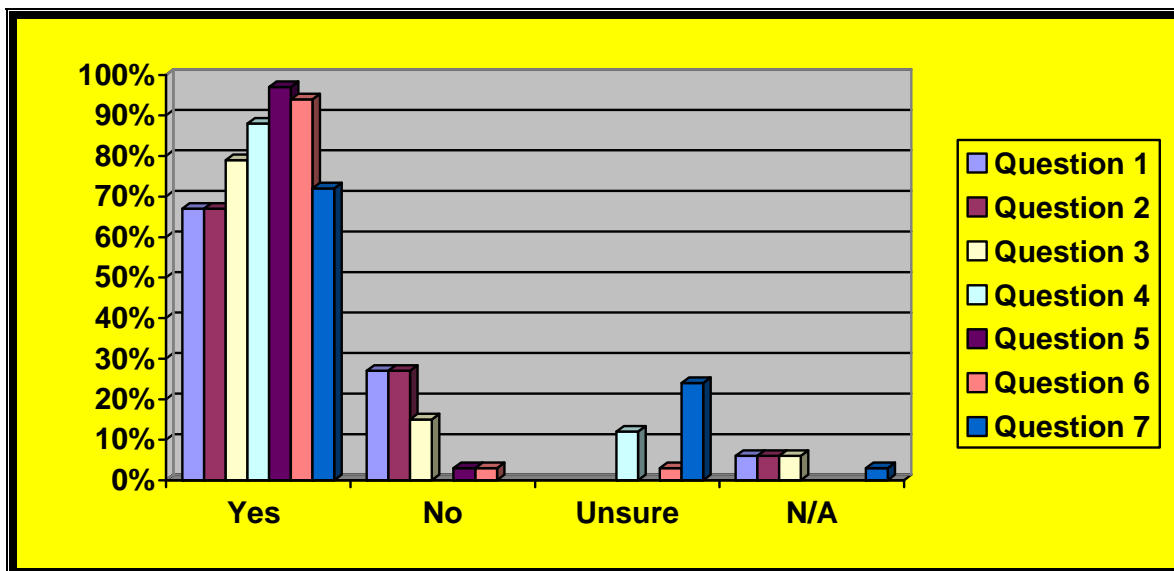


## D. CLEANLINESS OF PHYSICAL ENVIRONMENT

**Were the following areas clean?**

1. Grounds
2. Corridors
3. Buildings
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

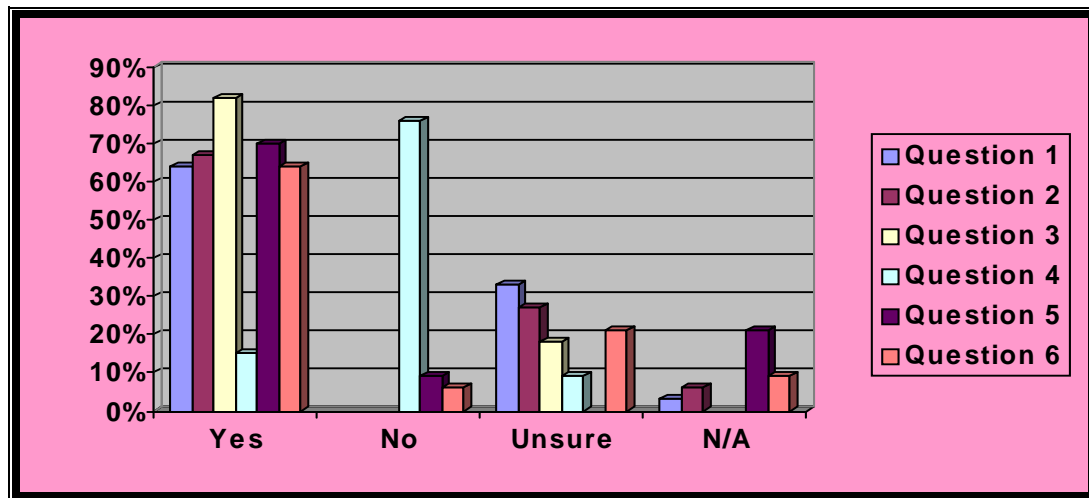
Questions	Yes	No	Unsure	N/A
Question 1	67%	27%	-	6%
Question 2	67%	27%	-	6%
Question 3	79%	15%	-	6%
Question 4	88%	-	12%	-
Question 5	97%	3%	-	-
Question 6	94%	3%	3%	-
Question 7	72%	-	24%	3%



## E. RESPECT OF PATIENT'S RIGHTS

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

Questions	Yes	No	Unsure	N/A
Question 1	64%	-	33%	3%
Question 2	67%	-	27%	6%
Question 3	82%	-	18%	-
Question 4	15%	76%	9%	-
Question 5	70%	9%	-	21%
Question 6	64%	6%	21%	9%

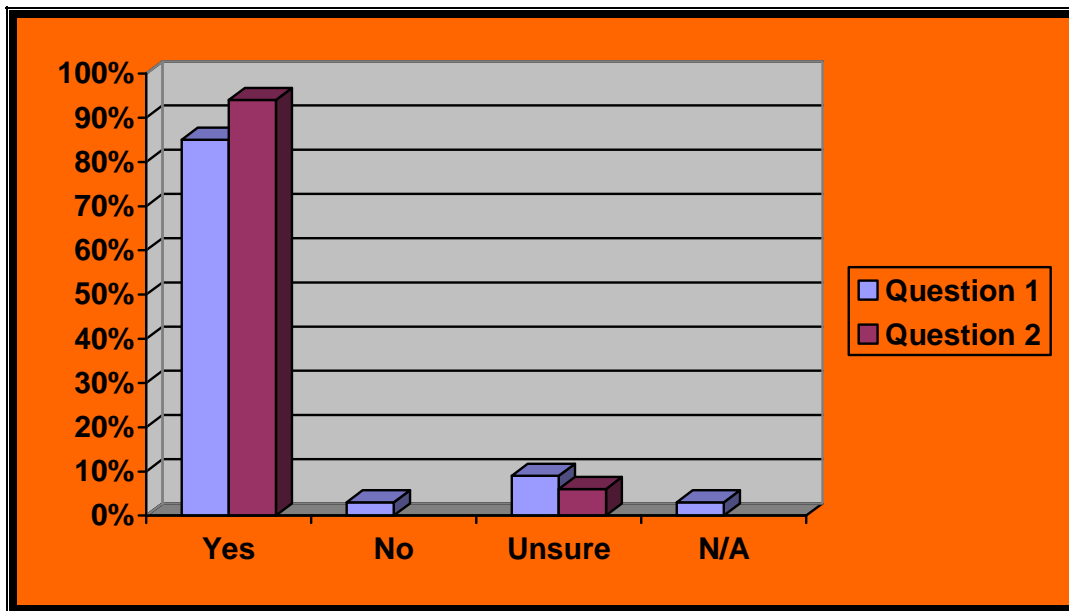




## F. SAFETY

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

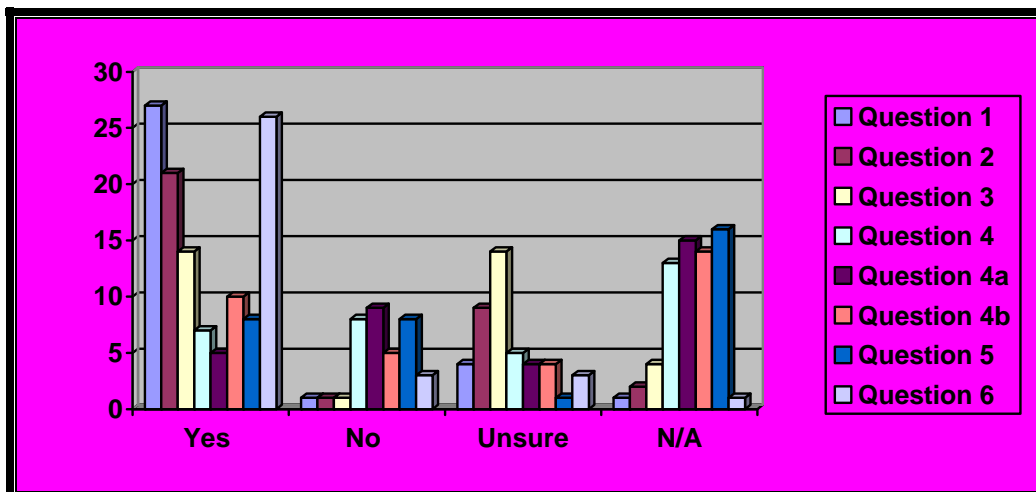
Questions	Yes	No	Unsure	N/A
Question 1	85%	3%	9%	3%
Question 2	94%	-	6%	-



## G. GENERAL

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 enough knowledge about your illness to take care of yourself at home?
6. Would you return to this hospital for treatment?

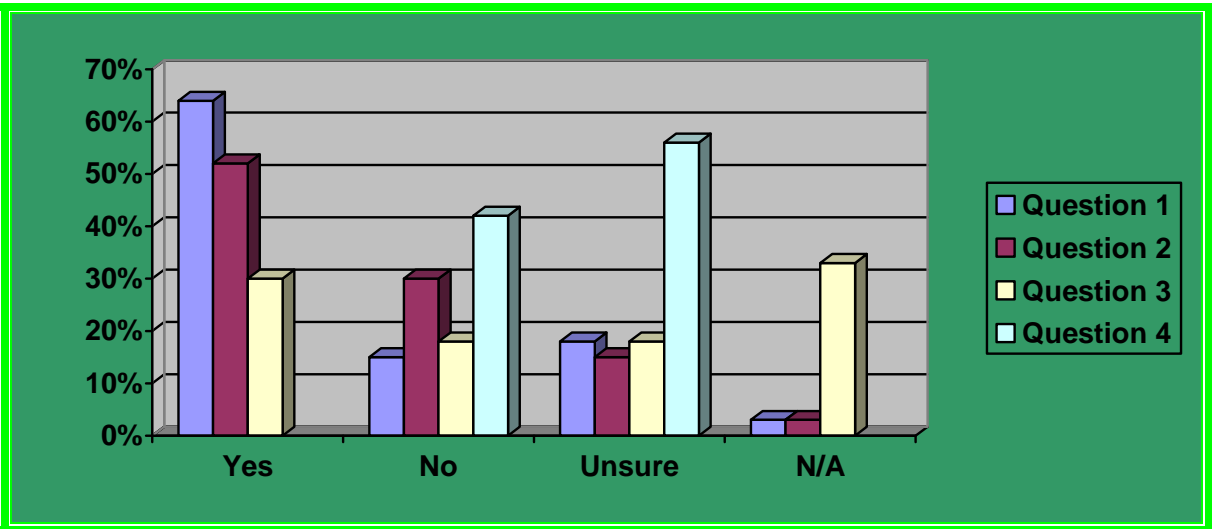
Questions	Yes	No	Unsure	N/A
Question 1	82%	3%	12%	3%
Question 2	64%	3%	27%	6%
Question 3	42%	3%	42%	12%
Question 4	21%	24%	15%	39%
Question 4a	15%	27%	12%	45%
Question 4b	30%	15%	12%	42%
Question 5	24%	24%	3%	48%
Question 6	79%	9%	9%	3%



**H. WAITING TIMES**

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

Questions	30min	1hr	2hrs	3hrs and more
Question 1	64%	15%	18%	3%
Question 2	52%	30%	15%	3%
Question 3	30%	18%	18%	33%
Question 4	-	42%	56%	-



## **ADDITIONAL COMMENTS FROM PATIENTS**

- a. Hospital yards is clean
- b. Nursing care good
- c. Patients being waken up early for bathing
- d. Food not enough
- e. Attitude from some of the nurses
- f. No walkways for wheelchairs to the bus stop
- g. No fast queues
- h. Meals are served on time
- i. Attitude from doctors, some of Maternity staff, Security officers
- j. Prolonged waiting times for doctor.

**THE END**

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