

**ASSESSMENT OF CLIENT SATISFACTION LEVEL WITH DENTAL CARE
DELIVERIES AT AMBO HOSPITAL DENTAL CLINIC, WEST SHEWA,
OROMIA REGION, CENTRAL ETHIOPIA**

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**A RESEARCH PAPER TO BE SUBMITTED TO THE DEPARTMENT OF
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June, 2013

JIMMA, ETHIOPIA

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Abstracts

Introduction: client satisfaction is level of satisfaction that patients experience having used health care of which dental care is one component. It would judge from patient's point of view. Since clients expectation increase over time, the health service should increase to fulfill the demand of customers. Measuring patient satisfaction has become integral part of health service provider's management strategies across the globe. Moreover, the quality assurance would be measured on a regular basis.

Objective: to assess and determine the perceived level of client's satisfaction with dental health services delivered at Ambo Hospital.

METHOD: A cross-sectional study was conducted among 110 patients visiting Ambo Hospital dental clinic from May 1-30 and systematic sampling technique was applied. Standardized and structured questionnaire was developed for purpose of data collection. SPSS 16.0 version was used for data management and result was presented using tables and figures.

CONCLUSION AND RECOMMENDATION: conclusion was made based on the result of the study and recommendation was given to the: Ambo Hospital administration, health bureau of the zone, Oromia health bureau, ministry health.

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Acronyms

SPSS-statistical package for social science software

AHDC-Ambo Hospital Dental Clinic

OPD-out patient department

CHAPTER ONE

INTRODUCTION

1.1 Background

Ambo Hospital is one of the hospitals found in Oromia having dental unit. People living in this are the primary beneficiaries of the service and care that Ambo hospital provides. Thus, we cannot think hospital without patients, which seems thinking a country without people. Therefore, assessing patient's satisfaction is vital for the hospital to fulfill what is essential for its clients and ensure increased quality of service.

Clients' satisfaction is the level of satisfaction that clients experience having used a service. Measuring patient's satisfaction has become an integral part of health service provider's management strategies across the world.

The factors that influence clients satisfaction are those that influences what clients expect of a service as well as those that influence the experience of the service:

- Factors that influence what clients expect of a service are:
 - external influence- such as the media
 - Personal needs- even though clients have common things to be satisfied, some might have special need such as disabled clients.
 - post experience-how a previous encounter with a hospital was experienced
 - Word of mouth- experiences, especially negative ones, are easily shared among community.
- Factors that influence how patients experienced the service are:
 - responsiveness- willingness to assist clients
 - reliability- the ability to accurately perform the service offered

-Tangibles - the quality of equipments and of physical surroundings

-Access- the cost and time for patients to use a service as well as hospital hours

-Assurance, empathy, competence, credibility, security, communication, and understanding the clients.

1.2 Statement of the problem

Patient satisfaction is considered as one of the desired outcomes of health care and it is directly related with utilization of health services. Asking patients what they think about the care and treatment they have received is an important step towards improving the quality of care, and to ensuring that local health service are meeting patients' needs. A useful way of doing this by carrying out surveys of patients who have used the health services.

Researchers have shown that satisfied patients are more likely to utilize health services, comply with medical treatment, and continue with health care providers.

Satisfaction is related to more partnership building, more social conversation, and courtesy, clear communication and information, respectful treatment, and length of consultation, cleanness of facility, drug availability and waiting time. . Furthermore, patient satisfaction studies allow service users' voice to be heard and affirm the importance of their experience for improved health care planning. .

Care assessed to be high quality according to clinical, economical or other provider defined criteria is far from ideal if as a result of that care the patient is unhappy or dissatisfied. There is, then, a sound rationale for making the organization and delivery of health care responsive to consumer opinion. Thus, interest in the patient's point of view is increasing and consumer satisfaction being adopted as a standard component of evaluative research.

Expectations about quality of care are linked to perceptions of care, and patient satisfaction with services and perceived quality tend to influence utilization of services as well as practitioner's recommendations. So that important scientific research will conducted on the level of client satisfaction with health services delivered at Ambo hospital. Ambo hospital was selected by the researcher and the study will be conducted there.

The basic questions on which the research paper will try to answer are the level of clients' satisfaction on;

- ✓ Overall dental health service deliveries
- ✓ Availability of drugs
- ✓ Waiting time to get services
- ✓ Courtesy and respect of health professionals

1.3 Significance of study

West shewa is one of the zones found in Oromia region having dental health services.

This research was determined the level of clients satisfaction with overall dental health service deliveries and identify the factors influencing clients satisfaction. It was also provided recommendations and look for possible alternative solution to health service deliveries in collaboration with the hospital. In addition the result will be of significant to health policy makers to increase patient satisfaction regionally, nationally and internationally. It was also provide baseline information for planning future research in the area, because no research was done at Ambo hospital on level patient satisfaction with dental health service deliveries.

CHAPTER –TWO

2.1 Literature review

Hospitals are important part of any health system. They provide curative care, transfer knowledge, and work as referral for patients. To achieve service excellence, hospitals require continues efforts to improve quality of the service delivery system. In the health care system, hospitals provide same type of services, but they do not provide the same quality of service. Furthermore, Consumers today are more aware of alternatives on offer and rising standards of service which increased their expectations. They are also becoming increasingly critical of the quality of service they experience(8).

To improve hospital performance, there needs to be partnerships including communication between patients, the community, the health care professionals, and health service managers. These kinds of partnership assist health service managers in their effort to improve the performance of health facility. Patients the only reason for a hospital's existence need services which are reasonably accessible and readily available at all times. Outpatient departments must commence treatment and have test and examination result made available properly(9).

An essential factor to consider when analyzing the quality of care of a health facility is the perspective of the client. For clients and communities, quality care is something that meets their perceived needs. Since, a client's need often differ; their personal satisfaction ultimately depends on the perception, attitude and expectations of each individual(10).

In its 1999 report, "The state of managed care quality" the US National Committee for Quality Assurance found that health plans with the highest satisfaction scores for the service aspects of health care also have the highest clinical quality scores. Addressing those service aspects of health care that consumers must readily appreciate, such as access, provider relationship,

availability of information and opportunity for participation can influence health care quality outcomes(11).

A recent study in Bangladesh found that the most powerful predictor for client satisfaction with health service was provider behavior, especially respect and politeness. Furthermore, reduction in waiting time was more important to clients than prolongation of consultation time(13).

Another study in Singapore hospitals showed that out of the total 300 respondents, 30(11.9%) rated the service quality very good,122(48.4%) rated the service quality good, 70(31.0%) the rated the service quality fair,18(7.1%) rated the service quality poor and 4(1.6%) rated the service quality very poor(15).

In Africa there is general agreement that hospitals particularly public sector hospitals perform poorly. Other authors have noted that insufficient staffing and lack of supplies may affect the efficient delivery of health care to patients (17, 18). Many poor people by pass the closest public facility to go to more costly private facilities or choose better quality at more distant public facilities.(14). Thus health care in developing countries suffer from serious deficiencies in financing, efficiency, equity and quality, and are poorly prepared to meet these challenges(15).

A research done at Olabisi Onabanjo university teaching hospital, Nigeria on perception and patient satisfaction showed that 83.1% patients were satisfied with overall health service received at the hospital.(19). A study in Mozambique on satisfaction with the outpatient health care service showed 55% satisfaction rate and failure to receive prescribed medications was found to be the most common complaints associated with lower satisfaction rate(16).

In Ethiopia the backward socio-economic development resulting in one of the lowest standard of living, poor environmental conditions and low level of

Social service have been the major causes for a poor health status of the people(19).

A study done at selected health facility in six regions of Ethiopia depicted that the percentage for high mean score satisfaction with health providers' characteristics ranged from 77.25% to 93.23%; with service characteristics 68.64% to 86.48% and satisfaction with cleanness ranged from 76.5% to 90.57%(18).

Another study in Harari regional health bureau reported patient's perspective percentage of satisfaction for different kinds of services at OPD; pharmacy service 65%, laboratory service 75%, general cleanliness 35%, staff politeness 58%, consultation time 75%, waiting for service 60% and registration time 71%(20).

Therefore, factors related to quality in relation to clients satisfaction like waiting time in registration, Laboratory procedures and availability of drugs and supplies in the hospital pharmacy, respect of health professionals, and provision of information are some of factors that affect satisfaction of clients. Having adequate information about these factors in hospital is relevant to provide recommendations in order to improve health service delivery and result in a better client satisfaction(21).

CHAPTER THREE

OBJECTIVES

3.1 General Objectives

To assess level of client satisfaction with dental health service deliveries at Ambo Hospital.

3.2 Specific Objectives

- To analyze level of patients satisfaction
- To identify possible neglected area of care
- To describe factors affecting clients satisfaction, and
- To have information about strong and weak area of care

CHAPTER FOUR

METHODOLOGY

4.1 Study Area

The study was conducted at Ambo Hospital which is found at central of Ethiopia, which is located at center of Ambo town to the western and 114km far from Addis Ababa, the capital city of Ethiopia. The climatic condition of the area is classified as wayinadega.

Ambo Hospital dental clinic is one of the various department giving serves to 9 people daily at average and 2844 annually for people living in the Ambo town and surrounding areas. It has one dental chair with their full setups. This department has one junior dental surgeon and two nurses.

4.2. Study Period: from June 3 -10

4.3. Study Design: cross-sectional study was conducted

4.4. Populations

4.4.1. Source Population: All patients with age greater than 15 years visiting the Ambo hospital dental clinic for dental health service were considered as source population.

4.4.2. Study population: All clients who was come to the hospital between June7-10 were asked by prepared questionnaires for 5 working days.

4.4.3 Exclusion criteria

- patients with age less than 15 years
- unconscious patients
- patients with communication problem(speaking and hearing problem)
- seriously ill patients

- Patients who come again for follow up during the data collection.

4.5. Sample size and Sampling techniques

4.5.1 Sample size

All patients were coming to the hospital during the study period.

4.5.2. Sampling Technique

Convenient sampling technique was used

4.6. Study Variables

Dependent variable

- level of satisfaction

Independent variables

- Socio-demographic factors like age, sex, occupation, educational status, address, etc.

- Availability of drugs

- waiting time to get hospital service

- cleanness of wards and

- the hospital services including laboratory and radiology units

4.7 Data collection and Processing

Questionnaire was developed for purpose of data collection after reviewing literatures and internet resources.

The questionnaire was designed to have information on socio-demographic characteristics of respondents and their satisfaction level with different services of the hospital.

Data was collected by nurse students and researcher at Ambo hospital.

4.8 Data Measurement

Each variable was scored on a 5 point Likert-like scale, ranging from 1 (very dissatisfied) to 5(very satisfied). The mean score 2.5 was considered as a cutoff point and scores equal and above 2.5 was taken as an indicator of users' perceived satisfaction.

4.9. Data processing and analysis

SPSS version 16.0 statistical package was used for data management. The principal investigator performed data entry and cleaning. Frequency, distribution, percentages and level significance for selected variables was calculated as appropriate.

4.10 Ethical consideration

A formal letter of permission was written by student research program, Jimma University to Ambo hospital administrative and verbal consent from unit heads was obtained. The Objective of the study was briefed to respondents.

4.11. Data quality control

The quality of data was ensured through training of data collectors, close supervision and immediate feedback, reviewing each of completed questioners daily. Data consistency and completeness was checked throughout the data collection, data entry and analysis.

4.12 Operational definitions

Hospital: can be defined as an organized effort to provide a specific set of medical service, usually physically located in one or several buildings and related to specialized care (diagnosis and treatment) as opposed to the Primary care level with the input of health professionals, technologies and facilities

Outpatient: patient who gets medical service without being admitted

Satisfaction: attaining ones need or desire.

Very satisfactory: above ones expectation.

Satisfactory: just ones expectation.

Dissatisfactory: below ones expectation.

Very dissatisfactory: fail to meet ones expectation, usually leading to disappointment

Assessment: is the process by which the characteristics and needs of clients, groups or situation are evaluated or determined so that they can be addressed. It forms the basis for service or actions.

Service: any activity undertaken to meet the social needs.

Client/customer/consumer: an individual who purchases or uses a good or service.

Customer's satisfaction: meeting the perceived needs and the expectations of the clients in relation to factors related to the health care provider.

4.13 Problem encountered

- ✓ transportation
- ✓ time for data collection
- ✓ money to pay for data collection

4.14 Limitation

- ❖ Awareness of patient on dental treatment is very low.

Chapter five

Result

Structured questionnaire were prepared and based on the patients willing to response to satisfaction after the procedure or treatment and all patients were responsive.

Dummy tables

Table 5.1 socio-demographic characteristics of study subjects at Ambo hospital, june.2013

Background characteristics		Number	%
SEX	Male	37	45.7
	Female	44	54.3
Age (in years)	15-24	13	16.04
	25-34	30	37.03
	35-44	18	22.2
	45+	20	24.7
Education status	Illiterate	17	21
	1-8	14	17.2
	9-12	11	13.6
	Diploma & above	39	48.14
Occupational status	Farmer	24	29.6
	Merchant	22	22.16
	Government employee	21	25.9
	Students	12	14.8
	Other	2	2.46
Address	Rural	33	40.74
	Urban	48	59.25
Payment status	Free	11	13.5

	Paying	70	86.5
Frequency of visit	New visit	72	88.9
	Repeat visit	9	11.1
Religion	Orthodox	29	35.8
	Muslim	2	2.46
	Protestant	41	50.6
	Other	9	11.1
Ethnicity	Gurage	1	1.24
	Amhara	3	3.7
	Oromo	74	91.35
	Other	3	3.7

As we seen on the above table 45.7% are male and 54.3% are female. 48.44% of the populations are with diploma and above educational status while those from grade 9 to 12 are only 13.6%.Oromo accounts for 91.35% of the population.40.74% is from rural area while the left are from urban.

Table 2: Level of satisfaction of client with the dental health care services at Ambo hospital, june.2013.

Characteristics	V.Satis	Satis.	Neut.	Dissat.	V. dissat.
Information provision by health workers	1	75(92.6)	2	3	0
Time spent to see a DT	0	31(38.1)	9(11.1)	41(50.61)	0
Courtesy and respect	0	70(86.4)	1	10(12.3)	0
Privacy	0	76	2	3	0
Access to latrine	0	25(30.86)	10(12.34)	46(56.8)	0
Cleanness of rooms	0	72(88.8)	0	9	0
Queue process to see a DT	0	12	8	61	0

The way DT examined	10(12.54)	60(74)	0	11(13.6)	0
Confidentiality	0	58(71.6)	9(11.1)	14(17.3)	0
Availability of drugs	0	70(86.4)	2(2.46)	9(11.1)	0
Overall waiting time	0	31(38.3)	9(11.1)	41(50.61)	0
Visiting hours	0	32(39.5)	7(8.6)	40(49.4)	0
Overall satisfaction	0	57(70.4)	0	24(29.6)	0

38.1% of patients are satisfied with time spent to see a DT while 50.61% of them are dissatisfied. 70% are satisfied by the way doctor examined them. The overall satisfaction accounts 70.4%.

Table 3: Comparison of overall level of client satisfaction with dental health service rendered at Ambo hospital by selected socio demographic characteristics,

Characteristics		Satisfied	Dissatisfied	Total no
Sex	Male	25(67.5)	12(32.5)	37
	Female	29(66)	15(34)	44
Age in years	15-24	9(69)	4(31)	13
	25-34	20(66.6)	10(33.3)	30
	35-44	13(72.2)	5(27.8)	18
	45+	13(65)	7(35)	20
Education status	Illiterate	12(70.1)	5(29.9)	17
	1-8	11(78.6)	3(21.4)	14
	9-12	8(72.7)	3(27.3)	11

	diploma & above	27(69.2)	12(30.8)	39
Address	Urban	33(68.7)	15(21.3)	48
	Rural	21(63.6)	12(36.4)	33
payment status	Paying	43(62.4)	27(27.6)	70
	Free	9(81.8)	2(19.2)	11
Occupation	Farmer	14(58.3)	9(41.7)	24
	Merchant	15(68.2)	7(27.8)	22
	government employee	14(66.6)	7(33.3)	21
	Student	7(58.3)	5(41.7)	12
	Other	1	1	2

According to the above tables the satisfaction of patients visiting Ambo hospital dental clinic is greater than 60%.

Table4: compression of client satisfaction with availability of drugs by selected socio demographic characteristics at Ambo hospital

Characteristics	satisfied	Dissatisfied	Total no
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Sex	Male	25(68)	12(32)	37
	Female	32(72)	12(28)	44
Age in years	15-24	10(77)	3(23)	13
	25-34	23(76.6)	7(23.4)	30
	35-44	14(77.7)	4(22.3)	18
	45 &above	15(75)	5(25)	20
Education status	Illiterate	12(70.6)	5(29.4)	17
	1-8	9(64.3)	5	14
	9-12	8(70)	3	11
	diploma &above	27(68)	12(32)	39
	Urban	35(73)	13(27)	48
Address	Rural	23(69.7)	10(31.3)	33
	Paying	51(73)	19(27)	70
payment statusj	Free	8(72.7)	3(27.3)	11

This table show that, greater than 70% of drug prescribed are available in the hospital drug store that why most of them are satisfied with availability of drug at rate greater than 70%.

Table-5. Comparison of client satisfaction with the waiting time to get the different out patient service at Ambo hospital.

Characteristics		Satisfied	Dissatisfied	Total no
How long it takes to reach the hospital(hrs)	<1hr	24(72.7)	9(27.3)	33
	1-2 hr	20(74)	7(26)	27
	2-6 hr	15(71.4)	6(28.6)	21
	>6hr	-	-	-
Time to see DT(hrs)	<1	32(97)	1(3)	33
	1-2	26(86.6)	4(13.4)	30
	>2	1(5.6)	17(94.4)	18

As this table shows 97% of the patients those who need less than one hour are satisfied while those who come from far satisfied only 71.4%. 97% of patients those who wait for only less one hour are to see a doctor are satisfied while only 5.6% of those who wait for greater than two hour are satisfied.

Chapter six

Discussion

Patient satisfaction is highly depends on the patient expectations on care they are going to receive from the hospital. Even the quality of care from the patients' perspective and patient satisfaction are two major multi dimensional concept that are used several times interchangeably. This one the result I appreciate from my research that even patient his tooth extracted due to lack restorative material is satisfied, only for painless removal his tooth and recovery from his pain.

In my research the overall patient satisfaction is 70.4% but research done at Olabisi Onabanjo university teaching hospital, Nigeria on perception and patient satisfaction showed that 83.1% patients were satisfied with overall health service received at the hospital. The satisfaction rated less in my research, which may due to lack of enough human power, like dental doctor , and material at Ambo hospital dental clinic. Of 81 respondents asked about drug availability at Ambo hospital drug store greater than70% of them satisfied but a study in Mozambique showed failure to receive prescribed medications and was found to be the most common complaints associated with lower satisfaction rate. The most probable reason for this difference is most drugs prescribed at dental OPD are in the Hospital drug store.

Of 81 respondent 88.8% are satisfied with cleanness of the room while the study done at selected health facility in six Ethiopian region shows that 76.5% to 90.57% are satisfied. When asked for access to the latrine 12.34%response to neutral, while 30.86% of them are satisfied and 56.%8 are dissatisfied.

Chapter seven

Conclusion and recommendation

7.1 Conclusion

Mostly patient satisfaction is depends on their expectation than true procedure that should be done and how long time they wait for service.

7.2 Recommendation

Even if having full satisfaction impossible the aim should be directed at quality and standardized dental care which define dentistry at its full scope. This would be achieved if and only if the society has full awareness about oral health.

Based on my study I recommended:

1. To ministry of health
 - ✓ allocate budget, human power and instruments for restorative dentistry.
2. Oromia health bureau
 - ✓ need to have good communication with ministry of health so as to develop technology of dental treatment to modern dentistry
3. Ambo hospital
 - ✓ try to fulfill dental materials by discussing with concerned body
 - ✓ communicate with ministry of health to employ enough human power
 - ✓ creating awareness about the modern dental service.
4. West shewa zone health bureau
 - ✓ try to in collaboration with hospital and other concerned body so as to those come from distance can survived easily.

ANNEX I

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ANNEX -2

DATA COLLECTION INSTRUMENTS

DATA COLLECTION QUESTIONNRE, JIMMA UNIVERSITY COLLEGE OF PUBLIC HEALTH AND MEDICAL SC.ENCES, DEPARTMENT OF DENTISTRY.

Questionnaire for data collection on the assessment of the level of clients satisfaction with the overall health service provided at Ambo, hospital, June 2013.

IDENTIFICATION

Where the interview conducted(units)_____

I would like to interview you few questions about the health service provision of this hospital. The objective of this study is to asses perceived level of client satisfaction with health service rendered at Ambo hospital, which will be important to improve the health service delivery of the hospital. Your cooperation and willingness for the interview is very helpful in identifying the problems related to the issues. Your name will not be written in the form & I assure you that all information that you give will be kept strictly confidential .Your participation is voluntarily and you are not obligated the answer any question you do not wish to answer. If you are not still comfortable with the interview please, feel free to stop it any time you like.

Interviewer's name and code _____ signature _____ Date of interview _____ *THANK YOU FOR YOUR COOPERATION!!!!*

GENERAL INSTRUCTION

- Ask each question exactly as it is written on the questionnaire
- Do not read the pre-coded response to respondents, listen only to the response of the respondents.

- Circle the response that best matches the answer of the respondent.

Part one: socio demographic characteristics

1. Sex

1. Male 2. Female

2. Age (in year)

3. Martial states

1.single 2.maried 3.divorced 4.widowed

4 .Educational states

1.illitrate 2.1-4 3. 4-8 4.9-12 5.diploma and above

5. occupation

1.merchant 2.gov't employee 3.farmer 4.student 5.others

6. Address 1.rural 2. urban

7. Payment status 1.pay 2.free

8. Status of individual 1.patient 2.attendant

9. Reason of visit 1.illness 2.others (eg. cosmetics

10. Frequent of visit 1. New 2. repeat

11.Religion

1.orthodox 2.muslim 3.protestant 4.others

12. Ethnicity

1 Oromo 2 amhara 3Gurage 4 others

PART –TWO QUESTIONS ON RESPONDENTS SATISFACTION

1. Did you feel that the schedule hours at the hospital convenient for you?
A yes, B no
2. How long(hrs) does it normally takes you to go to the hospital?
1, <1 2. 1-2 3.2-6 4.>6
3. Was there any delay in the registration process?
A. yes B. No
4. How long do you wait to see a Dr.?
1. <1hr 2. 1-2hr 3. >2hr
5. Was there a chair provided for you to sit on while waiting?
A yes B no
6. How much are you satisfied with the waiting time spent waiting to be seen by a Dr.?
1 very satisfied 2.satisfied 3 neutral 4 dissatisfied 5 very dissatisfied
7. After seeing Dr. how long does it takes you to be attended by a nurse/other staff for injection, dressing...
1.<1hr 2.1-2hr 3.>2 hr
8. Were you satisfied with the process to see a Dr.?
1 very satisfied. 2. satisfied 3. neutral 4. dissatisfied 5. very dissatisfied
9. How satisfied are you with the courtesy & respect of the Dr./nurse during your visit?
1. very satisfied 2. satisfied 3 neutral 4. dissatisfied 5. very dissatisfied
10. How satisfied are you by the way the Dr. examined you?
1. Very Satisfied 2. Satisfied 3.neutral 4. dissatisfied 5. Very dissatisfied
11. How satisfied are you by measure taken to keep your privacy during your examination?
1. very satisfied 2. satisfied 3.neutral 4. dissatisfied 5. very dissatisfied
12. Were any laboratory and/or x-ray ordered for you?
A .yes B .no
13. If yes ,did you get all the ordered Procedures in the hospital?

laboratory?

0. not ordered 1. yes all 2. only one 3. none

x-ray?

0. not ordered 1. yes all 2. only one 3. none

14. If yes, how long did you wait to give the lab specimen?

0 not ordered 1.<1hr 2.1-2hr 3.>2 hr

15. How long do you wait to be x-rayed?

0 not ordered 1.<1hr 2.1-2hr 3.>2 hr

16. How long do you wait to see the Dr. after receiving your result?

1.<1hr 2.1-2hr 3.>2 hr

17. How satisfied are you with the access to the toilet?

1. Very Satisfied 2. Satisfied 3. neutral 4. dissatisfied 5. Very dissatisfied

18. How satisfied are you with the cleanliness of the toilet?

1. Very Satisfied 2. Satisfied 3. neutral 4. dissatisfied 5. Very dissatisfied

19. How satisfied are you by the waiting time to get the health service and get back?

1. Very Satisfied 2. Satisfied 3. neutral 4. dissatisfied 5. Very dissatisfied

20. Were drugs and supplies ordered to you ?

A yes B no

21. If yes, were you able to get them in hospital pharmacy?

1 yes, all 2. some, but not all 3 none of them

22. How satisfied are you with availability of drugs ?

1. Very Satisfied 2. Satisfied 3. neutral 4. dissatisfied 5. Very dissatisfied

23. How do you evaluate the overall cleanliness and comfort of the waiting area, examination room and the compound?

1. Very Satisfied 2. Satisfied 3. neutral 4. dissatisfied 5. Very dissatisfied

24. How satisfied are you with the completeness of the information given to you about your problems? (by the health providers)

1. Very Satisfied 2. Satisfied 3. neutral 4. dissatisfied 5. Very dissatisfied

25. Were you satisfied with the measures taken to assure confidentiality about your health problem?

1. Very Satisfied 2. Satisfied 3. neutral 4. dissatisfied 5. Very dissatisfied

26. How do you rate your overall level of satisfaction regarding the delivery of health service you received?

1. Very Satisfied 2. Satisfied 3. neutral 4. dissatisfied 5. Very dissatisfied