



End Stage Renal Disease and patients' satisfaction with their health care outcomes

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Background:

Patients' satisfaction assessment is becoming increasingly important indicator of health care outcomes and considers as evidence that better patient satisfaction might be associated with better medical outcomes.

The Aim of this study to assess the hemodialysis patients' satisfaction with their health care outcome.

Methods:

The cross-sectional study was used and the study sample was recruited from General Mohail Hospital (April to Jun 2013), the total number 79 patients were completed the patient satisfaction PS18 Questionnaire.

Results:

This study involved 79 patients on Hemodialysis. The sample has slightly more males (59.5%) and the majority of the patients are married (74.7%), and their education was mostly read/write (48.1%) or primary (26.6%). Whereas more than half of the patients on dialysis therapy between 1 and 5 years and Significant variation in all dimensions reported by patients were unsatisfied except time spent with doctor (64.6) and Accessibility & Convenience (57.0). Moreover technical quality was good (53.2%). Furthermore the correlation between patients' satisfaction dimensions and patients personal characteristics'. There were highly significant correlation ($P=.003$) between sex and technical quality, while marital status was negatively correlated ($P=-.042$) with time spent with doctor. Nonetheless, our results suggest that almost half of the study sample reported in general Satisfaction were unsatisfied, however the financial Aspect, communication and interpersonal manner should be achieved to improve health care out come then subsequently increase level of patients' satisfaction, and further research regarding patient satisfaction is required.

Key words: Hemodialysis, patient satisfaction, Saudi Arabia

Patients' satisfaction dimensions scores in the study sample (n=79)

