

# Improving patient experience at Medical Outpatient (MOP) department at Hamad General Hospital : Patient Satisfaction Survey

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## 1.Introduction

Patient satisfaction is been frequently used as an indicator of quality of Healthcare Services provided; and needs to be frequently measured.

The aim of our project is to measure and analyze the level of satisfaction of Patients visiting Medical Outpatient (MOP)clinics at Hamad General Hospital (HGH) Qatar.

## 2.Methods

In this project, a pre-structured questionnaire (Arabic and English form) was distributed to patient visiting MOP clinics at HGH; the questionnaire covered demographic and socio-economic data, frequency of visit to clinic, patient-physician and patient-nursing staff relationship, environment setting and patient education.

Total of 190 patients participated in this survey and data collected were analyzed.

Figure 1

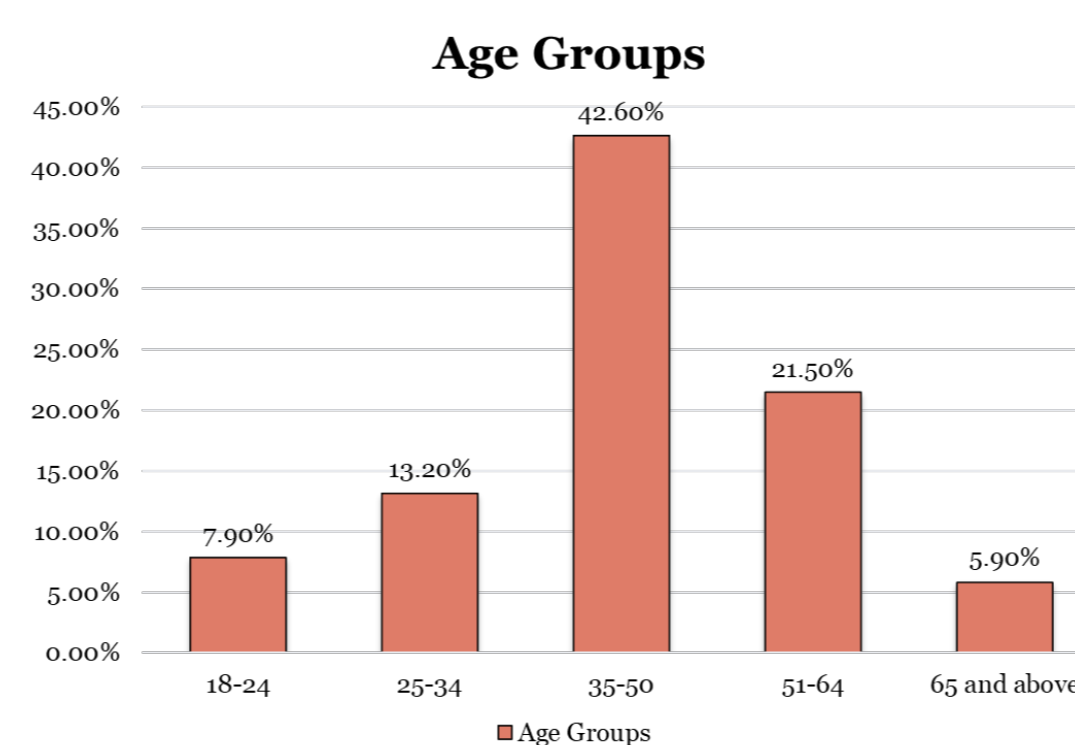


Figure 2

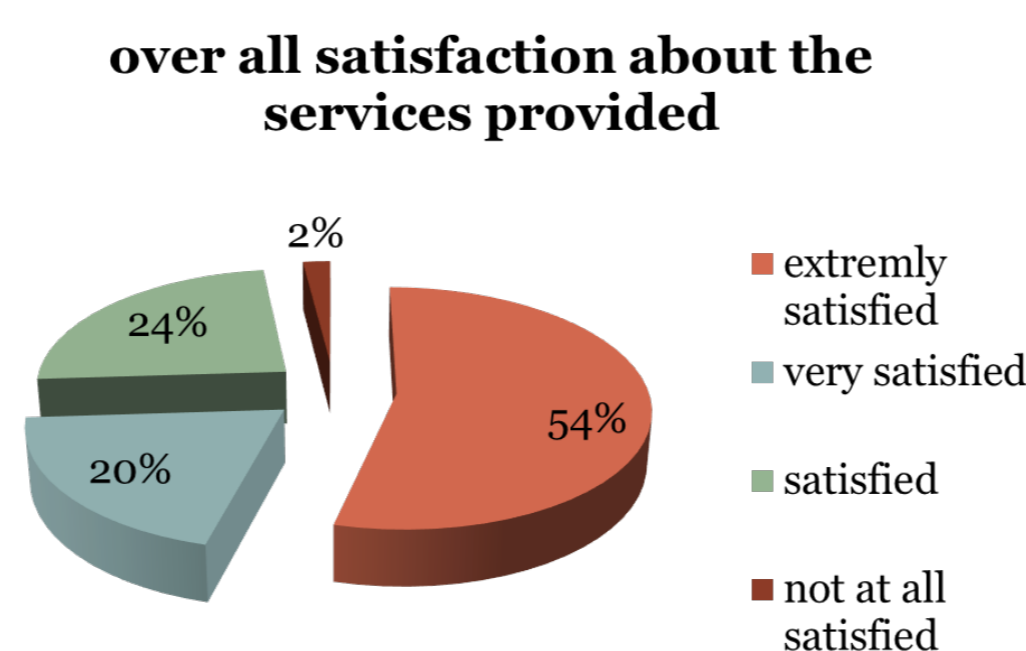


Figure 3

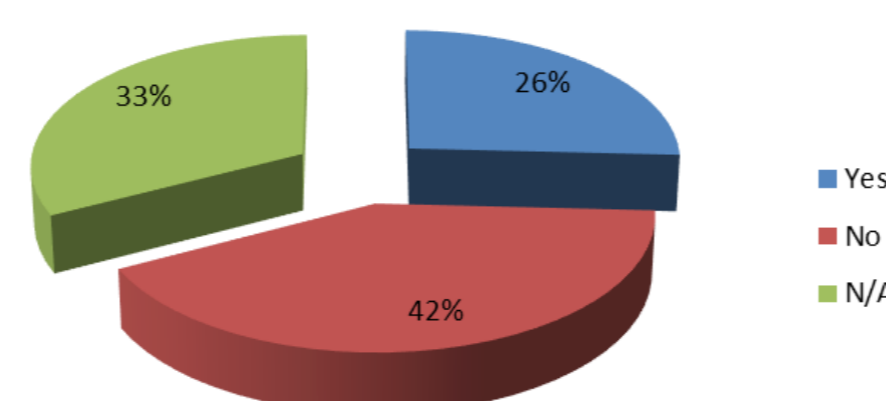
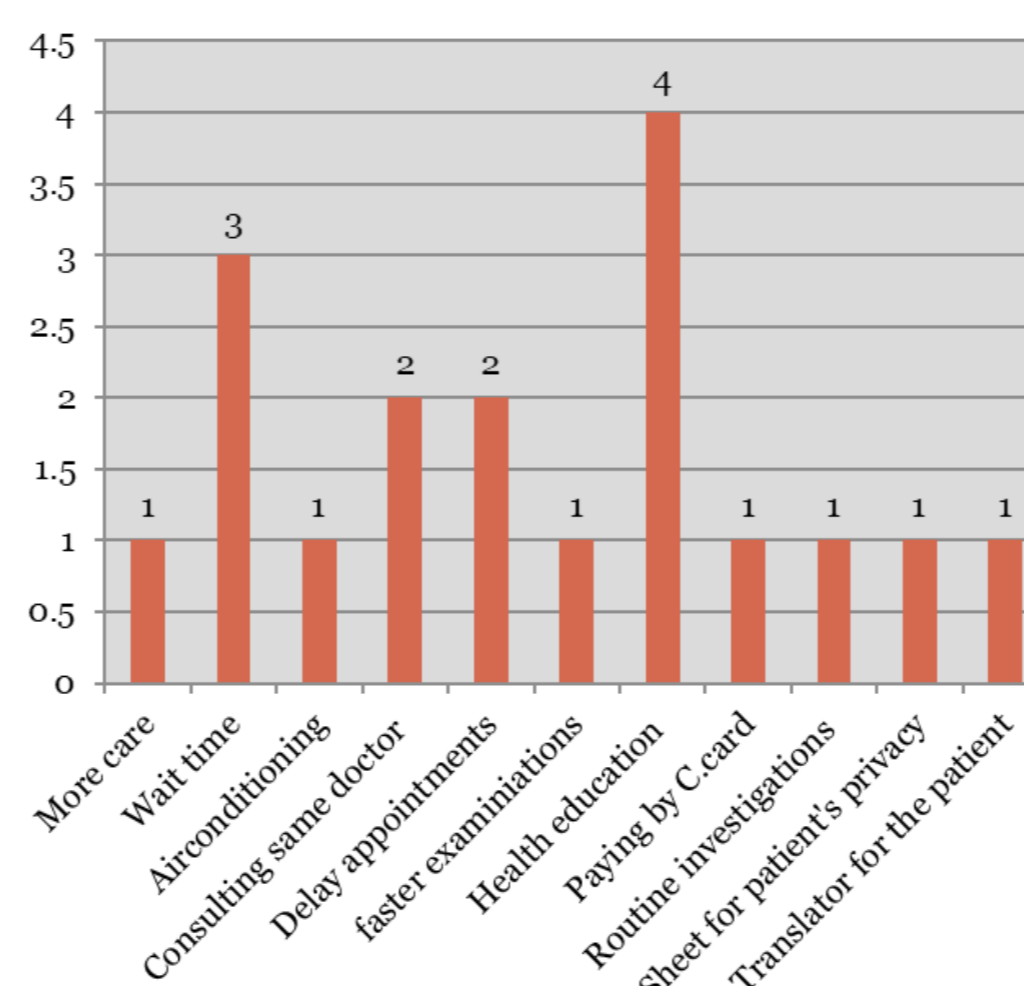


Figure 4



## 3.Results

Among the patients that participated in this survey, there was no significant difference in Gender ( 51,2 % Female and 48,8% Male), 42,6% were aged 53-50 years ( figure 1).

The overall satisfaction of the visit to medical outpatient clinic was as follow: 54% extremely satisfied, 20% very satisfied and 24% satisfied. (Figure2).

When asked if anything could be improved in the services provided in MOP, 25 % replied yes ( figure 3); health education and waiting time were the 2 more common replies.( figure 4)

## 4.Discussion

To our knowledge, this is the first time ever a Satisfaction survey is done in Medical Outpatient clinic in HGH. Although more than 90% of the patient were overall satisfied, 25% of them agreed that service can be improved.

The 2 aspect of care that need improvement are : waiting time and health education, and our next step is to improve the Education by distributing leaflets, broadcasting Videos in Waiting Areas , Consider providing Healthcare educator in the clinic .

Another survey will be done after these interventions to measure the improvement .

In Collaboration with