



**ST. PAUL'S HOSPITAL MILLINUM MEDICAL COLLEGE (SPHMMC)
DEPARTMENT OF PEDIATRICS AND CHILD HEALTH.**

**LEVEL OF SATISFACTION TOWARDS INPATIENT SERVICE AMONG CARE
GIVER IN SPHMMC DEPARTMENT OF PEDIATRICS AND CHILD HEALTH,
ADDIS ABABA, ETHIOPIA, 2022.**

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**A RESEARCH REPORT SUBMITTED TO THE DEPARTMENT OF
PEDIATRICS AND CHILD HEALTH, ST. PAUL'S HOSPITAL MILLENNIUM
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ABBREVIATIONS

NICU..... neonatal intensive care unit

PICU.....pediatric intensive care unit

PI..... principal investigator

SPHMMC..... St. Paul's Hospital Millennium Medical College

WHO.....world health organization

ABSTRACT

INTRODUCTION: Patient satisfaction is becoming an emerging health policy all over the world. It is a key determinant of quality of care and an important component of pay-for-performance metrics. Furthermore, patient satisfaction is critical to ensure how well patients do; many research clearly identified a link between patient outcomes and patient satisfaction scores. Patient satisfaction is multifaceted and a very challenging outcome to define. It seems easy to understand but hard to define. Satisfaction is not a preexisting phenomenon waiting to be measured, rather a judgment people made reflecting their experience under specific circumstances. A simple and practical definition of satisfaction would be the degree to which desired goals have been achieved

OBJECTIVE; to assess level of satisfaction towards in patient service among care givers in st paul's hospital millinium medical college department of pediatric and child health.

METHODS: Hospital based cross sectional Study design was used. The target population was all care giver in pediatrics medical ward, pediatrics surgical ward, PICU and NICU during data collection period and stayed at least two or more days. Simple random sampling 600 admitted children are found. The calculated sample size is 268.the number of admitted children in each ward is different so use proportion to gate equal distribution then randomly to select the participants. The data was collected by using training enumerators through translated structured interview questioner, data was entered and analyses was done by SPSS version 25 for and descriptive statistical analyses with frequency& percentile. The data was presented with sentences, chart and tables.

Result: the overall level of satisfaction in this study was 98%.

Conclusions :assessing satisfaction level of care givers in simple and cost effective way for evaluation of hospital service the findings of the present study reveal care givers more satisfied with attitude and behavior of health care provider,cleanliness of wards,waiting area and easily accessibility of emergency department.

CHAPTER-ONE:

1. Introduction

1.1 Background:

Health care quality is becoming a global issue, which occasioned the health care industry to undergo a rapid transformation to meet the ever-increasing needs and demands of its patient population [1]. Patient satisfaction can be described as a healthcare recipient's reaction to several aspects of their service experience. It is related to perception of the outcome of care and the extent to which it meets patient expectations. Patients thereby evaluate the healthcare services as well as the providers from their own subjective point of view [2, 3].

Conceptually, patient satisfaction has been defined as patient's judgment on the quality and goodness of care [4]. Consequently, a dissatisfied patient is not considered psychologically or socially well and thus the goal of nursing has not been attained [5]. Patient satisfaction deserves attention not only because it is basically valuable goal, but also because it is a potentially important mediator for a variety of essential outcomes. Satisfied patients may be more adhered with their treatment suggesting that satisfaction is an important component in promoting health and well-being. Satisfaction may also directly affect the economical capability of an institution by affecting consumer choice of health institution [6]. Satisfaction with care has a vital power determining whether a person seeks medical advice, complies with treatment, and maintains a continuing relationship with healthcare providers [7]. Of all the healthcare workers, nurses spend much time with the patients. Therefore, the nurse is in a unique position to influence and promote effective consumer relationships [8]. Measurement of patient satisfaction with inpatient care appears to be more important, because the interaction of patient and nursing staff is high in the ward setting and the illness itself affects the attention of nurses [9]. Caregiver satisfaction is a crucial metric for assessing the quality of medical care[10].

To provide patient-centered treatment and guarantee patient adherence, it is essential to involve families or caregivers in decisions regarding child care [11].The perception of the caregivers the most important factor in shaping service uses [12].

Satisfaction is complex concept and is an important factor in increasing patient retention and honesty[13]. It is influenced by a variety of factors, including societal norms, the context in which health care is delivered, the need for and value of caregivers, and personal experiences[14,15,16].

Therefore, evaluation of healthcare provision is essential to improve and keep the quality of medical services. Traditionally, reports of patients were given less attention compared to technical and functional reports of outcome. More recently, however, healthcare systems have sought to pay attention for acceptability and preference of patients in the hospital [17-18].

The future of patient satisfaction lies in continuing to enhance the environment where people work and where patients receive care [19].

1.2 statement of the problem

Despite the availability of a wide range of quantitative and qualitative studies on patient satisfaction, there appears to be a lack of consensus on this issue from different investigators.

Dignity and privacy have been established as determining factors in patient satisfaction. Patients for the most part trust that the hospital service will maintain their dignity, privacy and confidentiality of information as well as trusting that the staff knew what they were doing. Patients were treated disrespectfully and their integrity was threatened and violated not only verbally but also physically. This leaves them full of discomfort, feeling deserted and exposed (20)

Different Studies reported that: patient provider relationship (courtesy, listening, consultations, etc.), medical care and information, physical environment, lack of adequate transportation, in-patient services, hospital facilities and access to care, waiting time and cost of treatment, visiting of Doctors after registration, inadequate physical examination by providers, laboratory procedures, re-visiting of the doctor for evaluation with laboratory results, prescription paper for drugs and supplies, availability of prescribed drugs/medications from the hospitals' pharmacies, difficulty to locate different sections, cleanliness of toilets/bathrooms, availability of drinking water etc. were the frequently faced problems affecting satisfaction(21)

Health care recipients in developing countries are particularly sensitive to perception of the quality of health care delivery compared with those in advanced countries. While our patients

will use traditional or alternative care without voicing their dissatisfaction with the services received, patients in advanced countries have formed strong consumer protection groups that demand for quality care (22)

It is everyone's most common experience to witness significant patient or client complaints and dissatisfactions with respect to hospital health care deliveries, particularly nursing care services, in many of the Ethiopian healthcare settings (23)

Therefore, since hospital lacks adequate information with regard to this vital public health constraint, this study would have an important input in assessing the level of clients' satisfaction on inpatient health care services.

There are some specialists and many other health professionals in SPHMMC but the clients are choosing private clinics, the doctors are sending them to the private pharmacy to find the drug which is not available in the hospital and to private clinic for investigation in the same reason.

Clients are confusing because of few signs of direction at the hospital and some client's illiterate. For this they are asking staff and other people to find the destination. Therefore, the current study, aimed to assess care giver satisfaction towards inpatient service towards in pediatric and child health at SPHMMC in 2022.

1.3. Significance of the study

The determination of client satisfaction is very important in order to bring significant improvement in health services delivery in different departments of the hospitals. In Ethiopia, there are studies about patient satisfaction in different corners of the country but no study conducted on this topic in the study area. Therefore, this study will serve as very important for research demand and it will determine the extent of client satisfaction within the study area. The information provided by this study will be used by concerned bodies, higher officials and other stakeholders to give solution for the consequences of the study problem by designing problem oriented strategies in the existing socio-economical context and based on the finding further studies were recommended using this as baseline source of data for future. It also will be used as reference.

CHAPTER- TWO

2. LITERATURE REVIEW

A study conducted at NAGPUR hospital shows Patients were more satisfied with behavior of doctors (87.76%) as compared to the behavior of nurses and other workers (70.01%,59.09% respectively). It was found to be statistically significant ($P<0.0001$). Better level of education among doctors may be the reason for present study finding. Patient's level of satisfaction was found to be better regarding cleanliness in patient area, wards and hospital campus (68.13%, 61.85% and 65.93% respectively). But dissatisfaction was found to be more regarding the cleanliness in toilets (56.01 %) which were statistically significant ($P<0.0001$). In Most of the places toilet is neglected area in the cleanliness. 51.93% were unsatisfied with quality of food and 16.98% patients were unsatisfied with availability of drinking water in the hospital (24)

A study conducted in Jimma university specialized hospital shows the way the doctor examined the clients was the aspect where satisfaction was rated highest 349 (91.36%) and satisfaction was rated lowest (53.1%) with the time spent to see a doctor. Out of 40 admitted patients included in the study 22 (55%) were satisfied with the food service of the hospital and contrary to this, 24 (60%) were dissatisfied with the visiting hours of the hospital. Nearly two fifth of the respondents (39%) responded they were not satisfied with the information provision about the hospital services and the flow. Out of 344 laboratory orders 178(51.74%) got all the ordered procedures and of the 247 radiology requests 184(74.50%) were able to get the requested procedure in the Hospital. While, 88.2 % of the total clients got a prescription paper for drugs and supplies, only 33.3%, got all the prescribed drugs. Over one third (37.0%) of the respondents reported dissatisfaction with the overall waiting time to get the hospital services, while 23.5% of the clients were dissatisfied with the lack of drugs and supplies in the hospital. A total of 189 patients participated at Jimma University Specialized Hospital, 2015. The proportion of overall net patient satisfaction was 117 (61.9%)(25).

A study in Tikur Anbesa indicated overall participants' satisfaction 90% with nursing care in contrary to other studies in the country. Female and age (18-30) had higher satisfaction than males and older participants'. Number of nights spent in the ward had also an association with satisfaction. Those who stayed 11-21 nights had lesser satisfaction than those who stayed less than 10 days. It was indicated that, the cause of dissatisfaction is not due to

nursing care but other hospital services such as pharmacy, laboratory, catering and other services (26).

A study conducted in Jimma university specialized hospital in pediatrics ward on care giver satisfaction. Out of 422 populations included in the sample, a total of 400 respondents participated in our study yielding a response rate of 95%. Of these, 213 (53.3%) respondents were female and 327 (81.8%) were Oromo in ethnicity. One hundred forty (35%) of respondents were in the age of 25–29 years with the mean ($\pm$ SD) age of 30.26($\pm$ 7.41) years. Three fourth (75.8%) of the study participants were Muslim in religion while 54 (13.5%) were Orthodox religious followers. More than one-fifth (21.76%) of study participants were among the poorest. Of the respondents, almost all (96%) of them were married. One hundred forty-six (36.5%) of respondents were unable to read and write. More than half (53.8%) of respondents were farmers in occupation. Nearly three fourth (72.3%) of study participants were self-sponsor. Among the study participants, 326 (81.5%) of them visited the pediatric ward as new patients. Three hundred twenty-nine (82.3%) of respondents were came to the medical center by referral from other health institutions. Of the respondents, 253 (63.2%) of them were dissatisfied with the easy accessibility of the location of the emergency department in the Hospital. Two hundred seventy-one (67.7%) of respondents were satisfied with the cleanliness and comfort of the waiting area. Similarly, 305 (76.4%) of the study participants were dissatisfied with the waiting time before entering the physician's room and 273 (68.2%) respondents were satisfied with the location and easily accessible to the ward. Two hundred ninety (72.5%) of study participants were dissatisfied with the Suitability/comfort of the ward during their stay. Among the respondents who participated in the study, 267 (66.7%) of them were satisfied with the cleanliness/ neatness of the ward during their stay and 191 (47.8%) of the respondents were dissatisfied with the suitability of the food service provided by the hospital. Two hundred three (51%) of the study participants were dissatisfied with the easy accessibility of pipe water and 216 (54%) of respondents were also dissatisfied with the easily accessibility & suitability bathroom. One hundred eighty-nine (47.2%) of respondents were satisfied with the easily accessibility and cleanliness of the latrine. Two hundred seventy-nine (69.8%) of respondents were satisfied with the front line health care providers' availability and immediately arrival when needed. Of the study participants, 277 (69.2%) of respondents were dissatisfied with the availability of assigned

nurses when needed. Two hundred fifty six (64%) of study participants were dissatisfied with the doctors' availability when needed. Majorities (69.2%) of respondents were satisfied with the communication skill of the Doctors but, 302(75.5%) of study participants were dissatisfied with the communication skill of the nurses. Among the study participants, 260 (65%) of them were satisfied with the communication skill of supportive staff. One hundred thirty seven (34.2%) of respondents were satisfied with the health professionals' patience to listen to their problems. Majority (62.2%) of respondents were satisfied with the information given to them. Two hundred fifty nine (64.7%) of study participants were satisfied with the language health professionals used to communicate with them. Three-fourth (74.5%) of respondents were satisfied with the respect from doctors. Two hundred eighty four (71%) of study participants were satisfied with the respect from nurses. Two hundred sixty (65.3%) of respondents were dissatisfied with the respect shown by supportive staff. One fourth 98(25.8%) of study participants responded there is discrimination by health professionals during the service delivery. More than half (54.5%) of respondents were satisfied with the availability of laboratory tests.

One hundred forty seven (38.5%) of the study participants were satisfied with the service provided in the laboratory unit. One hundred twenty one (40.4%) of respondents were dissatisfied with the availability of drugs and 121 (31.8%) of them dissatisfied with the service in the pharmacy units. Two-thirds (66.8%) of the study participants were satisfied with the availability of imaging modalities and 157(59.7%) of them were satisfied with the service in the radiology department. Among the respondents, 99(66.9%) and 81 (65.3%) of them were satisfied with the availability of pathology and services provided in the department. Two hundred sixty six (66.8%) of respondents were satisfied with the cost of the services. The satisfaction of caregivers was assessed in the pediatric ward of a large referral hospital in southwest Ethiopia. The magnitude of caregiver's satisfaction in Jimma University Medical Center's pediatric wards was 68 %(27).

CHAPTER-THREE

3. OBJECTIVES

3.1. General Objectives:

To assess level of satisfaction towards inpatient service among care givers in SPHMC department of pediatrics and child health, Addis Ababa, Ethiopia, 2022.

3.2. Specific Objectives:

- ✓ To assess level of satisfaction towards inpatient services among care givers at department of pediatrics and child health.
- ✓ To describe level of satisfaction towards inpatient services among care givers at department of pediatrics and child health.

CHAPTER FOUR

4. METHODS AND MATERIALS

4.1. Study Area

St. Paul's Hospital Millennium Medical College is found at Addis Ababa, capital city of Ethiopia. It lies at an altitude of 2355 meter.

Currently SPHMMC has a total of 700 beds at different wards and pediatrics has 140 beds. These are medical, surgical, gynecology and obstetrics, ophthalmology, NICU and pediatrics wards. Pediatrics wards are NICU, Pediatrics medical, pediatrics surgical, PICU and pediatrics hematoma/oncology ward.

4.2. Study period

The study was conducted from December-January , 2022.

4.3. Study design

hospital based Cross-sectional study design was used.

4.4. Source population

All care givers at SPHMMC department of pediatrics and child health.

4.5 Study population

268 care giver to pediatrics medical ward, pediatrics surgical ward, PICU and NICU during data collection period and stayed at least two or more days.

4.6 Inclusion and exclusion criteria

4.6.1. Inclusion

- ✓ Care giver stayed in pediatric ward for two or more days

4.6.2. Exclusion

- ✓ Unable to hear and speak
- ✓ visitors

4.7 Sample size determination and sampling procedure

4.7.1. Sample size determination

Sample size was calculated by using single population proportion formula.

$$n = \frac{(Z_{\alpha/2})^2 P (1-P)}{d^2}$$

Where n= minimum sample size

z= standard normal distribution value at 95% confidence level

p= proportion of satisfied clients.

d= margin of error to be tolerated.

Assumption

P= 70% was satisfaction of the Jimma university specialized hospital (16).

Z=1.96 at 95%CI

d=5% (0.05)

Therefore, the sample size of the study was;

$$n = \frac{(1.96)^2 (0.3 \times 0.7)}{(0.05)^2}$$

$$n = \frac{(3.84) \times (0.21)}{(0.0025)} = 322$$

N –is average of all admitted clients in SPHMMC =1023

By using correction formula

$$\frac{n}{1 + \frac{n}{N}}$$

$$= \frac{322}{1 + \frac{322}{1023}}$$

$$= 244$$

$$= 322$$

$$\frac{1023}{322} + \frac{1023}{322} = 4.177 / 1023 = 244$$

where, we take

$$322$$

$$\text{A 10\% non-responder rate} = 244 + 24 = 268$$

4.7.2. Sampling procedure

simple random sampling 600 admitted children were found. The calculated sample size is 268. The number of admitted children in each ward is different so used proportion to gate equal distribution then randomly to select the participants.

$$K = \frac{nf}{(N)} \times S.S$$

$$\text{Pediatric ward } K = \frac{150}{(600)} \times 268 \quad k = 67$$

$$\text{PICU } K = \frac{50}{600} \times 268 \quad k = 22$$

$$\text{NICU } K = \frac{291}{600} \times 268 \quad k = 129$$

$$\text{PSW } K = \frac{109}{(600)} \times 268 \quad K = 48$$

4.8 Data collection procedure

We made structured questionnaire from different review to collect socio demographic and other information from the study participants, who are inpatient service users admitted to the pediatric wards during the data collection period. Data was collected from the selected participant by interviewing data was collected by investigators.

4.9. Variables

4.9.1 Dependent variable

- ✓ Level of Care givers satisfaction

4.9.2 Independent variables

- | | |
|---|------------------------------|
| ✓ Socio-demographic characteristics | ✓ Physical condition |
| ✓ Age | ✓ Duration of stay/admission |
| ✓ Sex | ✓ Toilet service |
| ✓ Religion | ✓ Food and water service |
| ✓ Marital status | ✓ Pharmaceutical services |
| ✓ Educational level | ✓ Laboratory service |
| ✓ Occupation | ✓ Imaging service. |
| ✓ Admission history –new time or repeat admission | |

4.10 Operational definitions

- ❖ **Care giver satisfaction**-refers to care givers need or desire with health service.
 - ✓ **Satisfied** refers to clients who score ≥ 72.5 mean among to Likert scale from satisfaction questions.
 - ✓ **Dissatisfied** refers to clients who score < 72.5 mean among to Likert scale from satisfaction questions.
- ❖ **Quality of care** means patient's perception of health service providers' competence in diagnosis and treatment, and their time spent with patients and of the quality of health service provider includes thoroughness and significance of mistakes for the patient.
- ❖ **Accessibility**- pertained to services, location, and access for admission.

4.11 Data Processing and Analysis

The data was entered and then analysis was undertaken with SPSS 25 version. Four point liker scale question was minimized into two categories both highly dissatisfied and dissatisfied answer counted as dissatisfied, similarly highly satisfied and satisfied answer was taken satisfied. Descriptive statistics analysis with frequency and percentile, the data was presented with sentences, chart and tables.

4.12 Data collection tools

Structured interview questioners were used, the questioner conducted from SPHMMC, Questioners were prepared first in English then was translated to Amharic and then back to English in order to maintain its consistency.

4.13 Data quality assurance

Pretest: -To control quality of data pretest was done on 5% of our sample size at black lion specialized hospital to identify potential problems in the data collection by investigators, consistency in understanding of questions, in understanding the response of admitted client to questioners by group members.

The data was collected by the group members and were responsible to handle the whole process of the data collection and to check and correct questions to be raised by the respondents. The data was entered and cleaned carefully after recheck by the group members for the completeness of the questionnaires. At the end of each day the questioner were

reviewed and checked for completeness by the group members and corrective discussion were undertaken with all the research team members who were assigned to give remarks during morning times on how to eliminate or minimize errors and take corrective actions using semi structured questioner.

4.14 Ethical Consideration

An official letter from SPHMMC department of pediatrics and child health, school of nursing was sent to SPHMMC department of pediatrics and child health in order to get permission for data collection. Self-introduction and greeting at the beginning and continue on explanation of the aims of the study and what is needed from them. Information was collected after obtaining verbal consent from each participant and thanks at the end of the data collection process. Respondents were also informed that they can refuse to participate and confidentiality of the individual information was kept.

4.15. Dissemination of the finding

The finding of this study was communicated to the SPHMMC department of pediatrics and child health, school of nursing.

CHAPTER FIVE

Results

1.1 Socio –demographic characteristics

A total of 268 respondents were included in the study and all care givers included in the study are responded the interview, making a response rate 100%. Sex distribution of respondents constitutes 29.1% males & 70.9% females are involved in the study. Regarding ages of participants 33(12.3%) were 18-23yrs, 84(31.3%) were 24-29yrs, 66(24.6%) were 30-34yrs and 85(31.7%) were >35 yrs. Majority of participants were follower of orthodox 125(46.6%), Muslim 95(35.4%), protestant 47(17.5%) and others 1(4%). About marital status of participants 243(91.4%) of respondents were married, 18(6.7%) were single and 5(1.9%) were widowed. About educational status of the participants majority 83(31%) of respondents were completed primary school. About occupational characteristics of participants 37(13.8%) were farmers, 35(13.1%) were government employers, 46(17.2%) were private employers, 101(37.7%) were self-employers and were others 49(18.3%).

Table 1: Socio-demographic characteristics of care givers attending inpatient department of pediatric and child health unit at SPHMMC, January 2023.(n=268)

Characteristics' of participants		Frequency	Percent
Sex	Male	78	29.1
	Female	190	70.9
Age	18-23	33	12.3
	24-29	84	31.3
	30-34	66	24.6
	>35	85	31.7
Religion	Orthodox	125	46.6
	Muslim	95	35.4
	Protestant	47	17.5
	Others	1	.4
Marital status	Married	245	91.4
	Single	18	6.7
	Widowed	5	1.9
Educational Status	Illiterate	14	5.2
	Can read and write	49	18.3
	Primary school	83	31.0
	Secondary school	68	25.4
	Above	53	19.8
occupation	Farmer	37	13.8
	Government employer	35	13.1
	Private employer	46	17.2
	Self employed	101	37.7
	Other	49	18.3

Admission characteristics of patients involved in this study, 87.3% were newly admitted and 12.7% of them were re- admitted.

Mode of admission to inpatient care, 26.9% of them were through emergency, 71.3% through referral and 1.9 % were from regular outpatient clinic. Physical condition during admission, 76.1% of them were conscious and 23.9% were unconscious. Length of stay at hospital, 54.5% of them stayed less than a week, 19.4% of them stayed 2-4 weeks and 26.1% were stayed more than a month. (Table-2)

Table 2: Admission characteristics of patients involved in this study

Characteristics' of respondent		Frequency	Percent
admission	New	234	87.3
	Repeat	34	12.7
Mode of admission	Through emergency	72	26.9
	Through referral	191	71.3
	Through regular outpatient clinic	5	1.9
Physical condition	Conscious	204	76.1
	Un conscious	64	23.9
Length of stay	<week	146	54.5
	2-4 week	52	19.4
	>1month	70	26.1

Out of 268 participants, 71.3% of them were use hospital food and 28.7% were not use it. Among participants, 52.6% of participants get prescribed drug from hospital and 47.4% participants get prescribed drug from private drug store. Participants in this study, 94% get laboratory test from the hospital and 6% of them were get from private diagnostic center. From

all participants, 92% of participants were getting imaging modalities from the hospital and 7.8% of them were from private imaging centers.

Table 3: Availability of needed food items, drugs, laboratory and imaging modality at the hospital

Characteristics of participants		Frequency	Percent
Hospital food and drink	Yes	191	71.3
	No	77	28.7
Do you get drug	From hospital	141	52.6
	From private	127	47.4
Do you get laboratory	From hospital	252	94.0
	From private	16	6.0
Do you get imaging modality	From hospital	247	92.2
	From private	21	7.8

1.2 .Care givers satisfaction

1.2.1. Care givers satisfaction with hospital setting (accessibility)

Of all the respondents, 96.2% of them were satisfied with the easily accessibility of the location of emergency department in the hospital and 95.9% of respondent were satisfied with the cleanliness and comfort of the waiting area ,similarly 95.5% of study participant were satisfied with the waiting time before entering the physician room. (table 4).

Table 4: Easily accessibility, Cleanliness and comfort of emergency department, waiting area

Characteristics		Frequency	Percent
Easily accessibility of emergency department	Satisfied	255	95.1
	Neutral	0	0
	Dissatisfied	10	3.7
Cleanliness and comfort of waiting area	Satisfied	250	93.3
	Neutral	1	.4
	Dissatisfied	6	2.2
Waiting before entering physician room	Satisfied	227	84.7
	Neutral	0	0
	Dissatisfied	29	10.8

1.2.2. Care givers satisfaction with physical and environmental

Among the respondents who participated in the study 87.3% of them were satisfied with the cleanliness/neatness of the ward during their stay and 72.8% of satisfied with the suitability of food service provided by the hospital.52.2% of study participants were dissatisfied with the easy accessibility of pipe water, 64.6% of respondent were dissatisfied with the accessibility and

suitability of bath room and 56.3% of participants were dissatisfied with the accessibility and cleanliness of latrine.(table 5)

Table 5: Cleanliness and accessibility of wards and bath rooms

Characteristics		Frequency	Percent
Cleanliness /neatness of ward during stay	Satisfied	234	87.3
	Neutral	2	.7
	Dissatisfied	6	2.2
Suitability of food service provided by hospital	Satisfied	195	72.8
	Neutral	1	.4
	Dissatisfied	55	20.9
Accessibility of pipe water	Satisfied	111	41.7
	Neutral	2	.7
	Dissatisfied	140	52.2
Suitability of bath room	Satisfied	84	31.3
	Neutral	6	2.2
	Dissatisfied	173	64.6
Accessibility and cleanliness of latrine	Satisfied	101	37.7
	Neutral	13	4.9
	Dissatisfied	151	56.3

1.2.3. Care givers satisfaction with attitude and behavior of health care provider

Of the respondents 86.9% were satisfied with the frontline health care providers availability and immediate arrival when needed ,73.5% of respondent were satisfied with the availability of assigned nurses when needed ,87.4% of study participants were satisfied with the doctor availability when needed. 87.3% were satisfied with the communication skills of doctors, majority of respondent 96.1% were satisfied with communication skills of nurses .92.9% of respondent were satisfied with health professional patience to listen to their problems.91.4% of respondents were satisfied with the respect from doctors, 87.3% of participants were satisfied with respect from nurses and also 93.7% were satisfied with respect showed by supportive staff. Among the study participants 96% were satisfied with behavior of nurses, 95.9% of respondents satisfied with. Doctors spends plenty of time with child and 98.1% with there was no discrimination by health professionals during the service delivery. (Table 6).

Table 6: Care givers satisfaction with attitude and behavior of health care provider

Characteristics		Frequency	Percent
How were you satisfied with the front line health care providers' availability immediately when you arrived?	Satisfied	233	86.9
	Neutral	2	.7
	Dissatisfied	15	5.6
How were you satisfied with the availability of assigned nurses when needed?	Satisfied	197	73.5
	Neutral	0	0
	Dissatisfied	6	2.2
How were you satisfied with the doctors' availability when needed?	Satisfied	237	88.4
	Neutral	1	.4
	Dissatisfied	8	3
How were you satisfied with the Communication skill of the doctors with you?	Satisfied	234	87.3
	Neutral	0	0
	Dissatisfied	7	2.6
How were you satisfied with the Communication skill of the nurses with you?	Satisfied	172	64.2
	Neutral	5	1.9
	Dissatisfied	5	1.9
How you were satisfied with the health professional's patience to listen to the patient's problems?	Satisfied	228	85.1
	Neutral	4	1.5
	Dissatisfied	17	6.3
How were you satisfied with the information given to the patients' families about the child's problem or disease?	Satisfied	230	85.8
	Neutral	2	.7
	Dissatisfied	16	6
How were you satisfied with how Doctors showed respect for you?	Satisfied	242	90.3
	Neutral	0	0
	Dissatisfied	3	1.1
How were you satisfied with how the Nurses showed respect for you?	Satisfied	220	82.1
	Neutral	1	.4
	Dissatisfied	13	4.9
How were you satisfied the respect show by supportive staff for you?	Satisfied	229	85.4
	Neutral	3	1.1
	Dissatisfied	19	7.1
Behavior of Nursing staff on giving service?	Satisfied	213	79.5
	Neutral	0	0
	Dissatisfied	8	3.0
Doctors usually spend plenty of time with child?	Satisfied	193	72.0
	Neutral	0	0
	Dissatisfied	64	23.9
Is there any discrimination by health professionals during service delivery in hospital?	Satisfied	255	95.1
	Neutral	3	1.1
	Dissatisfied	5	1.9

1.2.4. Care givers satisfaction with pharmaceutical and diagnostic service

There were 89% of the study participants were satisfied with the availability and service provided in the laboratory unit, 74.5% of respondents were satisfied with the availability and service provided in the pharmacy unit, 77% of the study participants were satisfied with the availability and service provided in the radiology department and 78.9% of them were satisfied with the availability and service provided in the pathology unit. (Table 7)

Table 7: Care givers satisfaction with pharmaceutical and diagnostic service

Characteristics		Frequency	Percent
satisfaction on laboratory service	Satisfied	237	88.4
	Neutral	8	3.0
	Dissatisfied	18	6.7
satisfaction on inpatient pharmacy	Satisfied	180	67.2
	Neutral	7	2.6
	Dissatisfied	79	29.5
satisfaction on imaging modality	Satisfied	198	73.9
	Neutral	11	4.1
	Dissatisfied	58	21.6
satisfaction on pathology service	Satisfied	200	74.6
	Neutral	16	6.0
	Dissatisfied	50	18.7

Finally, the overall satisfaction of care giver towards inpatient department of pediatric and child health at st,paul's hospital millennium medical college was computed by dividing into two as satisfied and dissatisfied. Satisfied and dissatisfied care giver 98% and 2% respectively.

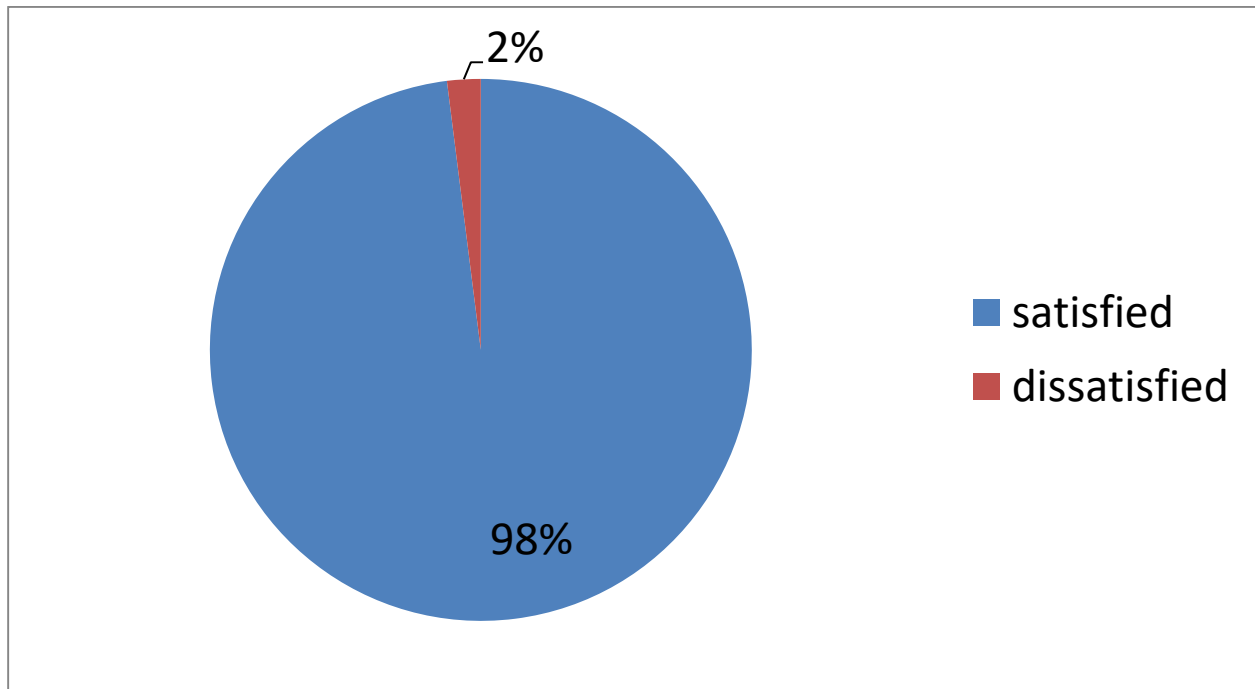


Figure 1. Over all care giver satisfaction toward pediatric and child health department

Discussions

A study conducted in Jimma university specialized hospital in pediatrics ward on care giver satisfaction Out of 422 populations included in the sample, a total of 400 respondents participated in their study yielding a response rate of 95%. The response rate of this study was even better in comparison to Jimma study because a total of 268 respondents were included in this study and all care givers included in the study are responded the interview, making a response rate 100%. Sex distribution of respondents constitutes 29.1% males &70.9% females are involved in the study showed that more mothers are involved than fathers as care givers of their children at hospital.

A study conducted in Jima university specialized hospital in pediatrics ward on care giver satisfaction out of 40 admitted patients included in the study 22 (55%) were satisfied with the food service of the hospital and contrary to this out of 268 participants, 71.3% of them were using hospital food and 28.7% were not using it. Therefore there is better acceptance of hospital food by care givers at SPHMMC than Jima university hospital. It may be because of quality of food better in SPHMMC hospital or it may be the cost of food is expensive in out of hospital.

A similar study conducted in Jima university specialized hospital in pediatrics ward Out of 344 laboratory orders 178(51.74%) got all the ordered procedures and of the 247 radiology requests 184(74.50%) were able to get the requested procedure in the Hospital, While, 88.2 % of the total clients got a prescription paper for drugs and supplies, only 33.3%, got all the prescribed drugs. In our study among all participants, 52.6% of participants get prescribed drug from hospital and 47.4% participants get prescribed drug from private drug store and 94% get laboratory test from the hospital and 6% of them were getting from private diagnostic center. At SPHMMC availability of drugs, laboratory test and diagnostic imaging modalities are better than jimma hospital. It may be due to the SPHMMC address all inpatient services in the specific area e.g. each ward there on inpatient pharmacy.

Regarding Care givers satisfaction with hospital setting (accessibility), of all the respondents, 96.2% of them were satisfied with the easily accessibility of the location of emergency department in the hospital and 95.9% of respondent were satisfied with the cleanliness and comfort of the waiting area, similarly 95.5% of study participant were satisfied with the waiting time before entering the physician room. A study done, 253 (63.2%) of them were dissatisfied

with the easy accessibility of the location of the emergency department in the Hospital. Two hundred seventy-one (67.7%) of respondents were satisfied with the cleanliness and comfort of the waiting area. Therefore, at SPHMMC Care givers satisfaction with hospital setting (accessibility) better than Jima hospital.

A study conducted at NAGPUR hospital shows Patients were more satisfied with behavior of doctors (87.76%) as compared to the behavior of nurses and other workers (70.01%,59.09% respectively. In our study Care givers satisfaction with attitude and behavior of health care provider of the respondents 86.9% were satisfied with the frontline health care providers availability and immediate arrival when needed, 73.5% of respondent were satisfied with the availability of assigned nurses when needed, 87.4% of study participants were satisfied with the doctor availability when needed. 87.3% were satisfied with the communication skills of doctors, majority of respondent 96.1% were satisfied with communication skills of nurses . In our study nurses have better skills of communication than doctors.

Finally, the overall satisfaction of care giver towards inpatient department of pediatric and child health at SPHMMC were satisfied and dissatisfied care giver 98% and 2% respectively.

Limitation

- Shortage of time
- Our study design was difficulty to draw causal effect relation ship.

CHAPTER SIX

6 Conclusion and Recommendations

6.1 .Conclusion

assessing satisfaction of care giver is simple and cost effective way for evaluation of hospital service.the findings of the presented study carried out for assessing and describe level of satisfaction toward inpatient service among care giver sphmmc reveal care giver more satisfied with the attitude and behavior of health care provider, most of care giver were satisfied regarding clean lines of wards, waiting area,easily accessible location of emergency department but dissatisfied with the cleanliness of latrine,availability of bath room and pipe water.

6.2. Recommendations

This study leads to some recommendation to appreciate the focal person and all staff members of pediatric and child health department to implement compassionated respectful care provide to the care giver and child .please continue this approach. The approach was model for other hospitals and health care professional. This study pointed out that care giver dissatisfied with physical environment especially availability of pipe water, bath room and cleanliness of latrine facility, The prescribed drugs are not available in the pediatric inpatient pharmacy so care giver are exposing to higher payment from private drug venders..

Regarding the above issue the hospital administrative office have to reduce or completely solve the problem and increase satisfaction level. There are so many studies conducted in different parts of the country, but in this specific study area still it is better to do a further study, since client satisfaction plays an important role in improving quality of care, so we like to recommend that other researchers to work in this area on client satisfaction.

CHAPTER SEVEN

7. REFERENCE

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CHAPTER EIGHT

ANNEX

Annex: I Consent form

Hello,

My name is _____. We are a student at SPMMC; I am carrying out a study to determine client satisfaction and its associated factors at this institution

You will be required to answer questions during an interview that will last approximately 15minutes, and there are no direct benefits during this study. However, it is hoped that the information obtained will be used to advice on improvement of health care delivery system in the country. All information provided will remain confidential and will only be reported as group data with no identifying information. All data, including questionnaires will be kept in a secure location and only those directly involved with the research will have access to them. After the research is completed, the questionnaires will be destroyed. Participation in this research study is voluntary. You have the right to withdraw at any time or refuse to participate entirely. Your co-operation will be highly appreciated.

Interviewer's signature: _____

Date: ____/____/2022

Do you agree to proceed with the interview?

Yes, I agree /___/

No, I don't agree /___/

ANNEX II: Questioners

SPHMMC department of pediatrics and child health, school of nursing

Part I socio-demographic			
s/no	Question	Response	Skip
101	Age of care giver in years		
102	Sex	1. Male 2. Female	
103	Religion	1. Orthodox 2. Protestant 3. Muslim 4. Other	
104	Marital status	1. Married 2. Single 3. widowed 4. Divorced/separated	
105	Educational status	1. illiterate 2. can read and write 3. Primary school. 4. secondary school 5. above secondary school	
106	Occupation	1. Farmer 2. Government employee 3. private employer 4. Self-employed 5. Other (please specify	
Part II Health System-Related Factors			
s/no	Question	Response	Skip
201	Admission history	1. New admission 2. Re admission	
202	Mode of admission	1. Through emergency 2. Through outdoor 3. Referral	
203	How was your physical condition when you came to this hospital?	1. Conscious 2. unconscious	
Part III Hospital Related Factors			

s/no	Question	Response	Skip
301	Duration of stay/admission	1. < weak 2. 2-4 weak 3. >1month	
302	Are you using the hospital food to eat and water to drink?	1. Yes 2. No	
303	If your answer is not why?	1. I don't think the quality of food is good 2. i think it doesn't have good nutrients 3. i don't think it is delicious	
304	If the answer is yes for number 15 questions why?	1. I am comfortable with the food 2. I can't afford to buy from outside 3. I am happy with the quality of the food	
305	Do you get drug	1. from hospital 2. from drug store outside of the hospital	
306	If you get it from outside of the hospital cost difference	1. No difference 2. 2times 3. 3times 4. 4times	
307	Do you get a laboratory test	1. from hospital 2. from private	
308	Do you get imaging modality	1. from hospital 2. from a private diagnostic center	

Part IV: CARE GIVER LEVEL OF SATISFACTION TOWARDS HEALTH SERVICES AT INPATIENT SERVICE DEPARTMENT OF PEDIATRICS AND CHILD HEALTH

Based on the reaction of patient to each statement below, the following statement: Scale: 5= Very satisfied, 4= Satisfied, 3=Neutral, 2=Dissatisfied, 1= Very dissatisfied Table: care giver satisfaction towards health services at the pediatric ward at sphmmc.

TABLE 1

No	Statement	Satisfaction level				
		1	2	3	4	5
	Accessibility					
1	Easily accessibility of the location of the emergency department in the Hospital					
2	How you were satisfied with the cleanliness and comfort of the waiting area?					
3	How were you satisfied with the waiting time before entering the physician's room?					
Physical environment						
1	How were you satisfied with the cleanliness/neatness of the ward during your stay					
2	How were you satisfied with the Suitability of the food service provided by the hospital?					
3	How were you satisfied with the easy accessibility of pipe water?					
4	How were you satisfied with the easy accessibility & suitability of the bathroom?					
5	Toilet facilities are good					
Patients' satisfaction with the attitude and behavior of the healthcare providers						
1	How were you satisfied with the front line health care providers' availability immediately when you arrived?					
2	How were you satisfied with the availability of assigned nurses when needed?					
3	How were you satisfied with the doctors' availability when					

	needed?					
4	How were you satisfied with the Communication skill of the doctors with you?					
5	How were you satisfied with the Communication skill of the nurses with you?					
6	How you were satisfied with the health professional's patience to listen to the patient's problems?					
7	How were you satisfied with the information given to the patients' families about the child's problem or disease?					
8	How were you satisfied with how Doctors showed respect for you?					
9	How were you satisfied with how the Nurses showed respect for you?					
10	How were you satisfied with the respect shown by the Supportive staff for you?					
11	the behavior of Nursing staff in giving service					
12	Doctors usually spend plenty of time with a child					
13	Is there any discrimination by health professionals during service delivery in hospital					

Pharmaceutical and diagnostic services						
1	availability of laboratory tests in the hospital					
2	Satisfaction with the service provided in the laboratory					
3	Availability of drugs in the inpatient pharmacy					
4	Satisfaction with the service provided in the pharmacy					
5	Availability of imaging modalities (x-ray, CT scan, Ultrasound)					
6	Satisfaction with the service provided by trained staff at the radiology department					
7	Availability of pathology services					
8	Satisfaction with the service provided in the department of pathology					

ANNEX III ASSURANCE OF INVESTIGATOR

The undersigned agrees to accept responsibility for the scientific, ethical and technical conduct of the research project and for provision of required progress reports as per terms and conditions of the Research or /and Department of pediatric and child health nurse department of St Paul's Hospital Millennium Medical College.

Name of Student_____ Date_____ Signature_____

Name of student_____ Date_____ Signature_____

Name of student_____ Date_____ Signature_____

Approval of advisor

Name of the adviser: Mr. Ermias Getaneh (Ph.D. assistant professor) Date_____

Signature_____

Name of the adviser: Kedija Muzeyn (Msc in pediatric and child health) Date_____

Signature_____