

Title: Factors associated with patient perception of acute inpatient care in Ireland.



Toye, L¹; Boyce, M² McCann, S¹; Murphy, S¹; McDonough, S²; Bunting, B¹; Dunne, H²; Porter-Armstrong, A³; McDonough, C⁴.

¹School of Psychology, University of Ulster; ²Irish Society for Quality and Safety in Healthcare; ³School of Health Sciences, University of Ulster; ⁴Health Service Executive.

Patient Satisfaction

- Refining the main definitions of patient satisfaction in use.
- Illustrate practical models of patient satisfaction.
- Identify the influential personal and social variables that are associated with satisfaction.
- Research examining correlations of patient satisfaction
 - socio demographic variables (Sitza & Wood, 1997).

Literature Review: Common factors associated with satisfaction

- **Communication** (warmth/friendliness, pts concerns, clear explanations, jargon). (Roter, Stewart, Putnam, Lipkin, Stiles & Inui, 1997).
- **Demographics** (Sex/race unimportant, ↑age = ↑satisfaction, Mid-age females → most dissatisfied) (Williams et al 1988; Larsen & Rootman, 1976).
- **Health Status** (poor health status at admission reported → low satisfaction) (Hermann, Ettner & Dorwart, 1998).
- **Health Outcome:**
 - Patients rate health outcome of their hospital stay as very important when perceiving an experience to be deemed as satisfactory/unsatisfactory (Jatulis, 1997).

• **Mental State:**

– Psychological distress: mixed reports, moderate/ no associations. (Greenley, Young & Schoenher, 1982) Depression (Linn & Greenfield, 1982); Personality Disorders (Hueston, 1996);

• **Patient Expectations/Goals:** (important underlying factor concerning patient satisfaction).

– Lack of unmet expectations associated with greater levels of satisfaction (Marple, 1998; Broody et al, 1987).

• **Method of Payment:**

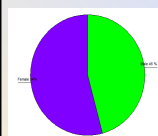
– Private for profit hospitals received lower ratings than both of private no profit and public. (communication with the health professionals received lower than patients seeking care in private)

Research Questions

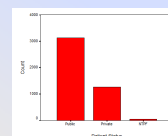
- What factors are associated with a patient perceiving the service received to be overall satisfactory?
- What factors will most likely influence a patient to recommend the service?
- What patient characteristics are associated with high levels of perceived satisfaction?
- What dimensions of care are most important when assessing rating the service?

Sample

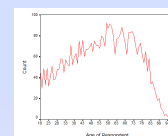
- Last 500 discharged acute inpatients from 26 hospitals throughout Ireland.
- 4821 respondents (response rate of 42.75%).



46% Male
54% Female



70% Public Patient
28% Private Patients
2% NTPF



ISQSH 2004 National Survey Tool:

- Multidimensional measure of patient perception of experience/patient satisfaction.
- 45 statements relating to inpatient experience scored on a Likert scale.

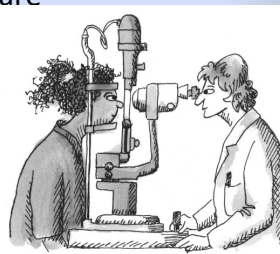
	Strongly Disagree	Disagree	Agree	Strongly Agree	Not Relevant
The amount of information I was provided with upon admission was adequate.					

- Acceptable levels of overall scale and subdimensional reliability and validity established
- Structure:** Environment; Hotel Aspects.
- Patient Focused Care Providers:** Empathy; Responsibility; Reliability.
- Care Providers Competencies:** Courtesy; Patient-Provider Relationship .
- Communication:** Communication skills; Treatment Information.
- Patient Participation:** Involvement; Feedback.
- Continuity:** Co-ordination.
- Safety:** Medication Safety; Patient Identification.
- Patient Satisfaction:** Global perceptions.
- Goals:** Expectations/Results.

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Patient characteristics associated with patient satisfaction across dimensions of care

- Age
- Gender
- Nights in Hospital
- Patient Payment Status
- Current Perceived Health Status
- Perceived Health Outcome



Seeing eye to eye with your healthcare team.

Overall I was satisfied with the service I received

Predictor	B	Sig	Odd Ratio
Perceived Health Status at Present (Poor-Excellent)	20.206	.000	1.258
Care Providers Competencies	0.121	.000	1.042
Communication	0.263	.000	1.163
Patient Participation	0.207	.000	1.128
Goals	0.303	.000	1.149

- Good perceived health status
- High scores in satisfaction with staff professional skills
- High scores in satisfaction with communication with healthcare professionals
- High scores in satisfaction with patient participation and involvement
- High scores in satisfaction with goals and expectations

I would recommend this service to a family member/friend if in need of similar medical attention

Predictor	B	Sig	Odd Ratio
Age	-0.062	.000	0.999
Gender	0.107	.000	1.002
Environment	0.075	.000	1.078
Care Providers Competencies	0.101	.000	1.099
Goals	0.918	.000	1.739

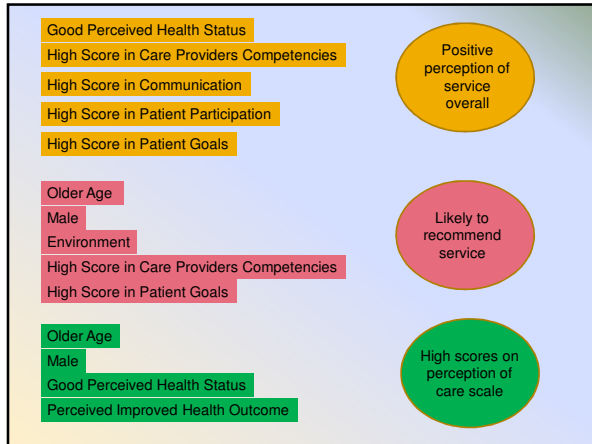
- Older patients
- Male patients
- High scores in satisfaction with environmental aspects of the hospital
- High scores in satisfaction with staff professional skills
- High scores in satisfaction with goals and expectations

Factors associated with high scores across different dimensions of care

	Beta (β)	R ²
Environment		0.066
Age	.074**	
Nights	.073**	
Positive Health Outcome	1.73**	
Care Providers Competencies		0.078
Age	.052*	
Private Patient	-.101*	
Nights	.079**	
Positive Health Outcome	-.192**	
Patient Focused Care Providers		0.049
Age	.062*	
Female	-.074*	
Public Patient	.104*	
NTPF Patient	.044*	
Positive Health Outcome	-.185**	
Communication		0.057
Private Patient	.096*	
Nights	.067**	

Factors associated with high scores across different dimensions of care

	Beta (β)	R ²
Patient Participation		0.061**
Public Patients	.109*	
Private Patients	.122*	
Nights	.051*	
Health Status	.078*	
Positive Health Outcome	.225**	
Safety		0.034**
NTPF Patients	.043*	
Positive Health Outcome	-.147**	
Goals		0.057**
Age	.055*	
Nights	.048*	
Positive Health Outcome	.166**	



Implications

Improving and sustaining the quality of the patient experience with acute services occupies a key role in increasing and maintaining patient loyalty.

The current investigation provides health care professionals and hospital management groups with actionable results.

The current investigation enables the identification of specific target patient groups when implementing quality care, for example, ensuring a specific focus on young women who are also public patients with poorer health status when designing initiatives to improve overall satisfaction.

We're in this together.