In the Eyes of the Beholder: Assessment by Clients on Healthcare Delivery in a Large Teaching Hospital in Ghana

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Introduction

- Improving quality of health care delivery is a primary goal of all health care institutions.
- The Ministry of Health/ Ghana Health Service has quality improvement as a key component of the Ghana Health Sector Reform Strategy.
- The Korle-Bu Teaching Hospital (KBTH), the largest referral and teaching health facility in Ghana, shares in the quest to provide quality health services to all clients.
Study objectives

- Provide a baseline for assessing current conditions of health care delivery by clients at the Central Out Patients’ Department (COPD)
- Prioritize future quality improvement (QI) activities and provide a benchmark upon which QI activities at the COPD would be assessed.
- Inform Management of the Hospital in its quest to providing quality health care in line with the Ministry of Health’s Ghana Health Sector Reform Strategy.
Methods

- Study was over a four-week period (September and October 2010).
- A cross sectional study involving 665 clients (18yrs and above) selected through systematic random sampling procedure.

Data collection was by:
- interviewer administered structured questionnaire.
- two focus group discussions (of 10-12 adult male and female clients)
Results

- Majority of clients 377 (56%) were females with a male: female ratio of 1:1.3.
- Most respondents 557(84%) were old clients coming for review.
- One hour was the mean maximum time clients preferred to wait for care during the focus group discussion.
- However, over half 345 (52%) clients waited > 1 hour (after registration) to see a doctor.
Results

- Overall, 574 (86%) clients had their health condition explained to them and 584 (87%) were physically examined by a doctor.

At the Pharmacy

- 398 (95%) clients were instructed on how to use medications and a majority 377 (90%) understood the instructions given.
Results: Clients’ rating of Health worker Attitude

![Bar chart showing the clients' rating of health workers' attitude. The chart compares the ratings of records/NHIS, doctor, nurse, pharmacist, and lab personnel in 'Very good', 'Good', and 'Poor' categories.](chart.png)
Summary

- Overall quality of health care per indicators used were generally perceived to be high (555 (83%) clients were satisfied with care given at the COPD)

Main challenges were with:

- prolonged client waiting time for services
- lack of directional signs in the hospital
- Uncomfortable waiting area at the COPD
- late starting times of outpatient clinics and
- concerns about attitude of some health workers
Way forward

Setting these concerns from the survey as priority QI issues and addressing them would further improve quality at Ghana’s largest referral and teaching health facility.
Thank You