

## Measuring patient satisfaction with care: the patient and practitioner disparity

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## The research prompt

- Patient satisfaction with pre-admission services
- 900 surveys: 90% of patients were very satisfied
- Everyday working perspective
- Qualitative follow up

Patient satisfaction

# 2

## The literature

- Expansive work on methods
  - Predominantly positivist
  - Paucity of theoretical discussion
- Focus was not on methods but on the phenomenon itself

Patient satisfaction

# 3

## Theory and practice

- Phenomenological perspective
- Satisfaction is about lived experiences
- Need a lens through which the world can be examined and interpreted

Definition: ...the reflection upon and satisfaction with the patient's lived hospital experience

Patient satisfaction

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## Stakeholders

- Patients
- Health practitioners
- Administrators
- Consumer representatives
- Researchers

Patients and health practitioners are the key Action stakeholders

Patient satisfaction

# 5

## Research - 3 areas of enquiry

- Health practitioners' understanding
- Patients' reflections on actual real-life experiences
- Is there a disparity of perspectives between patients and health practitioners?

Patient satisfaction

# 6

### Similar Themes

- |                               |                                      |
|-------------------------------|--------------------------------------|
| ▪ Professionalism/ Competency | ▪ Patient Comfort/ Pain              |
| ▪ Patient/Medical Outcomes    | ▪ Hotel Services                     |
| ▪ Information/ Knowledge      | ▪ Communication                      |
| ▪ Patient Needs/ Care         | ▪ Access/ Timeliness/ Waiting period |

Health Practitioners	Patients	
Communication	Prof + Competency of Staff	How staff do duties, training
General outcomes	Medical Outcomes	Personal outcomes
Responsible for	Information/ Knowledge	Layman's terms
Sometimes not enough		Specific to them
		Comprehensive
No clarification	Care	Prepare them
		Compassionate
		Timely
General issues	Hotel Services	Competently
		Specific issues

### Disparate Themes

- | Practitioners  | Patients            |
|----------------|---------------------|
| ▪ Quality      | ▪ Medications       |
| ▪ Safety       | ▪ Discharge         |
| ▪ Expectations | ▪ Social            |
| ▪ Empowerment  | ▪ Respect           |
| ▪ Experience   | ▪ Participation     |
| ▪ Happiness    | ▪ Emotional Support |
| ▪ Environment  | ▪ Friendliness      |

### Conclusions

- A disparity of perspectives does exist
- Centred on reflection of Action in everyday life
- Measuring relies on reflection upon experience
- Must understand construct before improving
- Complex construct not just dimensions
- Theoretical study can contribute
- Question: are current methods really finding out what satisfaction means to those involved?

### Lasting impressions

If you have no problems you are grateful. You might not be if you had complications

A lot of mistakes are made you know in operations and it's not publicised

In hospitals time doesn't mean anything, and minutes and hours are meaningless

I had a booked date and I had to ring up to see if there was a bed ... and they would say - sorry Mrs ... there's no beds.