

188: WHAT ARE THE REASONS OF COMPLAINTS OF UNSATISFIED PATIENTS?

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Often the outcomes of patient satisfaction surveys are extremely positive. Percentages of satisfied patients' questionnaires are in many hospitals higher. In these cases, improving care is not easy because these measures aren't sensitive enough to changes. Then, we must see these surveys from another point of view and understand dissatisfaction as an opportunity to improve care.

Objective:

To analyse the reasons of complaints of unsatisfied patients in order to detect opportunities to improve care.

Method:

Setting: Seven General Hospital of the Spanish National Health Systems.

Design: A descriptive study based on a survey of 20 items. Patients responded after discharge. Only data of dissatisfied patients were selected to statistics analysis. Regression analysis was conducted in order to identify sources of complaint for unsatisfied patients (improvement opportunities).

Subjects: 2119 patients were surveyed. 53.4% were female, mean age 52,96 years (SD 19,92).

Results:

124 patients (5.85%) were dissatisfied with the care they received. There was a higher percentage of females (68.9%) among unsatisfied patients ($p < 0.001$). The probability of knowing the name of physician (63%, $p < 0.001$) or the name of nurses (74.8%, $p < 0.001$) who attended the patient was lower, if he or she was dissatisfied. Regression analysis suggested that providers uniformity ($p = 0.006$), empathy ($p = 0.002$), accessibility ($p = 0.001$), problem solving capacity ($p < 0.0001$), confidence in health providers ($p = 0.030$), courtesy ($p = 0.001$) and, signposting ($p < 0.0001$), were the best predictors of dissatisfaction.

Conclusions:

When the satisfaction of patient is an outcome too much frequently, the chances to improve care are lower. However, the analysis of dissatisfied patients' data yielded yet an opportunity to detect opportunities to improve care.