

## ABSTRACT OF MASTER' S DISSERTATION

No.1

Course	International Health Development	Name	Touch Sopheakpallika
Thesis Title	Evaluation on Patient Satisfaction towards Out-Patient Department Services in Kampong Cham Provincial Hospital, Cambodia		
<p><b>Background</b></p> <p>Patient satisfaction is considered a core component of the quality of health care for measuring hospitals' performance from patients' perspectives. It mainly captures the timeliness, efficiency, and patient-centeredness of service delivery.</p> <p><b>Objective</b></p> <p>The study aims to assess the satisfaction level among patients who receive healthcare services from Out-patient Departments (OPDs) of Kampong Cham Provincial Hospital and to analyze the factors influencing patient satisfaction that would be served as key areas of improvement.</p> <p><b>Method</b></p> <p>The hospital-based quantitative cross-sectional study was conducted among 425 out-patients in Kampong Cham Provincial Hospital, Cambodia. Samples were selected by applying a systematic sampling technique between February and April 2020. The data were collected by face-to-face interview using a close-ended questionnaire. The satisfaction level towards OPD services was evaluated under five dimensions: physical facilities, accessibility, process of care, courtesy, and cost of services. The data were analyzed by Stata version 13.0. Descriptive statistics including frequency and percentage were applied. The satisfaction levels were dichotomized as Low satisfaction and High satisfaction group and were compared with independent variables using Fisher's exact test and Chi-squared test. Gamma coefficients were also performed to analyze the direction as well as the strength of the association between overall satisfaction and related factors. Bivariate and multivariate analyses of binary logistic regression was also carried out to identify factors that indirectly influencing satisfaction level.</p>			

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<p><b>Results</b></p> <p>The response rate was 97%. Females made up the majority (n=259, 60.9%). The findings of the study found that the overall patient satisfaction with OPD services was 75.8%. The satisfaction level varied according to the service dimensions: physical facilities (n=170, 40%); accessibility (n=181, 42.6%), process of care (n=270, 63.5%), courtesy (n=342, 80.5%), and cost of services (n=249, 58.6%). Satisfaction was reported to be high with the explanation of drugs administration (96.5%), the attitude of pharmacy staff (92.2%), and the attitude of nurses (91.1%). In contrast, it was reported to be low by respondents with the sufficiency and cleanliness of restrooms (48.7%), waiting time for registration (51.5%), and waiting time for consultation (56.5%). Furthermore, the five dimensions of services were found to be the factors that positively influence satisfaction in overall, while age and educational level were found to be factors that indirectly impact satisfaction level.</p> <p><b>Discussion and Conclusion</b></p> <p>Most patients expressed high satisfaction with the services. Yet, poor sanitary restrooms and waiting areas, unsatisfactory services charges, an inadequate amount of medications were found to be the main factors that induced low satisfaction. It could be resulted from the unbalancing between patient flow and facilities infrastructure, low coverage of social insurance or equity fund, as well as the improper use of drugs or poor management of essential medicines in the hospital. Therefore, the management teams, health service providers, and planners should pay more attention to these deficiency areas and formulate practical strategies for better service delivery in the hospital, while maintaining all the best practices of factors inducing high satisfaction level.</p> <p><i>Key words: Patient satisfaction, Quality of care, OPD Services (Word Count: 491 words)</i></p>			