



**Hospital as a place of care,
factors influencing opinions of patients
treated in Polish hospitals,
participating in the RN4CAST project.**

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Studying patients' satisfaction

- offers a unique opportunity to recognize patient's experiences related to the hospitalization,
- allows to recognize needs and expectations concerning medical care

Patient satisfaction

International studies proved that patient's satisfaction is an important factor of medical care effectiveness.

In Poland

Currently lack of cross – sectional representative study.

Patients' satisfaction studies (1994) mostly concerned a hospital or unit level (accreditation; not obligatory).

Aim of the study

To assess factors which influence willingness to recommend the hospital as the place of care among Polish hospitalized patients.

Settings and design

According to the **RN4CAST** study protocol.

- Surgical and medical wards in 30 acute hospitals of different reference level, selected as representative group for Poland.
- Cross-sectional, correlational.

Study took place in 2009

Participants

Patients = 2997

(medical n=1434 and surgical n=1563)

**of 30 acute care hospitals in Poland,
who responded to all questions included in the
analysis.**

Methods

**Self report, anonymous, structured questionnaire
obtained from hospitalized patient.**

Patient Satisfaction Questionnaire - 24 items

- care and respect showed by nurses (4 items)
- care and respect showed by doctors (3 items)
- hospital environment (2 items)
- pharmacological management of pain (conditional, 2 items)
- information about introduced new drug (conditional, 2 items)
- assistance with physiological needs (conditional, 1 item)

Response format :

4-item Likert scale: 1. never 2. sometimes 3. usually 4. always

Patients who scored all items on particular dimension as „always” were called „entirely satisfied”

Patient Satisfaction Questionnaire

- information about self-care and after leaving the hospital (2 items) - **dichotomous response format**
- Hospital's overall rank: measured on scale from 0 to 10, divided into three categories:
0 – 7 medium or low; 8 - 9 good, 10 excellent
- information about patient's **education level, self-rated overall health**

Dependent variable:

**Would you recommend this hospital
to your family or friends?**

Answers:

Definitely yes = no doubts

Definitely no, rather no, rather yes = having doubts

Statistical analysis

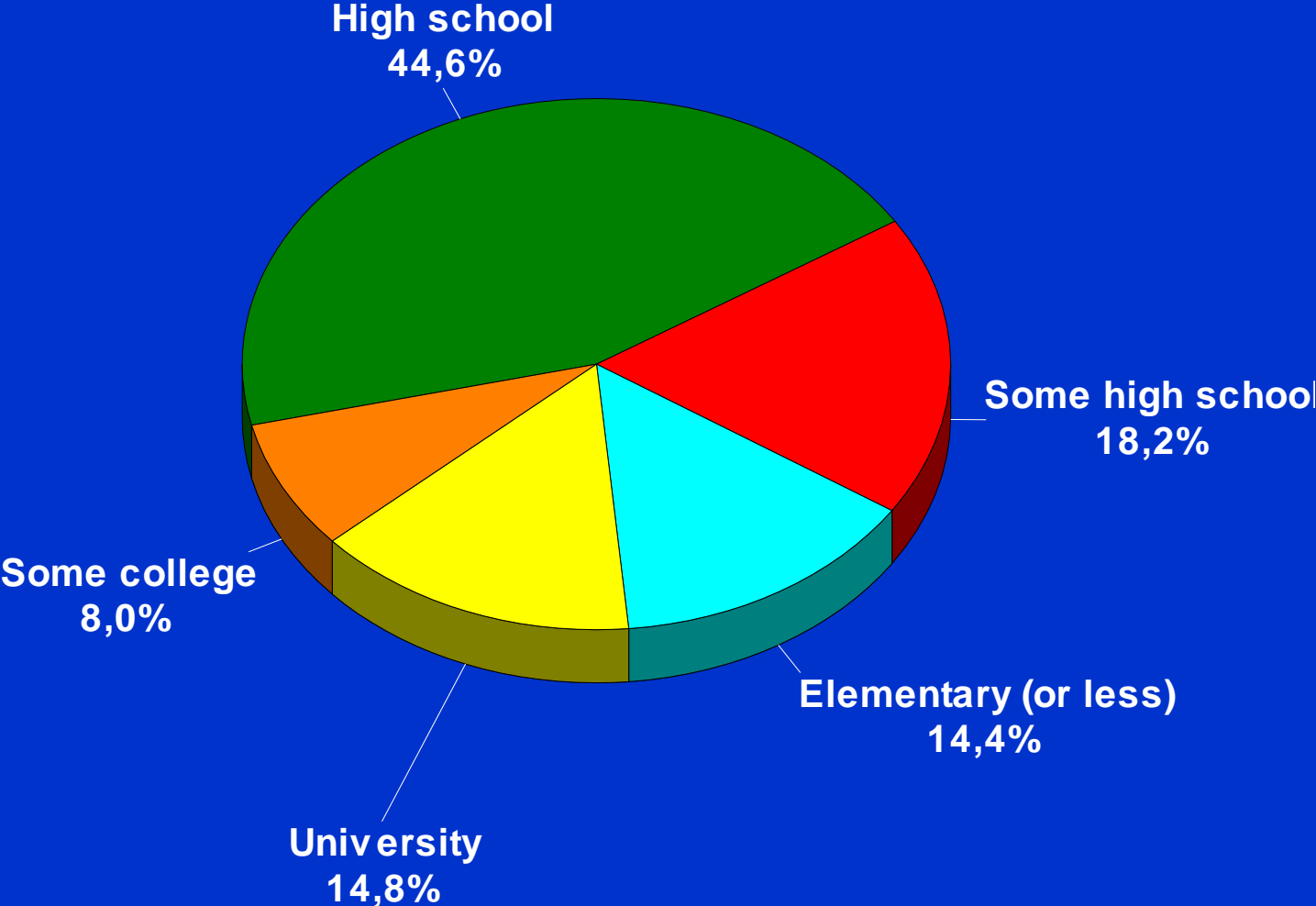
Predictors of having doubts to recommend the hospital as a place of care were assessed with:

- logistic regression model, estimated with GEE procedure**
- hospital ID and type of ward were used as cluster variables**

Results

Patient characteristics

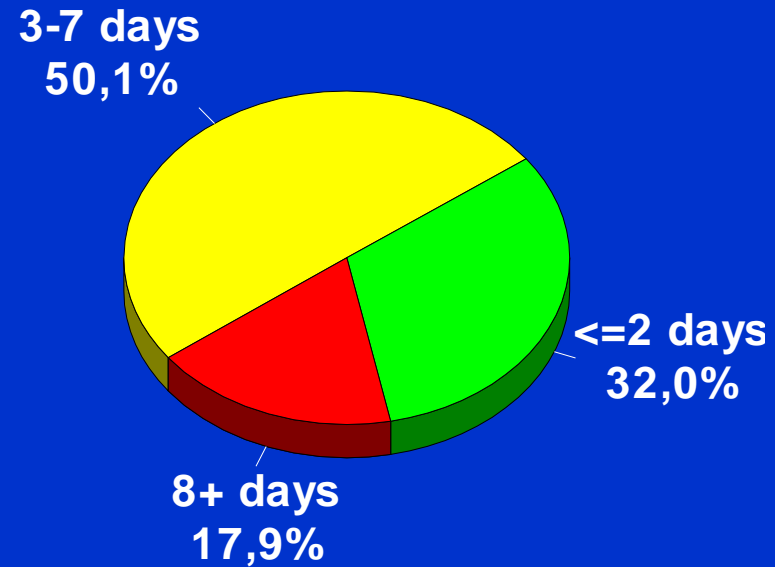
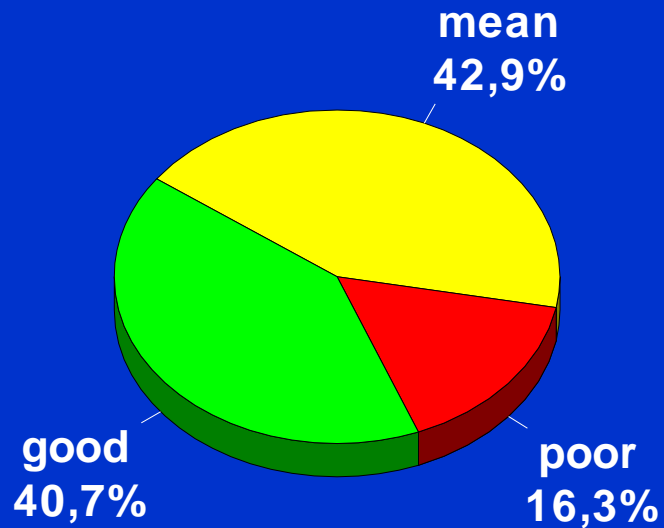
Education



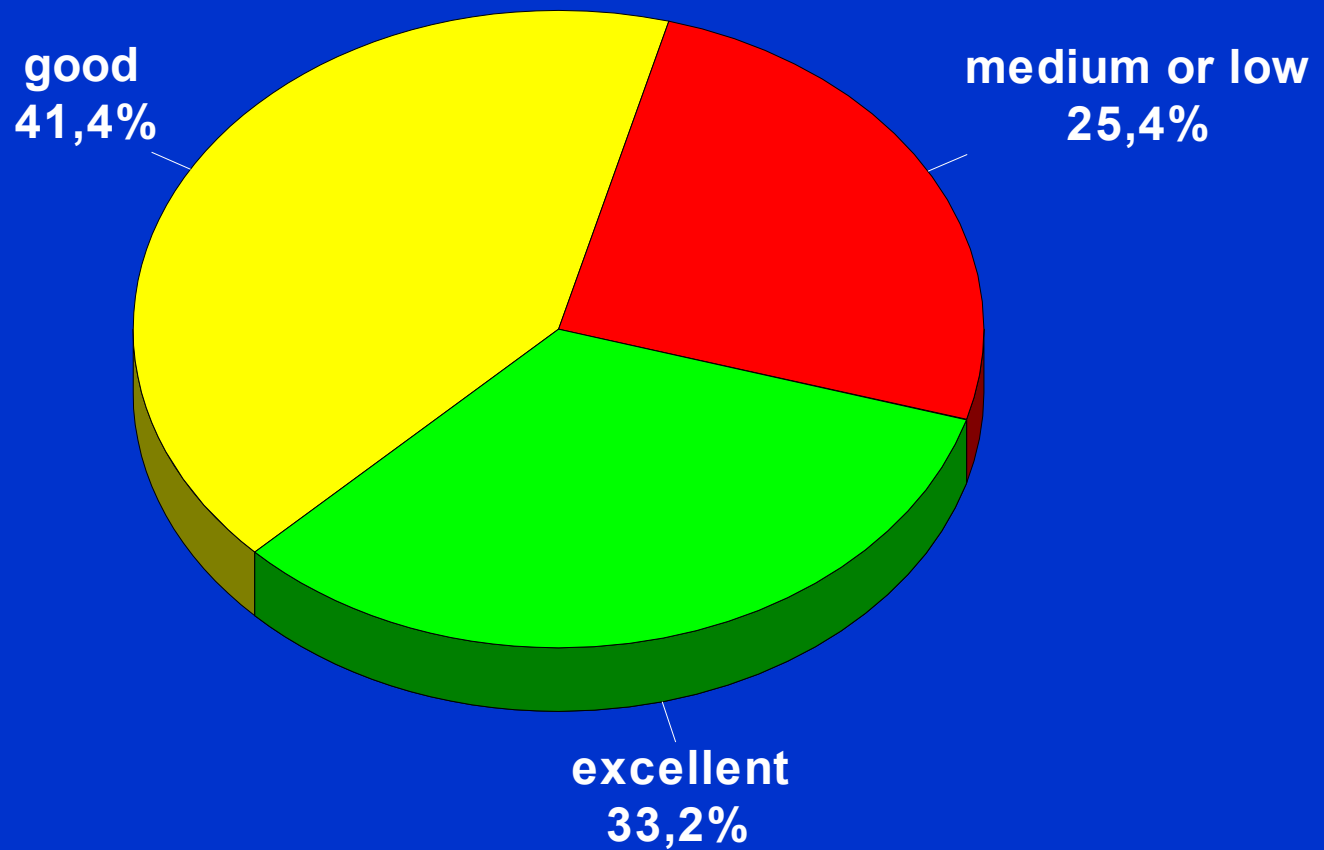
Self-rated health

Expected duration of the hospital stay

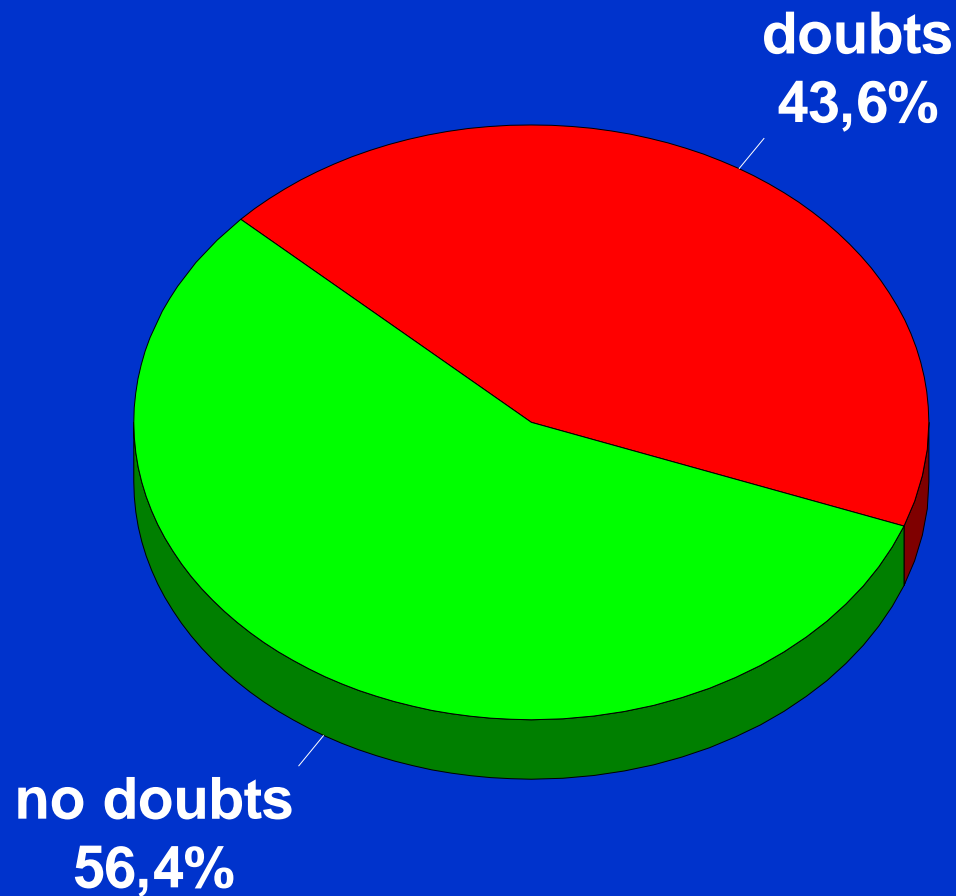
MEDIAN = 4,
Q1 = 2, Q3 = 7



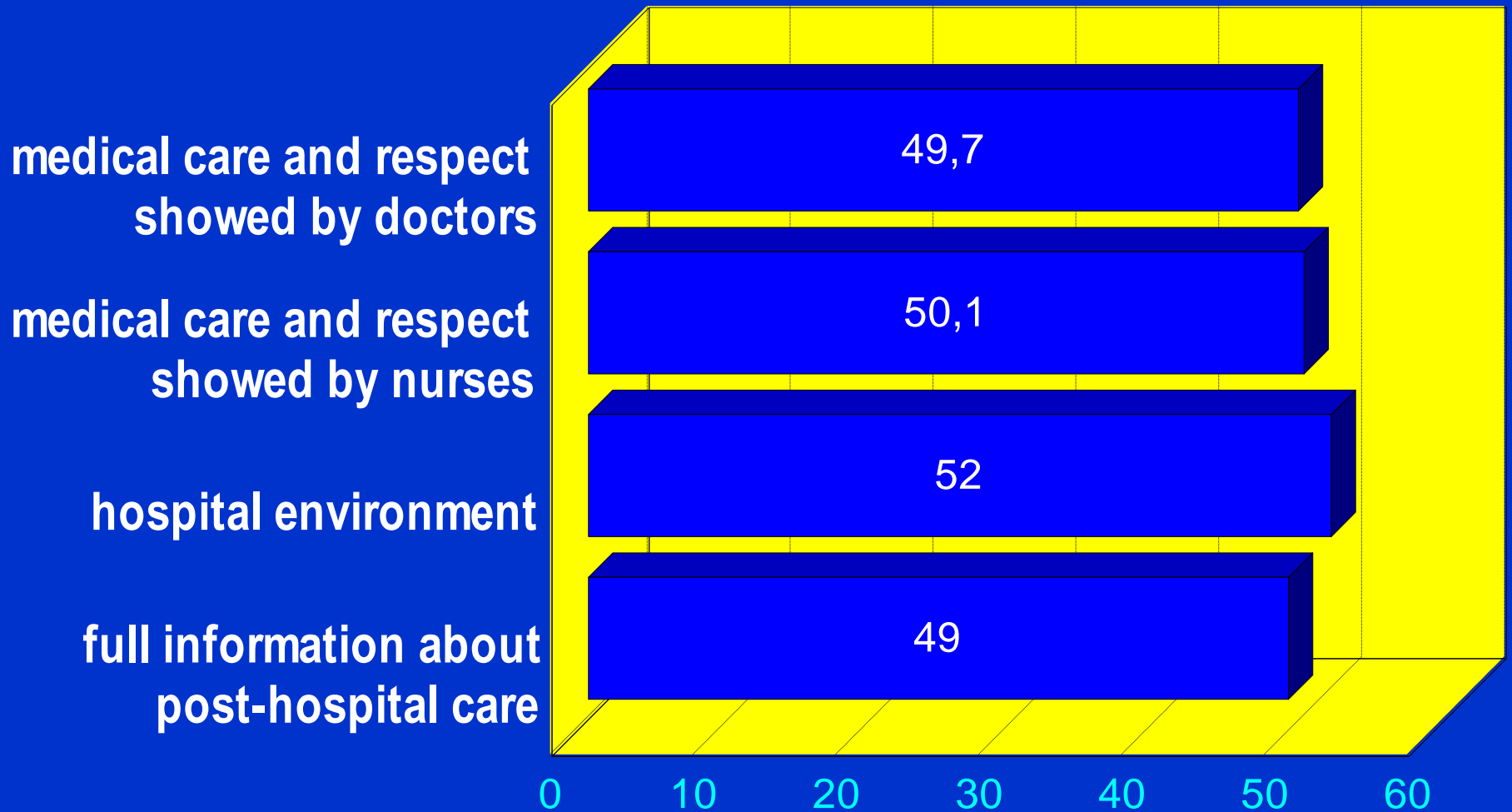
Hospital overall rank



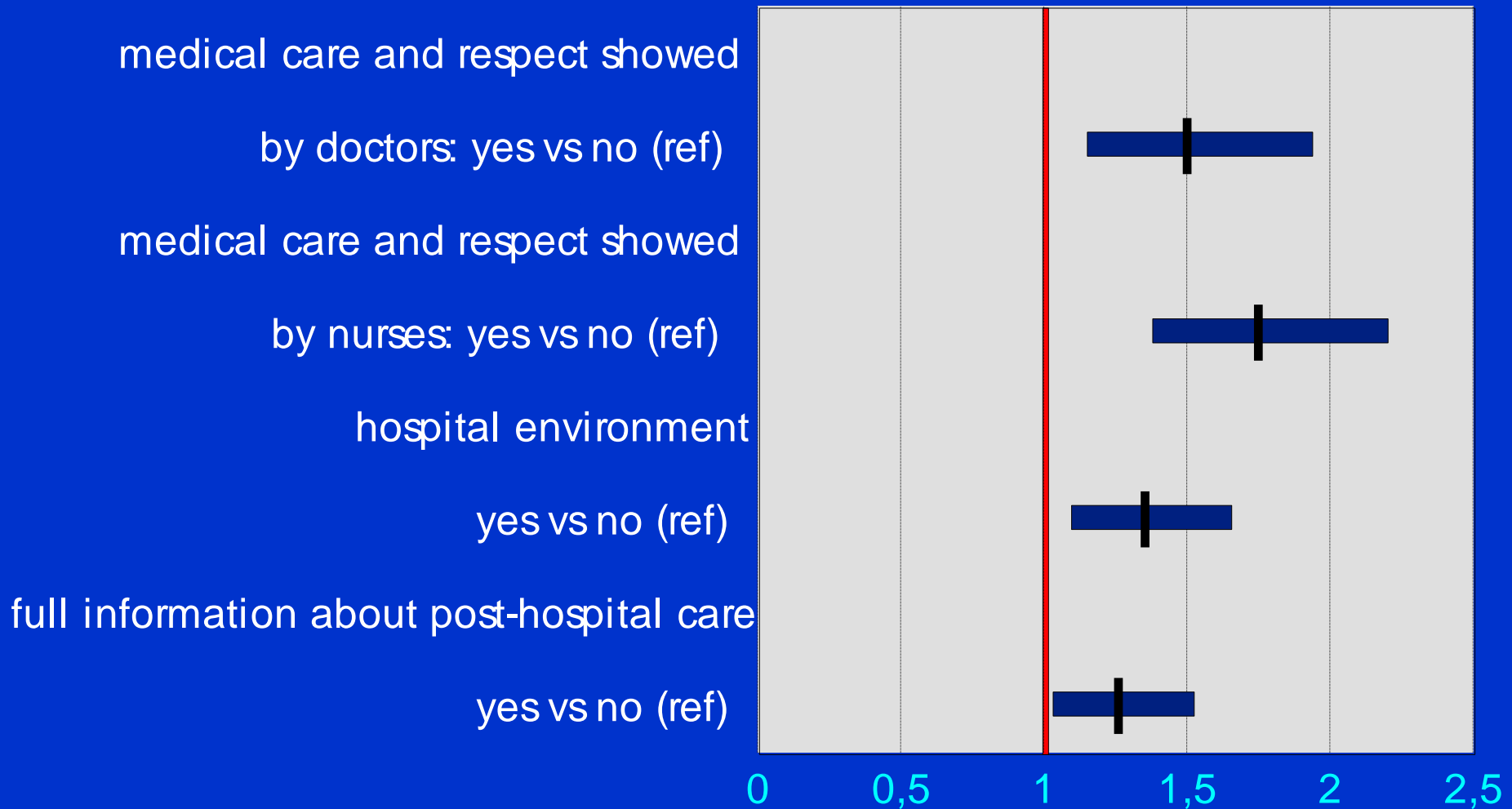
**More than half of the hospitalized patients
were not doubtful
about recommending the hospital**



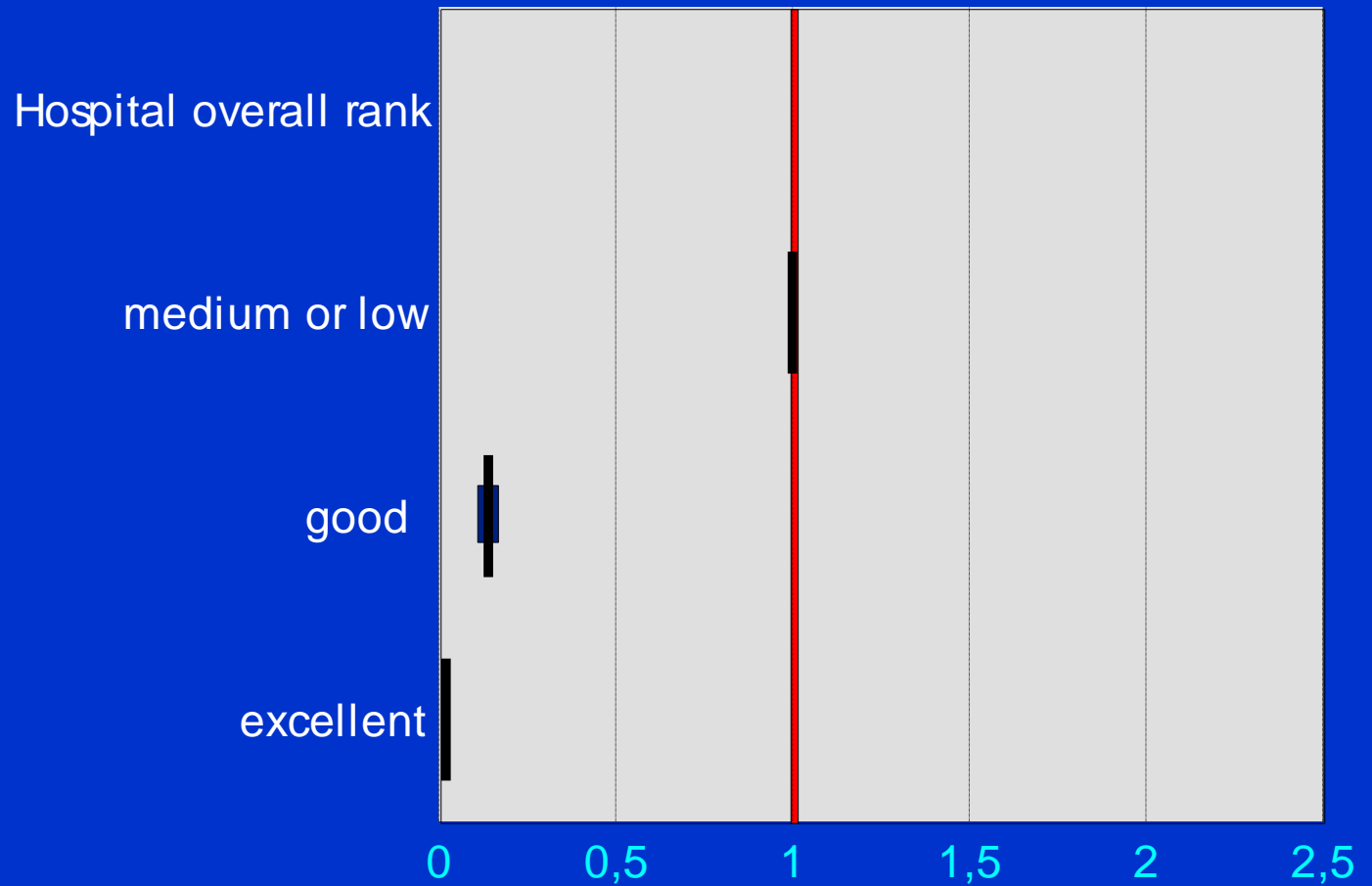
Percentage of patients no-entirely satisfied with:



Odd-ratio of having doubts when recommending the hospital related to lack of full satisfaction with:



Chances of recommending the hospital by the treated patients



Hospital type, unit speciality , the patient's education level and subjective perception of his own overall health were not recognized as the significant determinants influencing willingness for the recommendation of the hospital.

Conclusions

- positive medical staff response to patients' expectations concerning in-and post-hospital care
- proper hospital environment

are important factors increasing patients' willingness to recommend hospital as a place for care.

Thank you for your kind attention

