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# WHAT ARE THE MAIN DRIVERS OF OVERALL SATISFACTION? AN ANALYSIS

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## Background

Patient satisfaction is increasingly becoming an important measure for healthcare performance<sup>1</sup> and is gaining public attention, with overall patient satisfaction reported in the media<sup>2</sup>. In the US, patient satisfaction is also becoming a measure used by regulatory agencies to assess the quality of care<sup>3</sup>. This is because patient satisfaction is being increasingly seen as a proxy for quality of care<sup>4</sup>.

Patient Satisfaction is determined by three broad categories of factors, namely mechanical factors such as facilities, humanic factors such as behavior of healthcare workers and functional factors such as technical quality and competence<sup>5</sup> as displayed in figure one. The Health Technology Assessment of satisfaction measurement tools reported that the service factors are influenced by the hospital setting; such as inpatient, outpatient and emergency setting<sup>6</sup>.

## Objectives

This study seeks to determine the main drivers for overall patient satisfaction in the inpatient, outpatient and emergency settings respectively in Singapore and determine whether the drivers differ from each other in each setting.

## Results

The table 1 below shows the results of the analysis performed as described. It can be seen that the factors of facilities, coordination of care and clear explanations are common throughout all hospital settings. In the inpatient area, the knowledge and skills of doctors and the care and concern shown by nurses are also shown to be significant drivers of patient satisfaction and the care and concern shown by nurses is also seen to be a significant driver in the outpatient setting.

Settings	Statistically Significant Drivers	P-Value	Adjusted Odds Ratio
Inpatient	Facilities	0.002	1.605
	Coordination of Care	<0.001	1.952
	Knowledge and Skills of Doctors	0.04	1.373
	Care and Concern of Nurses	<0.001	1.898
	Clear Explanation	0.001	1.612
Outpatient	Facilities	<0.001	1.955
	Coordination of Care	<0.001	1.933
	Care and Concern of Nurses	0.001	1.578
	Clear Explanations	0.001	1.508
Emergency	Facilities	<0.001	2.548
	Coordination of Care	<0.001	2.113
	Clear Explanations	<0.001	1.813

Table 1. Service Drivers of Overall Patient Satisfaction in Each Hospital Setting

## Key findings & Conclusion

The common drivers in all areas in the hospital are Facilities, Coordination of Care and Clear Explanations.

It is suggested that patients are concerned with the efficiency of the care provided and the ability to understand the healthcare workers.

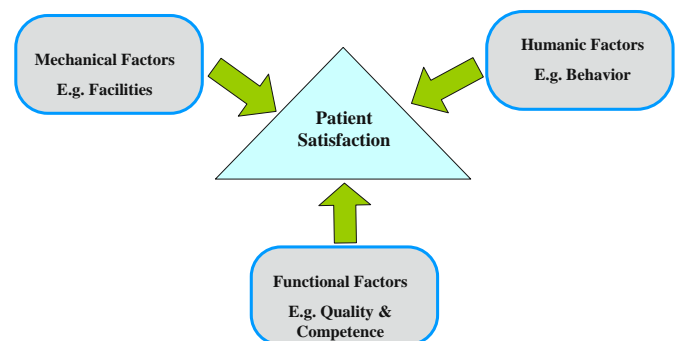
More work will need to be done for further understanding in which aspects of facilities mainly influence patient satisfaction.

There is a room to improve patients satisfaction as we desire this measure to be a clinical and service quality indicator.

## Methodology

The 2008 satisfaction, expectation and demographic data of three hospitals (n=2620) from the MOH Patient Satisfaction Survey, an annual instrument used in all Singapore public healthcare institutions since 2005, were analysed using multiple logistic regression. The regression model was used to determine the significant drivers of overall patient satisfaction with regard to the patient satisfaction in the different service areas, namely; Facilities, Coordination of Care, Knowledge and Skills of Doctors, Care and Concern of Doctors, Knowledge and Skills of Nurses, Care and Concern of Nurses and Clear Explanations in the inpatient wards, Specialist Outpatient Clinics (SOC) and the Accident and Emergency Department (A&E). The results were adjusted accordingly for differences in demographics.

Fig. 1 Factors Influencing Patient Satisfaction



## Discussion

The common drivers in all areas in the hospital are Facilities, Coordination of Care and Clear Explanations, suggesting that patients are concerned with the efficiency of the care provided and good communication with healthcare workers. However, more work is required to explore in which aspects of facilities influence patient satisfaction.

In the wards, patients spend the longest time period in contact with healthcare workers and this would account for care and concern of the nurses and knowledge and skills of doctors being a significant driver.

In the SOCs, care and concern of nurses is also highlighted as a driver of satisfaction and this is an indication of the importance of nursing role in ensuring patient satisfaction.

Similarly, in emergency setting, the main drivers of patient satisfaction are Facilities, Coordination of Care and Clear Explanations by the healthcare workers.

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