

Assessment of Patient Satisfaction with Medical Examination and Treatment at Buon Ma Thuot University of Medicine and Pharmacy Hospital in the Last Six Months of 2024

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Abstract— Research Objective: To identify the satisfaction rate and some related factors affecting patient satisfaction in medical examination and treatment, and to propose solutions to improve patient satisfaction at Buon Ma Thuot University of Medicine and Pharmacy Hospital (BUH) in the last six months of 2024. **Methods:** A cross-sectional study was conducted on 500 patients who came for medical examination and treatment at BUH during the last six months of 2024. Patient satisfaction was assessed through observation and interviews, using the standard questionnaire issued by the Ministry of Health under Decision No. 56/QĐ-BYT dated January 8, 2024. **Results:** Among the 500 surveyed patients (250 inpatients and 250 outpatients), the overall satisfaction rate was 79.2%, while the dissatisfaction rate was 20.8%. Outpatient satisfaction was 83.6%, while inpatient satisfaction was 74.8%. There was no significant relationship between overall satisfaction and other general factors. However, satisfaction among inpatients and outpatients was found to be related to the use of health insurance. It is necessary to invest and improve in several areas such as transparency of information and procedures, facilities, medical staff, and service results. **Conclusion:** The overall patient satisfaction at BUH was relatively high, with inpatients showing lower satisfaction than outpatients. The study found a relationship between the use of health insurance cards and patient satisfaction. Patients using health insurance tended to be less satisfied than those who did not.

Keywords— Patient satisfaction, inpatient, outpatient, Buon Ma Thuot University of Medicine and Pharmacy Hospital.

I. INTRODUCTION

According to the World Health Organization (WHO), patient satisfaction not only reflects their experience during medical care but also relates to non-medical aspects such as environment, convenience, and the attitude of healthcare staff. Measuring patient satisfaction helps identify their needs and expectations from the healthcare system, which contributes to improving the quality of services in medical facilities.^{1,2}

Many studies have shown the importance of patient satisfaction surveys in improving healthcare quality. A study in Japan (2019) showed that after applying interventions based on survey results, patient satisfaction with palliative care services improved significantly.³ A study in Minnesota (2020) found that after implementing improvements based on patient feedback, satisfaction with communication between patients and doctors and nurses increased clearly.⁴

According to WHO, Vietnam is undergoing a transition, with changes in disease patterns and an aging population, leading to greater demand for quality healthcare services.⁵ Strengthening patient satisfaction evaluation at health facilities is a very important indicator for the health sector, reflecting the patients' objective views of medical services. According to the National Health Development Strategy toward 2030, one of the goals is to increase the patient satisfaction rate to 98%, showing the strong commitment to improving service quality.⁶

In 2023, the Department of Health of Dak Lak province announced the results of a patient satisfaction survey, showing a satisfaction rate of $\geq 80\%$ across five aspects: administrative procedures, accessibility, service attitude, treatment and care, and service outcomes.⁷ Buon Ma Thuot University of Medicine and Pharmacy Hospital (BUH) is the first hospital-university model in the Central Highlands region. BUH not only ensures professional quality but also focuses on developing patient care services. The patient satisfaction survey at BUH is especially important—not only to maintain competitiveness with other hospitals but also to build trust and reputation among patients.

According to the Ministry of Health's reporting software, the overall satisfaction score at BUH in 2023 was 4.62, and in the first two quarters of 2024, it was 4.71 and 4.30, respectively. The survey of patient satisfaction for examination and treatment at BUH in the last six months of 2024 aims to provide data for comparison, evaluation, and improvement plans, contributing to better service quality and hospital management in the coming years.

For these reasons, the research team carried out the study titled: "Assessment of Patient Satisfaction with Medical Examination and Treatment at Buon Ma Thuot University of Medicine and Pharmacy Hospital in the Last Six Months of 2024."

II. OBJECTIVES

(1) To determine the satisfaction rate to patient satisfaction with medical examination and treatment, thereby proposing some solutions to improve patient satisfaction with medical examination and treatment at Buon Ma Thuot University of Medicine and Pharmacy Hospital (BUH) during the last 6 months of 2024

(2) Propose a few strategies to raise patient satisfaction with medical examination and treatment at the Buon Ma Thuot University of Medicine and Pharmacy Hospital (BUH) in the last six months of 2024 by identifying some variables linked to patient satisfaction with medical examination and treatment

III. RESEARCH METHODOLOGY

A. Study design

Cross-sectional descriptive study

B. Sample

Sample Size

Based on a preliminary survey, we found that the average number of patient visits at Buon Ma Thuot University of Medicine and Pharmacy Hospital (BUH) is about 1,000 visits per day.

According to the sample size selection guideline of the Ministry of Health for this patient flow, the required sample size ranges from 182 to 197. Therefore, the research team selected 197 samples for one measurement. Estimating a 10% non-response rate and 30 samples for a pilot test, the final sample size needed for the study was rounded to 250 samples. Thus, the total number of samples required was 500 (including 250 outpatients and 250 inpatients).

Sampling Method

Selection of survey sites: We selected all clinical departments with inpatient beds (except the emergency department) for data collection.

Determining the sample size for each clinical department: Each department was selected proportionally based on its number of inpatient cases compared to the total number of inpatient cases at BUH at the time of the survey.

Selecting inpatient interview participants:

The research team used a simple random sampling method to select patients or caregivers from the list of patients who were about to be discharged (one day before or on the day of discharge), aged 18 years or older, healthy enough to participate, and who agreed to take part in the survey.

Simple random sampling: Randomly select patients/caregivers from the discharge list of each department until the total sample of 250 inpatients is reached.

Selecting outpatient interview participants:

We used a convenience sampling method to interview patients aged 18 years or older who were healthy enough to respond to the questionnaire and had completed the examination process (while waiting for payment, receiving medicine, or collecting health insurance cards). Interviews were conducted with those who agreed to participate until the total sample size of 250 outpatients was reached.

C. Data processing

Data were entered using Epidata 3.1, then cleaned and analyzed using SPSS 20.0 with descriptive and analytical statistical methods. Chi-square test (χ^2) was used to compare two proportions, and the T-Student test was used to compare means. A p-value < 0.05 was considered statistically significant, and p < 0.01 was considered highly statistically significant.

D. Approval

Based on Decision No. 252/QĐ-YDBMT, dated June 18, 2024, Buon Ma Thuot University Hospital and Buon Ma Thuot University of Medicine and Pharmacy were granted authorization for the research.

IV. RESULT AND DISCUSSION

A. General characteristics of research subjects

TABLE I: Some general characteristics of outpatients participating in the study

Character	n = 250	Percentage %	
Gender	South	99	39.6
	Female	151	60.4
Local	Town	102	40.8
	Rural	148	59.2
Use of health insurance card	Have	230	92.0
	Not	20	8.0
Number of visits	Less than 3 times	119	47.6
	≥ 3 times	131	52.4
Age group	18 - 34 years old	95	38.0
	35 - 54 years old	89	35.6
	55 - 64 years old	33	13.2
	≥ 65 years old	33	13.2

The proportion of female participants was higher than that of males (60.4% vs. 39.6%). Among the patients visiting BUH, 92.0% used health insurance cards to pay for medical services. Out of a total of 250 patients receiving examination and treatment at BUH, 47.6% visited less than 3 times, and 52.4% visited 3 times or more.

TABLE II: Some general characteristics of inpatients participating in the study

Character	n = 250	Percentage %	
Gender	South	105	42.0
	Female	145	58.0
Local	Town	137	54.8
	Rural	113	45.2
Use of health insurance card	Have	242	96.8
	Not	8	3.2
Number of visits	Less than 3 times	212	84.8
	≥ 3 times	38	15.2
Age group	18 - 34 years old	85	34.0
	35 - 54 years old	90	36.0
	55 - 64 years old	29	11.6
	≥ 65 years old	46	18.4

The proportion of female participants was higher than that of males (58.0% vs. 42.0%). Among the patients visiting BUH, 96.8% used health insurance cards to pay for medical services, while only 3.2% did not use health insurance cards. 84.8% visited less than 3 times and were mainly between the ages of 35 and 54.

B. Clinical characteristics of study subjects

TABLE III: Outpatient satisfaction rate

	Quantity (n)	Rate (%)
Dissatisfied	240	96,0
Satisfied	10	4,0
Total	250	100

There are 240 patients satisfied with the quality of service at BUH, accounting for 96.0%.

TABLE IV: Inpatient satisfaction rate

	Quantity (n)	Rate (%)
Dissatisfied	234	93,6
Satisfied	16	6,4
Total	250	100

There are 234 patients satisfied with the quality of service at BUH, accounting for 93.6%.

C. The association between certain factors and patients' quality of life

TABLE V: The relationship between place of local and satisfaction of inpatients

Use of local	Satisfied		Dissatisfied		PR (KTC 95%)	p
	Amount (n)	Proportion (%)	Amount (n)	Proportion (%)		
Town	133	53,2	4	1,6	3.95	0.013
Rural	101	40,4	12	4,8	(1.24-12.61)	

The association between the study subjects' place of residence and inpatient satisfaction was statistically significant ($p < 0.05$). People in metropolitan regions were 3.95 times more likely to be happy with hospital care than those in rural areas.

VI. RECOMMENDATIONS

Conclusion: The outpatient and inpatient satisfaction rates of patients at Buon Ma Thuot University of Medicine and Pharmacy Hospital in the last six months of 2024 were 96.0% and 93.6%, while the overall dissatisfaction rates were 4.0% and 6.4%. Satisfaction levels for each specific outpatient and inpatient aspect were: Accessibility (95.0%, 97.1%), Facilities (89.1%, 89.8%), Medical staff (96.0%, 93.2%), Service outcomes (95.8%, 93.3%), and Transparency of information and processes (91.1%, 90.1%).

The study found a statistically significant relationship between place of residence and overall satisfaction of patients receiving medical care at BUH. Recommendations Recruit more medical staff, maintain and improve medical equipment and

information technology systems used in the registration and treatment procedures. Continue to study patient satisfaction before, during, and after the examination and treatment process at the hospital.

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