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## HOSPITALIZED PATIENTS' SATISFACTION WITH THE QUALITY OF HEALTH CARE IN GENERAL COUNTY HOSPITAL IN POŽEGA

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### Abstract

**Introduction:** The most well-known definition of health care quality is the WHO definition, which defines quality as a health service that by its characteristics should meet the set goals in medicine, with the current level of knowledge and the resources provided to work, in order to meet the expectations of the patient who must receive the best possible care in the conditions in which care is provided without risking its health and well-being.

**Objectives:** To examine the satisfaction level in patients hospitalized in Požega General Hospital because of gender, satisfaction with hospitalized patients in Požega, considering the department in which they were relieved and the urgency of reception.

**Methods:** A study conducted between February and April 2019 included 125 patients hospitalized at the Departments in the General Hospital of Požega. Patient satisfaction data was obtained by an anonymous survey with offered responses and scales (1-5).

**Results:** The satisfaction of the respondents during the hospitalization according to the department where they were hospitalized shows a statistically significant difference in the respondents' individual responses. Respondents are not satisfied with the information obtained in a comprehensible way in cardiology ( $P = 0.041$ ), the quality of food is not satisfactory for those who were hospitalized for traumatic and orthopedic ( $P = 0.004$ ). The satisfaction level of the patients hospitalized at the Požega General Hospital is  $P = 0.0027$ , indicating statistically significant differences and great satisfaction of the patients, the employees and the conditions they stay during hospitalization. Out of the total number of respondents, 97 (78%) expressed satisfaction with the provided health care in the Požega Welfare Hospital.

**Conclusion:** We have found that hospitalized patients in the Požega Hospital in the West are, in most cases, satisfied with the provided health care services, but also have certain disadvantages and differences with regard to individual departments, which we will try to improve and correct in our future work.

**Key words:** patient, quality, care, satisfaction

## ZADOVOLJSTVO RODITELJA ZDRAVSTVENOM SKRBI DJECE U OŽB POŽEGA

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### Sažetak

**Uvod:** Zadovoljstvo pacijenata je procjena primljene zdravstvene skrbi te se kao takve koriste za unapređenje zdravstvene skrbi. Zadovoljstvo uslugom više se mjeri kroz kvalitetnu komunikaciju, razumijevanje, suosjećanje i povjerenje pružatelja skrbi nego na sam tehnički aspekt liječenja.

**Ciljevi:** Ispitati postoje li razlike u procjeni zadovoljstva roditelja s obzirom na odjel na kojem je dijete hospitalizirano, s obzirom na spol, dob i obrazovanje roditelja, na dob djeteta i vrstu bolesti tijekom hospitalizacije (akutna, kronična), ispitati zadovoljstvo roditelja zdravstvenom skrbi djece s različitih aspekata (dostupnost informacija, stav osoblja prema djeci i roditeljima, sposobnost, znanja i vještine zdravstvenih djelatnika, radni uvjeti, stav prema radnim obavezama).

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**Ispitanici i metode:** U ovom istraživanju ispitan je 151 roditelj čija su djeca boravila na odjelu pedijatrije, odjelu infektologije, ORL odjelu i odjelu kirurgije u OŽB Požega. Korišten je anonimni upitnik sastavljen za potrebe ovog rada.

**Rezultati:** Značajno veća proporcija ispitanika potpuno se slaže s tvrdnjom kako su se osjećali dobrodošlo na odjelu, smatraju kako je osoblje pazilo da njihovom djetetu bude ugodno, te kako im je osoblje ponudilo podršku i razumijevanje kad je bilo potrebe. Ispitanici čija su djeca hospitalizirana na Odjelu infektologije imaju negativniji stav o tome da postoji pozitivna radna atmosfera od svih drugih odjela na kojima su hospitalizirana djeca ( $p=0,022$ ), ispitanici čija su djeca hospitalizirana na odjelu pedijatrije imaju negativniji stav o tome da je osoblje pod stresom od onih na odjelu kirurgije ( $p=0,015$ ), te ispitanici čija su djeca hospitalizirana na odjelu pedijatrije imaju negativniji stav o tome da osoblje preopterećeno obavezama od onih na odjelu kirurgije ( $p=0,029$ ). Osobe ženskog spola imaju negativnije mišljenje o tome da su dobili adekvatne informacije o vremenu posjeta ( $p=0,049$ ), kao i slabije povjerenje u znanje i sposobnost osoblja ( $p=0,030$ ). Roditelji novorođenčadi imaju negativnije mišljenje o tome da je osoblje pazilo da njihovom djetetu bude ugodno od ispitanika čija su djeca u školskoj dobi ( $p=0,033$ ).

**Zaključak:** Uočavanje prioriteta roditelja hospitalizirane djece u zadovoljstvu sa zdravstvenom skrbi može nam biti važan instrument za poboljšanje kvalitete zdravstvene skrbi.

**Ključne riječi:** komunikacija, kvaliteta zdravstvene skrbi, zadovoljstvo roditelja

## PARENTS' SATISFACTION OF HEALTH CARE OF CHILDREN IN THE HOSPITAL POŽEGA

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### Abstract

**Introduction:** Patient satisfaction is an assessment of health care received and is used as such to advance health care. Service satisfaction is measured more through quality communication, understanding, compassion and trust of the care provider than the technical aspect of treatment itself.

**Objectives:** To examine whether there are differences in assessment of parents' satisfaction when it comes to type of hospital ward, parents' sex, age and education, child's age and type of illness while being hospitalized (acute or chronic); to examine parents' satisfaction with the quality of children's health care by applying different points of view (information availability, staff attitude towards children and their parents as well as abilities, knowledge and skills of healthcare professionals, working conditions, attitude towards work obligations).

**Participants and methods:** The participants in this study were 151 parents whose children were hospitalized in either the paediatric ward, infectious diseases ward, ORL ward or surgery ward in the County General Hospital (OŽB) in Požega. This study was carried out in the period from March to July 2019. A questionnaire that ensures anonymity was designed for the purposes of this paper.

**Results:** The results of this study carried out on the above mentioned number of participants point out that parents' satisfaction with children's health care in the County General Hospital (OŽB) Požega is in most cases satisfactory. The answers have shown, however, some statistically significant differences in cases of parents whose children were hospitalized in the infectious diseases ward, that is, somewhat negative attitude towards positive working atmosphere of the ward in question. Furthermore, results based on sex show that mothers have somewhat negative opinion on information given about visiting hours and slightly lower confidence in knowledge and abilities of staff. Parents of infants reported some degree of dissatisfaction because were not given the option of caring and assisting in different health care settings of their child. Finally, parents of children suffering from acute illnesses were often more dissatisfied with the level of health care quality than parents of children suffering from chronic illnesses.