



Patient Satisfaction and Medication Service Quality During Hospitalization: A Comprehensive, Dimensional, and Item-Level Analysis Using Survey Questionnaires

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INTRODUCTION

To enhance the quality of medical care for hospitalized patients, this study aims to understand patients’ experiences, perceptions, and areas needing improvement in various services provided during hospitalization through a survey. Focusing specifically on the quality of medication services, this study serves as a reference for continuous improvement in inpatient. It seeks to examine patients’ basic demographic characteristics, healthcare-seeking behaviors, and their perceptions of the the quality of medical care received. Additionally, it will compare these findings with previous surveys to identify the aspects that patients find less satisfactory, thereby providing a basis for review and improvement in relevant departments.

METHOD

The survey was adapted from the inpatient experience questionnaire developed by the Health Service Quality Policy Office of the Ministry of Health and Welfare in Taiwan. The survey covers three main areas: healthcare background, personal basic information, and the performance of various services during hospitalization. The survey includes four dimensions: medical process, service attitude, environmental facilities, and overall inpatient evaluation, with a total of 40 sub-items. An open-ended response section is also included. After preliminary testing and revisions, 89 valid questionnaires were collected, showing a high reliability with a Cronbach's Alpha of 0.932. The study was conducted at a medical center in Taiwan, where 911 questionnaires were distributed, 729 were collected, and 653 were deemed valid, resulting in a 71.7% effective response rate. Statistical analyses, including t-tests, chi-square tests, and one-way analysis of variance (ANOVA), were used to examine potential differences among various variables including sociodemographic factors.

RESULTS

The basic information of the study is presented in Table 1. Among the respondents, 55.5% were female, and more than half (61.9%) were between the age of 20 and 64 years-old. The majority held a bachelor’s degree (42.2%) and most resided in Taipei City or New Taipei (77.3%). The overall satisfaction score from this survey was 91.5 points. Satisfaction levels for specific aspects were as follows: 93.1 points for the medical process, 92.4 points for the service attitude, 90.2 points for overall hospitalization evaluation, and 86.0 points for the environmental facilities.

The average satisfaction score for medication services was 94.2 points. Analysis of the basic information of the respondents(such as gender, age, place of residence, and education level) and the patient’s personal medical background (such as whether it was their first hospitalization, ward type, and service recipients) revealed no statistically significant differences in satisfaction with medication-related services (Table 2 and Table 3). This indicates that all patients receive comparable levels of medical care. In addition, feedback from the open-ended survey suggested that enhancing medication health education such as through pharmacist consultations, could build greater trust in prescribed medications, improve doctor-patient communication and increase overall hospital satisfaction.

Variables	category	N (%)
Gender	Male	285 (44.5)
	Female	355 (55.5)
Age	<20 years-old	22 (3.4)
	20~64 years-old	396 (61.9)
	≥65 years old	222 (34.7)
Education	Jr. high school or below	129 (20.8)
	Sr. high school	173 (27.9)
	Bachelor	262 (42.2)
	Master or above	57 (9.2)
place of residence	Taipei and New Taipei city	494 (77.3)
	others	145 (22.7)

Table 1: Distribution of Demographic Variables

Variables	category	Medication service satisfaction	p-value
Gender	Male	94.7	0.405
	Female	93.9	
Age	<20 years-old	93.6	0.615
	20~64 years-old	94.6	
	≥65 years old	93.7	
Education	Jr. high school or below	92.9	0.372
	Sr. high school	94.2	
	Bachelor	94.5	
	Master or above	95.8	
place of residence	Taipei and New Taipei city	94.4	0.450
	others	93.6	

Table 2: Stratified analysis of medication service satisfaction and demographic variables

Variables	category	Medication service satisfaction	p-value
First hospitalization	Yes	93.3	0.181
	No	94.7	
Ward type	Single room	95.8	0.233
	Double room	93.8	
	Triple room or more	95.2	
service recipients	Military personnel and their families	94.1	0.981
	others	94.2	

Table 3: Stratified analysis of medication service satisfaction and patient medical background

CONCLUSIONS

The study underscores the significant impact that the attitudes of nurses and other medical professionals have on patient satisfaction during hospitalization. It also highlights the importance of the efficiency, accessibility, and comprehensiveness of medication-related services. Medical institutions should not only focus on improving the work environment and colleague interactions but also on continuously enhancing the medical service system. This research advocates for the regular implementation of patient satisfaction surveys and their integration into ongoing patient safety and quality improvement initiatives. This approach can help identify and address potential issues promptly. Additionally, incorporating patient feedback into the development of medical services and strategic planning can foster patient-centered care, thereby improving the overall quality of the medical system. This will lay a solid foundation for future research and policy development aimed at optimizing medication-related services in hospitals.

REFERENCES

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