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Patient Satisfaction: Comparative Study between Joint Commission International Accredited and Non-accredited Palestinian Hospitals

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Abstract

Background: Patient satisfaction is one of the important indicators in the health system that should be considered when evaluating the quality of health services provided and the impact of accreditation systems. This study aims to assess the level of patient satisfaction in accredited and non-accredited hospitals in Palestine.

Methods: Quantitative descriptive cross-sectional design used to compare patient satisfaction in Palestinian hospitals. The researcher measured the patient satisfaction between October and November 2016 using the SERVQUAL tool to assess five dimensions of quality (reliability, assurance, tangibility, empathy, and responsiveness). The sample size included was 332 inpatients, who were recruited by the researcher through convenient sampling method, and the data was analyzed using SPSS version 18.

Results: The patients have a high level of satisfaction with a total mean of (4.34) out of 5 points and a (0.70) standard deviation. The patients have a high level of satisfaction regarding each patient's satisfaction dimensions with the quality of services provided in the two hospitals. The results indicated that there are statistically significant differences at the level ($P \leq 0.05$) between the means of patient satisfaction relating to patient characteristics (with the exception of gender), and also indicated that there are no statistically significant differences related to hospital characteristics. Moreover, for all satisfaction dimension patients have more satisfaction in non-accredited hospitals than accredited ones. There was no statistically significant association between accreditation status and patient satisfaction.

Conclusion: The study indicated that there are no significant differences between the means of patient satisfaction attributed to accreditation status. The results reinforce that the patient perspective should also be given much importance in the health system, and certifies that it should be taken into consideration to ensure the quality of services provided by healthcare organizations.

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Keywords— Accreditation, Joint commission international, Patient Satisfaction,

Professional Biography

Eba'a Dasan Barghouthi has completed his BA of Nursing from Al-Zaytoonah University of Jordan and Post Graduate Diploma in Healthcare Quality Management from the German Jordan University at the age of 27 years and Master of Policies and Health Management at the age of 31 years from Al Quds University. He is the director of quality and patient safety department at Istishari Arab Hospital, the largest investment in the Palestinian health sector. He has published paper in reputed journal and has been serving as a management board member of Palestinian Association for Quality and Management (PAQM) and Health Accreditation Specialists.



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