

USER SATISFACTION WITH HOSPITAL HEALTH CARE IN 2023 - REVIEW OF KEY RESULTS

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Introduction: Examining user satisfaction is a good way to obtain feedback on the treatment and care experiences of a large number of patients.

Aim: To determine and present user satisfaction with hospital health care in 2023.

Method: The survey was conducted in health institutions of the Republic of Serbia at the end of 2022 across internal medicine, surgical, gynecological-obstetric, psychiatric, pediatric, and physical medicine and rehabilitation departments according to the Professional-Methodological Guide of the Institute of Public Health of Serbia Dr Milan Jovanović Batut. A questionnaire consisting of three groups of questions (evaluating satisfaction with health care services and organization, work of nurses and doctors) was used as a research instrument, with users expressing their average rating on a scale from 1 to 5 (1= very poor, 5= excellent).

Results: The user satisfaction survey with hospital health care was conducted in 98 health institutions in the Republic of Serbia, three fewer than in 2022, analyzing 10,432 questionnaires (633 more than the previous year). The response rate in health institutions was 82.5%, 4.4% lower compared to 2022. The sample consisted of 56.7% women and 43.3% men, with an average age of 52.1 years (SD=21.6). When analyzing satisfaction related to services and the organization of health care, patients were most satisfied with the organization and speed of diagnostic and therapeutic services, as well as the information provided upon discharge (average rating 4.65), the work of doctors (4.72), and nursing care services (4.78). Overall satisfaction with the provided health care and conditions during treatment was rated as excellent by 67.3% of users, good by 26.0%, average by 5.4%, and poor or very poor by 1.3% of respondents.

Conclusions: Users of hospital health care are satisfied or very satisfied with the provided services and organization of health care, as well as the work of doctors and nurses. General satisfaction is highly rated, as is each of the analyzed aspects. Respondent answers do not vary significantly across departments. Average ratings for all analyzed variables are slightly higher compared to last year.

Keywords: health care, user satisfaction, health services, hospital treatment