

PATIENTS' SATISFACTION WITH HOSPITAL SERVICE IN A SOUTHERN TAIWAN HOSPITAL

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In order to assess patient satisfaction with hospital service in a southern teaching hospital, 506 soon to be discharged patients, from the ages of 14 to 86 years, were questioned in this study. The data were collected by a structured and limited 42 item questionnaire. Data was analyzed by multivariate variance. The variables included satisfaction with ward air-conditioning, noise-prevention, and clarify of direction signs were related with the subjects' characteristics. Our results showed satisfaction was not related to patients' characteristics. However, it was predicted from air-conditioning, public telephone service, and the efficiency of cleaning workers. Nursing factors, including nurses' behavioral reactions, were studied. The nurses' performance in terms of attention to the patient's privacy and comfort should be enhanced. Meanwhile, nurses should communicate with appropriate words and with a bet-

ter attitude. Moreover, nurses' should focus on building a good relationship with patients and their families. Regarding the nurses' behavior, attitude, and professional abilities, nurse training in observing, communicating, reacting, and teaching should be enhanced. Nurses should appear polite when bringing orders to patients and be on time. Some environmental factors also should be enhanced. These areas include clarify of direction signs, ward noise-prevention, public telephone service, hospital food service, business staff efficiency and attitude, technician (X-ray, CT scanning) efficiency, social service staff efficiency, and discharging procedures. Moreover, physicians should pay more attention to reasons for explaining examination and treatment, and should take more time discussing the reasons for the patient's discomfort. (*Chin J Public Health (Taipei)*: 1996; 15(3): 249-258)

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