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**Patient satisfaction and experience in oncology ward settings in Saudi Arabia: A mixed methods study****Manal S Banaser**

King Fahd Medical City, KSA

**Statement of the Problem:** Since the 1980s, Saudi Arabia's socio economic transformation has led to vast social development. As a result there has been increased adoption of behaviors such as smoking and sedentary life styles. It is anticipated that cancer incidence will double over the next two decades. Thus, it is vital that high quality of care is provided to meet the growing health care demands. A narrative synthesis of the existing literature about patient satisfaction in the Saudi context and beyond illuminated the lack of evidence about the assessment of patient satisfaction. The aim of the study is to examine the extent to which clinical effectiveness impacts upon patient satisfaction in oncology ward settings in the Kingdom of Saudi Arabia (KSA).

**Methodology & Theoretical Orientation:** A sequential explanatory mixed methods design is employed. The Donabedian quality framework (1980) and patient experience model (Reimann and Strech 2010) are used to assess patient satisfaction with quality of care provided. In the first phase, the European Organization for Research and Treatment of Cancer (EORTC) IN-PATSAT32 validated questionnaire was used to collect data from 100 adult oncology inpatients at a Cancer Centre in Riyadh. The second qualitative phase involved semi-structured telephone and face to face interviews with 22 adult oncology inpatients who previously answered the questionnaire.

**Findings:** The main findings were that patient satisfaction levels are influenced by the clinical effectiveness of doctors and nurses, accessibility to health care and socio demographic factors. It emerged that doctor patient relationships, nurse shortages and language barrier are particular areas where changes could be made to improve care, thereby enhancing patient satisfaction.

**Conclusion & Significance:** This study has provided new evidence supporting the need for stronger interpersonal relations and a more patient centered approach in the oncology health system in KSA. In particular, the influential role of cultural issues in influencing patient satisfaction in oncology ward settings was apparent.

**Biography**

Manal S Banaser has completed her PhD in Nursing (2016) from University of Stirling, UK. Currently, she is a Program Director of Postgraduate Nursing Specialty Diploma at King Fahd Medical City at Riyadh. She has 14 years the experience in Saudi health care settings and her specialty is oncology nursing including clinical nursing education and research. She aims to create and raise a culture of patient centeredness in Saudi Health context.

mino\_21652@yahoo.com

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