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## Pilot survey of patient satisfaction towards outpatient services at a secondary health care Hospital

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**Background:** Patient satisfaction is multidimensional with different aspects of health service provision inclusive of the process of care as well as the outcome. The various aspects encompassed are staff courtesy, accessibility, professional competence of healthcare staff, safe and comfortable environment, overall quality of care and continuity of care

**Aim:** To evaluate patient satisfaction in an outpatient service of a secondary health care hospital.

**Methods:** Patient representative sample was selected through purposive convenience sampling consisting of outpatients visiting a secondary health care center. A structured pre-tested questionnaire was applied through interview, including the following variables: personal characteristics (gender, age, and occupation), distribution of responses toward various OPD services including physical facilities, doctor services and pharmacy services.

**Results & Conclusions:** Maximum number of patients N=533 (53%) were in the age group of 41 to 60 years. Amongst them 847(84%) patients were males and 153(15%) were females. Majority of patients were retired army personnel 253(25%) and serving army personnel 209 (20%) whereas 360(36%) of the patients were reluctant to disclose their occupation. Overall satisfaction towards OPD services was 96%. The areas where satisfaction was less than 80% were pharmacy services.

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## Military veterans and service dogs: The effect on reintegration and wellness

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Service dogs are trained to do work or perform tasks for the benefit of an individual with a disability and can help to assist with tasks needed for daily functioning. This presentation reports the results of a qualitative study into the breadth and depth of service dogs for service connected conditions (e.g. PTSD and TBI). In-depth interviews were conducted with veterans (N= 21) who had a service dog. Analysis included describing, classifying, and interpreting the data into codes and themes. Results indicated that factors associated with obtaining a service dog after military service were connected to the symptomology of invisible wounds such as PTSD, anxiety, depression, and TBI. The impact of having a service dog was found to provide psychosocial support and served as a protective mechanism against suicidal behavior, allowed some veterans to cease taking medications for depression/anxiety, and helped protect against other maladaptive behavior (e.g. substance use). The results substantiated the positive impact that service dogs provide for veterans' overall health and social engagement; a call to action for change in public policy is needed regarding service dogs as a reimbursable medical expense for invisible wounds.

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