

International Conference on  
**General Practice & Hospital Management**

December 8-9, 2016 | Dubai, UAE

**PATIENT SATISFACTION IN KING ABDULAZIZ MEDICAL CITY (KAMC) JEDDAH IN 2016.**

**Alkishi JJ<sup>o</sup>, Aldukkan LB<sup>o</sup>, Al-Zarnougi EM<sup>o</sup>, Alzahrani GS<sup>o</sup> and Mutasim Mohamed<sup>o</sup>**

<sup>o</sup>King Abdulaziz University, Saudi Arabia

**Introduction:** Patient satisfaction is an evaluation of health care as to whether or not expectations have been met (Palmer and Donabedian, 1991) (1). In the early 2000's, some researchers started to conduct studies about patient attitude and satisfaction in primary health care services, then in hospitals (2). Patient satisfaction or dissatisfaction in KAMC-Jeddah were not documented before.

**Aim:** Exploration of patient satisfaction in KAMC-Jeddah in order to improve the quality of healthcare.

**Objective:** To assess the level of patient satisfaction in different aspects of health care service in KAMC-Jeddah

**Method:** A cross sectional study was conducted between July 29th - August 4th 2016 at KAMC –Jeddah. Face to face interview survey method was used. The total study population was 283. Patients who were 18 years or above, mentally competent, with file and had been served by the hospital for at least 6 months were included. Two different questionnaires were used. The questionnaires were validated among a pilot group of twelve patients. The reliability of the questionnaires was measured by alpha coefficient 0.85 and 0.86 respectively. The data was coded by SPSS version 20.

**Limitations:**

- In ER department, Patient satisfaction was not measured due to administrative constrains.
- In Cardiac center, there was no sufficient patients to represent the level of satisfaction.

**Conclusion:** Emphasis on patient satisfaction with medical care services is growing. The result of this study will support policy and decision makers to come up with new strategies that incorporate the patient centered care and increase the efficiency of quality care to reach international standards.

**Biography**

Jana Jamal Saad Alkishi has been graduated from high school 2011 and presently she is a 6th Year Medical Student at King Abdulaziz University, Saudi Arabia. Ghaedaa Saad Mesfir Alzahrani has been graduated from Altaqua high school on 2011 and currently a 6th Year Medical Student at King Abdulaziz university, Jeddah. Elaf Mohammed Alzarnougi has been graduated from 47 Governmental high school on 2011. Currently I'm a 6th Year Medical Student at King Abdulaziz university, Jeddah.

jana.alkishi@gmail.com

**Notes:**