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Determinants of primary healthcare patients' dissatisfaction with the quality of provided medical services - Polish study

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The quality of medical services and health care are complex problems, with a number of various definitions, conceptual approaches, measurement tools and techniques. The most important influence on quality in primary health care has the (immaterial) human factor, the relation between patient and doctor, medical personnel and primary health care institution, and the skill to use new technologies to improve the quality in health care. This study is aimed at discovering determinants of primary health care patients' dissatisfaction with the quality of medical services.

Patients with medical appointments on the day of the survey, who gave their consent to participate in the study, were included. Totally, 901 patients of primary health care institutions [591 (65.59%) women and 310 (34.41%) men] in the Świętokrzyskie voivodeship in Poland took part in this study. The diagnostic poll method based on a questionnaire examining the patients' satisfaction with the quality of health services was used. Logistic regression identified the determinants of dissatisfaction of the patients.

The determinants that mostly affected the patients' dissatisfaction with medical services were: rudeness of the doctor ($p=0.0001$), rudeness of the rest of medical staff ($p=0.0001$), non-comprehensibility of information about health by the patient ($p=0.004$), no clear identification of the patient in the health care system ($p=0.010$), and difficult access to information regarding the health condition (medical documentation) ($p=0.018$).

Primary health care patients who participated in the study pointed to the attitude of the doctor towards a patient during a visit and the attitude of the remaining medical personnel amongst the determinants of dissatisfaction with medical services.

Biography

Agnieszka Strzelecka - PhD in eHealth Sciences, Assistant Professor at the Jan Kochanowski University of Kielce (Poland) (Collegium Medicum), statistical expert, postgraduate studies "Statistics" – The Polish Academy of Sciences (PAN) and "Biostatistics – practical aspects of statistics in medical and clinical research – methodology, organisation, management" – Postdiploma Medical Training Centre – the Jagiellonian University). She has developed the methodology of research in the field of eHealth – ICT in Świętokrzyskie Voivodeship "ONE – Observatory Network to Enhance ICT Structural Funds Absorption". Director of research on the use of eHealth tools in primary care facilities in Świętokrzyskie Voivodeship in Poland.

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