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### Evaluation of Patients' Satisfaction with Healthcare Services Provided at the National Health Insurance Authority Clinic of a Tertiary Hospital in South-West, Nigeria

*Évaluation de la Satisfaction des Patients à l'égard des Services de Santé Fournis à la Clinique de l'Autorité Nationale d'Assurance Maladie d'un Hôpital Tertiaire dans le Sud-Ouest du Nigéria*

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#### ABSTRACT

**BACKGROUND:** Patient satisfaction is an essential indicator used for measuring the quality of health care delivered to a patient and contributes to strategies for the improvement of healthcare delivery. This study assessed patients' satisfaction with the quality of care at the National Health Insurance Authority (NHIA) clinic in a tertiary health facility.

**METHODS:** The study was a descriptive cross-sectional design with 320 respondents who completed a semi-structured questionnaire. Satisfaction levels were scored on a five-point Likert scale. Frequencies for each satisfaction level (Poor, Fair, Good, Very Good, Excellent) were calculated, as well as mean scores and standard deviations (Mean  $\pm$  SD). Bivariate analysis was done using Pearson's chi-square ( $p < 0.05$ ) and multivariable logistic regression was performed to assess factors influencing patient satisfaction.

**RESULTS:** Respondents generally expressed high satisfaction with the structures, medical record, laboratory, pharmacy, and account sections. The nursing section had slightly lower ratings, while the physician section showed varied satisfaction levels. Overall, 192 (60%) of respondents were very satisfied (overall satisfaction  $>75\%$ ) with the NHIA clinic's healthcare. A significant association ( $p < .05$ ) was found between the likelihood of recommending the facility, perceptions of treatment outcomes, and overall patient satisfaction.

**CONCLUSION:** There was high satisfaction with the care received. More improvements can be made in areas such as cleanliness, availability of equipment or drugs, nurses' receptiveness and physicians' involvement of patients in decision-making to further enhance the overall satisfaction of patients at the clinic. **WAJM 2024; 41 (9): 950-958**

**KEYWORDS:** Patient Satisfaction, Quality, Healthcare, Health Insurance

#### RÉSUMÉ

**CONTEXTE:** La satisfaction des patients est un indicateur essentiel utilisé pour mesurer la qualité des soins de santé délivrés à un patient et contribue aux stratégies d'amélioration de la prestation des soins. Cette étude a évalué la satisfaction des patients concernant la qualité des soins à la clinique de l'Autorité Nationale d'Assurance Santé (NHIA) dans un établissement de santé tertiaire.

**METHODES:** L'étude était de type transversal descriptif, avec 320 répondants ayant complété un questionnaire semi-structuré. Les niveaux de satisfaction ont été évalués sur une échelle de Likert à cinq points. Les fréquences pour chaque niveau de satisfaction (Mauvais, Passable, Bon, Très Bon, Excellent) ont été calculées, ainsi que les scores moyens et les écarts-types (Moyenne  $\pm$  ET). Une analyse bivariée utilisant le chi-carré de Pearson ( $p < 0,05$ ) et une régression logistique multivariée ont été effectuées pour évaluer les facteurs influençant la satisfaction des patients.

**RESULTATS:** Les répondants ont généralement exprimé une grande satisfaction vis-à-vis des infrastructures, des dossiers médicaux, du laboratoire, de la pharmacie et des sections de comptabilité. La section des soins infirmiers a obtenu des notes légèrement inférieures, tandis que la section des médecins a montré des niveaux de satisfaction variés. Globalement, 192 (60 %) des répondants étaient très satisfaits (satisfaction globale  $>75\%$ ) des soins reçus à la clinique NHIA. Une association significative ( $p < 0,05$ ) a été trouvée entre la probabilité de recommander l'établissement, les perceptions des résultats de traitement et la satisfaction globale des patients.

**CONCLUSION:** Les soins reçus ont suscité une grande satisfaction. Des améliorations sont possibles dans des domaines tels que la propreté, la disponibilité des équipements ou des médicaments, la réceptivité des infirmières et l'implication des patients dans la prise de décision par les médecins pour accroître encore la satisfaction globale des patients à la clinique. **WAJM 2024; 41 (9): 950-958**

**MOTS-CLES:** Satisfaction des patients, Qualité, Soins de santé, Assurance santé

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**Abbreviations - COVID:** Corona Virus Disease; **NHIA:** National Health Insurance Authority; **NHIS:** National Health Insurance Scheme; **SPSS:** Statistical Package for Social Sciences; **UNIOSUN:** Osun State University; **UTH:** UNIOSUN Teaching Hospital