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Predictors of Satisfaction with Wound Care Services in an Outpatient Setting in Kano, Nigeria

Facteurs Prédicatifs De La Satisfaction À L'égard Des Services De Soins Des Plaies Dans Un Établissement De Soins Ambulatoires À Kano, Au Nigeria

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ABSTRACT

BACKGROUND: With the global increase in chronic wounds and the paucity of studies on patient experiences at wound care facilities, we assessed the factors associated with satisfaction with wound care services among patients or their caregivers in a Northwest Nigerian outpatient setting.

METHODS: Participants were systematically selected from patients or their caregivers attending the General Outpatient Clinic of Aminu Kano Teaching Hospital, Kano, for wound dressing. A structured self-administered questionnaire was used to obtain information regarding their sociodemographic and clinical characteristics and satisfaction with service domains. Data were analyzed using descriptive and inferential statistical methods.

RESULTS: There were 170 participants. Their mean age was 31.9±11.4 years, and they were mainly female (55.3%). The overall satisfaction rate was 85.9% (146/170); however, 51.8% and 55.3% of participants were dissatisfied with the advice on home wound care and waiting time, respectively. Employment status, wound location, having sickle cell disease, needing a wheelchair to reach the wound dressing room and perceived availability of a wheelchair were associated with overall satisfaction (P<0.05). The predictors of overall satisfaction were chronic wounds, wound in areas other than the lower limbs/buttocks, and perceived availability of wheelchairs.

CONCLUSION: The overall satisfaction rate was high despite service gaps. However, future improvement in patient satisfaction will require addressing challenges such as the waiting time before wound dressing, equipment (e.g., wheelchairs), and staffing.

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KEYWORDS: Outpatients, patient characteristics, Patient satisfaction, Wound care, Wound dressing.

RÉSUMÉ

CONTEXTE: Avec l'augmentation mondiale du nombre de plaies chroniques et le manque d'études sur les expériences des patients aux centres de soin des plaies, nous avons évalué les facteurs associés à la satisfaction des services de soins des plaies chez les patients ou leurs soignants dans une établissement de soins ambulatoires du nord-ouest du Nigeria.

MÉTHODES: Les participants ont été systématiquement sélectionnés parmi les patients ou leurs soignants fréquentant la clinique externe générale de l'hôpital universitaire d'Aminu Kano à kano, pour le traitement des plaies. Un questionnaire structuré auto-administré a été utilisé pour obtenir des informations sur les caractéristiques sociodémographiques et cliniques et leur satisfaction à l'égard des services. Les données ont été analysées à l'aide de méthodes statistiques descriptives et inférentielles.

RÉSULTATS: Il y avait 170 participants. Leur âge moyen était de 31,9±11,4 ans, et ils étaient principalement des femmes (55,3 %). Le taux de satisfaction globale était de 85,9 % (146/170) ; cependant, 51,8 % et 55,3 % des participants étaient insatisfaits des conseils sur le traitement des plaies à domicile et du temps d'attente, respectivement. Le statut professionnel, l'emplacement de la plaie, le fait d'avoir un drépanocytose, besoin d'un fauteuil roulant pour atteindre la salle de pansements et la disponibilité perçue d'un fauteuil roulant étaient associés à la satisfaction globale (P<0,05). Les facteurs prédictifs de la satisfaction globale étaient les plaies chroniques, les plaies situées dans des zones autres que les membres inférieurs/fesses et la disponibilité perçue des fauteuils roulants.

CONCLUSION: Le taux de satisfaction globale était élevé malgré les lacunes des services. Cependant, l'amélioration future de la satisfaction des patients nécessitera relever des défis tels que le temps d'attente avant le pansement des plaies, l'équipement (p. ex., les fauteuils roulants) et la dotation en personnel.

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MOTS-CLÉS: Patients externes, Caractéristiques des patients, satisfaction des patients, Soins des plaies, Pansements.

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