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## Patient Satisfaction with Care and Its Predictors in a Secondary Hospital in Kaduna State, North-western Nigeria

*Satisfaction des Patients à l'égard des Soins et ses Prédicteurs dans un Hôpital Secondaire de l'État de Kaduna, au Nord-Ouest du Nigeria*

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### ABSTRACT

**BACKGROUND:** Satisfied patients adhere more to counselling, prescribed treatment and referrals. Few studies reveal the sub-scales of satisfaction and predictors of satisfaction in north-western Nigeria.

**OBJECTIVES:** To determine patients' overall satisfaction with healthcare provision and their predictors at a secondary hospital in Kaduna metropolis, Kaduna State, North-Western Nigeria.

**METHODS:** A descriptive, cross-sectional exit survey of 390 consenting patients selected by systematic sampling from outpatient clinics in June 2022. The data collection tool was a standardized, structured questionnaire electronically administered using the "Kobo Collect" app. Data were analysed using SPSS (version 23); the chi-square ( $\chi^2$ ) test was used for bivariate analysis (at  $P < 0.05$ ) and ordinal regression (using the generalized linear model method) was used to determine predictors of satisfaction.

**RESULTS:** The general satisfaction among respondents was 60.5%; age, sex, highest education attained and employment status were significantly associated with general satisfaction ( $p < 0.05$ ). Positive predictors of satisfaction were financial aspects, time spent with doctors, communication as well as accessibility and convenience.

**CONCLUSION:** Patients' overall satisfaction was above average. Predictors of satisfaction included financial aspects, time spent with doctors, communication, accessibility and convenience. Careful attention to these domains will enhance patient satisfaction with care in our secondary hospitals. **WAJM 2024; 41 (4): 475 - 480.**

**KEYWORDS:** Patient satisfaction, Satisfaction with care, Predictors, Time spent with doctors

### RÉSUMÉ

**CONTEXTE:** Les patients satisfaits adhèrent davantage aux conseils, aux traitements prescrits et aux recommandations. Peu d'études révèlent les sous-échelles de satisfaction et les prédicteurs de satisfaction dans le nord-ouest du Nigeria.

**OBJECTIFS:** Déterminer la satisfaction globale des patients à l'égard de la prestation de soins de santé et leurs prédicteurs dans un hôpital secondaire de la métropole de Kaduna, dans l'État de Kaduna, au nord-ouest du Nigeria.

**MÉTHODES :** Enquête de sortie descriptive et transversale menée auprès de 390 patients consentants sélectionnés par échantillonnage systématique dans des cliniques externes en juin 2022. L'outil de collecte de données était un questionnaire standardisé et structuré administré électroniquement à l'aide de l'application "Kobo Collect". Les données ont été analysées à l'aide du logiciel SPSS (version 23); le test du chi carré ( $\chi^2$ ) a été utilisé pour l'analyse bivariable ( $p < 0.05$ ) et la régression ordinaire (en utilisant la méthode du modèle linéaire généralisé) a été utilisée pour déterminer les prédicteurs de satisfaction.

**RÉSULTATS:** La satisfaction générale des répondants était de 60,5 %; l'âge, le sexe, le niveau d'éducation le plus élevé atteint et le statut d'emploi étaient significativement associés à la satisfaction générale ( $p < 0,05$ ). Les prédicteurs positifs de satisfaction étaient les aspects financiers, le temps passé avec les médecins, la communication ainsi que l'accessibilité et la commodité.

**CONCLUSION:** La satisfaction globale des patients était au-dessus de la moyenne. Les prédicteurs de satisfaction comprenaient les aspects financiers, le temps passé avec les médecins, la communication, l'accessibilité et la commodité. Une attention particulière à ces domaines améliorera la satisfaction des patients à l'égard des soins dans nos hôpitaux secondaires.

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**MOTS-CLÉS:** Satisfaction des patients, Satisfaction à l'égard des soins, Prédicteurs, Temps passé avec les médecins

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