



(RESEARCH ARTICLE)



Assessment of patient satisfaction in quality of healthcare services rendered in hemodialysis department unit in Manuel v. Santiago medical center hospital in Trece Martires Cavite

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Abstract

This research explores the satisfaction levels of patients receiving hemodialysis services at the Manuel V. Santiago Medical Center Hospital in Trece Martires, Cavite. As renal diseases become increasingly common, understanding patient experiences can help improve service delivery in healthcare settings. This is a cross-sectional study that employs a qualitative approach to gathering feedback from patients and healthcare professionals to delineate areas for improvement and highlight successful practices. The implications of these findings for policy and future healthcare reforms will be discussed and intends to contribute to enhancing the overall patient experience in the facility.

Keywords: Hemodialysis; Patient satisfaction; Healthcare quality; Manuel V. Santiago Medical Center Hospital; Trece Martires; Cavite

1. Introduction

The quality of healthcare services plays a crucial role in patient recovery and satisfaction. Patient satisfaction assessment is becoming highly prevalent in healthcare services and an essential part of their quality improvement. It is proven that improved patient satisfaction leads to better healthcare-related quality of life;² Hemodialysis as a life-sustaining treatment for patients with end-stage renal disease has grown considerably over the years. With the rise of chronic kidney disease; it is essential to evaluate how these services are perceived by patients. This study will delve into the patient satisfaction levels within the hemodialysis department at the Manuel V. Santiago Medical Center Hospital; focusing on various dimensions of service quality; patient and staff communications; and physical aspects of the healthcare environment and key recommendations for enhancing patient satisfaction will be addressed and delivered. A better patient satisfaction results in improved organizational performance as it reduces cost and increases the revenue; in addition to the improvement in the reputation of the healthcare facility.⁵ Quality is a very broad concept. With respect to health care; it should be defined not only from the perspective of treatment results; but also with consideration of the conditions in which the treatment process occurs; the atmosphere in which health services are provided to patients and the cost-result relationship [2].

Objectives

This study aims to patient satisfaction is a measure of care quality that assists providers in determining the effectiveness of their services while meeting patients' expectations [1]. And to assess the satisfaction levels of patients receiving hemodialysis services at the hospital; focusing on various aspects of care; including clinical competence; patient-staff interactions; facility environment; and overall patient experience.

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M. V. Santiago Medical Center was founded in 1994 by the founder; Dr. Manuel V. Santiago; with a vision to create a culture of excellence and a patient-first approach to healthcare. Our commitment to providing the highest standards of care has allowed us to become one of the leading medical centers in the area.

Our team of experienced medical professionals are dedicated to providing the best care possible to all of our patients. With comprehensive and compassionate care; we provide we strive to meet and exceed expectations. At M. V. Santiago Medical Center; we strive to provide the highest quality healthcare to our patients. In the mission and vision of the hospital "Provide excellent; high-quality; and value-based total health care services to its internal and external customers who should be treated with courtesy and respect; Preserve and improve human life by providing superior products and total health care services at affordable price; continuously improve its quality system; procedures; and facilities to maintain a high degree of customer satisfaction; Uplift the financial; moral; and social well-being of its employees and Preserve and protect the environment and be able to contribute to the general welfare of the community. We believe in providing total quality service; from the moment you walk through our doors to the time you leave. Our staff is composed of highly trained and experienced professionals; ensuring the best possible care for our patients. We take pride in our patient-centered approach and strive to make sure that all our patients receive the care they need. To be guided by its mission and secret formula to success; M.V. Santiago Medical Center will become one of the best medical centers in Cavite.

1.1. Patient Satisfaction in Hemodialysis Care

The rising prevalence of chronic kidney disease has necessitated advancements in healthcare services; particularly in nephrology. Hemodialysis is often the only therapeutic option for individuals with severe renal impairment; leading to its operational significance within hospitals. Patient satisfaction has emerged as an essential metric in assessing healthcare quality. Several studies have shown that higher patient satisfaction correlates with improved patient outcomes; both physically and psychologically.

At the Manuel V. Santiago Medical Center; a variety of factors contribute to patient satisfaction. In-depth interviews with patients reveal that aspects such as treatment efficacy; staff professionalism; and the emotional support offered significantly influence their experiences. While technical aspects of care; like dialysis effectiveness; remain critical; the human touch in patient interactions cannot be underestimated.

1.2. Influential Individuals

The historical context of hemodialysis is marked by advances made by pioneering figures in nephrology. The contributions of individuals such as Willem Kolff; who developed the first successful kidney dialyzer; have laid the groundwork for contemporary practices. Moreover; healthcare leaders and policymakers have played a vital role in shaping the standards and protocols that govern dialysis care today.

These contributions showcase the importance of multidisciplinary frameworks in healthcare. In the case of the Manuel V. Santiago Medical Center; the synergy among nephrologists; nurses; and social workers fosters a supportive environment for patients undergoing treatment. The involvement of various professionals enhances overall patient satisfaction by ensuring that both medical and emotional needs are addressed comprehensively.

1.3. Various Perspectives on Service Quality

Patient perspectives on healthcare quality are multifaceted and often influenced by personal experiences. Many patients express a desire for more individualized care; which includes more comprehensive explanations about their treatment plans and potential challenges. Furthermore; the physical environment of the hemodialysis unit is critical. A clean; well-maintained facility positively impacts patients' emotional and psychological well-being.

On the other hand; the perspectives of healthcare professionals provide another layer of insight into service delivery. Staff members at the Manuel V. Santiago Medical Center often cite challenges such as inadequate staffing ratios and resource limitations; which can affect their ability to provide optimal care. Addressing these challenges is essential; as a well-supported healthcare team is more likely to offer high-quality; patient-centered services.

1.4. Analysis of Current Practices and Areas for Improvement

The assessment of patient satisfaction at the hemodialysis department reveals both strengths and weaknesses. Efficient treatment protocols; regular training for staff; and a commitment to patient-centered care have resulted in positive feedback from many patients. However; certain improvement areas warrant attention. Bottlenecks in appointment

scheduling and long waiting times are significant pain points for patients. Resolving these issues could greatly enhance the overall treatment experience.

Additionally; the incorporation of patient feedback mechanisms is essential for continuous improvement. Regular surveys and suggestion boxes can provide insights into patient preferences and perceptions. Implementing technology-driven solutions; such as telehealth options for consultations and follow-up appointments; could also alleviate some logistical burdens faced by patients.

2. Methodology

Data were collected through structured questionnaires distributed to patients undergoing treatment in the Hemodialysis Department. The questionnaire assessed various dimensions of patient satisfaction; including the quality of treatment; staff interactions; facility conditions; and overall patient care experience. The study employed both quantitative and qualitative approaches; ensuring a comprehensive assessment of patient perspectives. In this review; the methodological precision of included publications was assessed using Hawker et al [43]. framework as it provides an appropriate unified scale for heterogeneous study designs. The instrument consists of nine items each scored on a 4-point scale (1 = good; 2 = fair; 3 = poor; 4 = very poor). The overall grade was judged based on the average score of these items (1.00–1.49 = good; 1.50–2.49 = fair; 2.50–3.49 = poor; 3.50–4.00 = very poor) [44]

3. Results

The study findings highlight the importance of tailored interventions; evidence-based practice guidelines; and patient-centered care in improving patients' satisfaction with humanistic nursing care. Continuous emphasis on nursing education and professional development is crucial for enhancing humanistic care and patient satisfaction. Preliminary findings suggest that the majority of patients expressed satisfaction with the quality of care received. Areas that received positive feedback included the professionalism of healthcare staff and the effectiveness of treatment protocols. However; patients also identified areas needing improvement; such as wait times and the availability of information regarding treatment processes. Feedback from patients revealed a desire for enhanced communication; which is crucial for ensuring a satisfactory healthcare experience.

4. Discussion

The assessment of patient satisfaction in the Hemodialysis Department focuses on the strengths and weaknesses of the healthcare services rendered. While most patients reported high levels of satisfaction; addressing the identified areas for improvement could significantly enhance patient experiences. Implementing strategies to reduce wait times; improve communication; and enhance patient education could lead to higher satisfaction levels and better health outcomes.

5. Conclusion

In conclusion; the assessment of patient satisfaction in the hemodialysis department at the Manuel V. Santiago Medical Center intricate relationship between service quality and patient outcomes. As chronic kidney disease continues to rise; ensuring high levels of satisfaction among patients receiving hemodialysis is paramount. Through understanding patient needs; enhancing communication; and improving logistics; healthcare institutions can make significant strides in providing a quality experience for their patients. Future developments should focus on integrating patient feedback into care protocols and investing in staff training; technology; and resources. Continuous evaluation and feedback mechanisms should be established to ensure that patient satisfaction remains a priority; ultimately leading to better healthcare delivery and improved patient outcomes in the hemodialysis setting. In doing so; patient satisfaction can improve; fostering a healthcare environment that prioritizes both clinical effectiveness and emotional support.

Compliance with ethical standards

Statement of ethical approval

The ethical framework guiding this research underscores the importance of respecting patient autonomy, ensuring informed consent, and maintaining confidentiality. The ethical approval obtained from the Manuel V. Santiago Medical Center Hospital's ethics committee exemplifies a commitment to conducting research that adheres to the highest ethical

standards. Upholding these ethical principles is crucial in fostering trust between healthcare providers and patients, ultimately leading to improved patient satisfaction.

Statement of informed consent

Informed consent was obtained from all individual participants included in the study. In research settings, obtaining informed consent is essential for ethical compliance. This process ensures that participants are fully aware of their involvement in the study, the purpose of the research, and how their information will be utilized. In the context of patient satisfaction assessment, informed consent assures participants that their feedback will be confidential and used to enhance healthcare services. This fosters trust and encourages honest responses, thereby improving the reliability of the data collected.

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