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ABSTRACT

Patients' Satisfaction about the Health Care Services Provided to Cancer Patients at Oncology Departments on Turkish Palestinian Friendship Hospital in Gaza Strip

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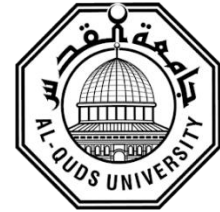
Background: Patient satisfaction is a crucial aspect of quality medical care, which involves various healthcare personnel in healthcare organizations such as physicians, nurses, and medical professionals. This study aimed to assess patient satisfaction with healthcare services provided at the oncology departments in the Turkish Palestinian Friendship Hospital in the Gaza Strip recruited.

Objectives:

1. To assess patient satisfaction level about the health care services provided in outpatient oncology departments at Turkish Palestinian Friendship hospital.
2. To assess patient satisfaction level about the health care services provided in inpatient oncology departments at Turkish Palestinian Friendship hospital.
3. To identify the factors influencing patient satisfaction in Turkish Palestinian hospital.

Material and Methods: A quantitative cross-sectional study design was applied in this research. A convenience sample of 150 cancer patients, comprising 60 inpatients and 90 outpatients. Data were collected through a structured, self-administered questionnaire.

Results: The study found statistically significant differences in all study domains, including access to health services (mean 3.98 ± 0.61), physical environment (mean 4.07 ± 0.54), waiting time (mean 4.04 ± 0.75), and communication between health workers and patients (mean 4.21 ± 0.65).



Inpatients reported a satisfaction rate of 82.4%, while outpatients reported a satisfaction rate of 81.4%. Additionally, the study found a statistically significant difference in satisfaction with access to health services among patients with different addresses (p value 0.028). Furthermore, patients who had previous healthcare services provided at another hospital showed a statistically significant difference in satisfaction with the hospital's general environment (p value 0.018). The results of the study indicated no statistically significant difference in patients' satisfaction with healthcare services provided at oncology departments based on gender, age, monthly income, marital status, or receiving treatment.

Conclusion: The study revealed a high level of patient satisfaction with the health care services provided to cancer patients at the oncology departments of the Turkish Palestinian Friendship Hospital in Gaza Strip. Patients with different geographical area and those who received healthcare services from another hospital showed significantly different levels of satisfaction with access to health services and the hospital's general environment. It was found that there was no significant difference in the level of satisfaction between inpatients and outpatients across the study domains. It is recommended that hospital administrators explore options for improving transportation methods, prioritizing the availability of a café in their waiting area, and reducing patient waiting times for treatment. Qualitative research to explore patients need to improve their satisfaction is required

Keywords: patient satisfaction, healthcare services, oncology departments, Turkish Palestinian Friendship Hospital, Gaza Strip, inpatients, outpatients, access to health services, physical environment, waiting time, communication, healthcare personnel, healthcare organizations.