



# CAPE COAST TEACHING HOSPITAL

## *QUALITY ASSURANCE*



## **2019 COMMUNITY SATISFACTION SURVEY**



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## LIST OF ACRONYMS

• Ag CEO	Acting Chief Executive Officer
• QSIPT	Quality, Safety, Infection Prevention Team
• QA	Quality Assurance
• QI	Quality Improvement
• RA	Research Assistant
• RT	Research Team
• ICT	Information Communication Technology
• OPD	Out Patient Department
• IPD	Patient admitted to the ward
• OBGY	Obstetrician and Gynecology
• MS	Male Surgical
• MM	Male Medical
• FM	Female Medical
• FS	Female Surgical
• A & E	Accident and Emergency
• MO	Medical Officer
• CCTH	Cape Coast Teaching Hospital



## **INTRODUCTION**

### **Objective of Survey**

The Management of the Cape Coast Teaching Hospital organizes staff and Clients satisfaction survey annually through the Quality Assurance Unit as part of its mandate contained in the Teaching Hospital Act 525 of 1996 for quality health delivery.

The 2019 Clients, Community and Staff satisfaction surveys provided an objective feedback from the service recipients and enable management to plan for an improved and excellent health care.

The survey was approved by the Chief Executive Officer and implemented by the Quality Assurance (QA) Team.

### **Methodology**

#### **Determination of Respondent**

#### **Targeted Population**

The community targeted population was represented by all the patient relatives paying visit to their sick relatives on admission within the period of data collection.

#### **Sample Size**

The sample size determination was worked out from [www.surveymonkey.com/](http://www.surveymonkey.com/). The statistical analysis were calculated using qualtrics by Scott M Smith (2018) from a website [www.qualtrics.com](http://www.qualtrics.com) and [www.surveysystem.com](http://www.surveysystem.com) and SPSS data analysis.

#### **Selection of Respondent**

The community respondents was done through convenient sampling.

#### **Strategy for Interview**

The Community Clients interview was done by personal interview.



**TABLE 1:**

**SPECIFIC TARGET COVERAGE 2019**

YEAR	SAMPLE SIZE	RESPONDENT	% COVERAGE
OPD CLIENT	384	196	51.0
IN-PATIENT & EMERGENCY CLIENT	385	234	60.7
COMMUNITY	169	67	39.6
STAFF	302	104	34.4
<b>TOTAL</b>	<b>1,240</b>	<b>601</b>	<b>48.5</b>

**TABLE 2**

**GENERAL COVERAGE FROM 2017-19**

YEA R	POPULATIO N	SAMPL E SIZE	RESPONDEN T	CLIEN T	STAF F	% COVERAG E
2017	21,068	1,300	1,110	987	123	85.4
2018	170,325	1,051	718	506	212	68.3
2019	182,350	1,240	601	497	104	48.5

**Measure of Success**

The Research Team agreed to set a standard of 80% as a pass mark for any indicator selected and 90% as excellent in 2019 as against 75% pass mark in 2018.

**Shortfalls Identified**

There were some issues of concern which may have had some level of minor significant impact of the result either positively or negatively. These were:



- ☐ The absence of absolute targeted Clients population size.
- ☐ Some challenges associated with reaching the selected client respondents on telephone resulted in lower sample size coverage.

**Table 3**  
**The Research Team**

<b>No.</b>	<b>NAME</b>	<b>DESIGNATION</b>
1.	Mr. Albert K Acquah	Quality Assurance Manager /Team Leader
2.	Mr. Emmanuel Hanson Owoo	Occupational and Safety Focal Person / Supervisor
3.	Mrs. Annabel Merson	Supervisor
4.	Mr. Robert Jirapah	Head Health Information Unit
5.	Mr. Stephen Onyam	Research Assistant
6.	Mr. Issah Osuman	Research Assistant
7.	Jeffery Appiah	Research Assistant
8.	Mr. Stanley Manford	

### **MEASURES TO ADDRESS WEAKNESS IDENTIFIED**

The QA Team (QSIPT) in collaboration with all the stakeholders held meeting to deliberate on the findings and came out with measures to enhance high quality service delivery to all our clients.

These included:

- ☐ The use of staff morning meetings to address poor attitude of some staff which includes poor communication, disrespect to patients, lateness among others
- ☐ Using the concept of the sub BMC to identify immediate relevant challenges and finding measures in improving on the weakness affecting their area of service delivery.
- ☐ Regular in-service training on customer care, attitudinal change and capacity building training for effective monitoring and supervision will provide the necessary remedy to improve on the identified challenges



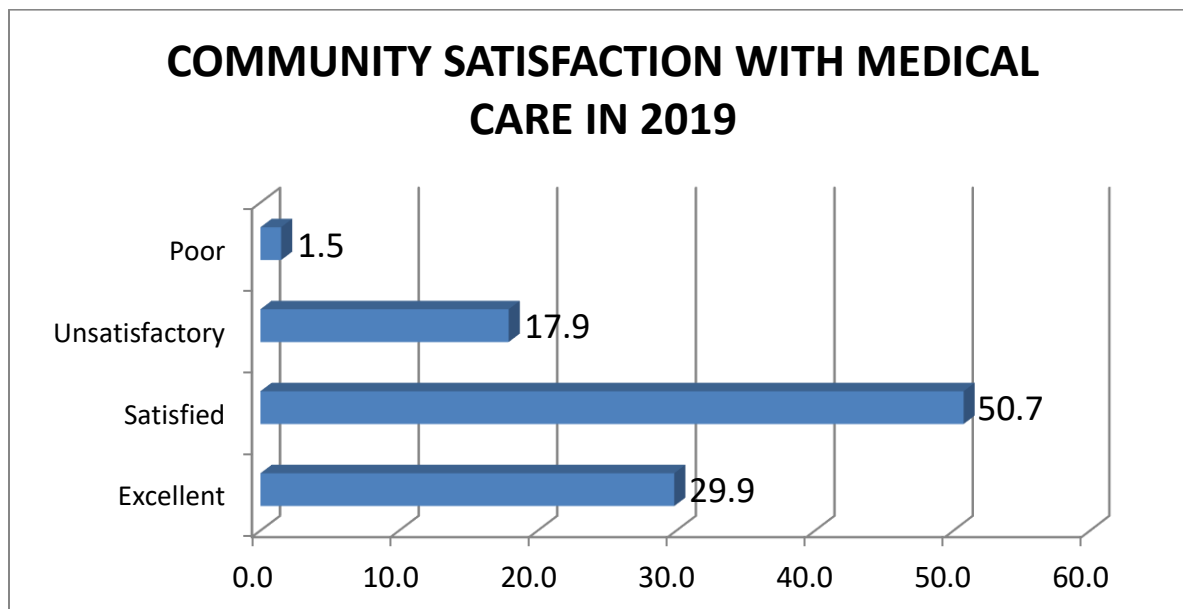
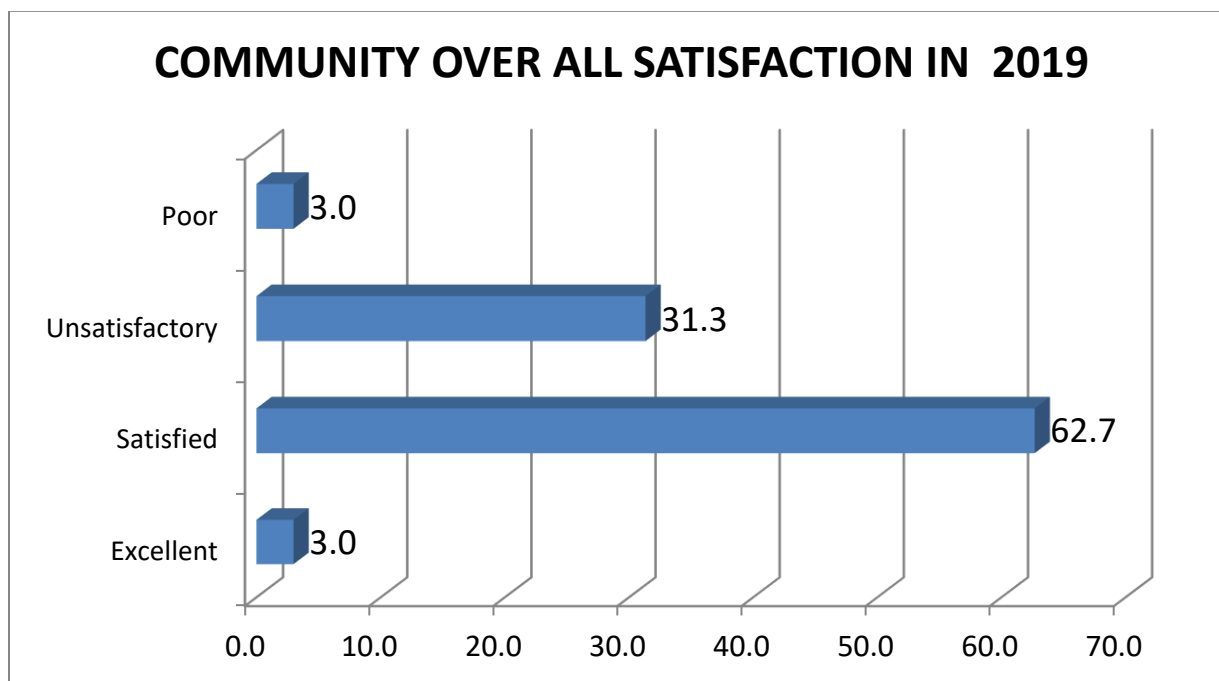


## COMMUNITY / RELATIVES HANGING WITHIN THE HOSPITAL PREMISES

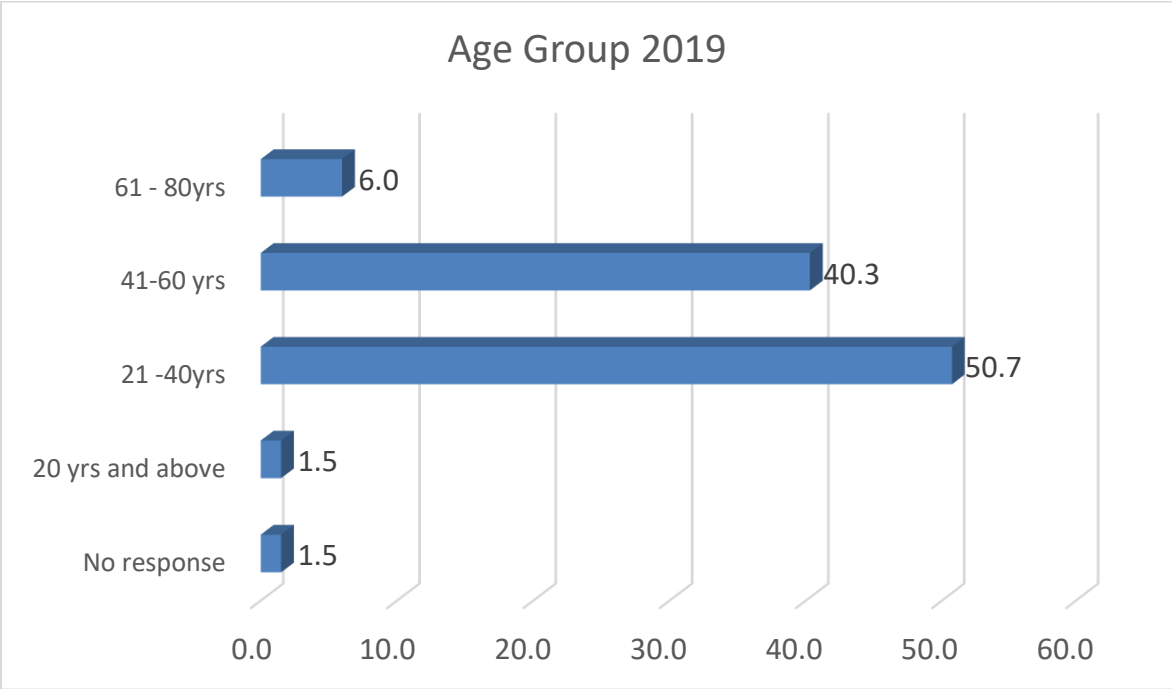
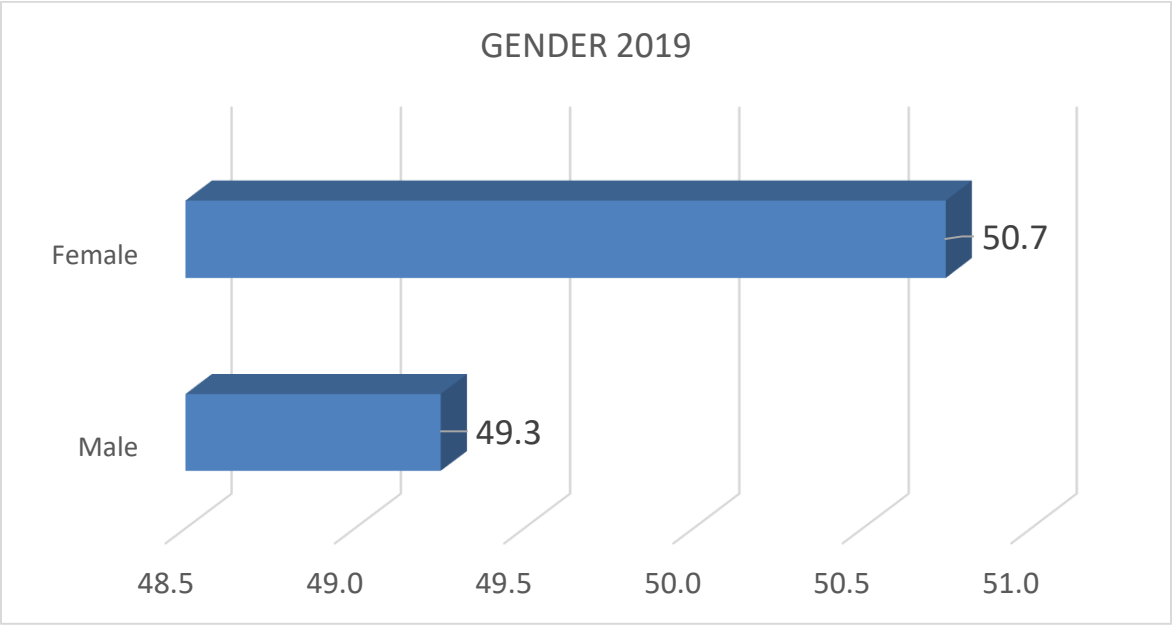


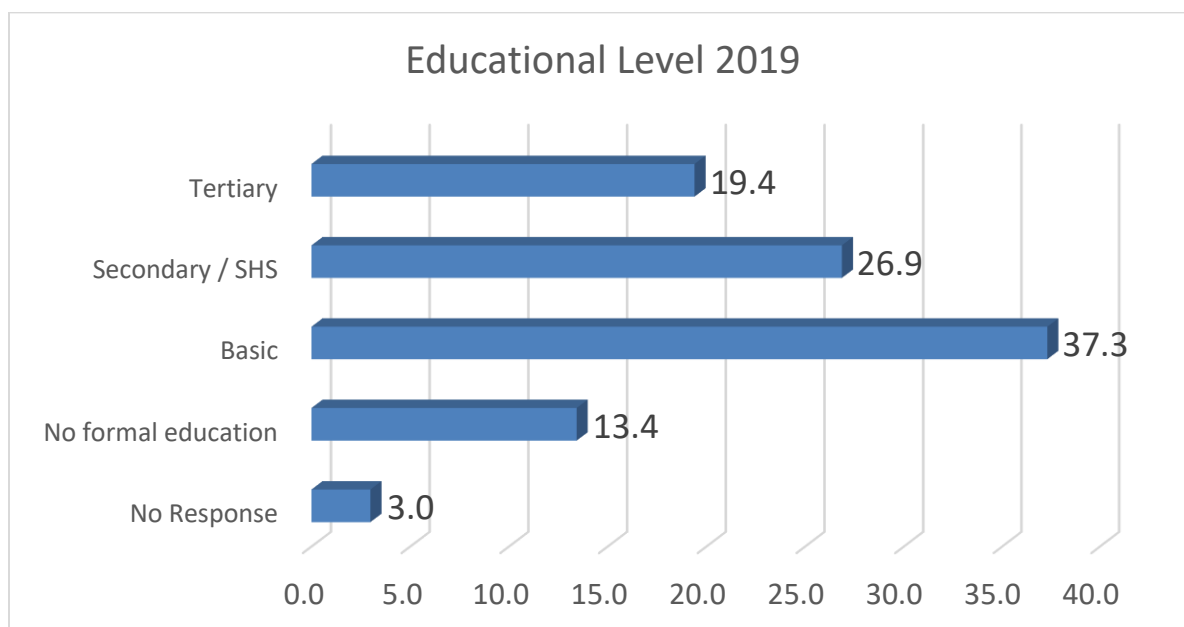
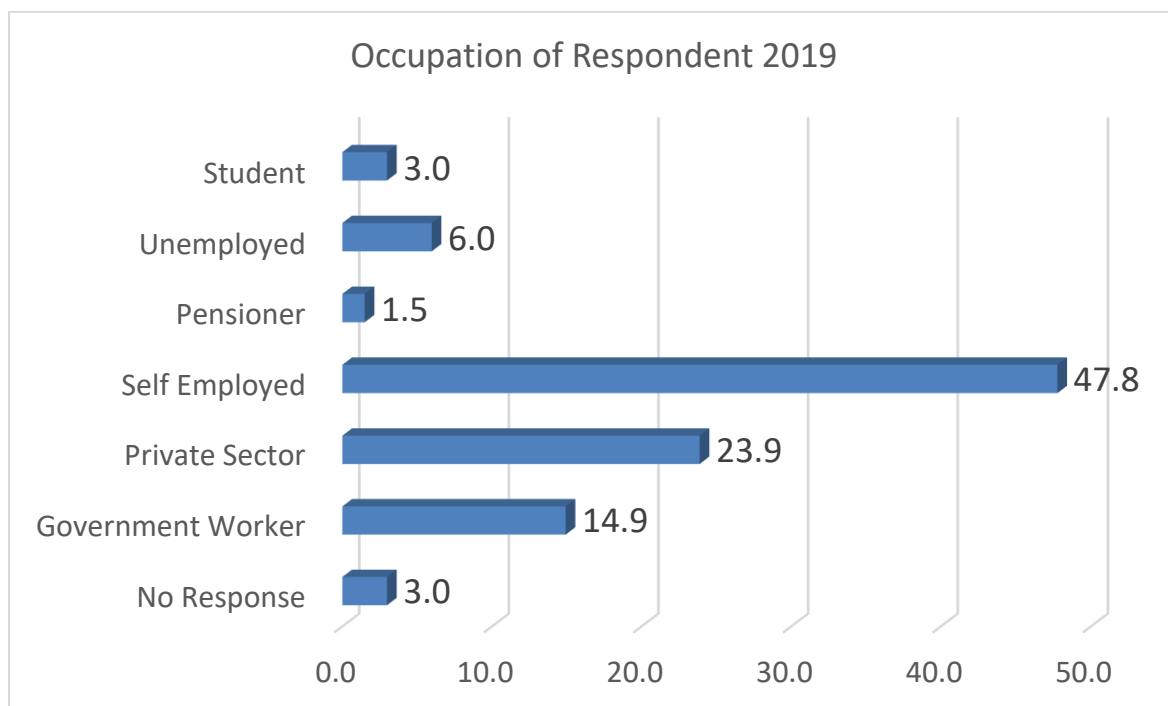


## **RESPONSE FROM COMMUNITY MEMBERS**



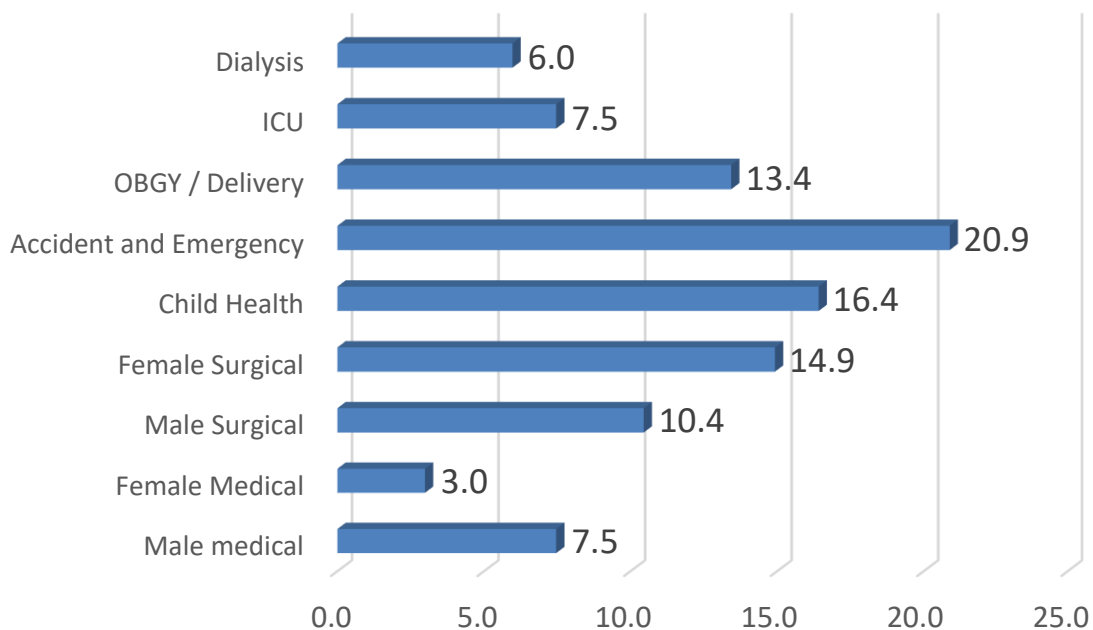




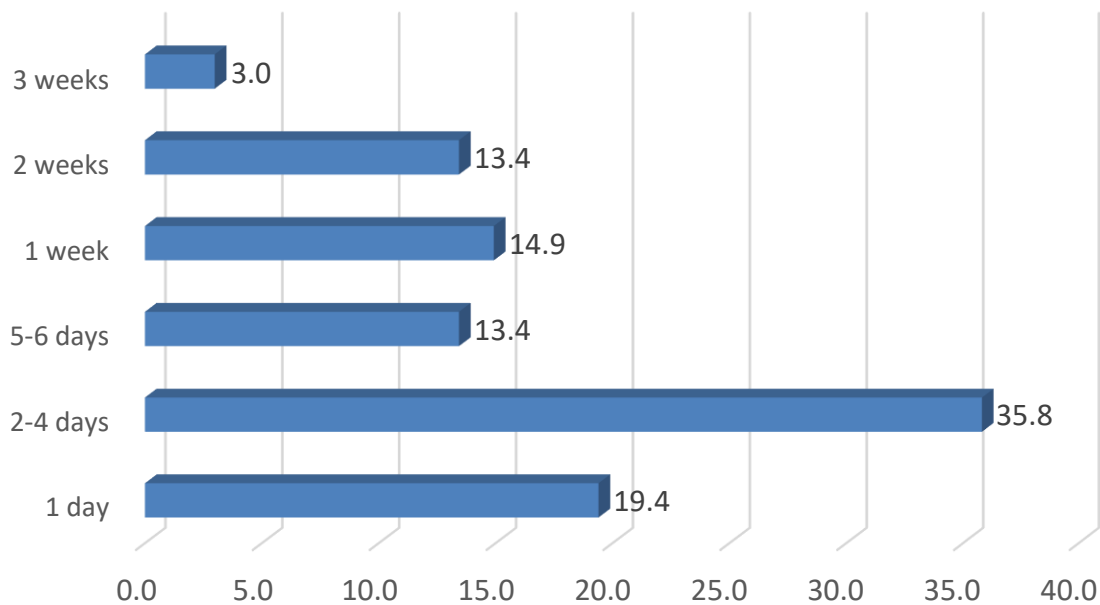




### RELATIVE WARD OF ADMISSION 2019

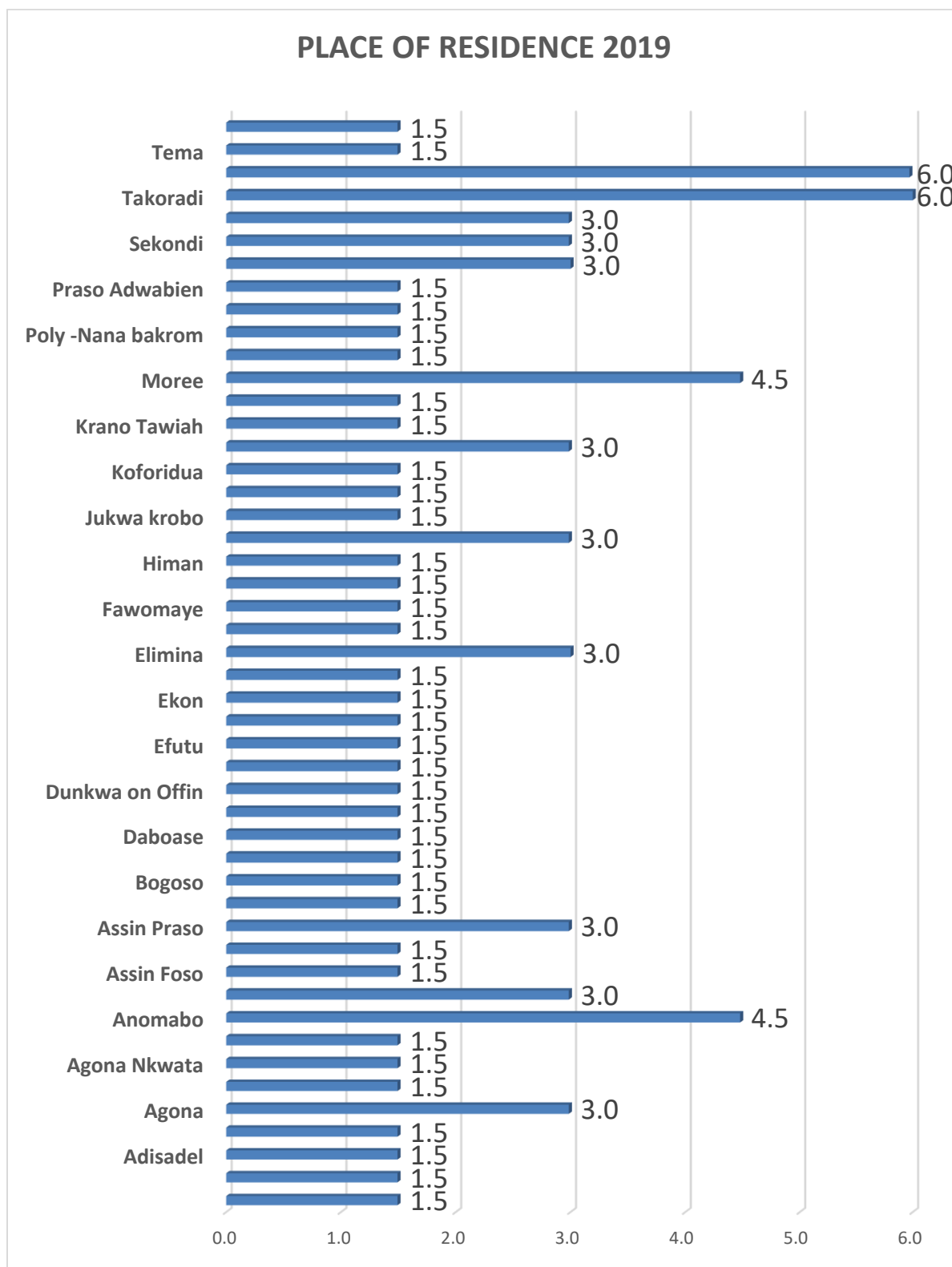


### LENGTH OF STAY IN THE HOSPITAL 2019



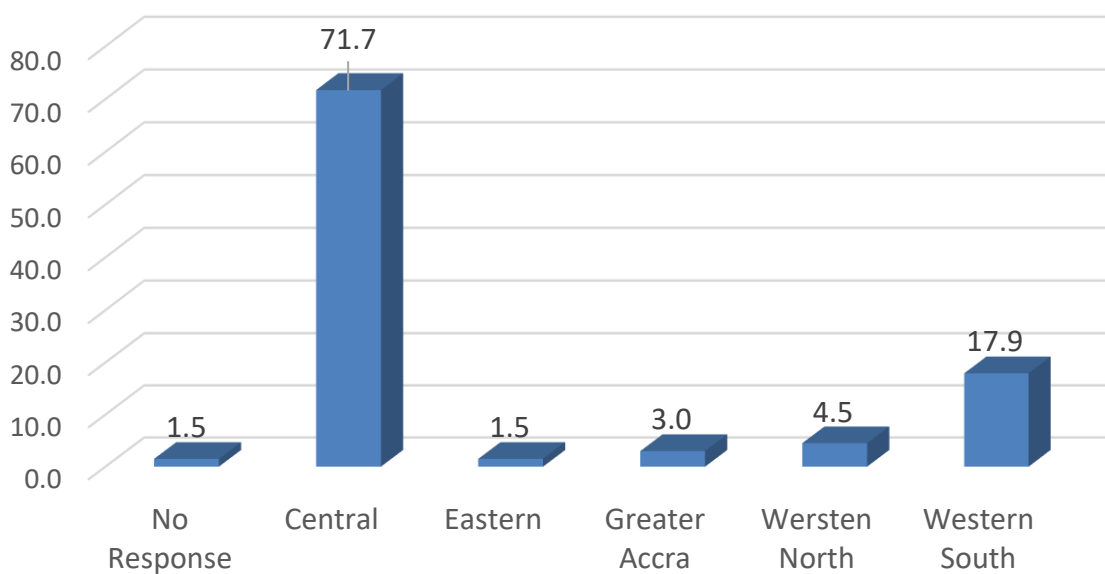


## PLACE OF RESIDENCE 2019

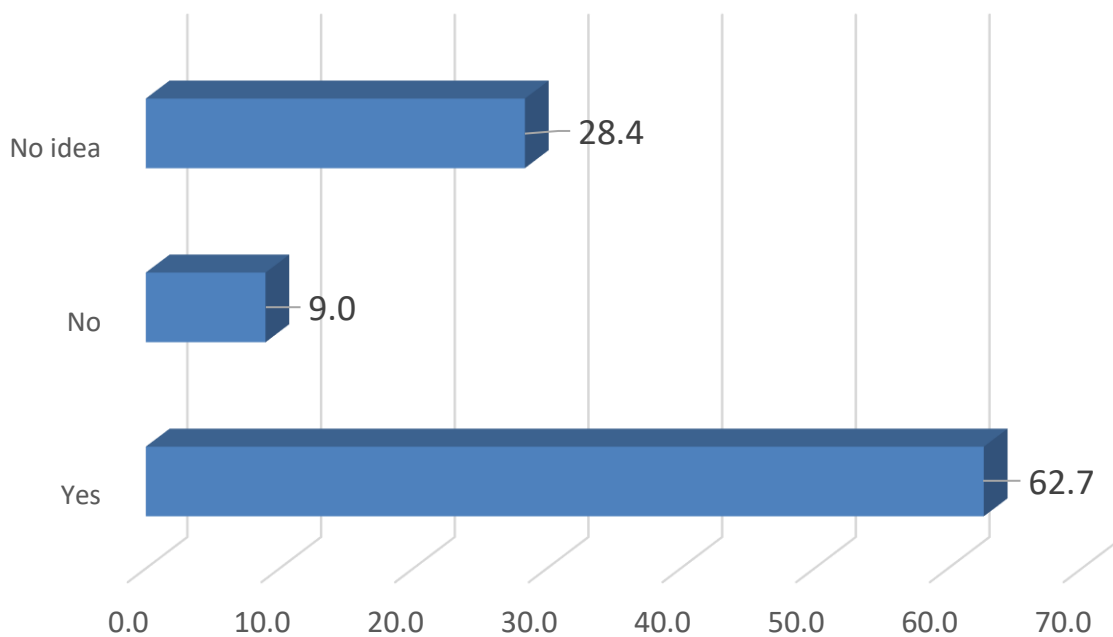




Region of Residence 2019



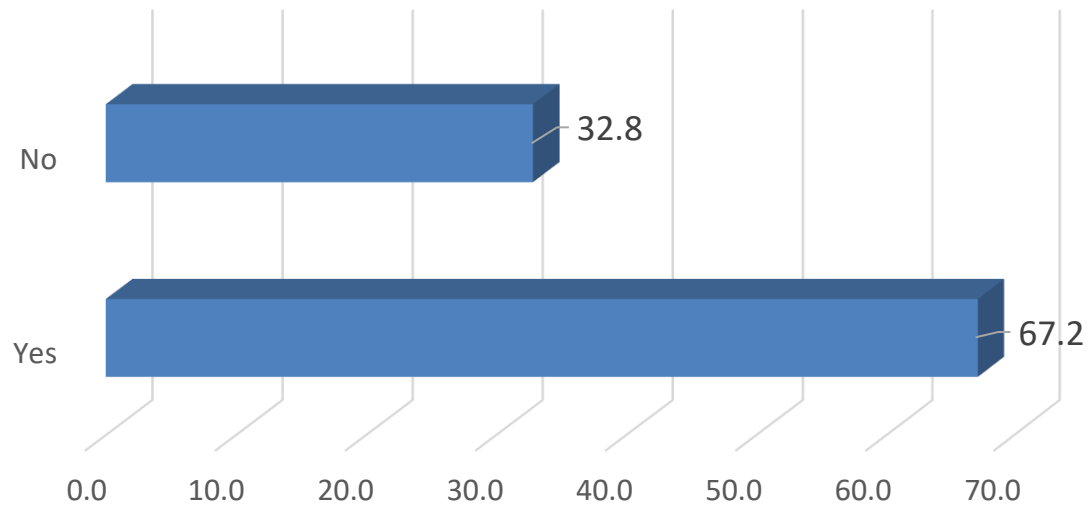
STAFF AWARE OF MY PRESENCE 2019



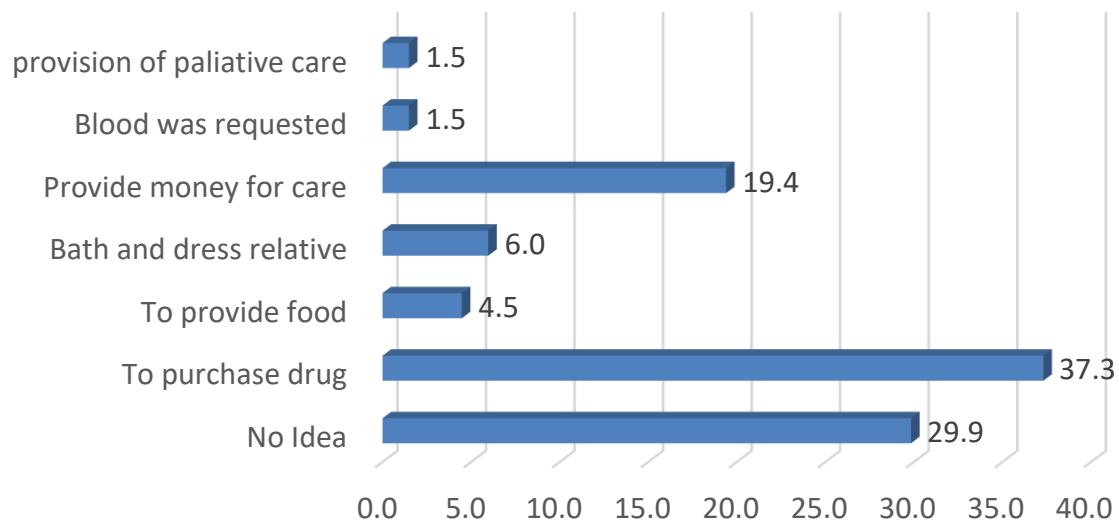




### STAFF EXPRESSED CONCERN FOR STAY 2019

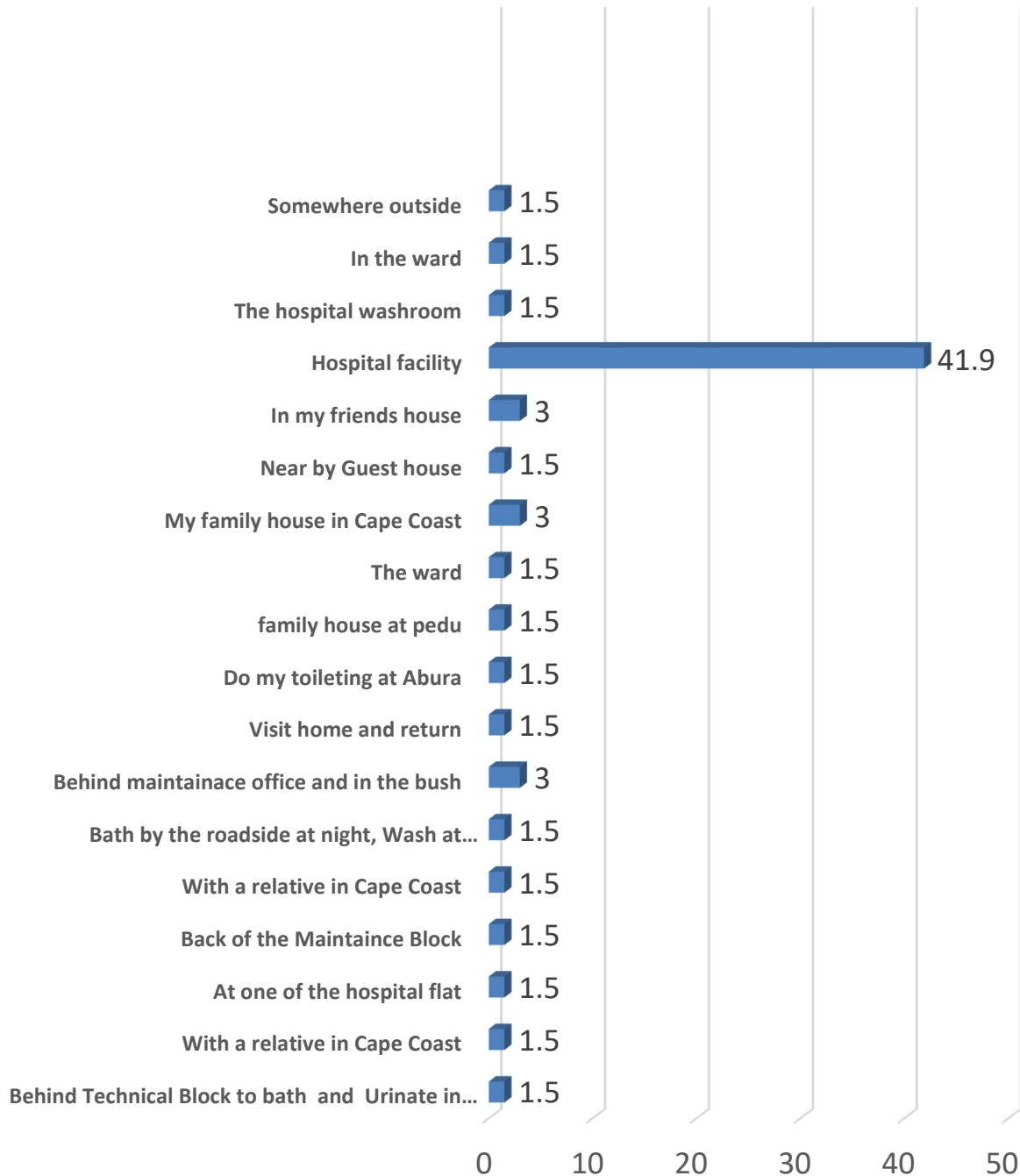


### REASONS FOR STAYING 2019



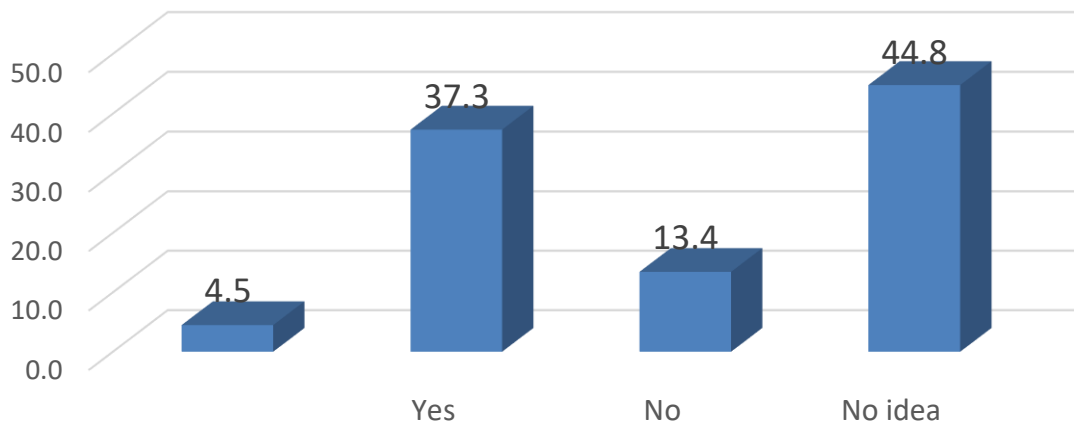


## WHERE DO YOU TOILET 2019

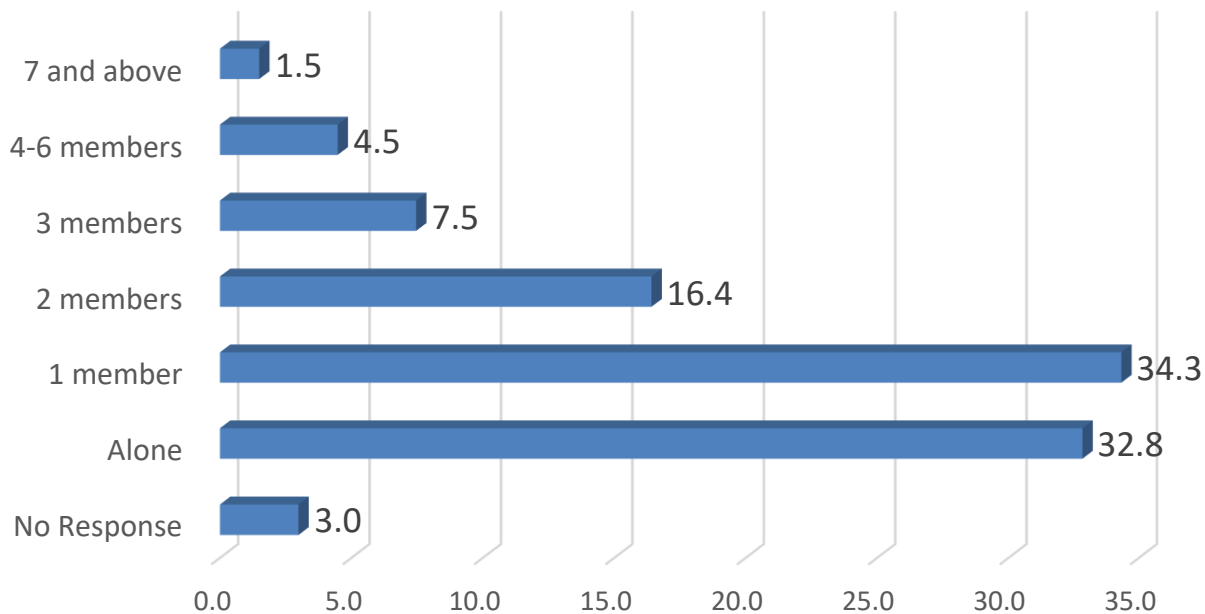




### RELATIVES PRESENCE HAVE EFFECT ON PROGNOSIS OF PATIENT CONDITION 2019

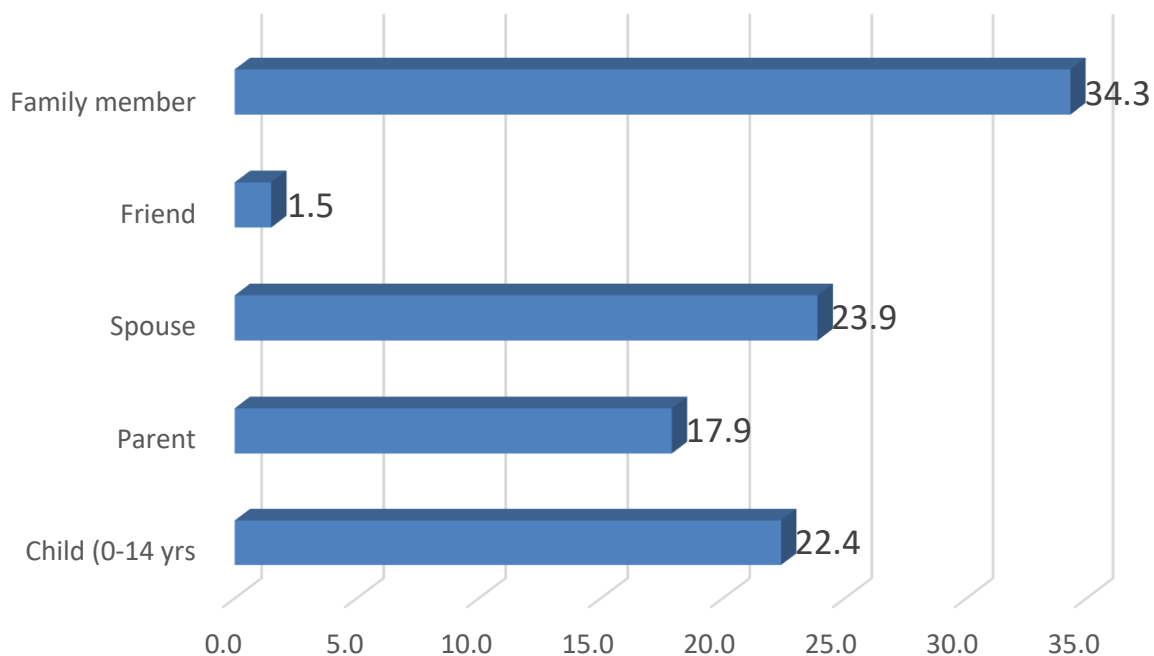


### OTHER RELATIVES WITH ME 2019

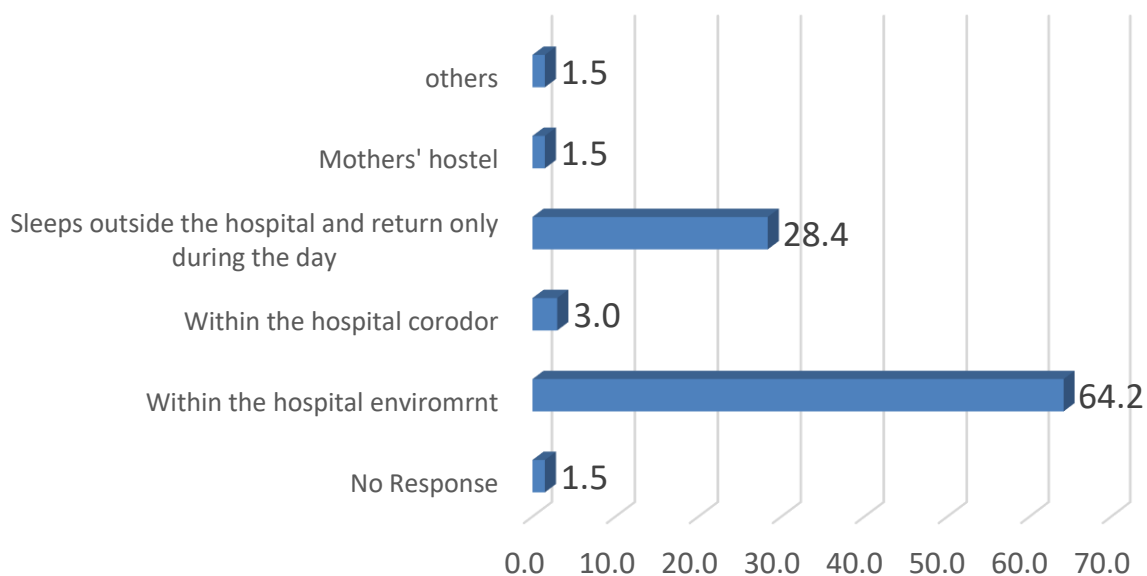




### PERSON'S RELATIONSHIP WITH THE PATIENT 2019



### WHERE DO YOU SLEEP DURING THE NIGHT 2019





<b>MEANS BY WHICH MY PRESENCE HELP</b>
Provision of special food for my spouse and Readily make breakfast and drugs available when needed
Assist with provision of drug and Sometimes had to call for attention to my relatives when needed
By praying
By praying for my child
For emergency call and through pray
Making payment for drugs and other item
My presence will help to facilitate the healing process
Provide financial support and assist in emergency
Provide for his medication
Psychological support and quite costly with transport in and out
Through my prayers
Through purchase of drugs among others
Through the provision of financial support
To address any emergency needed
To assist in buying drugs and others
To make myself available in case of emergency
To offer any help when needed for my father
To pray for my child
To provide finances
To provide help in case of emergency
To react to any emergency when needed
To take my friend home following delivery

<b>SUGGESTION FOR QUALITY IMPROVEMENT</b>
No proper place to sit
Poor customer care, Poor attention to the feeding of my diabetic patient and should provide toilet and hostel facility to the relatives
Provide good customer care and need Hostel to receive relatives
The hospital is doing well so strive to do more
Need for Visitors waiting area, Bath and Toilet.
The Female Nurses have bad attitude
Hostel for a fee for the relatives
Hostel needed for relatives for a fee if possible
Make provision for those who cannot afford
Management should provide accommodation for patient relatives
My presence here will help my relative to feel secured





Need a place to lodge whiles we are here
Need accommodation for relatives
Need toilet and hostel facility
Not a comfortable situation to sleep outside
Our patient ought to be discharged early and We are not allowed to visit our children. We need toilet facilities
Provide place of convenience and Hostel and Tight up security
Provide sleeping place for relatives sleeping outside
Provision of hostel facilities from relatives coming outside Cape Coast
The Government should provide accommodation to relatives
The hospital need to do more to improve the quality of services rendered
The hospital should help with accommodation
The hospital should provide quality care to patient and relatives
The initial impression given to me about the hospital is not so. I am satisfied so far
Toilet facilities and accommodation will have to be provided to the relatives
Very bad to be struggling for a place to sleep during the night. Hostel for relative will be appreciated
Was informed today not to bath my mother and she is not comfortable when someone bath her. Please try and do something over it



## **CAPE COAST TEACHING HOSPITAL**

### **COMMUNITY / RELATIVE 2019 SATISFACTION SURVEY**

Survey Number: .....Date of Interview.....

1. Sex of the respondent  
(a) Male (b) Female
2. Tick your Occupation as appropriate  
(a) Government Worker (b) Private Sector  
(c) Self Employed (d) Pensioner  
(e) Unemployed (f) Student
3. Tick your educational level as appropriate  
(a) No formal education (b) Basic (c) Secondary/SHS (d) Tertiary  
(e) Others (Specify).....
4. Age group of respondent :  
(a) 20yrs and below (b) 21-40 yrs (c) 41- 60yrs (d) 61-80yrs  
(e) 81yrs and above
5. Which ward is your relative admitted?  
(a) Male medical ward (b) Female medical ward (c) Female surgical ward  
(d) male surgical ward (e) child health (A day born – 14 yrs)  
(f) Accident and Emergency (g) OBGY (h) Surgical suite (i) ICU  
(j) Dialysis
6. What is your relationship to the patient?  
(a) Child (b) Mother (c) Father (d) Spurs/Partner (e) Family Member  
(f) Friend (g) Workmate (h) others (specify).....
7. How long have you been staying in the facility waiting for the discharge of your relative?  
(a) 1 days (b) 2-4 days (c) 5- 6 days (d) 1 week (e) 2 weeks  
(f) 3 weeks (g) 1 months (h) 2 months (i) 3-4 months  
(j) 5- 6 months (k) 7 months and above
8. Where is your place of residence?



Town.....

District..... Region.....

9. May I know where you take your bath, have toilet and do washing whiles you stay here. Please state

.....

.....

10. Is there any member of staff from the ward your relatives is admitted aware of your presence in the facility?

(a) Yes (b) No (c) Not Sure

11. If No to question 10 move to question 12, if yes has any staff expressed concern relating to your stay within the premises since the institution is operating on a policy of total Nursing care ?

(a) Yes (b) No

- 12.If yes, to question 11, what is your reason since this institution renders Total Nursing care? **(Tick as appropriate)**

(a) To purchase drug (b) To buy food (c) To Bath and dress relative  
(d) To provide money for care (e) To assist in Diagnostic services /investigation  
(f) To provide blood when needed (g) To derive strength from my presence  
(h) To feed my relative

(h) Others (Specify).....

- 13.Do you think your presence have any effect on the period of discharge of your Relative from the ward ?

(a) Yes (b) No (c) No idea

14. If yes to question 12 above can you state how your presence will lead to that ?

.....

15. How many of your other relatives are also here with you?

(a) None (b) 1 Member (c) 2 Members (d) 3 Members



- (d) 4-6 Members
- (e) 7 and above Members

16. Tick as appropriate where you sleep during the night.

- (a) within the hospital environment
- (b) Inside one of the hospital corridors
- (c) in any of the available consulting rooms / office in a department
- (d) Sleep outside the hospital and return only during the day
- (e) Mothers hostel
- (e) Others (specify) .....

17. What is your level of satisfaction in connection to the medical care rendered to your relative on admission?

- (a) Excellent
- (b) Satisfied
- (c) Satisfied (but room for improvement)
- (d) Not Satisfied
- (e) Cannot tell

18. What is your level of satisfaction with regard to the general services rendered by the hospital to the community ?

- (a) Excellent
- (b) Satisfied
- (c) Satisfied (but room for improvement)
- (d) Not Satisfied
- (e) Cannot tell

19. Do you have any suggestions in regard to improving the level the situation your have experienced so far. Please state them

.....

.....

Name and Sign of Interviewer .....