



CAPE COAST TEACHING HOSPITAL

QUALITY ASSURANCE



2019 IN-PATIENT AND EMERGENCY

CLIENTS 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 Clients targeted population (in-patients-IP and Emergency) was obtained from the CCTH 2019 client's attendants records from Medical Information unit.

Sample Size

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

Selection of Respondent

The IP, OP and Emergency responded were obtained from randomizing from the list of patients obtained from the Light wave Health Information Management System – LHIMS.

Strategy for Interview

All the IP, OP and Emergency. Clients were interviewed via telephone through randomized selection.



TABLE 1:

SPECIFIC TARGET COVERAGE 2019

YEAR	SAMPLE SIZE	RESPONDENT	% COVERAGE
IN-PATIENT and EMERGENCY CLIENT	385	234	60.7

TABLE 2

GENERAL COVERAGE FROM 2017-19

YEAR	POPULATION	SAMPLE SIZE	RESPONDENT	CLIENT	STAFF	% COVERAG E
2017	21,068	1,300	1,110	987	123	85.4
2018	170,325	1,051	718	506	212	68.3
2019	182350	1240	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 on telephone resulted in lower sample size coverage.

Table 3

The Research Team

No.	NAME	DESIGNATION
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 IDENTIFIED WEAKNESS

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



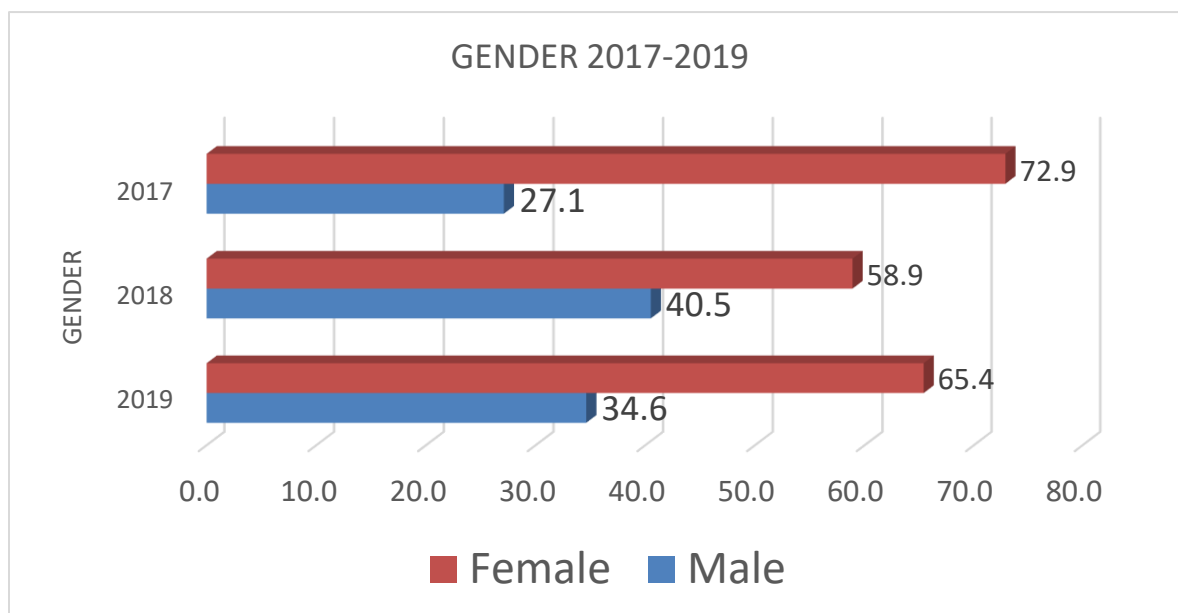
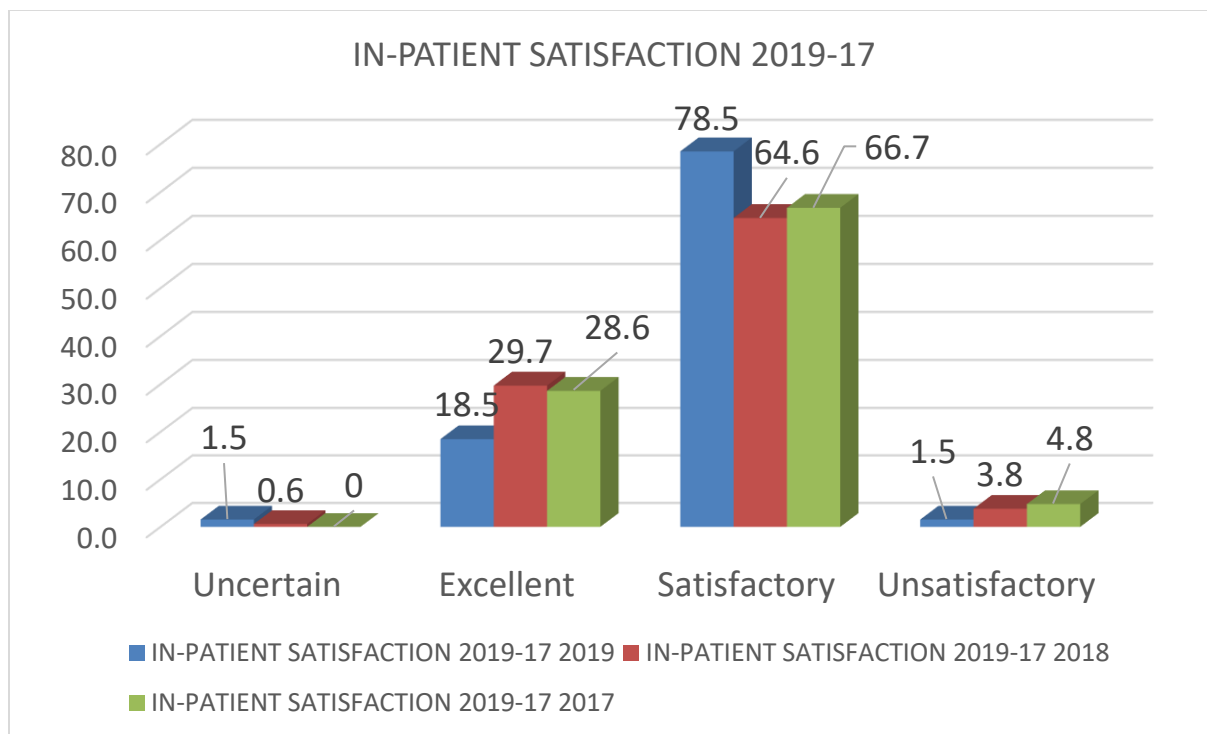
IN-PATIENT UNDER CARE

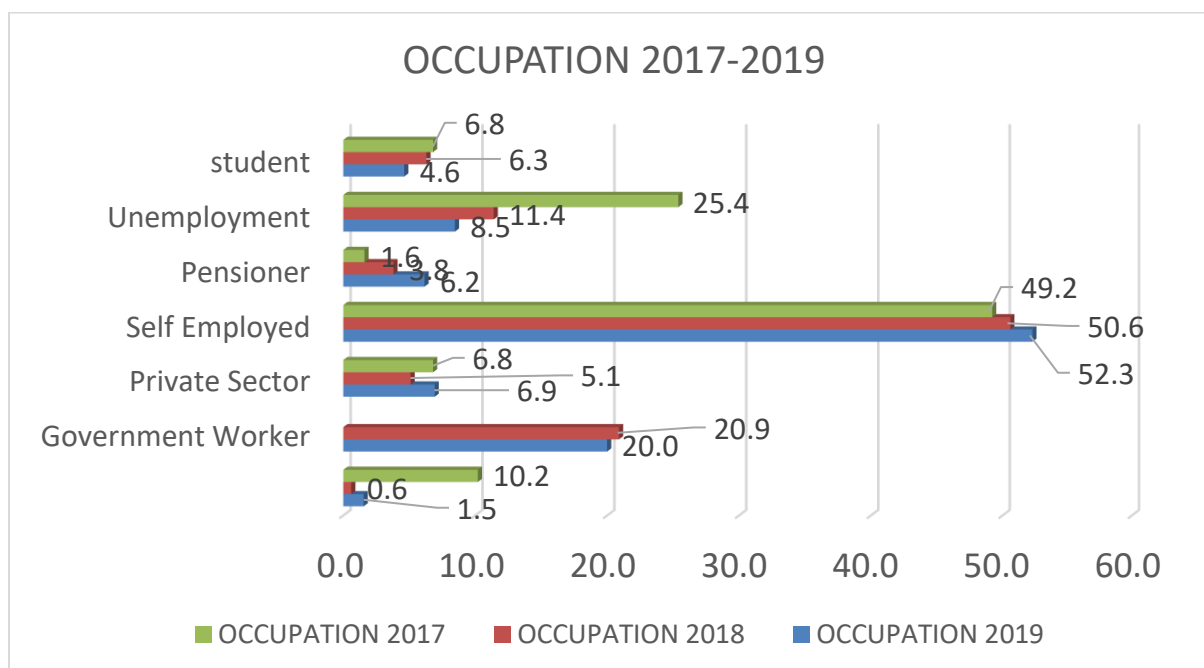
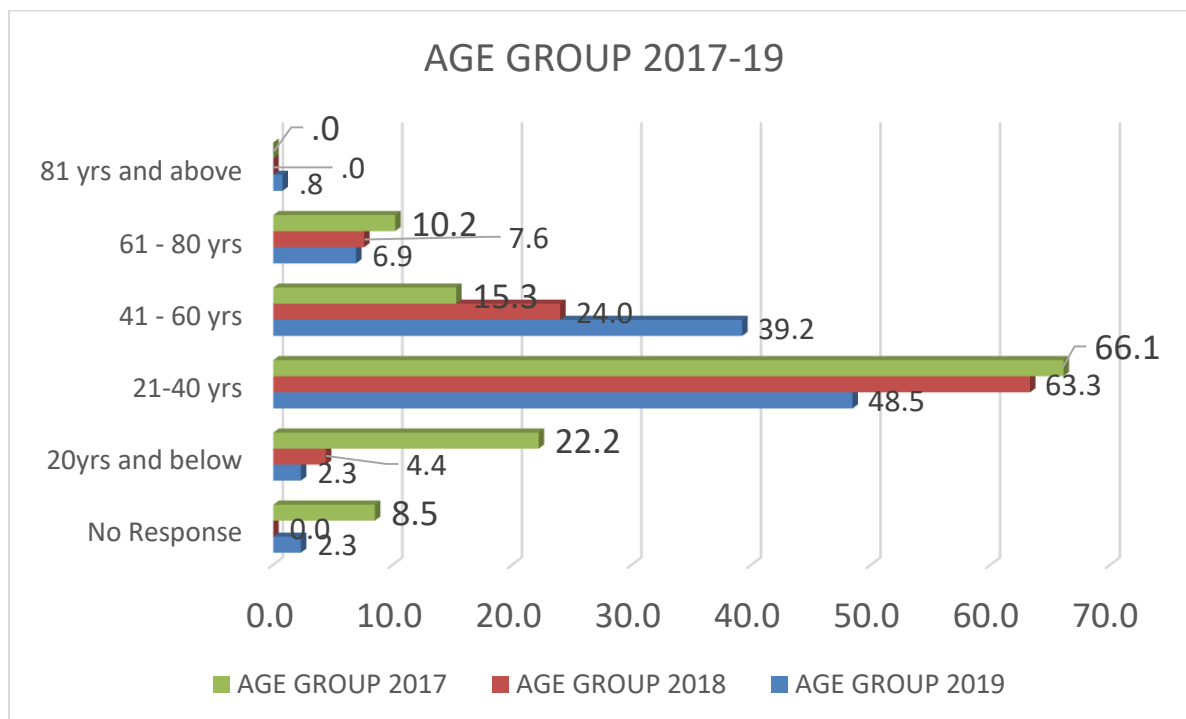


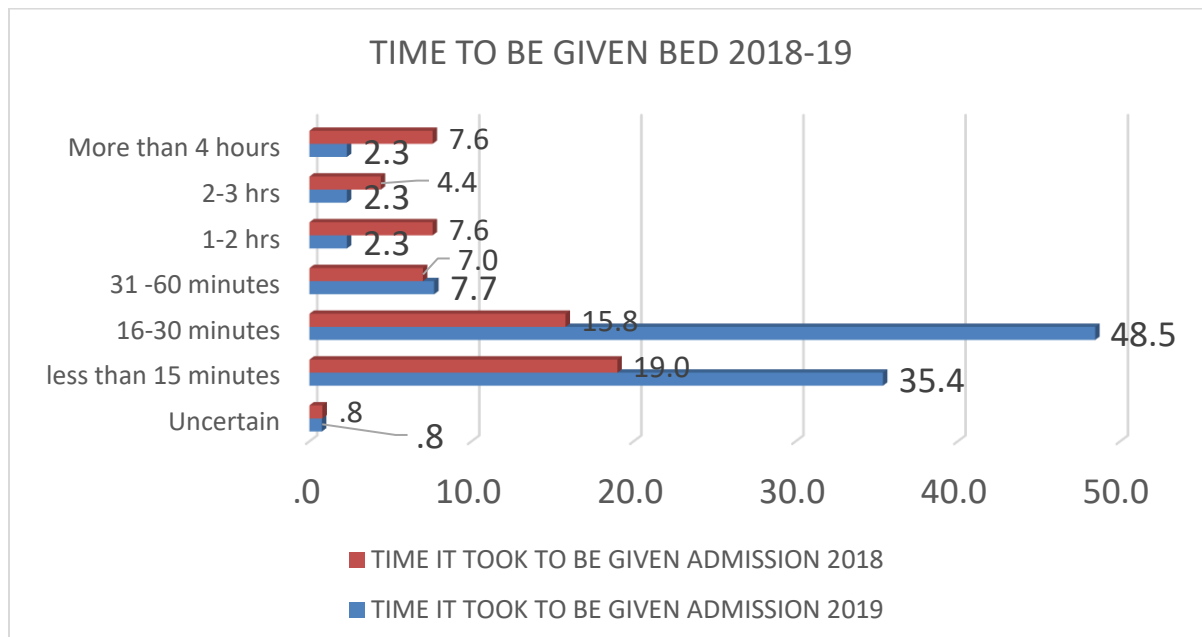
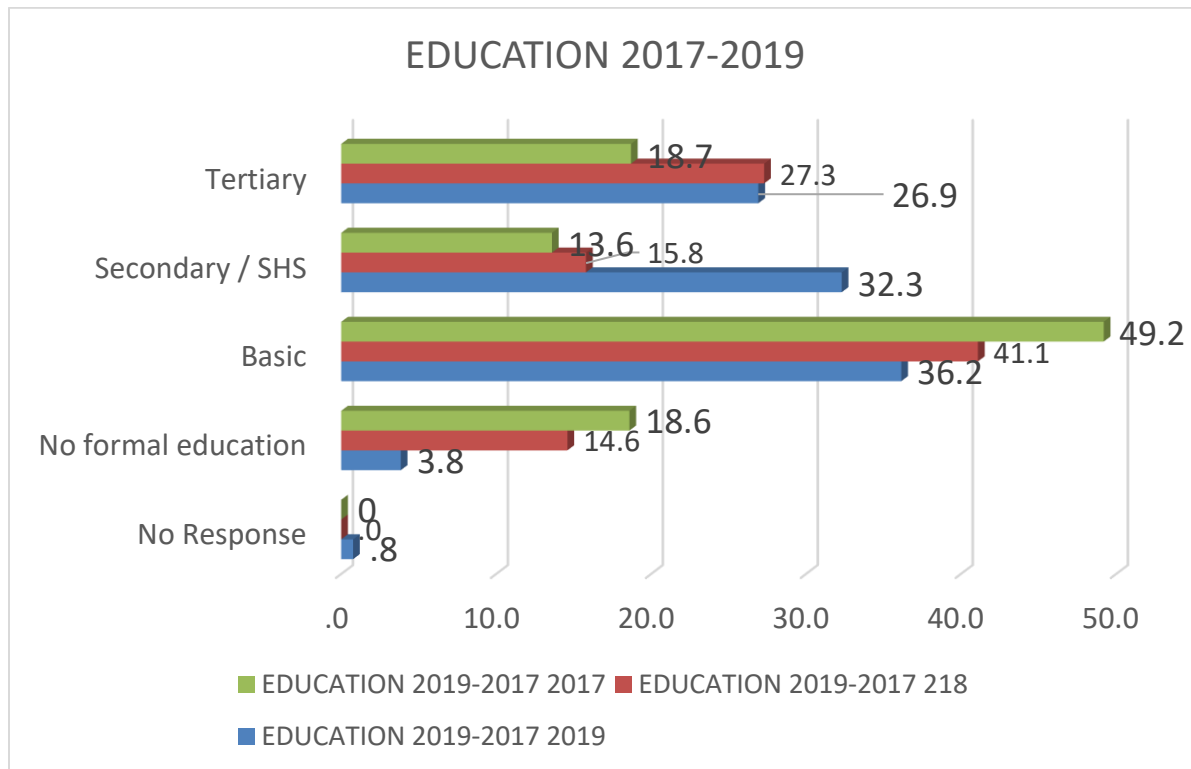
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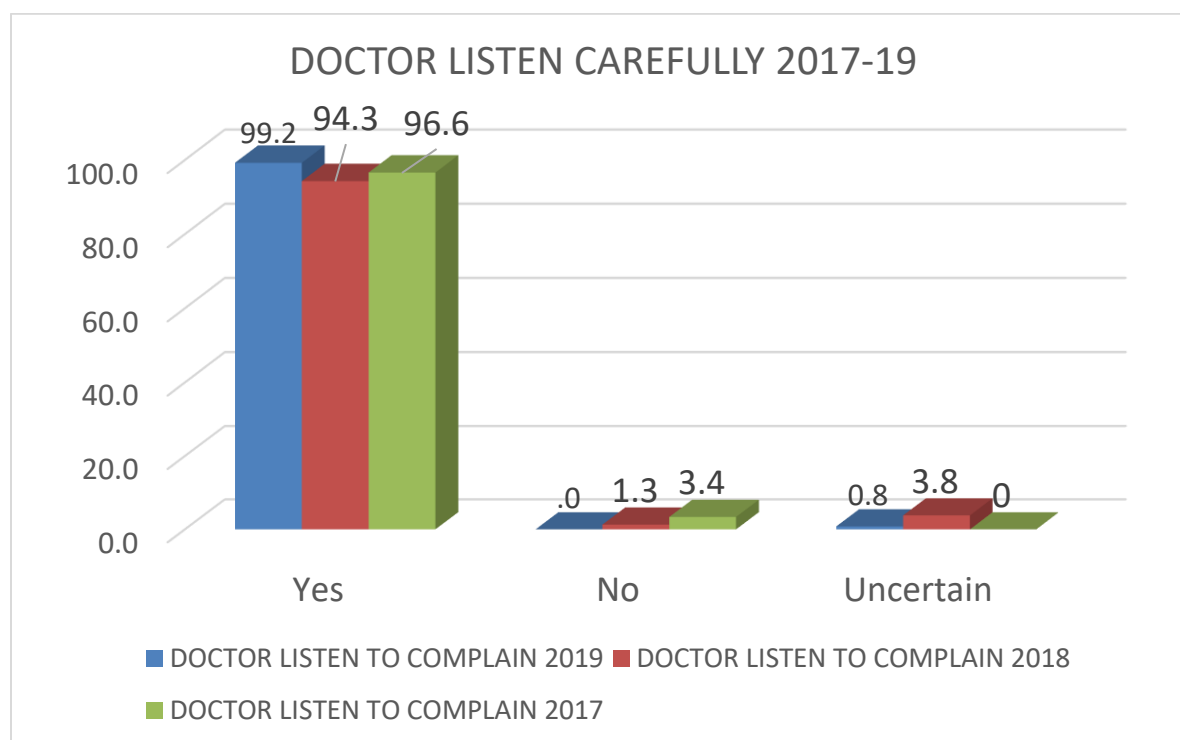


IN-PATIENTS









IN-PATIENT REPORT ON PROFESSIONAL CONDUCT OF STAFF

STAFF	EXCELLENT	SATISFACTORY	UNSATISFACTORY	VERY POOR	Non Respondent
NURSE /MIDWIFE	20	70.8	9.2	-	-
MEDICAL DOCTOR	36.9	59.2	2.3	-	2
PHARMACY	9.2	83.8	1.5	-	5.4
LABORATORY	6.9	60	-	-	33.1
IMAGING	2.3	35.4	-	-	62.3
PHYSIOTHERAPIST	-	1.5	-	-	98.5
PARAMEDICAL	1.5	12.3	-	-	86.2
CATERING	1.5	20.8	-	-	77.7
BANKING	2.3	36.9	0.8	-	60

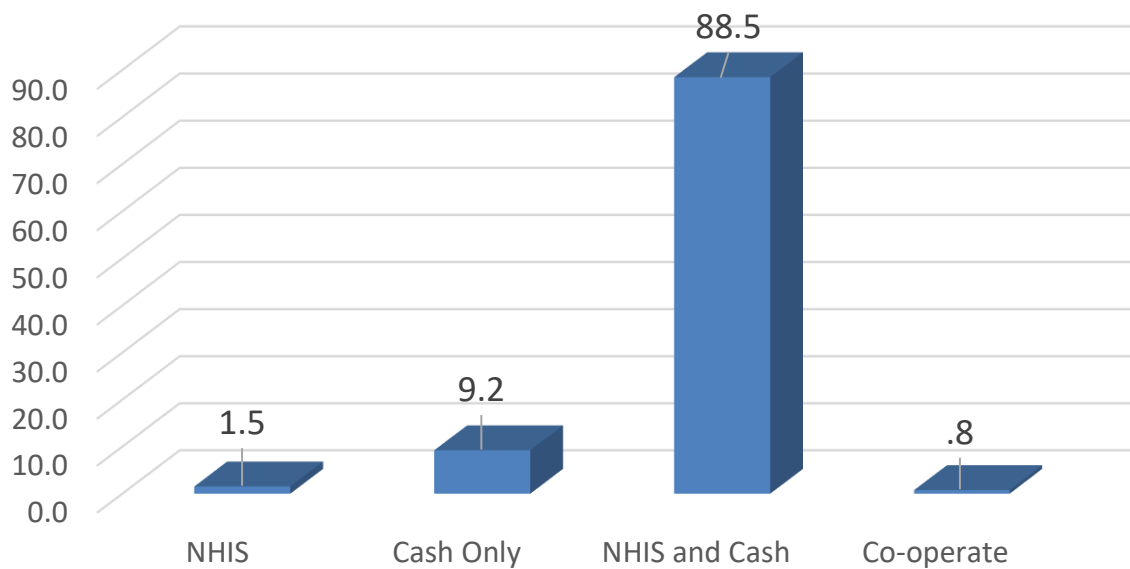


SATISFACTION LEVEL OF CATERING SERVICES					
SERVICE	EXCELLENT	SATISFACTORY	UNSATISFACTORY	VERY POOR	NON RESPONDENT
TIME OF FOOD ARRIVAL	14.6	62.3	-	-	23.1
RECEIVING FOOD REQUESTED	14.6	62.3	-	-	23.1
QUANTITY OF FOOD	1.5	70.8	4.6	-	23.1
TASTE OF THE FOOD	73.8	3.1	-	-	23.1
CLEANINESS OF THE SERVING BOW	11.5	65.4	-	-	23.1
CLEANINESS OF THE KIDS	13.1	63.8	-	-	23.1
CLEANINESS OF PERSONNEL	13.1	63.8	-	-	23.1

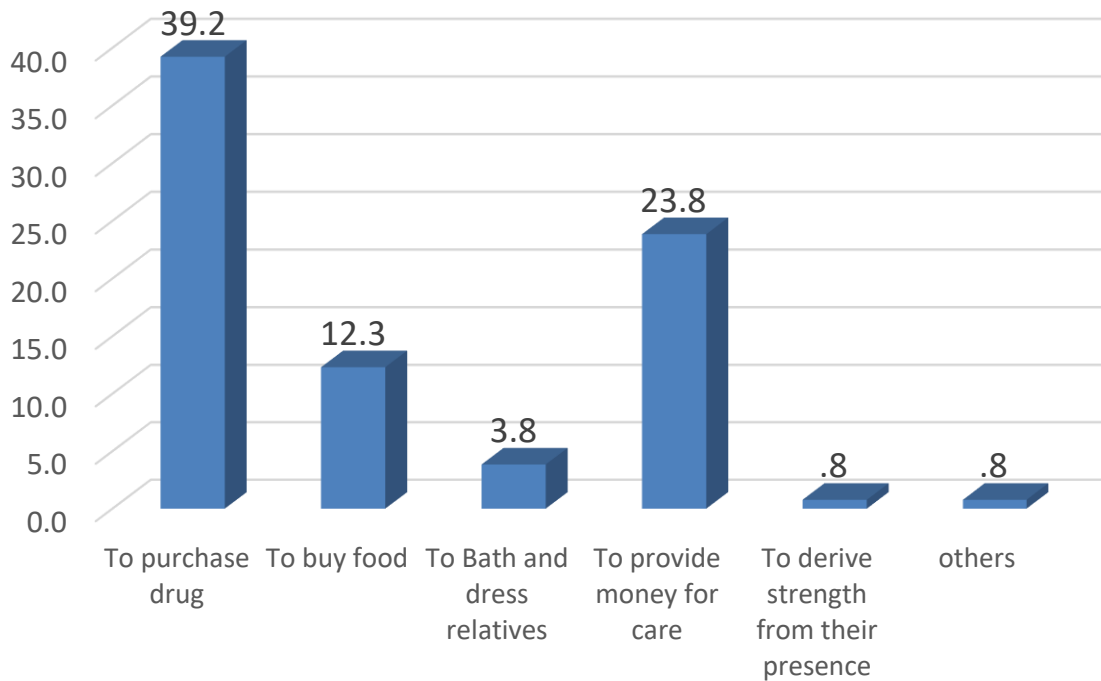
SATISFACTION ON JANITORIAL BY CLEARING STAFF					
AREA	EXCELLENT	SATISFACTORY	UNSATISFACTORY	VERY POOR	NON RESPONDENT
TOILET	9.2	80.8	6.2	2.3	1.5
BATH ROOM	7.7	83.8	3.8	2.3	0.8
WARD	10	86.2	2.3	0.8	0.8
HOSPITAL ENVIRONMENT	24.6	73.1	0.8		



IN-PATIENT MODE OF PAYMENT 2019

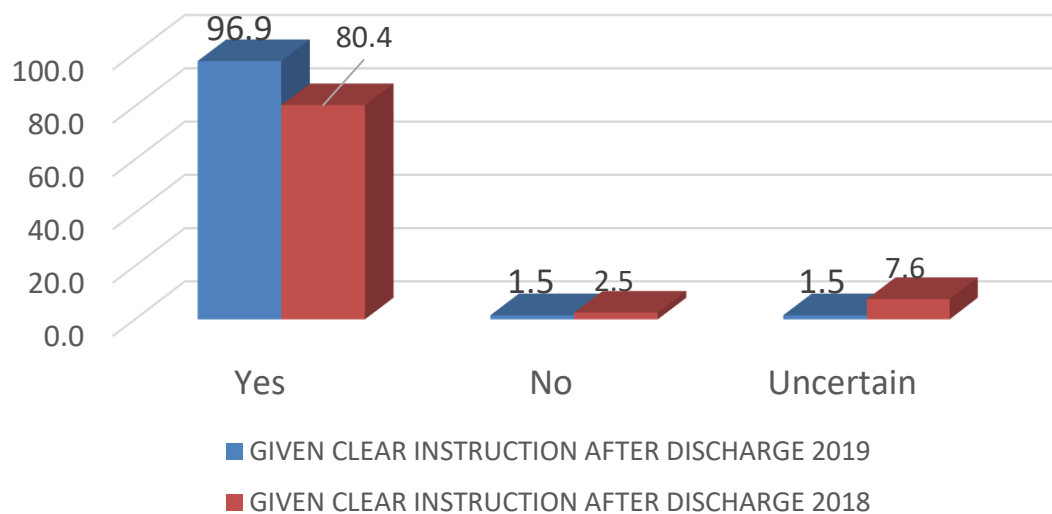


REASONS FOR RELATIVES TO STAY IN HOSPITAL 2019

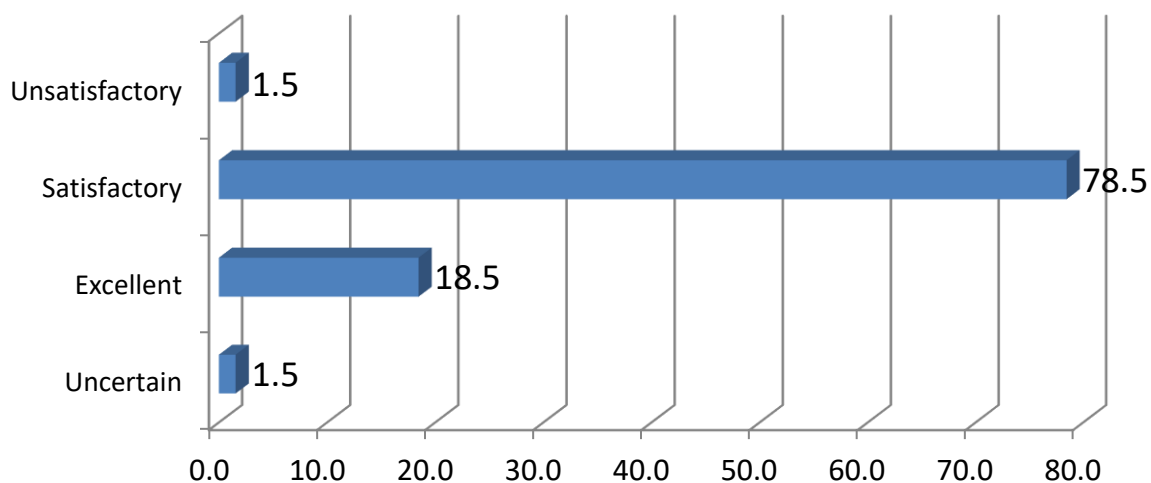




GIVEN CLEAR INSTRUCTIONS AFTER DISCHARGE



SATISFACTION RATE FOR IN-PATIENTS SERVICES 2019





SUGGESTIONS FROM IN-PATIENTS FOR HIGH QUALITY CARE IMPROVEMENT
Doctors do not tell the patient what is wrong and The medical care at the ward need to be intensified
Even though I was given a Doctor to take care of me I never saw him again till my discharge
Hospital should provide accommodation for relatives
let the experience Doctors manage the patients instead of student Doctors. The hospital has improve on it services
Management should provide relatives of patients with accommodation
Management should secure accommodation and place of convenience for relatives
Need to make more medicine available
Some of the Nurses are rude to the patient
Some of the Nurses did not treat me well at all. The hospital has one main theater and is not encouraging as a Teaching hospital More experience Midwives should be recruited
Some of the Nurses do not respect the patient Sitting place and place of convenience need to be given relatives of patient
Some of the Nurses do not respect the patient The side ward wash rooms are not good at all
Some of the Nurses have bad attitude Some of the Doctors sometimes did not treat me with respect
The hospital should provide accommodation for patients relatives more so those from afar
The staff at the emergency delay too much The Nurses spend more time doing their own thing than attending to patient
Toilet room need improvement
Too much heat in the ward Nurses do not listen to call by patients in need during Night The visiting hours are early
Too much mosquitoes in the ward
Visitation should be allowed for exceptional cases Nurses do not take good care of the patient. They do not attend to you during the night
Was not happy with the attitude of the nurses during my stay The Doctors should educate us on our condition upon our discharge
Wish every ward will have it own lab section aside the general OPD lab. Management should do something about the time spent by patient waiting for consultation
Hospital management should give accommodation to relatives who come from far places Provide relatives with sitting place



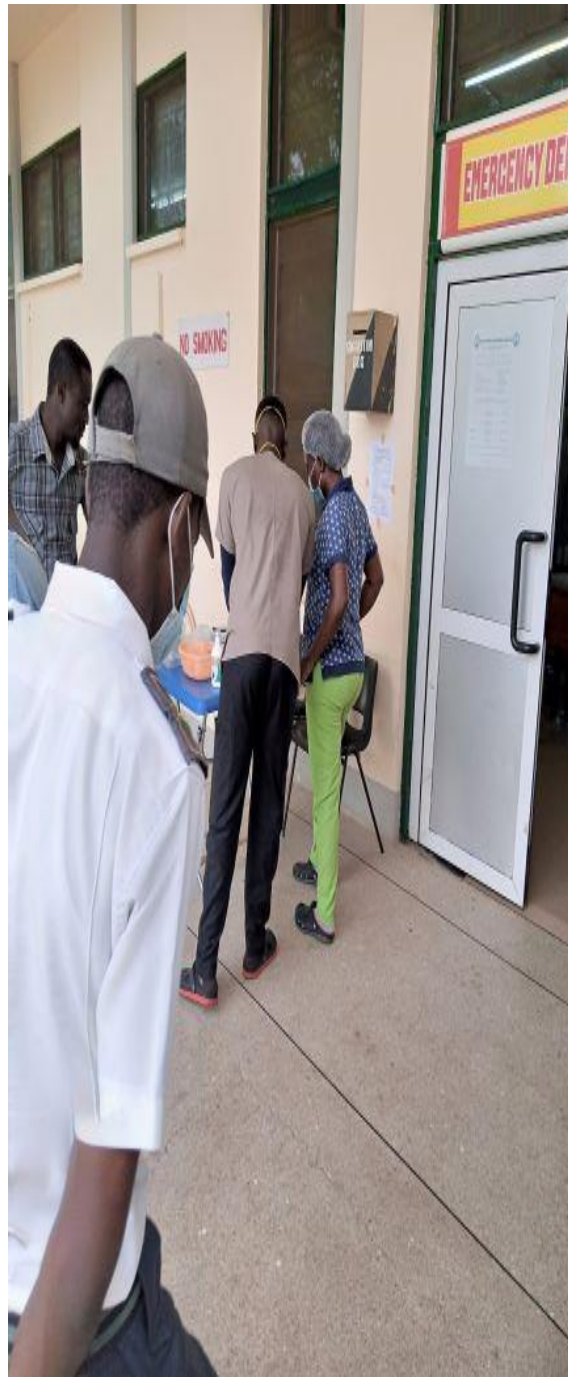
SUGGESTIONS FROM IN-PATIENTS FOR HIGH QUALITY CARE IMPROVEMENT
The attitude of some of the Nurses toward me was very bad
Too much time was spent in collecting drug anytime my relative went to pharmacy for drug
A particular Nurse put up a very bad behavior towards me
Accommodation is needed for the relatives to sleep
Emergency staff are not enough
Emergency Doctors and Nurses don't respond to patients on time.
Excellent work was done on me
Have accommodation for patients' relatives
Provide sitting place for the relatives during the day.
Hospital did their best
Hospital management need to talk to the Nurses on how to talk to patient
Hospital management should try and produce a place for relative.
Relatives help by purchasing drugs
Management should try and provide accommodation to patients' relatives
More need to be done to improve the attitude of the Doctors and Nurses
Need accommodation for relatives
Nurses should ensure that they carefully read whatever the doctor has prescribed before they act, especially concerning drugs
OPD Pharmacy should extend their closing time
Patients' relatives are not treated fairly
Provide accommodation for our relatives for fee
Provide place of convenience and sleep for relatives of staff
Relative need place to sleep at night
Relatives are to be assisted to get a sleeping place
Relatives have challenges with where to sleep at night
Some Nurses do not respond when you call or ask them questions
Some of the Nurses collect money from the patient without given receipt
Staff must be seen and given preferential care whenever they visit another unit for care
The attitude of some of the Doctors and Nurses need to change or talk to
The Attitude of some of the Nurses was very bad
The attitude of the lady staff of the bank was very bad towards my relatives on discharge
The cleaners are dedicated and hard working
The cleaners are doing a good job
The Cleaners are good and also have patience for the patient
The hospital has improved in it services
The institution need to improve on the quality of the care provided



SUGGESTIONS FROM IN-PATIENTS FOR HIGH QUALITY CARE IMPROVEMENT
The space in the wards are too small. Expand them
The wash room is not good
There should be an open forum for the general public to express themselves on how they were treated
Too much heat at the O&G ward
Was not happy on how the Doctor handle my condition
We need to be educated whiles we are in the ward

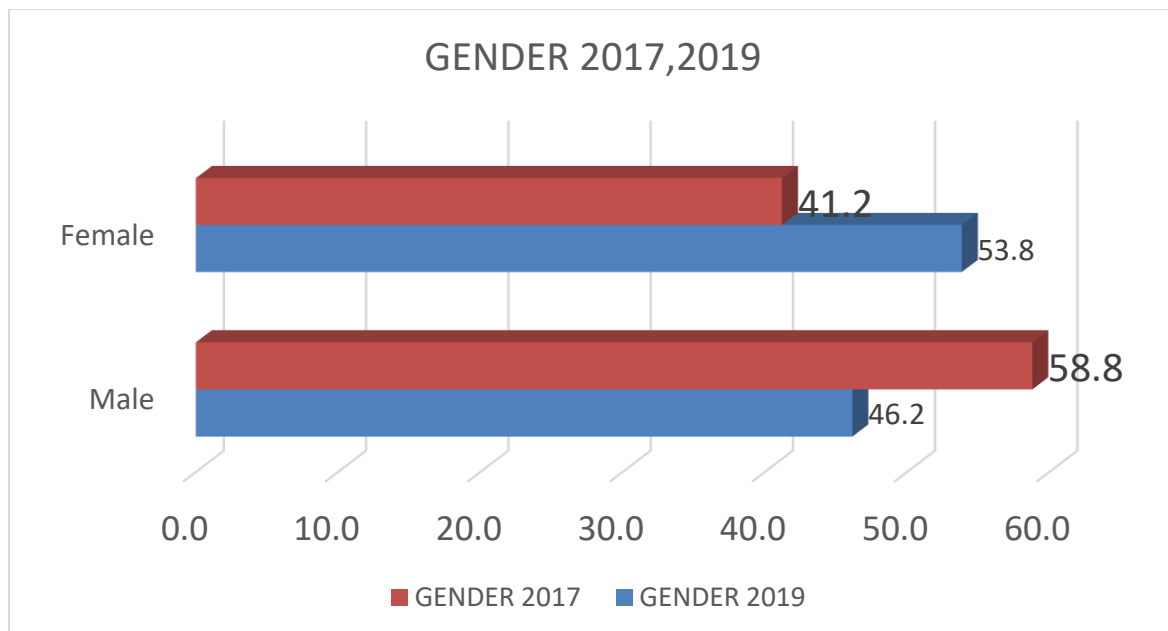
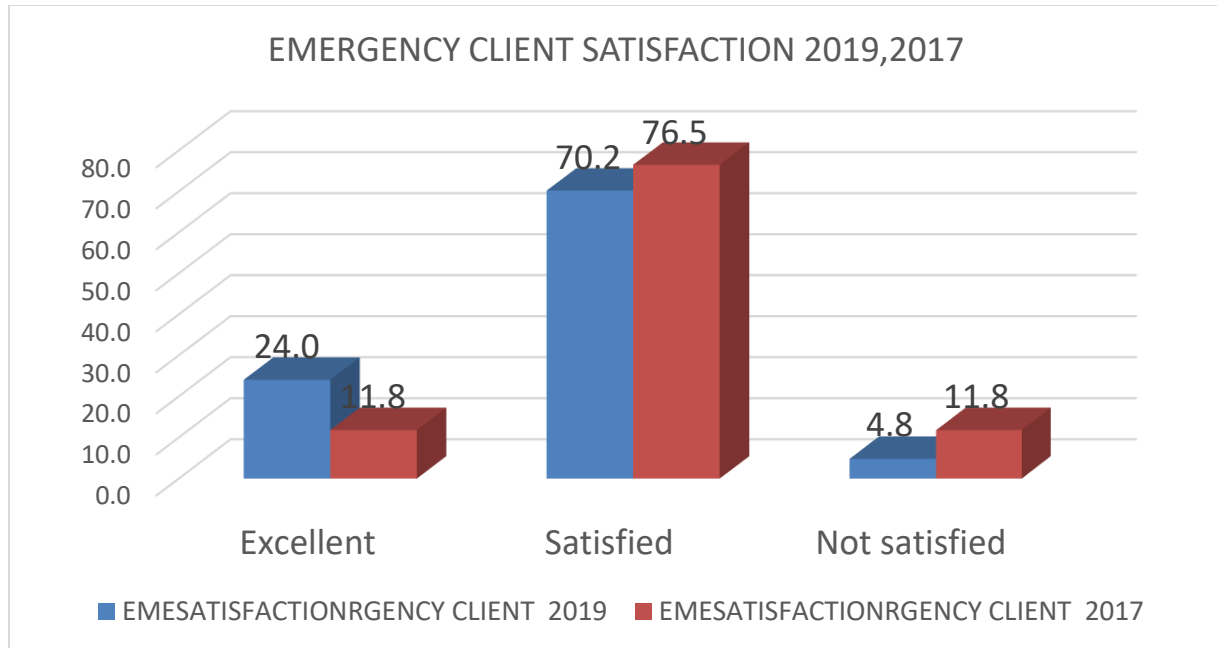


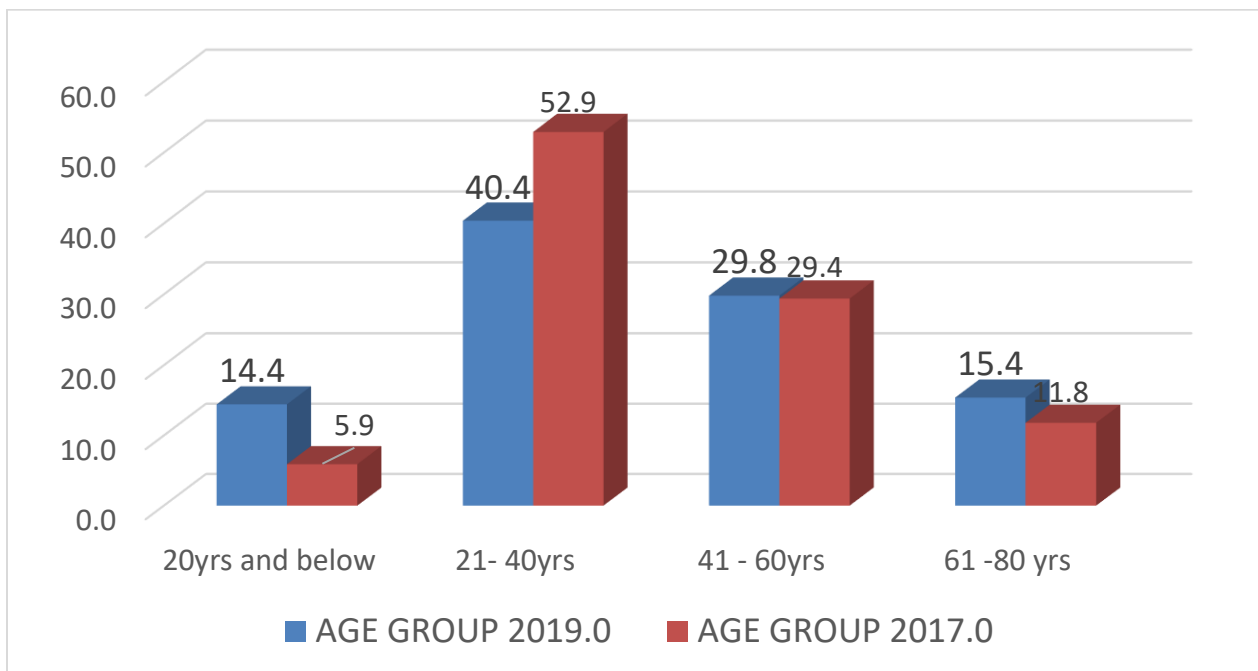
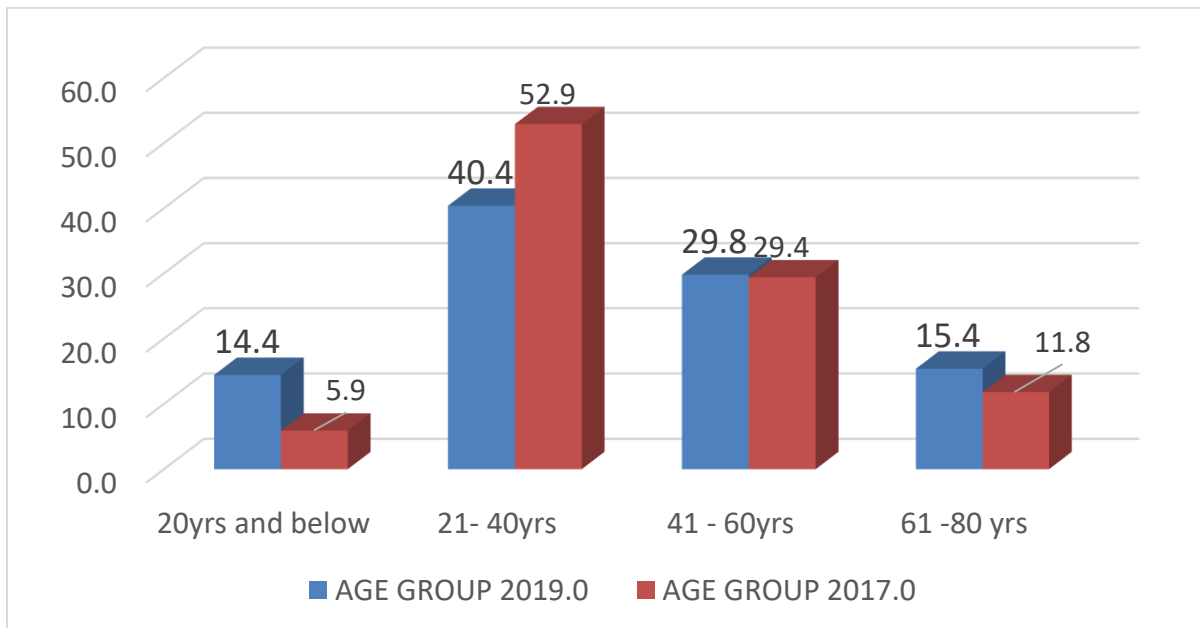
EMERGENCY CLIENT UNDER CARE AT PRE-TRIAGE

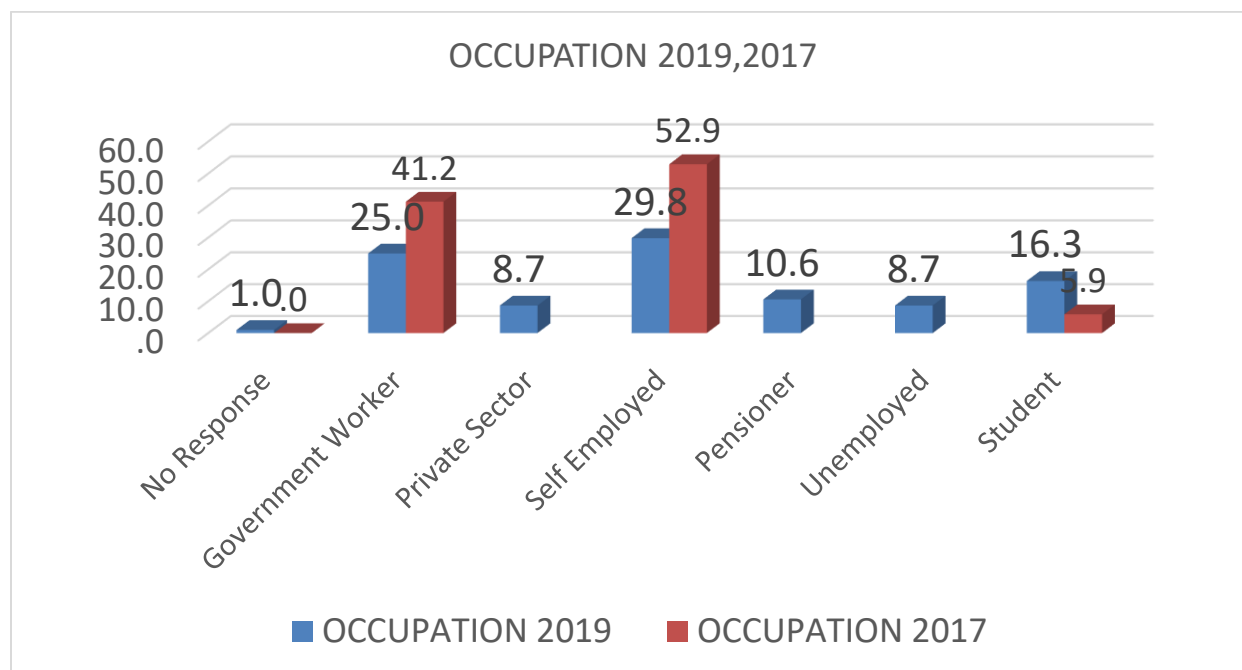




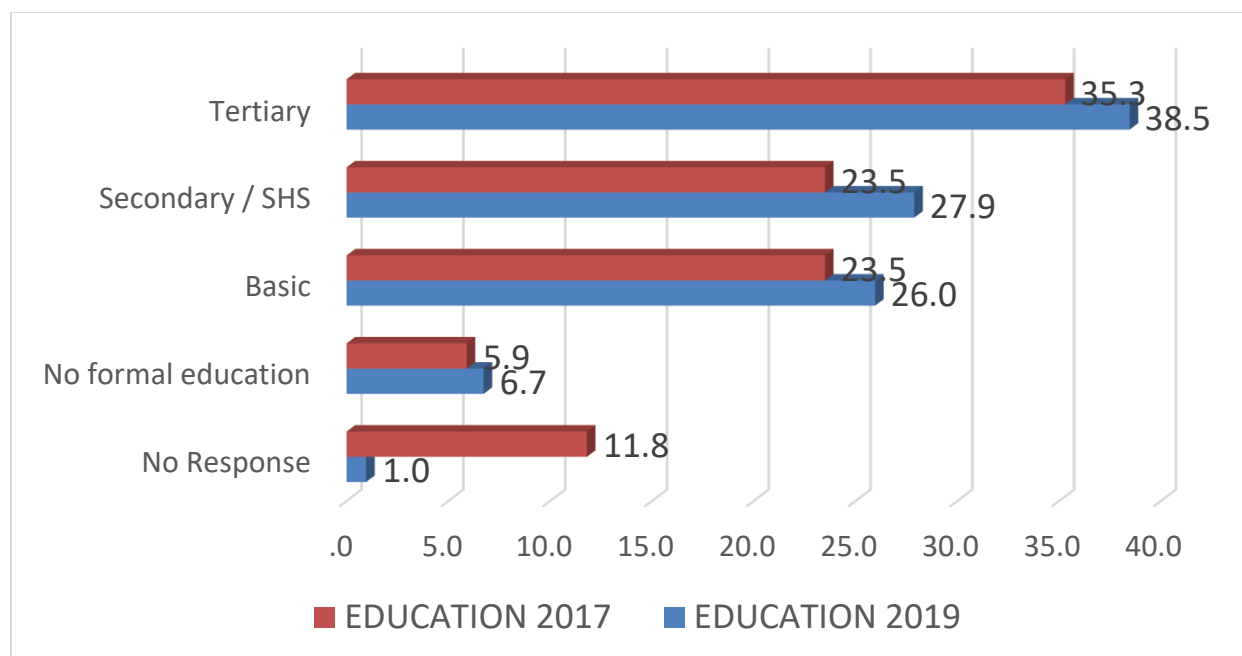
2019 EMERGENCY CLIENT RESPONSE

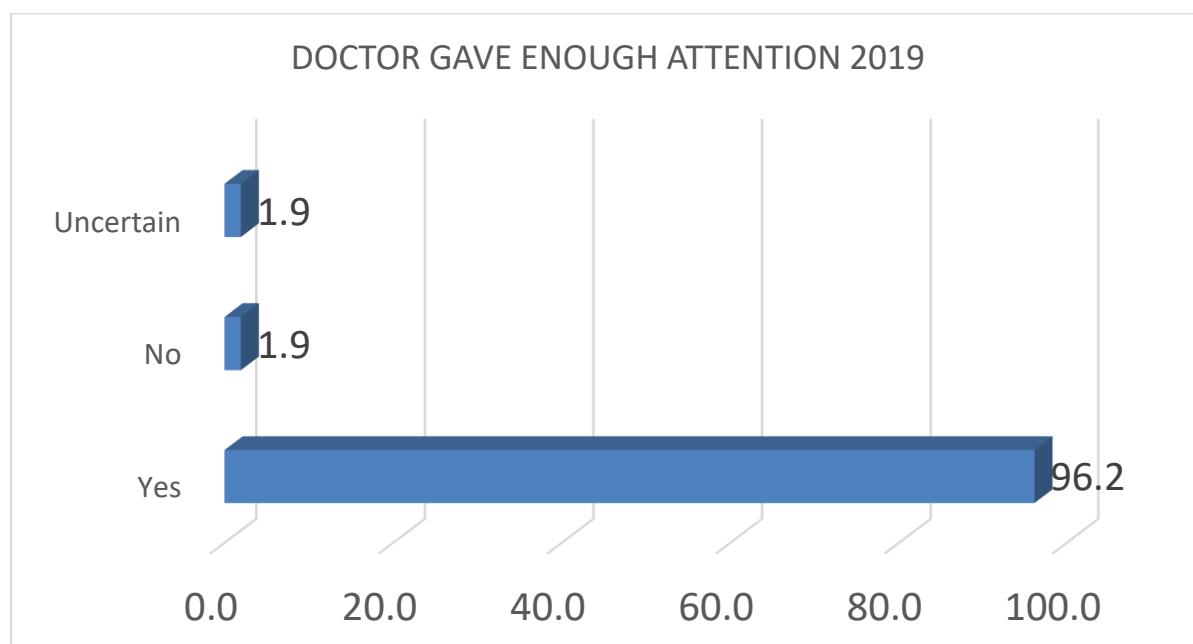
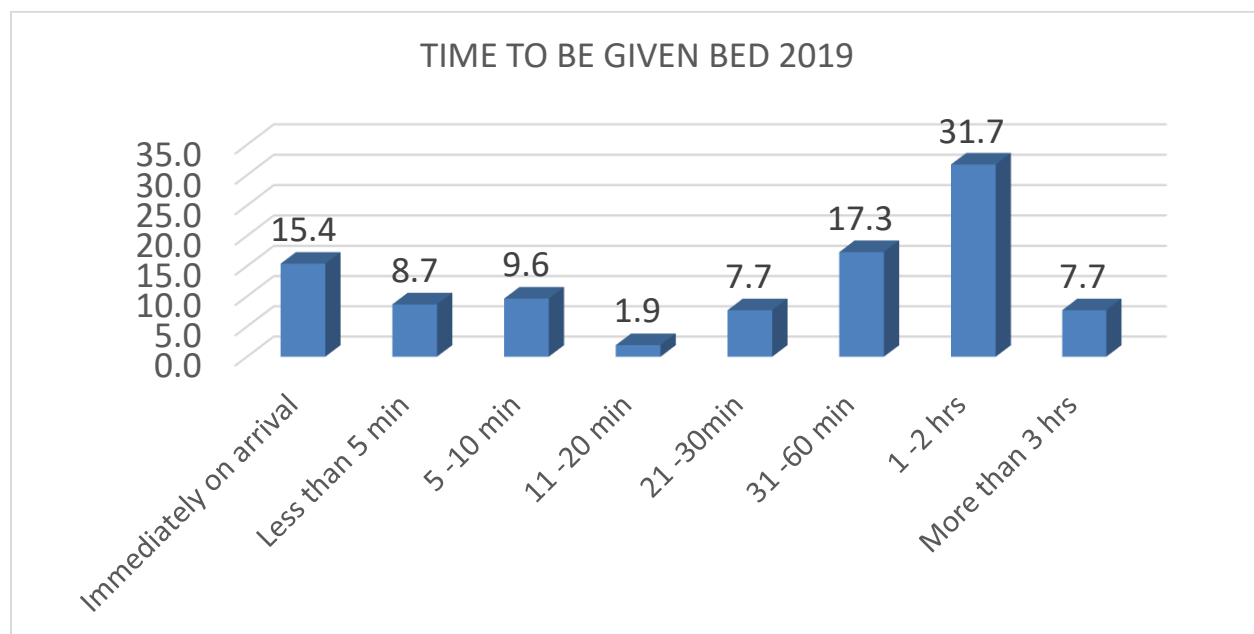


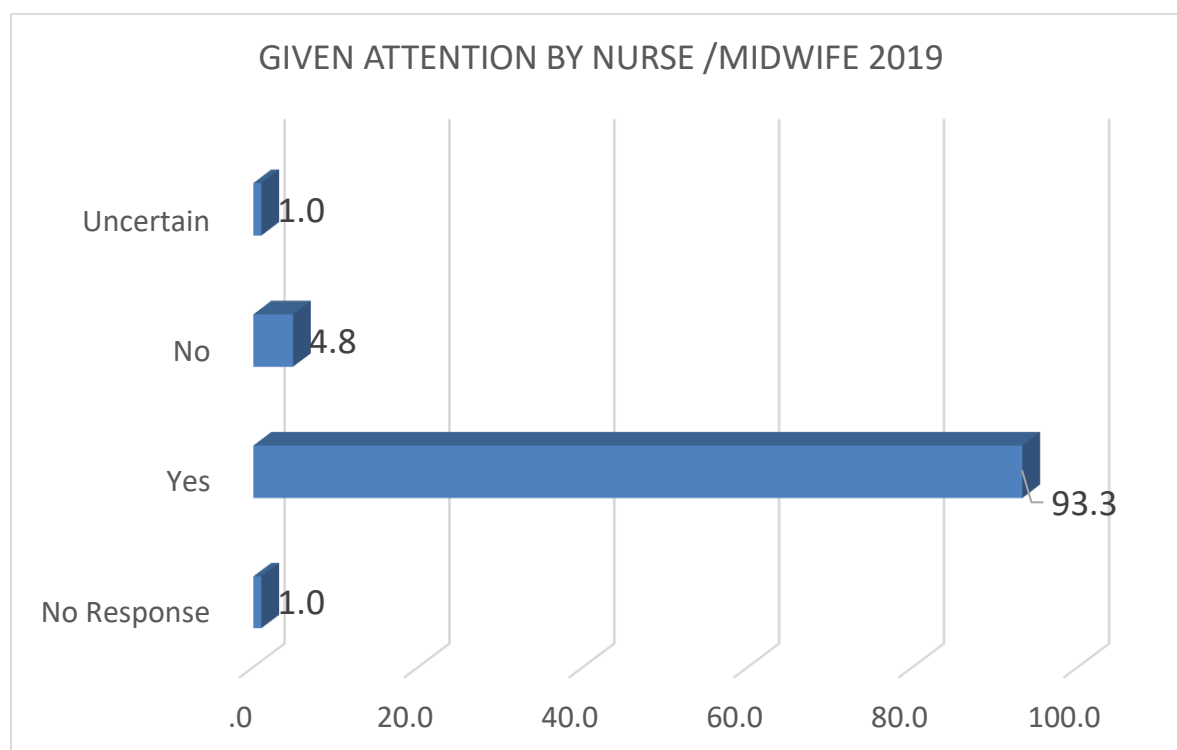




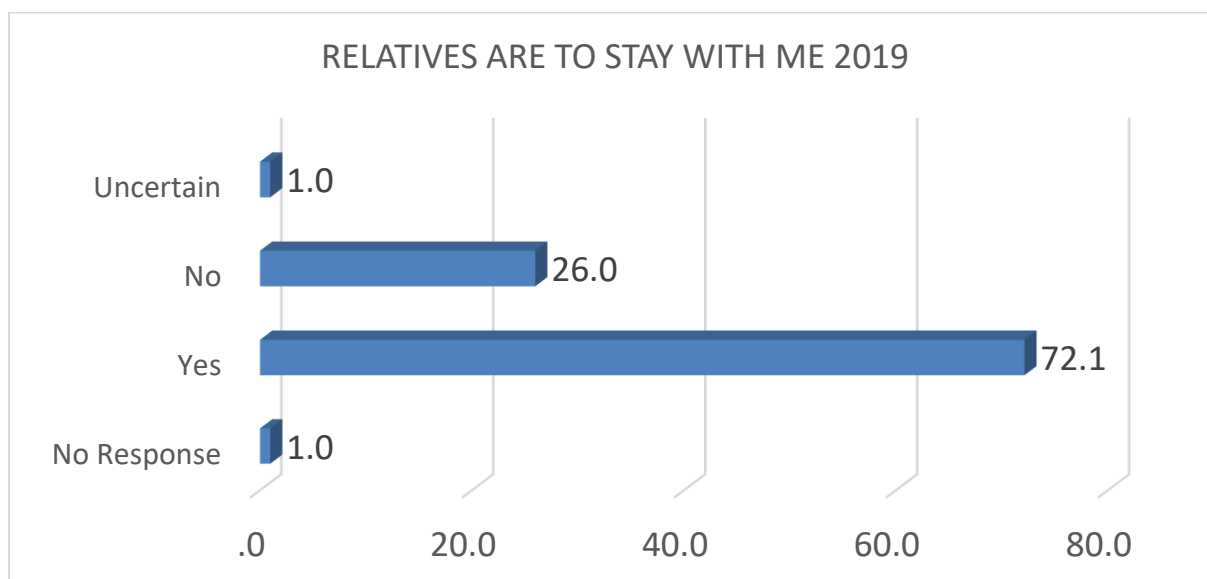
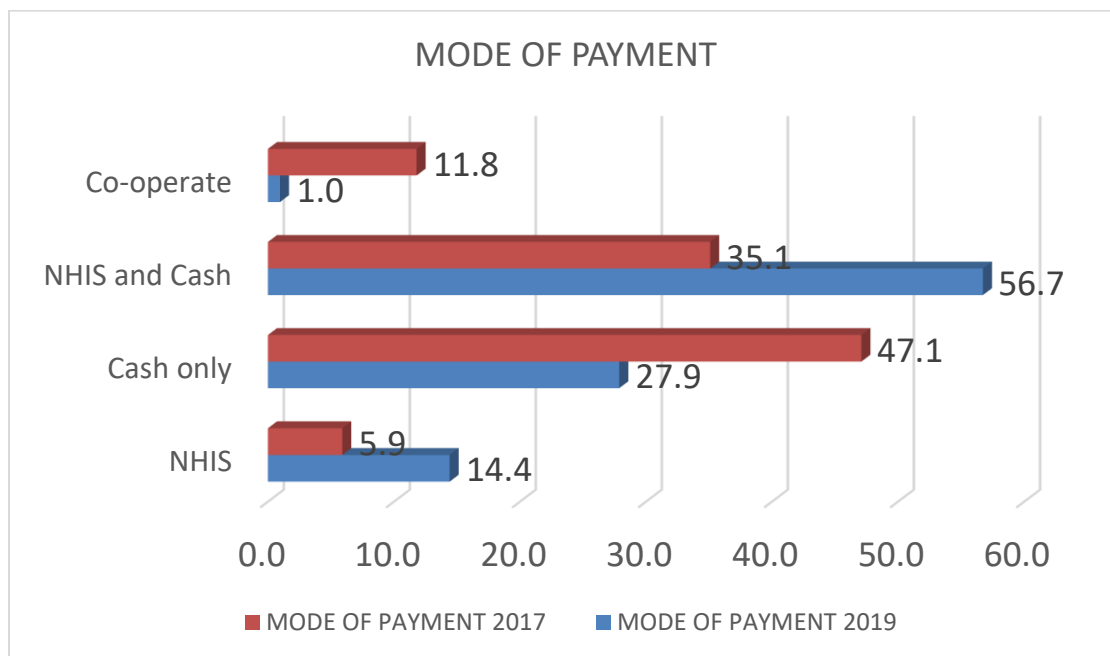
EDUCATIONAL LEVEL





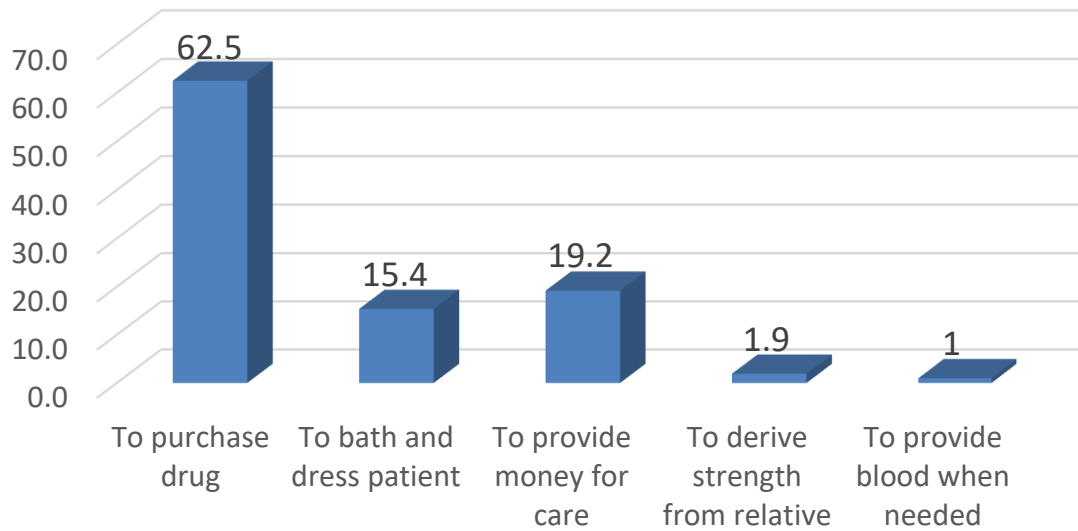


PROFESSIONAL CONDUCT OF STAFF FROM PATIENT WHO PASSED THROUGH A&E						
No	Category of Staff	Excellent	Satisfactory	Not Satisfied	Very Poor	No Response
1.	Medical Record	10	79.8	7.7	1.0	2
2.	Nurse /Midwife	33.7	55.8	9.6	-	1
3.	Medical Doctor	50	48.1	1	-	1
4.	Pharmacist	13.5	76.9	1	-	1
5.	Laboratory	11.5	33.7	1.9	-	52.9
6.	Imaging	4.8	21.2	-	-	74
7.	Banking	1.9	59.6	2.6	-	35.6
8.	Staff on Night Duty	11.5	57.7	1.9	1.0	27.9
PATIENT SATISFACTION ON THE CLEANLINESS OF THE FOLLOWING:						
No.	Area	Excellent	Satisfactory	Not Satisfied	Very Poor	No Response
1	Toilet	3.8	53.8	3.8	-	37.5
2	Bath room	1.9	57.7	1.9	1.0	37.5
3	Ward	29.8	62.5	-	-	7.7
4	Hospital Environment	49.0	43.3	1.0	-	6.7



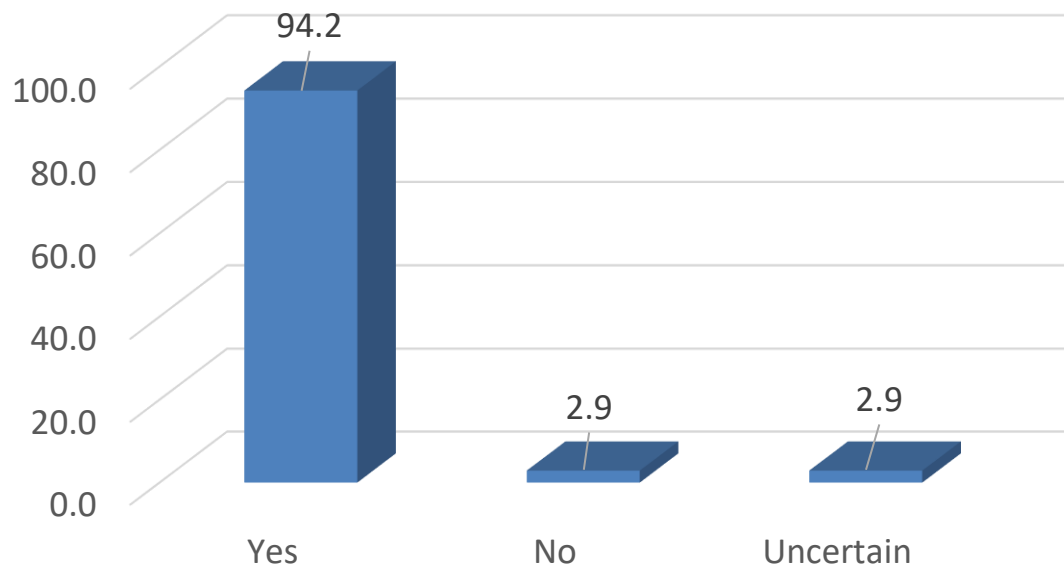


REASONS WHY RELATIVES MUST BE ALLOWED INTO THE HOSPITAL 2019

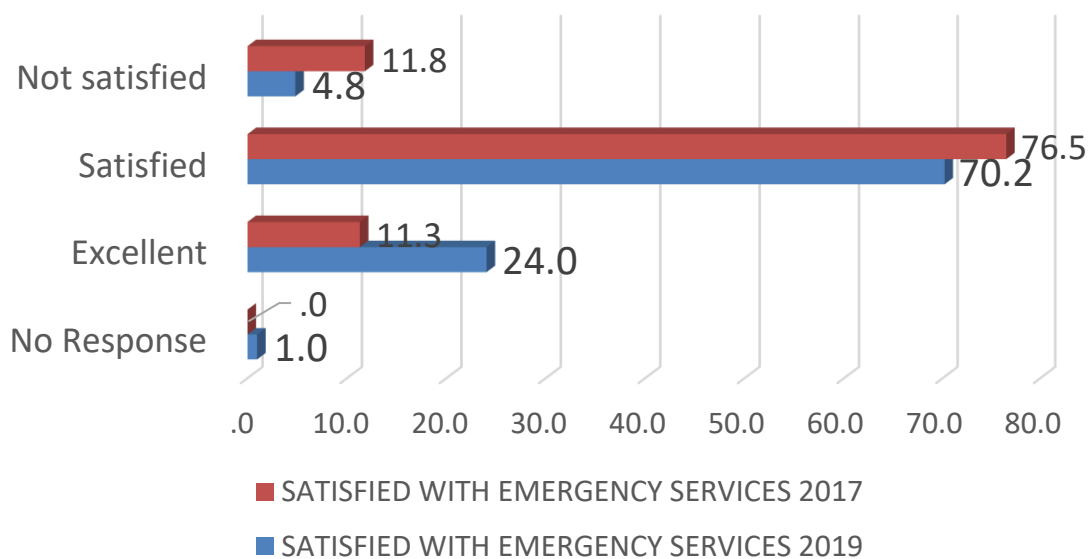




GIVEN CLEAR INSTRUCTIONS AFTER DISCHARGED 2019.0



SATISFIED WITH EMERGENCY SERVICES 2017, 2019





SUGGESTIONS FOR IMPROVEMENT IN HIGH QUALITY CARE

FROM PATIENTS WHO PASSED THROUGH EMERGENCY -2019

More explanation need to be given to us on how things work
Patients need to be attended to on time and the Nurses should respect the patient.
Some Nurses pay less attention to us
Any relative who happens to be visit the hospital should be assisted
<i>Appreciate the services and wish they keep it up</i>
As a mother the child Health Nurses need to educate us on our child's condition
<i>Continue the good work</i>
Correct some attitude of some of your Nurses in order to improve the quality of care to the patient
Emergency must be treated as emergency and not by the Doctors and Nurses own time
<i>Good work done</i>
<i>Good work done hope it extended to all patients</i>
<i>Good work was done on me</i>
Hospital should provide hostel for our relative to sleep
Hospital should provide place for relatives to stay
I wish the Doctors and Nurses understand the need for some urgency in their work when it comes to emergency cases
Immediate attention to patient is recommended
Keep the good work at the emergency up
I suggest more space and Bed are made available for increasing patient
I think patient who come in emergency state must first be attended to before asking for their ID cards
I wish the Doctors tell us what is wrong with us
Medical Records staff must be available on weekends at the A&E
More space and Beds are needed
More space is needed at the emergency
More spacious wards are needed
<i>My self and child were warmly welcome and taken care of and wish will be extended to all patient</i>
Need a hostel for patient
Need for immediate attention to be given to patient
Need more education on our condition when we come to Emergency
Need more space and Nurse at the emergency
Need some level of education when we come to emergency
Our relative need to be provided with place convenient and to sleep whiles we are here



SUGGESTIONS FOR IMPROVEMENT IN HIGH QUALITY CARE

FROM PATIENTS WHO PASSED THROUGH EMERGENCY -2019

Patient should be treated with urgency
Patients are not treated well at the Emergency unit
Patients bill especially from the surgery unit need to be spell out to us for us to prepare
Provide accommodation for our relatives
Provide more space at the emergency unit
Provide place for our relatives to stay during the night
Some of the Medical Records staff do not know how to talk to the ward patient
<i>Some of the Nurses are good and need to be rewarded</i>
Some of the Nurses do not have patience in dealing with the patient
Some of the Nurses do not know how to talk to patient
Some of the Nurses need to be advice to respond to call when the patient need them
Some of the Nurses need to change their behavior
Some of the staff are not serious with the work they are doing if management could check on such staff
Some of the workers are slow during work
Sometimes one get confused when a doctor says he has prescribed medicine and the Pharmacist will deny prescription
Staff need to have patience with all staff who visit the unit
The attitude of some Nurses is very bad
The Attitude of the Nurses need improvement
The cost of services seems to be high
<i>The Doctors and Nurses did good work</i>
<i>The Doctors are very professional with their work</i>
<i>The Doctors at the children ward are good at their work</i>
<i>The Doctors attended to me very well</i>
The Doctors delay in attending to the patient at the ward
The Doctors need to have priority plan to attend to the A&E patient as well as they plan to see the ward cases
The Doctors were good but some of the Nurses were slow in their work
The emergency dept. need more space or room to work
The Emergency need more beds for patient
The emergency unit need expansion to accommodate more patient
The Emergency unit need to be expanded
<i>The good work at the A&E should be continued in all the ward</i>
The hospital need to improve their services
The Housemen Doctors should be taught how to relate with the patients
The institution should provide accommodation to our relatives
<i>The Nurses at O&G gave me good treatment and need to be rewarded</i>
<i>The Nurses at the children ward are very good with their work</i>



SUGGESTIONS FOR IMPROVEMENT IN HIGH QUALITY CARE

FROM PATIENTS WHO PASSED THROUGH EMERGENCY -2019

The Nurses must attend to us when we come with emergency with a case
The Nurses must treat all patient equally at all times irrespective of whether they know them or not
The Nurses need to learn how to talk to patient when on duty
The Nurses should exercise patient on us
The Nurses should improve on their attitude toward the patient
The Nurses should know how to give good care to patient
The Nurses sometime delay to come to your attention when you call for help
<i>The Pediatric ward Nurses are very good</i>
<i>The staff at the Children ward are very good on their work</i>
The Staff at the Lab should be talk to on how they should treat their patients
The Staff must exercise patient on the patient who are sent to the ward
The staff sometimes delay in attending to the patients
The visitors to the hospital must be given a place to sit comfortably
The way some Nurses treated me was not good at all and management need to do something about it
There is too much purchasing of drugs
There is too much to pay with the scan services
Too much time is spent in getting our medication
Too much time was spent before I was attended to
Too much waste of time
Whenever the Doctors tend to have meeting in the morning at least one Doctor must be available to take care of us
Wish you detach the emergency from the main block
<i>Wish you reward some of the Doctors who are kindhearted and hardworking</i>



CAPE COAST TEACHING HOSPITAL
CLIENT SATISFACTION SURVEY DECEMBER 2019
IN-PATIENT QUESTIONNAIRES

Survey Number:Date of Interview.....

1. Which ward were you recently admitted to:
 (a) Male Medical (b) Female Medical (c) Male Surgical (d) Female Surgical
 (e) Child Health (f) Obstetrics and Gynecology (g) ICU (h) Dialysis
2. Sex of the respondent
 (a) Male (b) Female
3. Age group of respondent :
 (a) 20yrs and below (b) 21-40 yrs (c) 41- 60yrs (d) 61-80yrs
 (e) 81yrs and above
4. Tick your Occupation as appropriate
 (a) Government Worker (b) Private Sector
 (c) Self Employed (d) Pensioner
 (e) Unemployed (f) Student
5. Tick your educational level as appropriate
 (d) No formal education (b) Basic (c) Secondary/SHS (d) Tertiary
 (e) Others (Specify).....
6. How long did it take you to be given bed during your recent ward admission?
 (a) Less than 15 minutes (b) 15 - 30 minutes (c) 31- 60 minutes
 (d) 1-2hrs (e) 2-4 hrs (f) More than 4 hrs (g) Uncertain
7. Did the Doctor listen attentively to your complaints during consultations?
 (a) Yes (b) No (c) Uncertain
8. What was the Professional conduct (attitude) of the following staff towards you during your recent admission?

No.	Category of Staff	Excellent	Satisfactory	Unsatisfactory	Poor
i.	Medical Records				
ii.	Nurse / Midwife				



iii.	Medical Doctor and Dentist (Specialist, Consultant etc)				
iv.	Pharmacy				
v.	Laboratory				
vi.	Imaging				
vii.	Physiotherapy				
viii.	Paramedical (Please specify)				
ix.	Catering				
x.	Banking				

9. Rate your satisfaction level in regard to the services provided by the Catering staff

No.	Item	Excellent	Satisfactory	Not Satisfied	Poor
I.	Time of Food arrival				
II.	Receiving food requested				
III.	Quantity of food				
IV.	Taste of the food				
V.	Cleanliness of the serving bow				
VI.	Cleanliness of the Kits				
VII.	Cleanliness of the Personnel				

10. How will you rate your level of satisfaction on the attitude of the staff on duty during night?

(a) Excellent (b) Satisfied (c) Not Satisfied (d) Poor

11. Rate your satisfaction level in regard to the Janitorial / Cleaning by the Cleaning Staff on the following



No.	Item	Excellent	Satisfactory	Not Satisfied	Poor
I.	Toilet				
II.	Bath Room				
III.	Ward				
IV.	Hospital Environment				

12. Which of the following mode of payment did you use to settle your bill?

- (a) NHIS (b) Cash Only (c) NHIS and Cash (d) Co-operate

13. Do you feel it appropriate for your relative(s) to be staying with you in the hospital?

- (a) Yes (b) No (c) Uncertain

14. If yes, 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 their presence

(g) Others (Specify.....)

15. When you were discharged were you given clear instruction for your after care management?

- (a) Yes (b) No (c) Uncertain

16. Rate your overall satisfaction of the services you received during your recent Ward admission in the facility

- (a) Excellent (b) Satisfied (c) Not Satisfied (d) Poor

17. Do you have any suggestions in regard to improving the level of care provided?

.....

Name and Sign of Interviewer:



CAPE COAST TEACHING HOSPITAL
CLIENT SATISFACTION SURVEY DECEMBER 2019

EMERGENCY CARE (A &E, CHILD HEALTH, O&G) QUESTIONNAIRES

Survey Number:Date of Interview.....

1. Sex of the respondent
(a) Male (b) Female
2. Age group of respondent :
(a) 20yrs and below (b) 21-40 yrs (c) 41- 60yrs (d) 61-80yrs
(e) 81yrs and above
3. Tick your Occupation as appropriate
(a) Government Worker (b) Private Sector
(c) Self Employed (d) Pensioner
(e) Unemployed (f) Student
4. Tick your educational level as appropriate
(a) No formal education (b) Basic (c) Secondary/SHS (d) Tertiary
(e) Others (Specify).....
5. How long did it take you to be given bed during your recent visit/ admission?
(a) Immediately on arrival (b) Less than 5 min (c) 5 - 10 min (d) 11- 20min
(e) 21 – 30 min (f) 31- 60 min (g) 1-2 hrs (h) More then 3 hrs
6. Did the Doctor give you enough attention during admission?
(a) Yes (b) No (c) Uncertain
7. Did the Nurse/ Midwife give you enough attention during admission?
(a) Yes (b) No (c) Uncertain
8. What was the Professional conduct (attitude) of the following staff towards you during your recent visit/ admission?

No.	Category of Staff	Excellent	Satisfactory	Unsatisfactory	Poor
i.	Medical Records				
ii.	Nurse / Midwife				



iii.	Medical Doctor and Dentist (Specialist, Consultant etc)				
iv.	Pharmacy				
v.	Laboratory				
vi.	Imaging				
vii.	Banking				

9. How will you rate your level of satisfaction on the attitude of the staff on duty during night where appropriate?

(a) Excellent (b) Satisfied (c) Not Satisfied (d) Poor

10. Rate your satisfaction level in regard to the Janitorial / Cleaning by the Cleaning Staff on the following :

No.	Item	Excellent	Satisfactory	Not Satisfied	Poor
i.	Toilet				
ii.	Bath Room				
iii.	Ward				
iv.	Hospital Environment				

11. Which of the following mode of payment did you use to settle your bill(s)?

(a) NHIS (b) Cash Only (c) NHIS and Cash (d) Co-operate

12. Do you feel it appropriate for your relative(s) to be staying with you in the hospital during your stay at the emergency unit?

(a) Yes (b) No (c) Uncertain

13. If yes, 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 their presence

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



14. When you were discharged were you given clear instruction for your after care management?

(a) Yes (b) No (c) Uncertain

15. Rate your overall satisfaction of the services you received during your recent visit / admission in the facility

(a) Excellent (b) Satisfied (c) Not Satisfied (d) Poor

16. Do you have any suggestions in regard to improving the level of care provided

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Name and Sign of Interviewer: