



CAPE COAST TEACHING HOSPITAL

QUALITY ASSURANCE



2019 OPD CLIENT

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, out-patient-OP 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 OP respondents were obtained from randomizing from the list of patients obtained from the Light wave Health Information Management System – LHIMS.

Strategy for Interview

All the OP Clients were interviewed via telephone.



TABLE 1:

SPECIFIC TARGET COVERAGE 2019

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

TABLE 2

GENERAL COVERAGE FROM 2017-19

YEAR	POPULATION	SAMPLE SIZE	RESPONDENT	CLIENT	STAFF	% COVERAGE
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

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 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

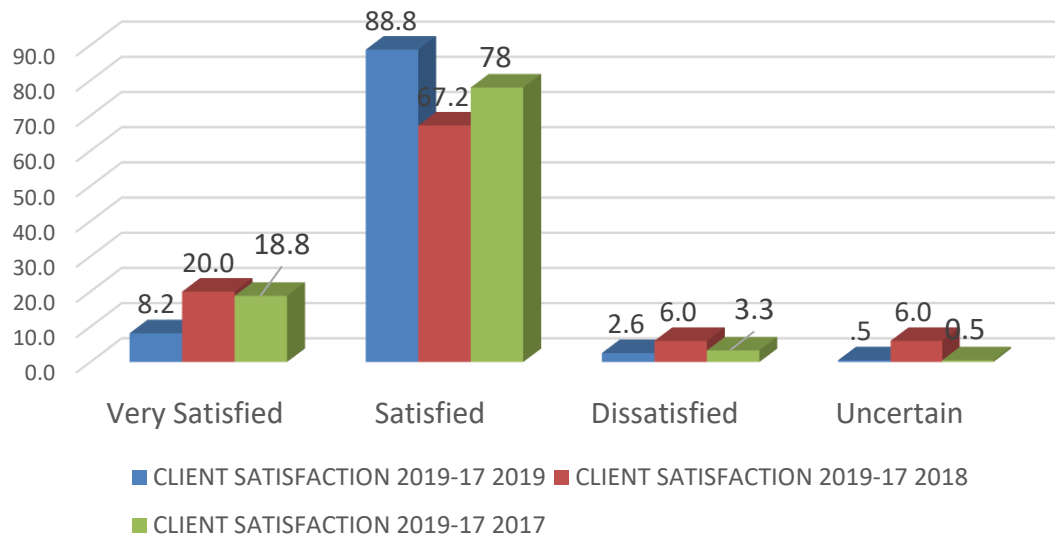


CLIENT WAITING TO BE SERVED AT CCTH

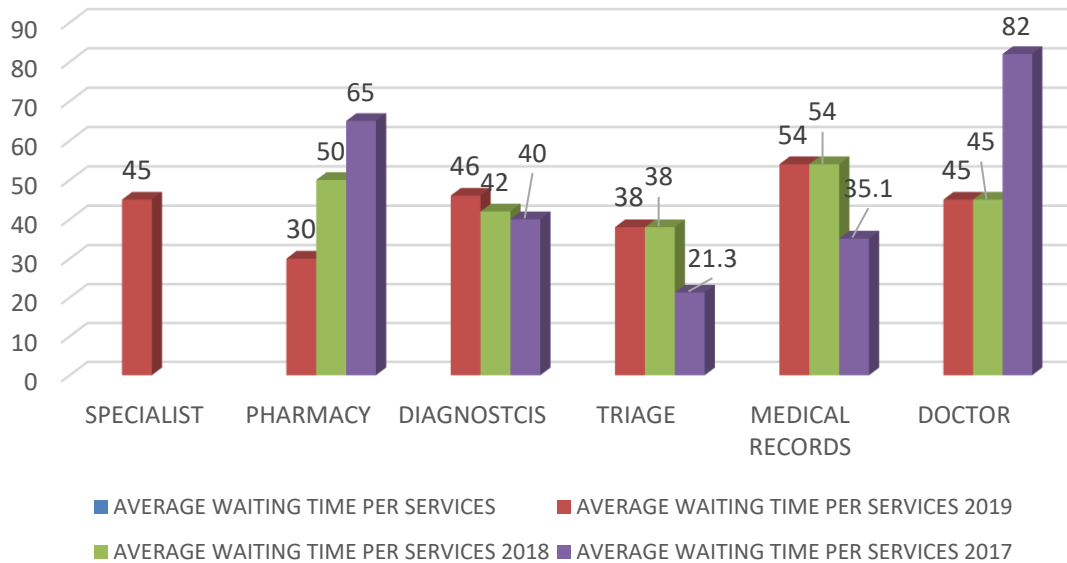




CLIENT SATISFACTION 2019-2017

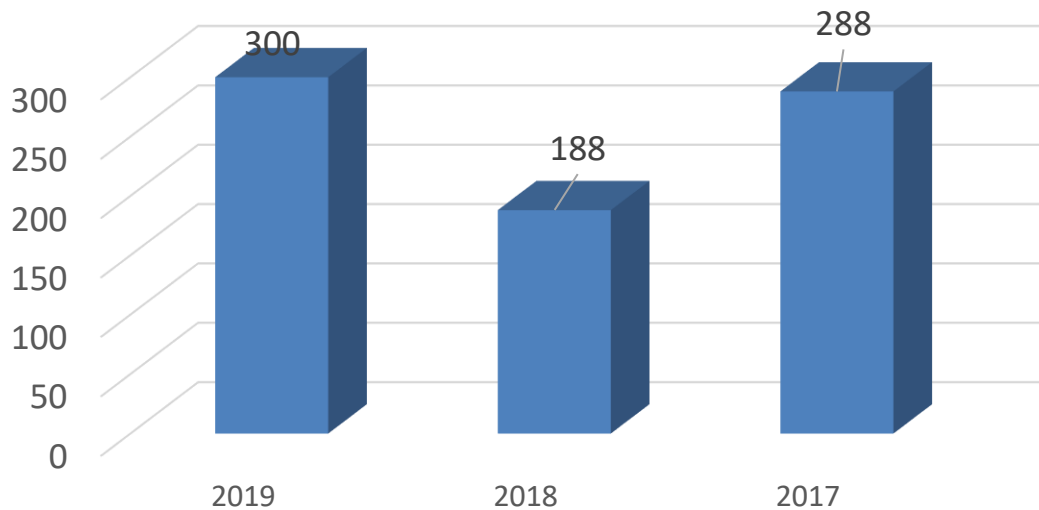


AVERAGE WAITING TIME PER SECTION 2019-17

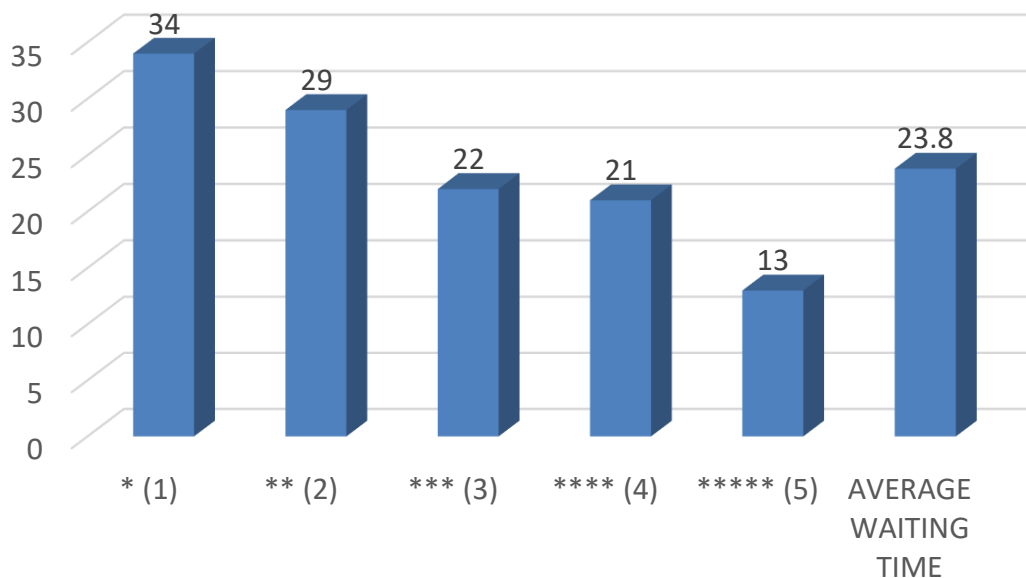


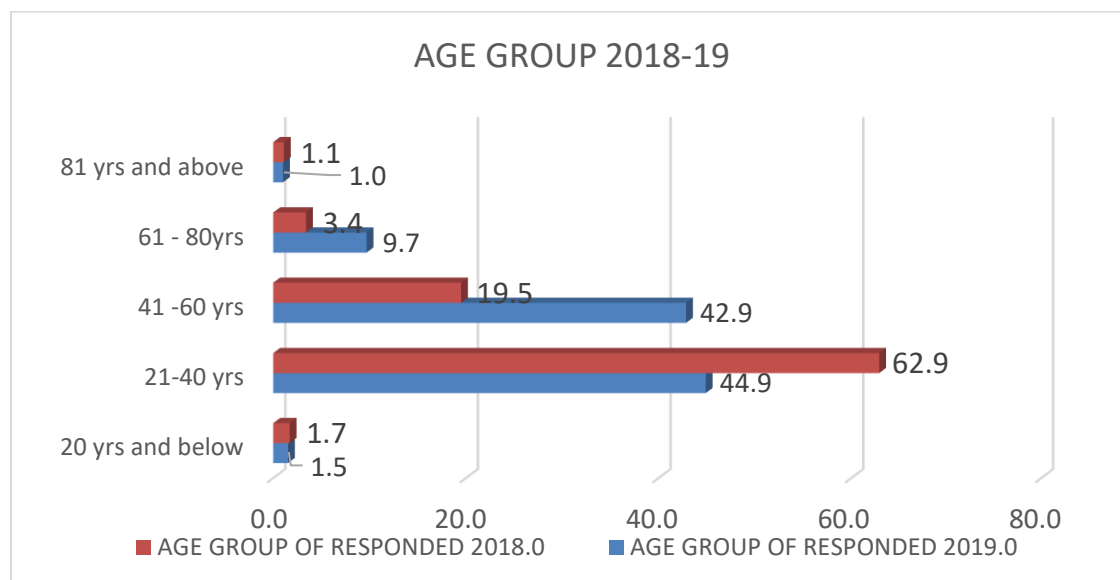
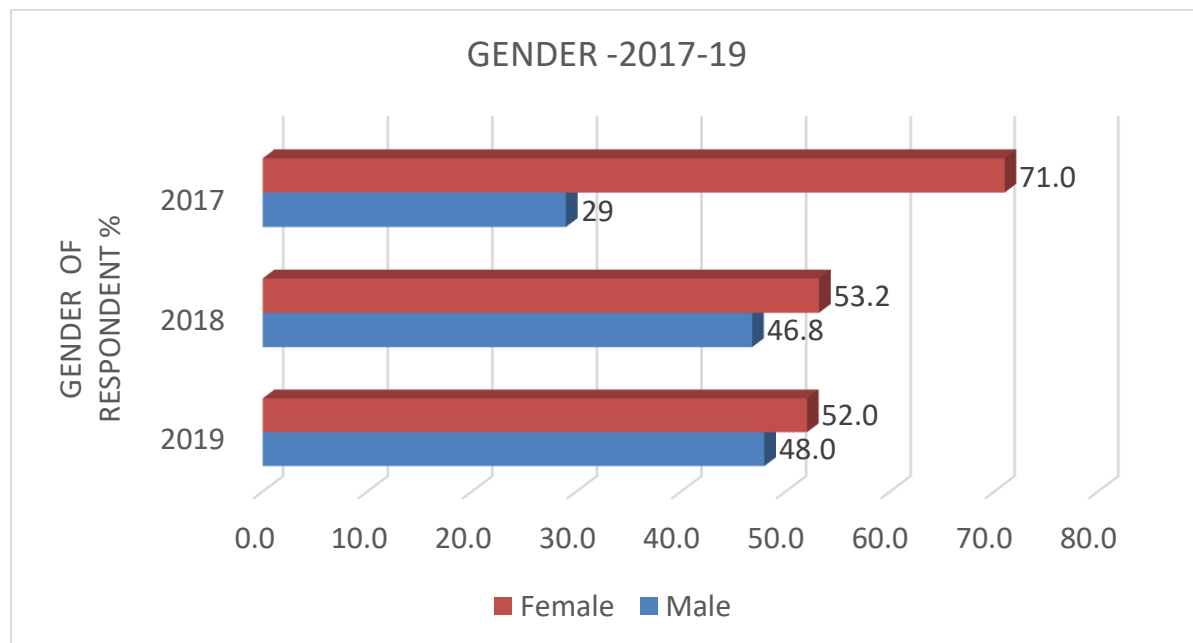


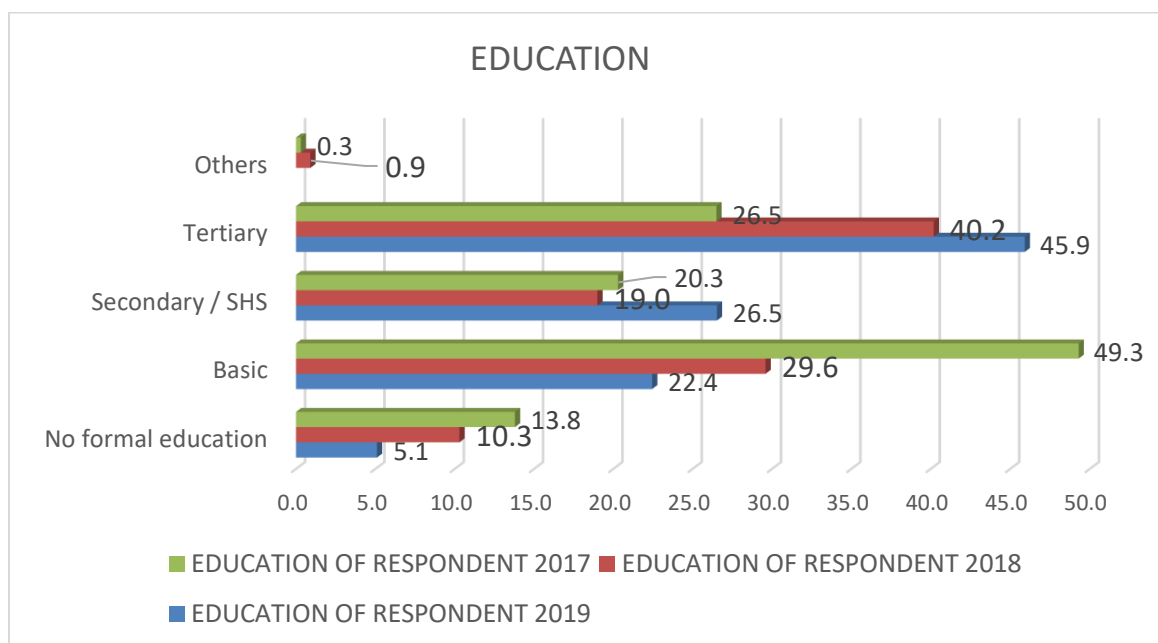
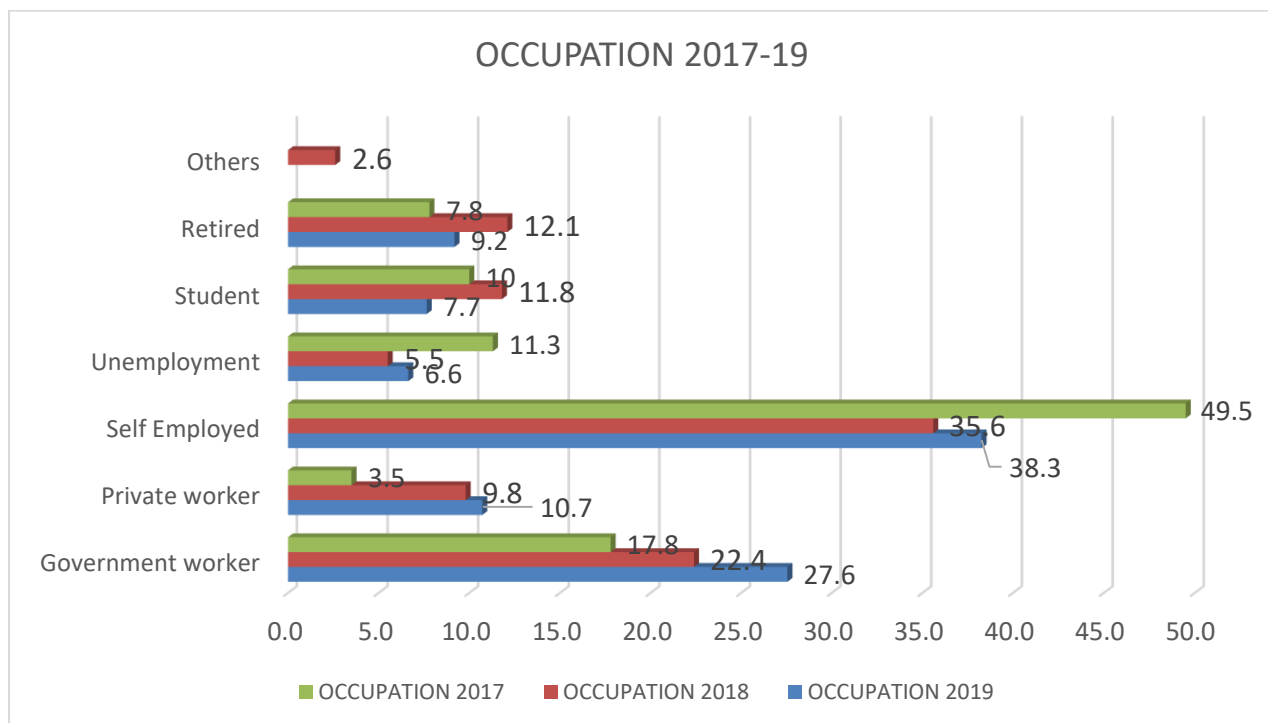
WAITING TIME FROM ENTRY TO FINISHING
(MINUTES) 2019-17



WORD WAITING TIME FOR PATIENT AT STAR HOSPITALS
MINUTES









PATIENT GIVEN INSTRUCTION ON MEDICATION – 2017-19

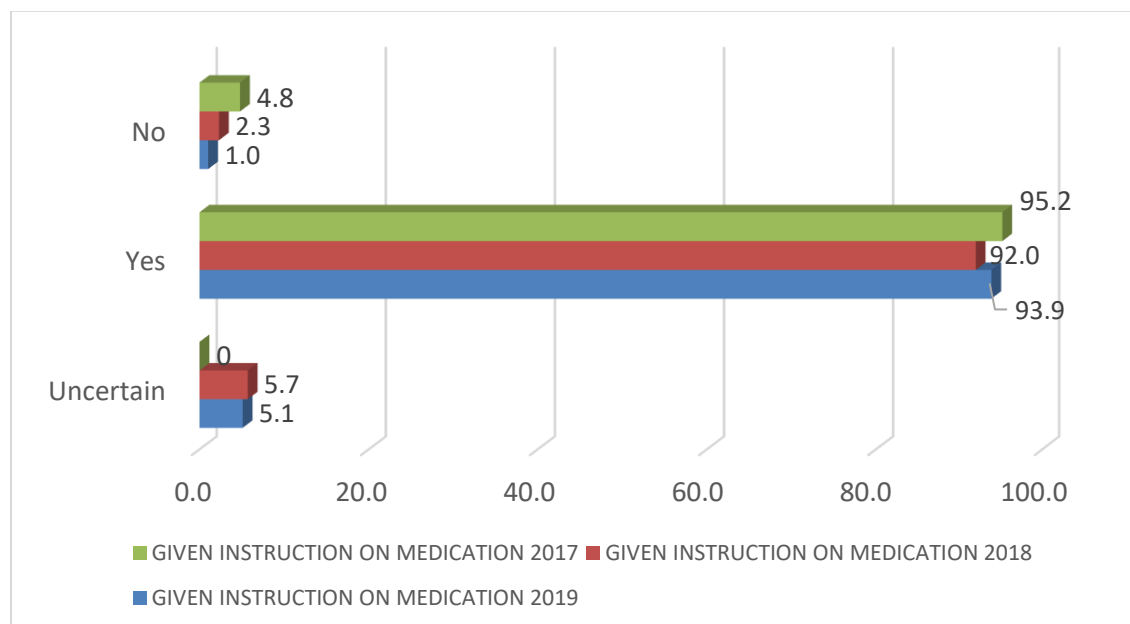


TABLE 3: AVERAGE WAITING TIME TO RECEIVE SERVICES

YEAR	MEDICAL RECORDS	TRIAGE	DOCTOR	DIAGNOSTICS	PHARMACY	SPECIALIST	ENTRY TO FINISH
2017	35.1	21.3	82	40	65		288
2018	30	23	60	42	50		188
2019	54	38	45	46	30	45	290



TABLE 4: GRAPHICAL PRESENTATION OF AVERAGE WAITING TIME

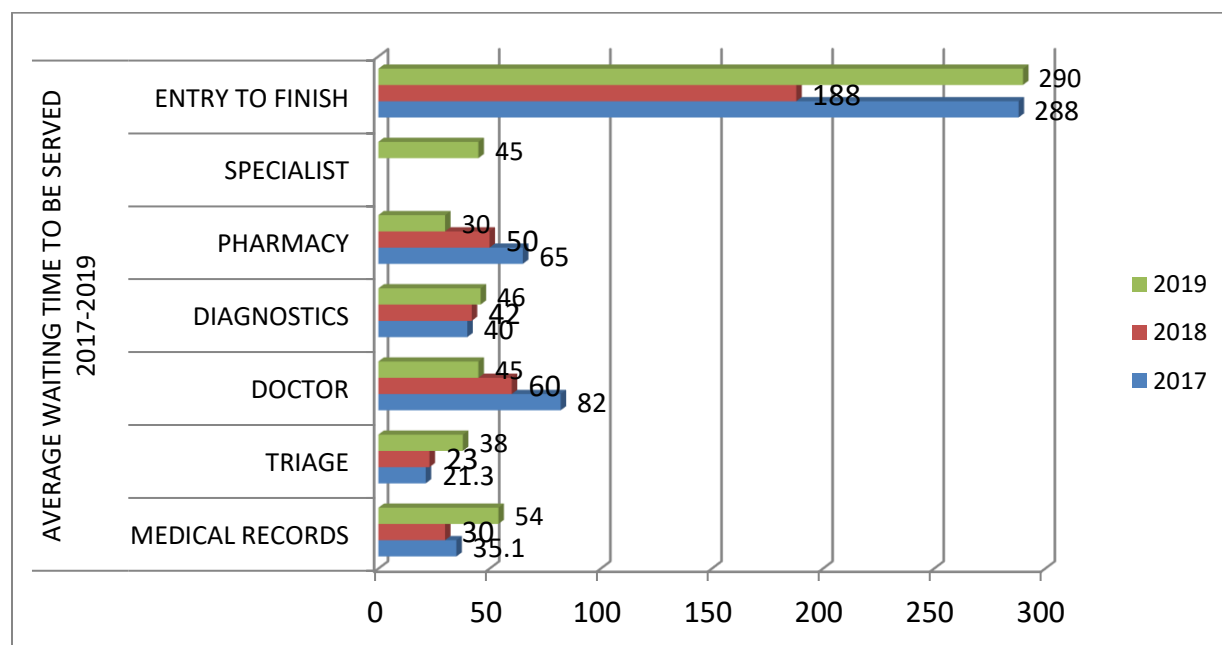


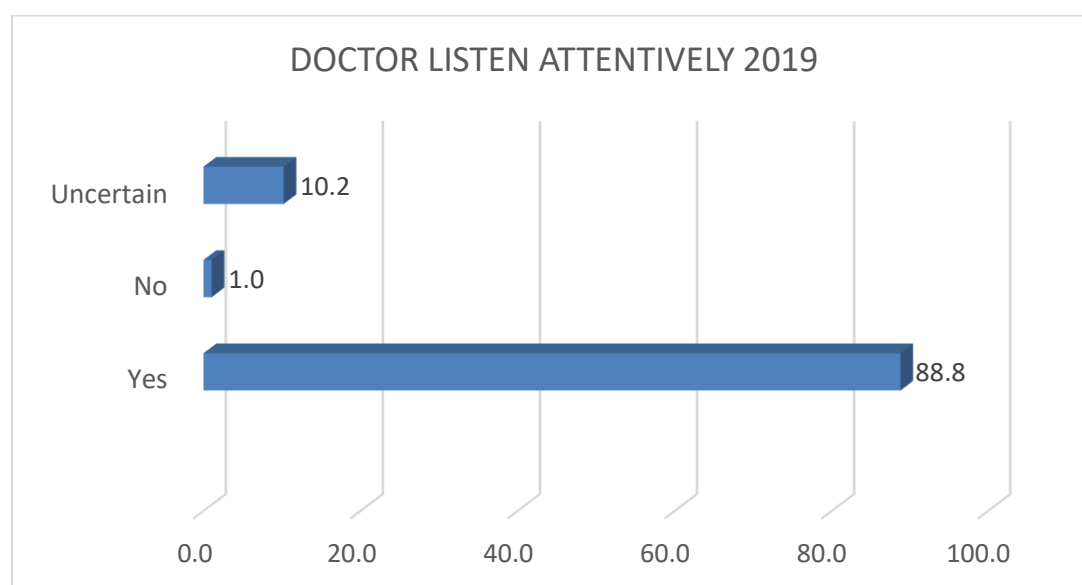
TABLE 5: WAITING TIME TO BE SERVED

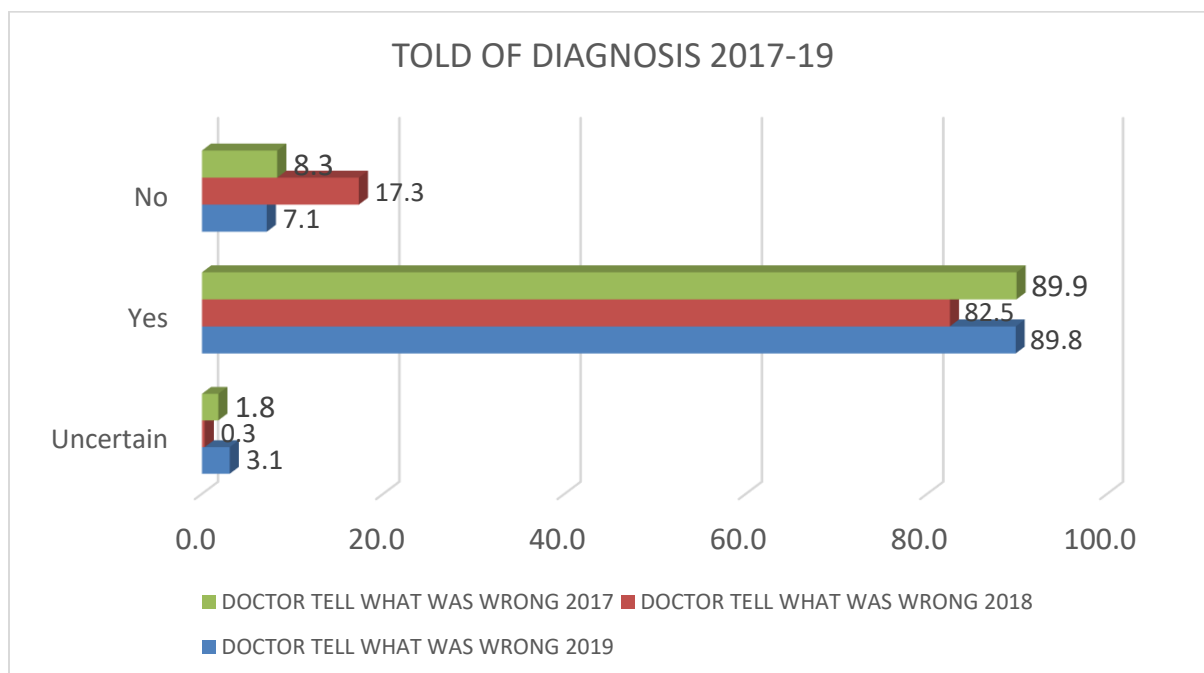
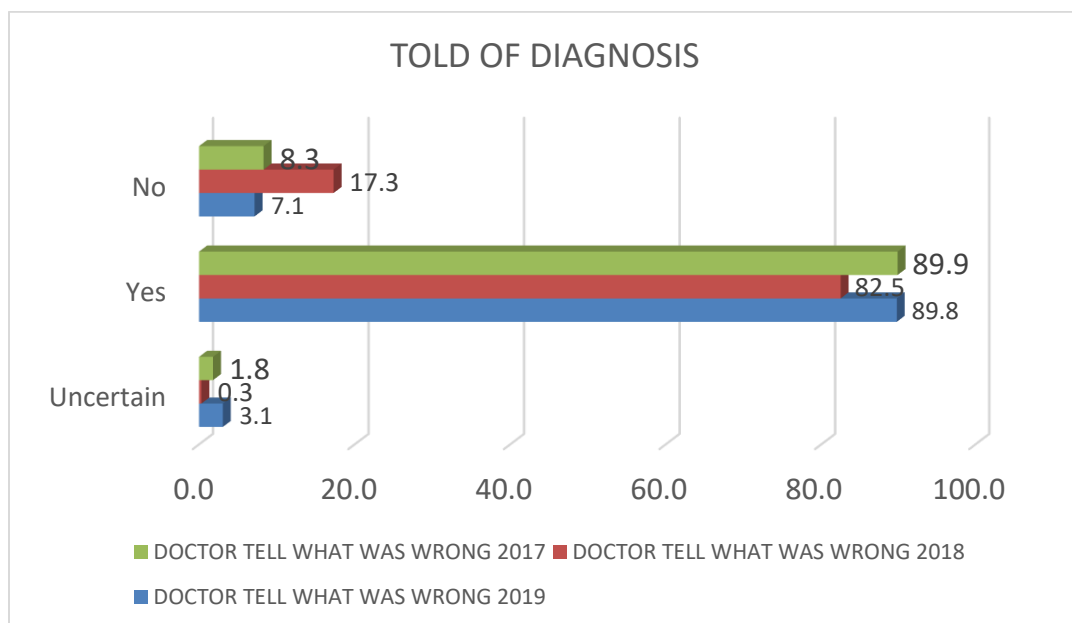
No	WAITING TIME FOR SERVICE	Within 15 mins	15 - 30 mins	31- 45 mins	46- 60 mins	1-2 hrs	2- 3 hrs	3-4 hrs	5 hrs and more	No. of Response / 196	No. of No response
1.	MEDICAL RECORDS	10.2	16.3	20.9	31.6	15.3	3.1	1.5	0.5	195	1
2.	TRIAGE	8.2	26.5	40.3	16.8	7.1	-	-	-	194	2
3.	MEDICAL DOCTOR	7.7	21.9	36.7	14.3	15.8	1.0	0.5	0.5	193	3
4.	LAB / IMAGING	5.6	20.4	20.4	8.2	6.6	2.0	1.0	-	126	70
5.	SEE DOCTOR AFTER LAB	5.1	17.3	7.7	4.1	2.6	0.5	1.0	-	75	121
6.	PHARMACY	3.1	62.2	12.8	5.6	3.1	0.5	-	-	172	24
7.	SPECIALIST CLINIC	0.5	4.6	4.6	3.6	2.6	-	-	-	31	165
8.	FROM ENTRY TO FINISHING	-	-	-	2.0	10.7	6.6	24.5	41.8	168	28



TABLE 6: STAFF ATTITUDE

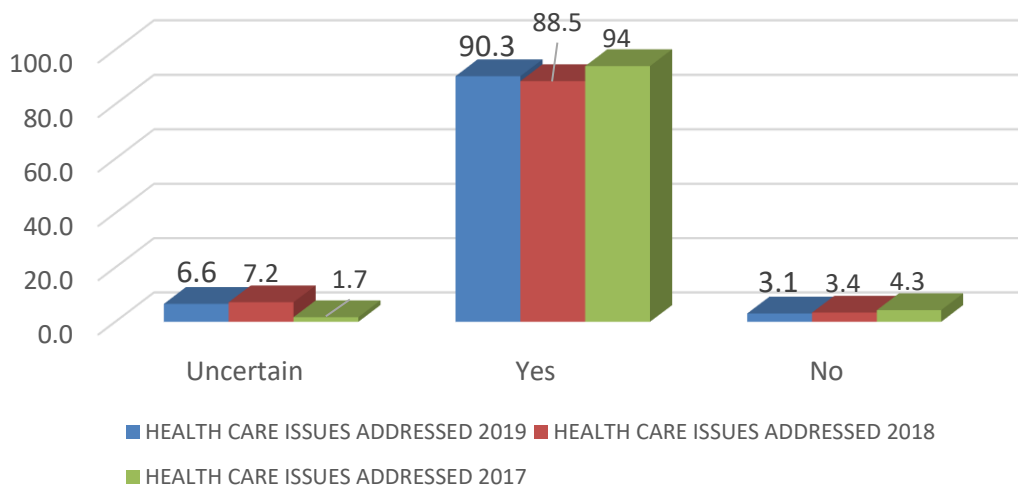
No	ATTITUDE OF STAFF	Excellent	Satisfied	Not Satisfied	Poor	% of Non-Respondent
1.	Medical Record	10.7	87.2	1.5	-	0.6
2.	Nurse / Midwife	11.7	81.1	5.6	0.5	1.1
3.	Medical Doctor	33.2	66.3	-	-	0.5
4.	Pharmacy	12.2	80.6	2.6	-	4.6
5.	Paramedical	6.6	57.7	-	-	35.7
6.	Administration	2.6	10.7	0.5	-	86.2
7.	Catering	2.6	17.3	0.5	-	79.6
8.	Banking	3.1	12.8	1.5	-	82.6
9.	Security	2.6	9.7	1.5	-	86.2



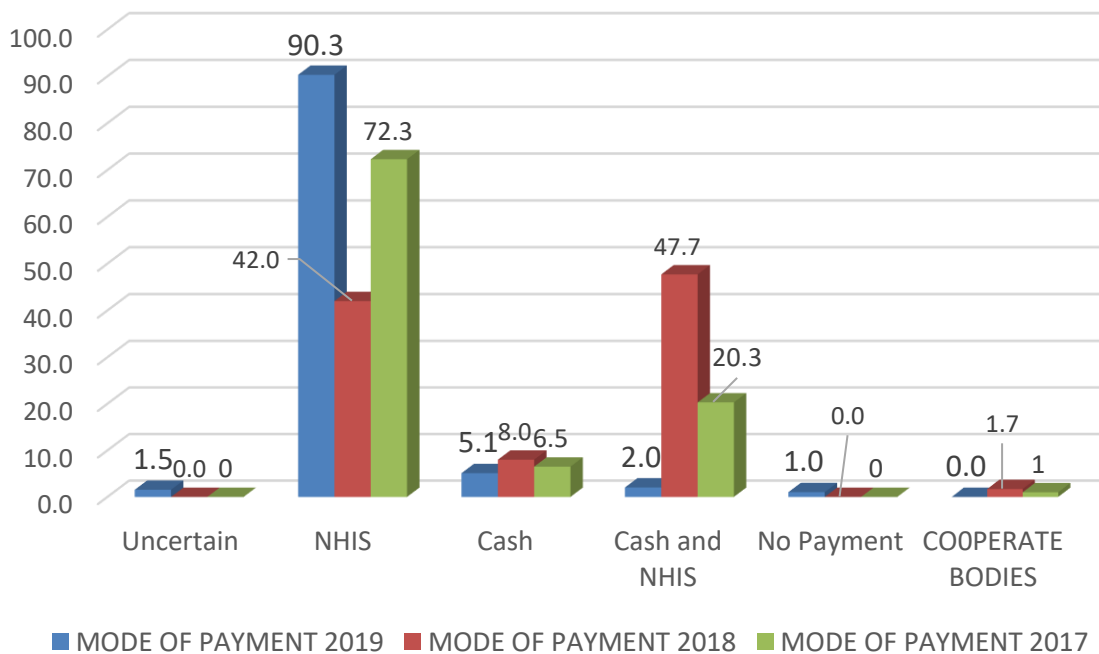




HEALTH CARE ISSUES ADDRESSED



OPD CLIENTS MODE OF PAYMENT 2017-19



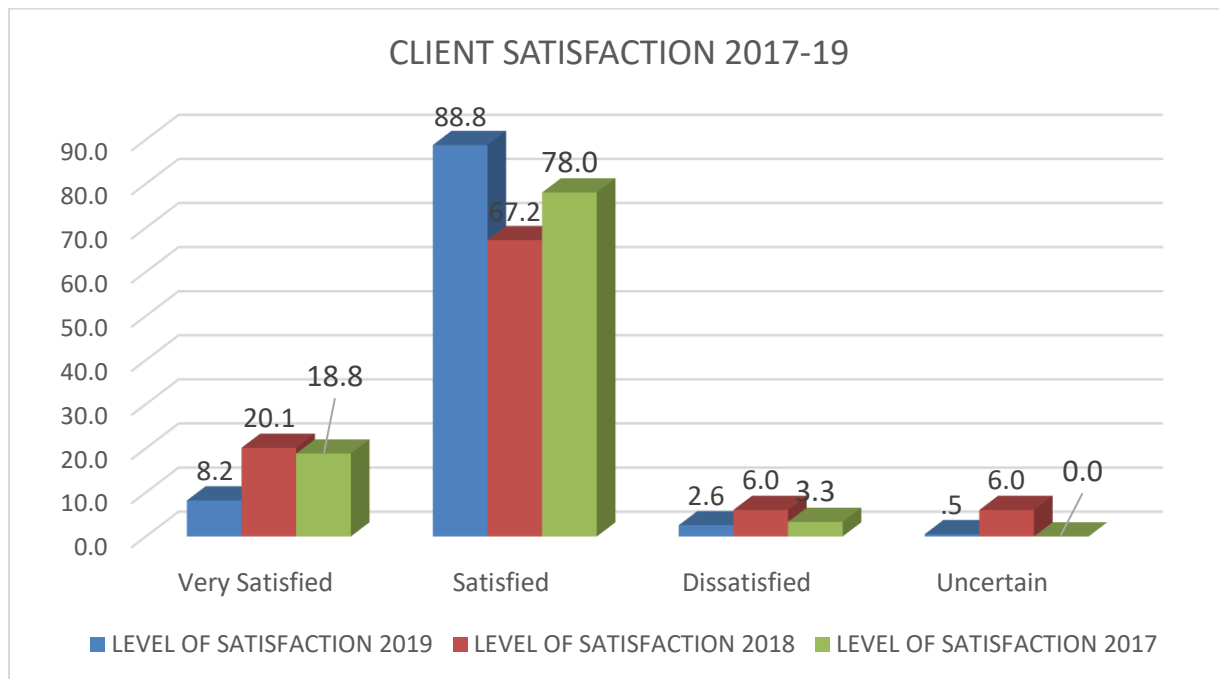


MODE OF PAYMENT AT VARIOUS UNIT

No	MODE OF PAYMENT	NHIS	CASH	CASH and NHIS	CO-OPERATE	NO PAYMENT	% Not Covered
1.	MEDICAL RECORDS	90.3	5.1	2		1.0	1.5
2.	TRIAGE	89.8	5.1	0.5	0.5	-	3.6
3.	MEDICAL DOCTOR AND SPECIALIST	20.9	9.7	63.8	0.5	-	5.1
4.	LABORATORY	4.6	55.1	16.3	0.5	0.5	23
5.	PHARMACY	20.9	9.7	63.8	-	0.5	41.8
6.	IMAGING	1.0	52	5.1	-	-	82
7.	PHYSIOTHERAPY	5.6	2.0	3.1	-	0.5	88
8.	DIABETIC	7.1	1.0	2.0	-	0.5	89.3
9.	PUBLIC HEALTH	3.6	0.5	1.5	-	0.5	93.9
10.	DEENT	7.1	1.0	2.0	-	0.5	93
11.	OTHER SPECIALIST CLINIC	1	2	-	0.5	-	96.5

STAFF ATTITUDE

No	ATTITUDE OF STAFF	Excellent	Satisfied	Not Satisfied	Poor	% of Non-Respondent
1.	Medical Record	10.7	87.2	1.5	-	0.6
2.	Nurse / Midwife	11.7	81.1	5.6	0.5	1.1
3.	Medical Doctor	33.2	66.3	-	-	0.5
4.	Pharmacy	12.2	80.6	2.6	-	4.6
5.	Paramedical	6.6	57.7	-	-	35.7
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7.	Catering	2.6	17.3	0.5	-	79.6
8.	Banking	3.1	12.8	1.5	-	82.6
9.	Security	2.6	9.7	1.5	-	86.2



REASONS FOR NOT BEING SATISFIED WITH SERVICE

PRESSURE ON THE NURSE MAKING THEM TREAT PATIENT HARSHLY
LACK OF PROFESSIONALISM
STAFF DO NOT HAVE PATIENT AT HEART
WAS NOT ADDRESSED AND GIVEN ATTENTION
PRESSURE ON THE NURSE MAKING THEM TREAT PATIENT HARSHLY
LACK OF PROFESSIONALISM
STAFF DO NOT HAVE PATIENT AT HEART
WAS NOT ADDRESSED AND GIVEN ATTENTION



COMMENT FOR QUALITY HEALTH IMPROVEMENT

STATEMENT
Hospital need to recruit more staff
Can ward rounds be scheduled differently from OPD clinics
The e-health contribute to delays sometimes
Hospital should try and provide accommodation for patient's relatives
Nurses cause some patient to jump queues
Nurses spend time on their phone rather than caring for the patient
Pharmacy fail to supply all the medicines covered by NHIS
Nurses do not take good care of weak or those who need help the most OPD
Pharmacy closes earlier than should instead of waiting for the Doctors to finish their consultation before closing
Patient need to be told their disease diagnosed after assessment
The Management should push to let the NHIS cover more drugs
Pharmacy need to educate well on how the drugs are to be taken.
Management need to discuss with Government to increase drugs to be covered under NHIS
Pharmacy staff need to be sure if patient is already having remainder of drugs at home taken
Provision of hand washing points around various areas of the facility
Provide adequate chairs for the patient
Put measures to minimize queue in the hospital
Some Nurses do not treat patient with respect
Too much delay at Pharmacy
Wheel Chairs are not enough
Review NHIS it is almost becoming useless.
Almost all the lab services are not under NHIS
Can ward rounds be scheduled differently from OPD clinics
The e-health contribute to delays sometimes
OPD Pharmacy closes earlier than should wait for the Doctors to finish their consultation before closing
Nurses do not take good care of weak or those who need help the most
Patient need to be told their disease diagnosed after assessment
The Management should push to let the NHIS cover more drugs
Provision of hand washing points around various areas of the facility
Some of the Nurses do not respect the patient.
Nurse at the Female Medical ward made me pay more than what I was supposed to pay after discharge
Pressure on the nurse making them treat patient harshly



STATEMENT
Lack of professionalism
Staff do not have patient at heart
Was not addressed and given attention
Some of the dept. need more staff such as dressing room, doctors
Some staff allow those who came last to pass
Review NHIS it is almost becoming useless. Almost all the lab services are not covered
Some of the dept. need more staff such as dressing room, doctors
Some of the department take money without given receipt 2. Some of the Nurses do not respect patient 3. The NHIS do not most of the drugs
Nurses need to be trained on how to talk to patient
Nurses on duty should improve on their interpersonal relationship with client
OPD sometimes become congested
Patient needs to be informed on their ailment
Patient should be attended to immediately they arrive to avoid wastage of time
Patient should be treated as fellow humans
Perhaps the activation of the cards could be done in consulting rooms
Please the lab staff should be courteous
Provision of amenities for relatives of patient
Show more seriousness
Tell Nurses to be active and attentive
The attitude of the Nurses need to be changed
The Authority have to talk to the Nurses on how to talk to the patient
The cost of care has increased
The cost of service is high
The Doctors and Nurses should report on time
The lab takes long time in serving the patient
The Medical Records staff need to come to work early
The NHIS do not cover most drugs which is very disturbing
The Nurses allow others to bypass us in the queue
The Nurses do not pay attention to the patient
The Nurses like charting and not having time for the patient



CAPE COAST TEACHING HOSPITAL

CLIENT SATISFACTION SURVER-DECEMBER 2019

OPD EXIT QUESTIONNARE

Date of Interview: Survey No.

1. Gender
(a) Male [] (b) Female []

2. Age group of respondent :
(a) 20 yrs and Below (b) 21- 40 yrs (c) 41- 60 yrs (d) 61 – 80 yrs
(e) 80 yrs and above

3. Occupation of respondent
(a) Government worker. (b) private worker. (c) self employed
(d) Unemployed (e) Student. (f) Retired
(g) Others specify.....

4. Educational level of respondent:
(a) No formal education (b) Basic (c) Secondary / SHS (d) Tertiary
(e) Others Specify.....

5. How long did it take you to receive service from any of the following section during your recent visit as out-patient client:

No.	Section	Within 15 min	15+ - 30 min	31- 45 min	46- 60 min	1-2 hrs	2- 3 hrs	3 - 4hrs	5hrs +
i.	From the time of your arrival until you were served by Medical Records staff								
ii.	From Medical Records till Triaging								
iii.	After Triaging till Medical Doctor called								



iv.	After Medical Doctor till Laboratory / Imaging								
v.	From Laboratory / Imaging until seeing Medical Doctor the second time								
vi.	After Medical Doctor to be served at Pharmacy								
vii.	Time spent to be served at the Specialist Clinics (such as Diabetic, Eye, and Dental etc.) Please Specify								
viii.	From entry till finishing								

6. Did the Doctor listen attentively to your complaints during consultations?
 (a) Yes (b) No (c) Uncertain

7. What was the Professional conduct (attitude) of the following staff towards you during your recent visit?

No.	Category of Staff	Excellent	Satisfactory	Unsatisfactory	Poor
I.	Medical Record				
II.	Nurse / Midwife				
III.	Medical Doctor (Specialist, Consultant etc.)				
IV.	Pharmacy				
V.	Paramedical				
VI.	Administration				
VII.	Canteen / Snack				
VIII.	Banking				



IX.	Security				
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8. Did the Doctor tell you what was wrong with you?

(a) Yes (b) No

9. Was the instructions given on how the medicine is to be taken well understood?

(a) Yes (b) No

10. Do you think your health care issues that brought you to the hospital was addressed to your satisfaction?

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

11. What was the mode of payment during each of the following services?

No.	Unit / Section	NHIS	Cash	Cash and NHIS	Co-operate	No Payment Made
I.	Medical Records					
II.	Triaging					
III.	Doctor (Including Specialist and consultant)					
IV.	Pharmacy					
V.	Laboratory					
VI.	Imaging					
VII.	Physiotherapy					
VIII.	Diabetic					
IX.	Public Health					
X.	DEENT					
XI.	Other Specialized Clinic (Specify)					



12 Were you satisfied with the service you received from hospital during your last OPD visit?

(a) Very Satisfied [] (b) Satisfied [] (c) Dissatisfied [] (d) Uncertain

13. If dissatisfied give reason.....

.....

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

.....

Thank you for taken time to give your opinion.

Leave this section out

Name and Signature of Interviewer.....