

ABSTRACT

Background: Anesthetic patient care forms a key component of the perioperative phase of health care service provision. The quality of health care including perioperative anesthetic care delivered is determined, to some degree, by patient satisfaction as a patient-centered metric of health care quality. Varying rates of patient satisfaction with perioperative anesthetic patient satisfaction have been noted worldwide. However, the extent of patient satisfaction with perioperative anesthetic service provision and its determinants at MRRH is unknown.

Methods: A cross-sectional descriptive study was used. 376 patients were prospectively enrolled using a consecutive sampling technique. All post-operative in-patient surgical patients aged 18 years and above were eligible to participate in the study. Recruitment was done at the emergency ward (surgical side), surgical ward, postnatal and gynecology ward. A validated structured questionnaire consisting of both a socio-demographic and clinical components as well as the Leiden perioperative patient satisfaction questionnaire was used to capture data after consent had been obtained. The proportion of patients satisfied with anesthetic service provision was expressed as a percentage with corresponding 95% confidence intervals. Chi square test and logistic regression were used to determine factors associated with satisfaction. Association was expressed as adjusted odds ratios with the level of significance set at 5%.

Results: Of the 376 patients enrolled into the study, 85.9% were female and the median age was 29 years. Majority reported being married (94.7%) and residing in rural areas (72.1%). Most of the patients were admitted for emergency surgery (77.6%), didn't have any comorbidities (94.1%) and underwent major surgical operations (99.2%). 79.3% of surgeries done were from the department of obstetrics and gynecology. Neuraxial anesthesia was the most used modality of anesthesia (79.0%). The proportion of satisfied patients was 91.5%; 95%CI (88.2 – 94.0). The proportion of males that were satisfied was greater than that of females: - 100% versus 90.1% ($p=0.013$). Following multivariable analysis, the main determinants of patient satisfaction in at MRRH were found to be absence of co-morbidities with adjusted OR=3.9; 95%CI (1.16 – 13.34) $p=0.028$ and duration of hospital admission of 48 hours or more, adjusted OR=3.2; 95%CI (0.98 – 10.59) $p=0.05$.

Conclusions: Majority of adult in-patient surgical patients at MRRH were satisfied with the perioperative anesthetic services offered. Absence of comorbidities was a significant determinant

of satisfaction. A hospital stay equaling or exceeding two days was found to positively impact satisfaction.