

## **PUBLIC SATISFACTION WITH ORTHOPAEDIC OUTPATIENT SERVICES IN HOSPITAL LAHAD DATU: A MINI SURVEY**

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**Introduction:** Hospital Lahad Datu is a district hospital providing orthopedic services. Patient satisfaction is an important component of health care services evaluation and is considered an important indicator for patient's adherence to treatment and recommendations. Thus, this study is to evaluate the factors that influence patient's satisfaction.

**Methodology:** A cross sectional study was conducted utilizing a one page self-administered questionnaires, consisting of elements evaluating general satisfaction with orthopedic services in Hospital Lahad Datu and participants were asked to indicate their agreement on a five point likert scale.

**Discussion:** A total of 200 patients participated in this study within 30 days. Approximately 90 percent of the participants were satisfied with current orthopedic services. Almost half of participants (n=99, 49.5 %) agreed that doctors' service is good. However, only 80 (40 %) participants agreed that doctors had spent ample time on their consultation session in clinic. Most of respondents (n=150, 75%) agreed that doctors in public health sector were highly responsible. Surprisingly, almost all participants ( n=195, 97.5%) preferred to be consulted by orthopedic specialist during their clinic session. The majority respondents agreed that facilities and accessibility in our hospital is good. In this study, waiting time was significantly associated with patients satisfaction as the result showed that those who waited longer than two hours were not satisfied with our services

**Conclusion:** The study findings showed patients under the care of orthopedic services of Hospital Lahad Datu were fully satisfied with the current healthcare system. In this study, surprisingly orthopedic specialist is one of the main factor that affect patients satisfactory level. Other factors included waiting time and facility. Understanding factors that influence patients' satisfaction can help clinicians and hospital organization to focus and greatly improve on certain areas which are lacking.