

Research Article

CAPM Patient Satisfaction Survey

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ABSTRACT

As part of the ISO 15189 certification preparation, the toxicology and pharmacology laboratory of the Poison Control and Pharmacovigilance Center of Morocco (CAPM) Satisfaction Survey for Patients Requesting Analyzes. The chosen tool was a questionnaire using 11 closed questions and 1 open. The survey was conducted on patients who performed the toxicology and pharmacology analyzes during the period January 01, 2016 to August 31, 2016. The results obtained have made it possible to evaluate the perception of the quality of the service rendered by the laboratory to these patients.

Keywords: investigation, satisfaction, quality, patients.

INTRODUCTION

It has been shown that it is a cornerstone of measuring the quality of care; it provides information on the ability of health professionals to respond to the values and expectations of the client. Patient satisfaction is one of the CAPM performance indicators: it can be seen as "an outcome of care and even an element of health itself"², or as an indicator of program performance Health care and staff, thus helping to identify dysfunctions in Health services³. It is also an indicator of action to improve quality of care⁴⁻⁵. The satisfaction survey is an essential step in demonstrating that the CAPM laboratory is listening to its patients. Its realization makes it possible to answer many questions and to optimize the relations with the patients. It is therefore essential to carry out this type of survey in order to best meet the expectations of patients.

The objective of this work was to develop and validate a patient satisfaction survey of the CAPM toxicology and pharmacology laboratory in the form of a questionnaire of 11 multiple choice questions (MCQs) of 2 to 3 items each.

MATERIALS AND METHODS

A questionnaire was developed to determine patient satisfaction with LAB-CAPM.

The questionnaire contains 11 questions with "closed" answers, which means answers to most questions are pre-coded so that patients choose their answers from those that are formally proposed to them⁶. The choice of responses is thus imposed. An open-ended "remarks" question is added at the end because, individuals may have an opinion or remarks to add.

Closed questions give answers from a quantitative point of view by checkboxes that include several items such as "not

at all satisfactory" "not satisfactory" "moderately satisfactory" "satisfactory" "very satisfactory".

The study was carried out on patients who performed the toxicology and pharmacology analyzes during the period from 01 January 2016 to 31 August 2016.

The study was carried out in two ways:

By telephone interview and by the patient's response on site during his / her presence in the laboratory.

Patients requesting LAB-CAPM toxicological and pharmacological analyzes are very few, so we were able to compile 100 responses throughout this period (01/01 / 2016-31 / 08/2016).

RESULTS

Quality of reception

The quality of the reception is represented as a percentage of the friendliness of the reception and the Laboratory waiting time.

Quality of telephone reception

The quality of telephone reception is divided into 3 classes: The clarity of the interlocutor's answers The friendliness of the interlocutor The response time

Quality of premises

The patient satisfaction in relation to the quality of the premises is represented as a percentage: Access to laboratory Cleanliness of premises Comfort within the laboratory.

DISCUSSION

We note in Figure 1 that the distribution of patients who answered the questionnaire is almost equal by sex with a percentage of 48% for men and 52% for women.

The results of the questionnaire are represented as graphs.

Sex

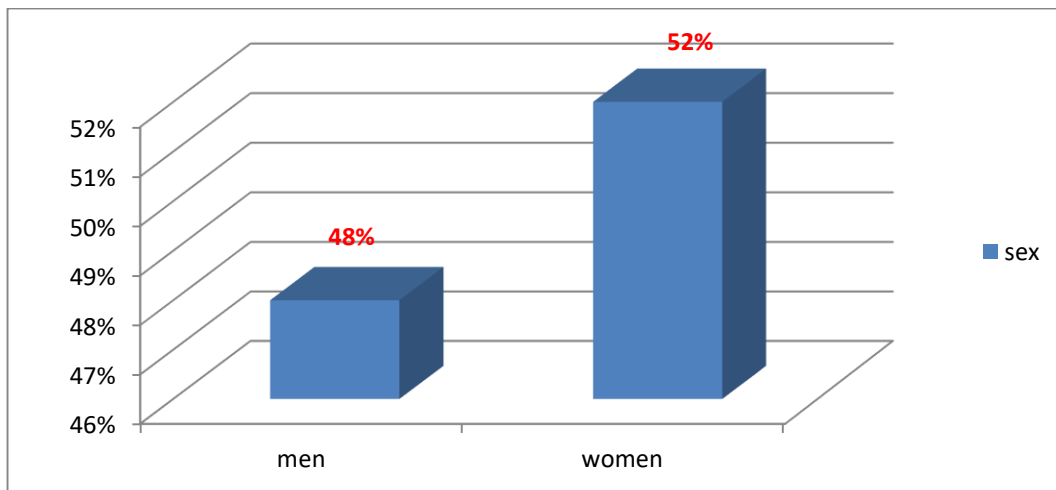


Figure 1: Distribution by gender of patients who responded.

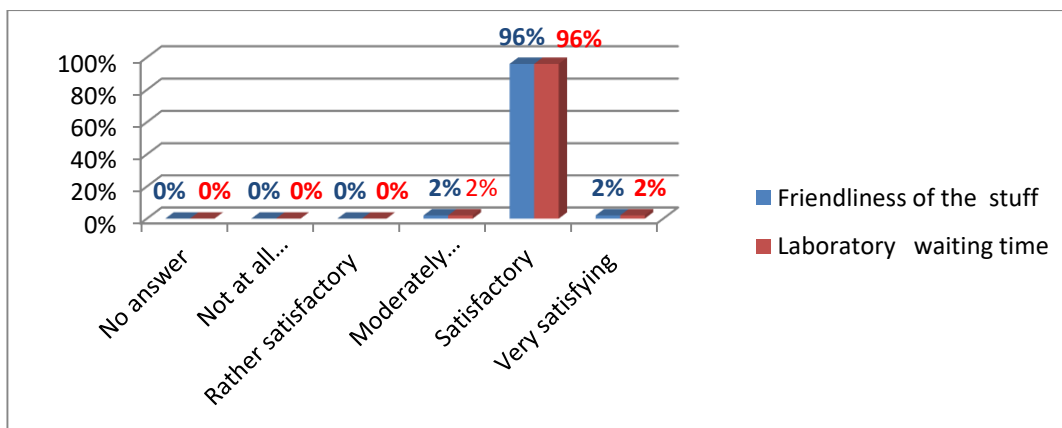


Figure 2: The percentage of patients' satisfaction in relation to the quality of reception.

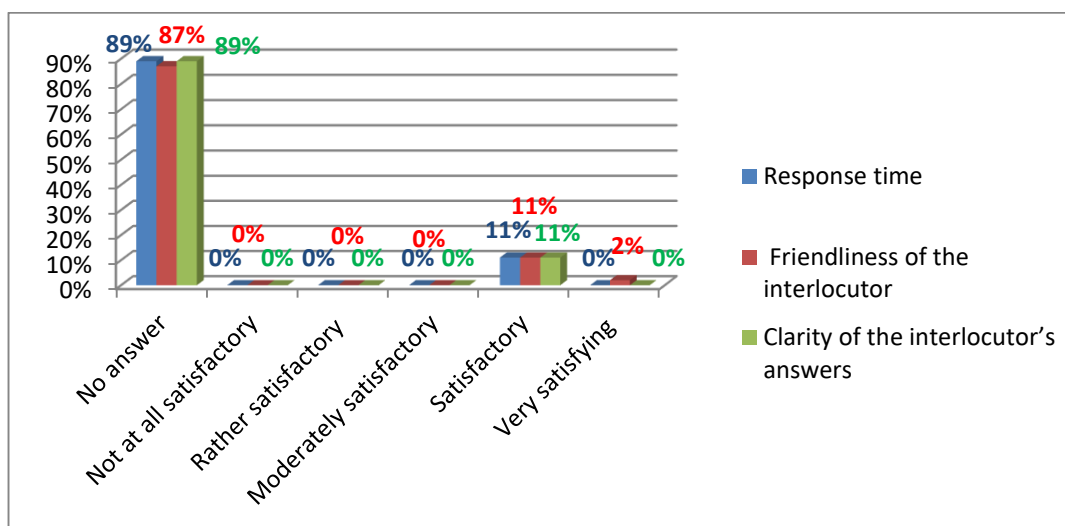


Figure 3: The percentage of patients satisfaction in relation to the quality of telephone reception.

This shows that patients who go to LAB-CAPM to request the toxicological and pharmacological analyzes are both men and women without there being a differentiation between the two sexes.

The results obtained in FIG. 2 show that the majority of the patients requesting the toxicological and pharmacological analyzes are satisfied with the quality of reception of the CAPM (96% satisfactory and 2% very satisfactory) that it is in:

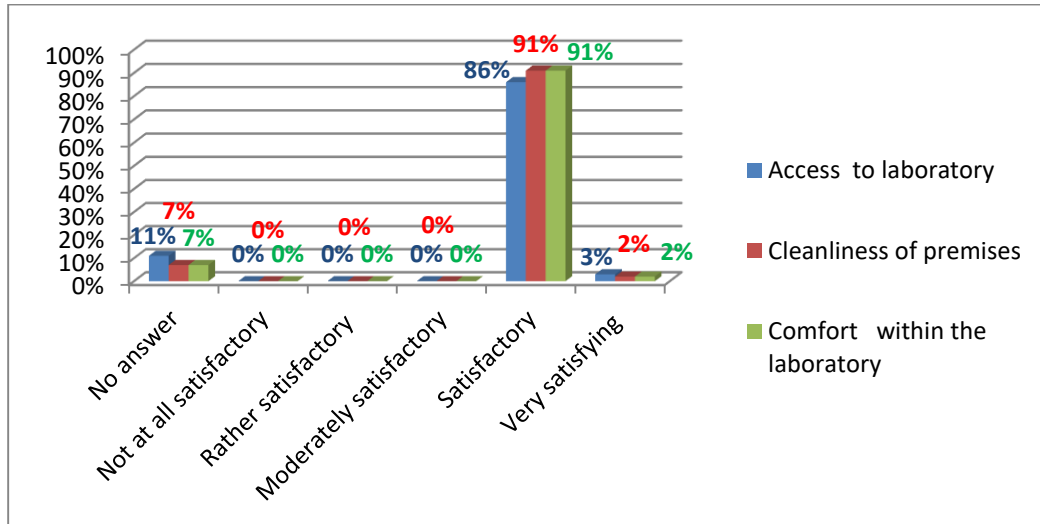


Figure 4: The percentage of patients' satisfaction in relation to the quality of the premises.

Results

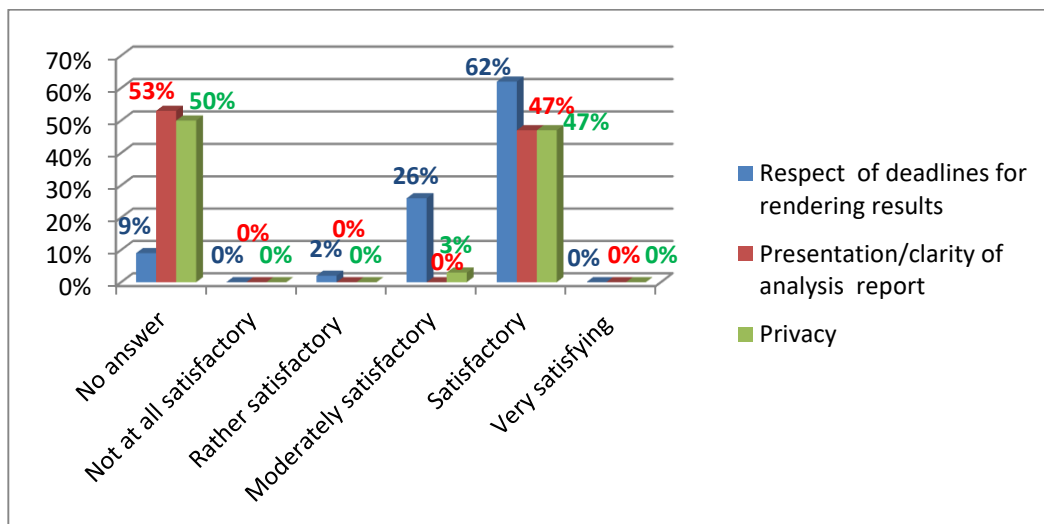


Figure 5: The percentage of patients' satisfaction in relation to the quality of the results.

Comments

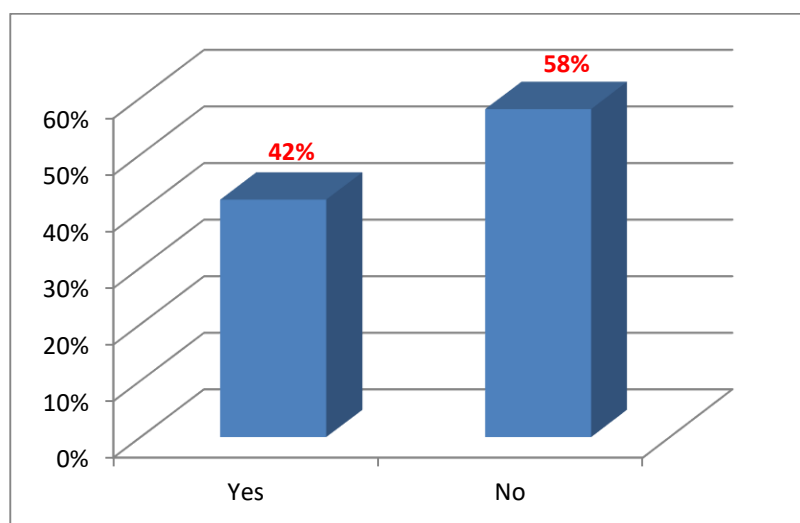


Figure 6: Distribution of patients by presence or absence of comments.

Friendliness of reception by the receptionist of the CAPM and the guard of the LAB-CAPM.

The waiting period within the laboratory is very short.

The percentages obtained for this question are identical for the friendliness of the reception and the waiting time within the laboratory.

We observed that there is a total absence of a non-satisfaction (0% not at all satisfactory and 0% rather satisfactory)

Figure 3: the majority of the patients under investigation did not answer this question (89% for the clarity of the interlocutor's answers, 87% for the friend's friendliness and 89% for the delay Answer).

This is because patients prefer to present themselves personally to CAPM instead of asking for results over the telephone, but most of the patients who left this question empty come from the same region where the CAPM is located.

On the other hand, patients who contacted the LAB-CAPM by telephone confirmed that they were satisfied with the telephone reception (11% satisfactory for all three parts of the quality of telephone reception and 2% very satisfactory for the friendliness of the telephone, Interlocutor) with a total absence of non-satisfaction (0%).

Figure 4: Patients place great importance on premises. Suffice to say that to ensure patient comfort it is better to have pleasant premises and well thought out for work.

Patients returned to the LAB-CAPM who responded to the questionnaire were satisfied with the quality of the premises with:

86% satisfaction with laboratory access

91% satisfaction with the cleanliness of the premises and comfort in the laboratory;

While mentioning that there is total lack of patient satisfaction.

Figure 5: Rendering results remain the most important part of this survey, patient satisfaction with CAPM was only 47% for the clarity of the analysis report and for confidentiality and half chose not to answer this question without justification.

It should be noted that 2% and 26% of patients responded respectively: rather satisfactory and moderately satisfactory for the respect of the deadlines of the rendering of the results

Figure 6: At the end of the 11 closed questions in the questionnaire, we added an open question to let the patient choose to add a remark.

58% have no remarks added, while 42% of patients added remarks.

7.

All the remarks mentioned by the patients focus on the part of the rendering of the results and more precisely on the delay of the rendering results; Patients require rapid treatment and rendering results within 24 hours to 3 days for all analyzes.

It should be mentioned that the LAB-CAPM carries out a rapid test for all the analyzes which lasts only a few minutes and gives the results to the patients or transmits them to the prescribing physicians until the analyzes are confirmed by the techniques carried out by the laboratory (spectroscopy, Chromatography ...) and which sometimes last a week taking into account the presence of reagents and solutions.

The patients also asked to return the laboratory 24 hours a day, 7 days a week, while the laboratory is open only from 8 am until 4 pm, from Monday to Friday.

CONCLUSION

The survey conducted allowed us to assess patient satisfaction with LAB-CAPM.

We found that patients were satisfied with the quality of the reception, whether telephone or in the laboratory, as well as the quality of the premises. LAB-CAPM and which needs to be improved by defining an exact time and not to be exceeded in the various analyzes and by making available by the ministry all the material necessary for carrying out the analyzes in the shortest possible time.

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