

Abstract

Client satisfaction is one of the key elements in the health care package. An assessment of client satisfaction regarding provision of services and facilities to them is one of the main elements to determine the quality of that service. Sri Lanka is a low-middle income country with free health care services. The expenditure on health services has been increasing each year because of the increased demand for better services, unit cost on services etc. Among the many factors leading to fail some services in hospitals, lack of proper management due to many reasons. Medico legal services including autopsy play a crucial role in health care system. Effectiveness of an autopsy procedure is one of the important factors that determine the client satisfaction. The main objective of this study was to describe the currently available facilities, client satisfaction and selected factors associated in relation to the autopsies carried out in the offices of officers of Judicial Medical Services in the district of Gampaha.

A well designed cross sectional descriptive study design was adopted at the study setting and the indirect clients or relatives of the deceased who came to the JMOs' office in Gampaha district were enlisted in the study. The total sample collected for this study was 314 after using the inclusion and exclusion criteria. Data were collected by applying a well designed pre tested interviewer administered questionnaire and check list.

Total initial study sample was 314. The response rate for this study was 100%. The majority of clients [71.9 % or 226] were 16-45 years age group and were (92.2%) Buddhist. 78.9% (248) of clients' educational levels were up to grade 1 – O/L and 19.5% (61) were A/L or above. 60.5% (190) of clients were male and 39.5% (124) of clients were female.

There are clients' high overall satisfaction levels on activities regarding autopsy procedure and available seating facilities, toilet facilities and water facilities for clients in the district of Gampaha. However the majority of clients have high and average satisfactory level with activities of available human resources.

62.1% (118) of male clients and 40.3% (50) of female clients were highly satisfied with present autopsy procedure and available facilities for clients come to the JMO's offices in Gampaha district respectively. Meanwhile 18.9% (36) of male and 31.5% (39) were averagely satisfied and 18.9% (36) of male and 28.2% (35) of female were belong to low satisfied level respectively. The present level of Cleanliness of the area is accepted by majority of clients.

Most of executives (8) were belong to low satisfactory level while other workers were belong to high satisfactory level when consider about satisfactory level by occupation. In addition most of persons without occupation (60) were belong to high satisfactory level.

Although the basic infrastructure facilities and staff availability at the JMO's offices were satisfactory there is an emptiness area for Medical Administrators to make use of their knowledge and skills to develop these services and facilities in order to improve the quality and productivity.

These findings are important for health policy makers as well as heads of the health institutions to improve technical aspects, medico legal aspects, clients' supportive aspects of the legal medicine and available human resources.