

## ABSTRACT

### **Introduction:**

The assessment of patient satisfaction and its associated factors is a determinant of quality care and a well-known benchmark for assessing the quality of hospital services.

### **Objectives:**

The objective of the present study was to assess the patient satisfaction, out of pocket expenditure and factors associated with patient satisfaction among patients attending to OPD at BH Medirigiriya.

### **Methods:**

A descriptive cross-sectional study was conducted among 408 participants at OPD BH Medirigiriya. A systematic sampling method was employed, and an interviewer-administered questionnaire was used to collect data on out-of-pocket expenditure, patient satisfaction, and its associated factors. Study participants were categorized into two categories "satisfied" and "not satisfied" and identified associated factors. Chi square test was used for analysis, and  $P < 0.05$  considered as the statistically significant level.

### **Results:**

The majority (28.2%,  $n = 115$ ) of the study participants were more than 60 years old, and 67.2% ( $n = 274$ ) were females. The patient satisfaction was 66% for "physical environment", 96% for "registration services", 86% for "consultation services", 72% for "pharmacy services" and 88% for "accessibility services". The study participants spent 1.5% on medicine, 2.3% for laboratory investigations, 0.5% for medical items, and 10% for the purchase of food during their OPD visit. The mean transport cost was Rs.165, the median income loss for the day was Rs.1177, and the total expenditure mean was Rs.500. Overall patient satisfaction for OPD services was statistically significantly associated with age  $> 40$  years ( $P = 0.021$ ), female sex ( $P = 0.049$ ), having less than two children ( $P = 0.030$ ), educated  $< G.C.E. O/L$  ( $P = 0.020$ ), monthly income  $< Rs.25,000$  ( $P = 0.030$ ),  $< six$  km distance

hospital ( $P = 0.032$ ), < 30 minutes to reach the hospital ( $P = 0.045$ ) and total OOPE < Rs.500 ( $P = 0.046$ ).

### **Conclusions and Recommendations:**

According to the present study, the level of patient satisfaction was higher compared to similar studies. Registration and consultation services were the most satisfied services at OPD. The OPD of BH Medirigiriya can be used as a model to improve patient satisfaction for OPD services.

### **Key words:**

Patient satisfaction, out-of-pocket expenditure, associated factors.