

## **ABSTRACT**

### **Introduction**

Along with clinical effectiveness and patient safety, the patient experience is recognized as a dimension of health-care quality. Beryl Institute defined the patient experience as “the sum of all interactions, shaped by an organization’s culture, that influence patient perceptions, across the continuum of care”. The objective of this study was to assess the patient experience with clinic services during covid 19 pandemic time in Panadura base hospital.

### **Methods**

This was a hospital based descriptive cross-sectional study carried out from June 2021 to May 2022 in Panadura base hospital, assessing service availability through a check list. The patient profile and patient experience on service delivery was captured with a self-administered questionnaire, data were collected during March 2023 from VP OPD, medical, cardiology, surgical, EYE, ENT, dermatology and dental/OMF clinic population. The total sample size was 385.

### **Results**

Out of the eleven clinics assessed facility, infrastructure and amenities were maintained in most clinics. Majority of the patients who seek clinic health services were Sinhalese Buddhists, females, elderly, unskilled and unemployed, low monthly family income who are travelling from within 15 Km.

Waiting time for investigations and medicine were unproportionally long, registration experience was acceptable. Time and privacy factors to be considered,

explanation about the condition and patient involvement in decision making process to be enhanced when comes to doctors' services. Environmental factors need to be assessed in a patient friendly manner with relatively high unsatisfaction of the respondents regarding spaciousness, especially among many other issues. Covid 19 prevention measures were acceptable in all clinics except issues regarding maintenance of social distancing.

### **Conclusions**

Overall patient experience was ranked fair by the majority and service availability was good in all aspects except for the infrastructure and amenities. All domains show a positive correlation with the overall experience with highest coefficient is for the doctors' service. Since there is a positive correlation between the independent and dependent variables, to improve patient experience must improve all independent variables. So, these factors can be taken as the determinants of the patient experience, which can help to improve the experience.

### **Recommendations**

Clinic services need to be improved regarding location, investigation waiting time, pharmacy waiting time and environmental factors. Human resources should be managed efficiently and effectively, work improvement strategies to be introduced. Clean water for drinking and tap water for handwashing should be a priority.

### **Key words**

Patient experience, clinics, COVID 19, Base hospital, Panadura.