

## Global Congress on Integrated Healthcare

A joint Conference in Collaboration with United Research Forum, UK and Mutah University, Jordan

Under The Patronage of his Excellency Dr Yousef Goussous

May 15 - 16, 2022 | Hotel Crowne Plaza Dead Sea, Jordan



### Factors Related to Diabetic Retinopathy Patients' Satisfaction toward services at Al-Karak Governmental Teaching Hospital

\*<sup>1</sup>Shahd Al Sarairah, <sup>2</sup>Prof. Dr. Waqar Al- Kubaisy and <sup>3</sup>Prof. Dr. Khalid Al Zubi

<sup>1</sup>Post graduate /Department of Public Health and Community Medicine / Faculty of Medicine / Mutah University

<sup>2</sup>Public Health &Community Medicine/Faculty of Medicine / Mutah University

<sup>3</sup>Ophthalmology Department/ Faculty of Medicine / Mutah University

#### Abstract

**Background:** WHO (2015) reported that diabetic retinopathy (DR) is the fifth leading cause of blindness and is increasing rapidly worldwide. Unfortunately, DR patients are under-utilizing ophthalmic services, which may be related to their satisfaction levels with services. Most previous DR patients' satisfaction studies were evaluating DR patient satisfaction toward tele-ophthalmology services. Patient satisfaction is an important tool to assess the quality of healthcare services delivered.

**Objective:** To assess the satisfaction levels toward services among the DR patients and to determine the sociodemographic and clinical factors that are related to these satisfaction levels.

**Method:** A cross-sectional study was conducted involving 173 DR patients, attending the Eye Clinic at Al-Karak Governmental Hospital (KGH). Patients were interviewed face to face, using a validated and reliable version of the Patient Satisfaction Questionnaire (PSQ-III). It includes seven main domains: general satisfaction, technical quality, communication, interpersonal aspects, financial aspects, time spent with the doctor, and access/ availability/ convenience. The descriptive and inferential statistics were carried out, using SPSS V.25, at  $P < 0.05$ .

**Results:** The overall mean for satisfaction was  $23.58/35 \pm 2.74$  (67.14%), which is considered of moderate level. Patients reported the interpersonal aspects as the highest satisfaction ( $3.82/5 \pm 0.43$ ) domain and the general satisfaction domain as the lowest ( $2.50/5 \pm 0.75$ ). Satisfaction toward services was significantly higher among females ( $23.96/35 \pm 2.56$ ) and normotensive ( $23.99/35 \pm 2.34$ ) patients. Using multivariate regression, the significant predictors for better satisfaction were; females, utilizing public transportation, higher household income ( $\beta = 0.01, P = 0.03$ ) higher educational attainment ( $\beta = -0.32, P = 0.03$ ), and being normotensive ( $\beta = 0.99, P = 0.03$ ). On the other hand, DR stage severity, presence of diabetic macular edema, sugar control, the best-corrected-visual-acuity, and whether treated or not in the right or left eyes were related non-significantly to satisfaction levels.

**Conclusion:** DR patients are highly satisfied with the attitude of their treating ophthalmologists. Therefore, there is a pressing need to address and promote other areas with lower levels of satisfaction such as increasing the opportunity for doctors to listen carefully to their patients.

**Keywords:** Diabetic retinopathy, Satisfaction toward healthcare services, Diabetic macular edema, socio-demographic, medical factors, Jordan.



## Global Congress on Integrated Healthcare

A joint Conference in Collaboration with United Research Forum, UK and Mutah University, Jordan

**Under The Patronage of his Excellency Dr Yousef Goussous**

**May 15 - 16, 2022 | Hotel Crowne Plaza Dead Sea, Jordan**

### Biography

I am an optometrist currently working at the Eye Clinic at KGH, and studying master's of Public Health Management at Mutah University. I was raised in Dubai, U.A.E., participated in different national, regional, and global competitions in different fields- Literature, Geography, Science, etc. - and won many prizes. I graduated with a Bachelor's degree in Optometry from Jordan University of Science and Technology in 2016. I have been enrolled in training programs at The Eye Departments in the Royal Medical Services and Al-Bashier Hospitals-The largest two healthcare institutions in Jordan-. I participated in a course for clinical optometrists supervised by the German Jordanian University. I have five years of experience in an optical center providing the primary eyecare for the local community at Al-Karak. Before starting my current job at KGH, I have an experience as a researcher, working with the ophthalmic staff and policymakers to enhance services provided for the DR patients.