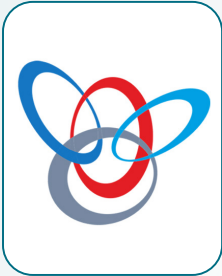


Global Congress on Integrated Healthcare

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



Type 2 Diabetes Mellitus (T2DM) Patients Satisfaction toward Health care services provided in relation to Socio-Demographic and DM status of the Patients, at South of Jordan

Khalid Waleed Al-Sawalqa *Mutah university, Jordan*

Prof. Dr. Waqar Al-Kubaisy *Mutah university, Jordan and*

Dr. Israa Al Rawashdeh *Mutah university, Jorda*

Dr. Rami khlefat *Mutah university, jordan*

Abstract

Background: T2DM is one of the major public health problems with a dramatically increasing prevalence in both the developed and the developing worldwide, there are 422 million peoples had diabetes with a prevalence of 8.5%, and 2.2 million deaths resulted from complications of DM. About 43% of those deaths occurred among patients living mostly in low and middle-income countries including Jordan. DM Patients usually have to visit primary health care centers continuously for the rest of their life for purposes of follow-up and/or renewal of the management. The satisfaction of the patient usually reflects the patient's attitudes toward the services provided also patient satisfaction is associated with better glycaemic control among T2DM patients. Patients' satisfaction could be related to the user's characteristics such as gender, age, as well as socio-economic status. In Jordan no study was found regarding T2DM patient's satisfaction toward health care services provided particularly in the south of Jordan.

Objective: this study was conducted, to assess the level of T2DM patient's satisfaction toward health care services and to identify the possible factors that may be related.

Method: A cross-sectional study was conducted, in six comprehensive health care centers (CHC) centers, a total of 286 patients were interviewed by using a reliable and valid interview based-questionnaire, which consist of two parts, the first part have information on the socio-demographic characteristics and medical status of the participants. The second part for measuring patient satisfaction by using the patient satisfaction questionnaire (PSQ). Data were analyzed, descriptive and inferential statistics (t-test, f-test, chi-square, and regression analyses) were carried out.

Results: The overall satisfaction with health care services was shown as a moderate level (mean= 4.11±0.64). A significantly higher satisfaction rates were detected among female, employed, and low educated DM patients $p=0.002, <0.001, <0.001$ respectively. In addition, females showed a significantly higher mean score (4.09±0.64), $p<0.001$. While age, marital status, and household income showed no significant difference. A significantly higher satisfaction mean score, was detected among the participants with controlled T2DM (4.23±0.61) and patients with complication (4.07±0.60), compared to uncontrolled (3.88±0.59) and those with no complication (3.78±0.60) ($p<0.001$).

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

Conclusion: We conclude that, although patient satisfaction is at a high moderate level, it needs to strengthen by improving the HCS, through early diagnosis and controlling of DM.

Keywords: Type 2 Diabetes Mellitus (T2DM), satisfaction, Health care services patient satisfaction questionnaire (PSQ).

Biography

I have over 14 years' experience as a health care provider (nurse) working with several wards (medical, surgical, orthopedic, plastic, and emergency ward, in addition to intensive care unit) on four hospitals and two centers, I am currently working as an administrator for the nursing training and development department.