

## Association of selected factors on perceived quality of care provided for the inward patients at type A Base Hospitals in Jaffna District

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**Introduction** Even though Sri Lanka has shown high levels of achievements in performance indicators, the quality of services provided at public health institutions is not up to the expectations. Further the quality of service varies widely between the hospitals. The base hospitals are the apex institutions in the health care cluster system so, it become important to know the quality of the services provided at base hospitals and the important associated factors of the quality from the consumers' point of view.

**Objectives** To determine the inward patient care service quality level and its associated socio demographic, socio economic and inward physical environments

**Methods** This descriptive cross sectional study was done at Tellipalai and Point Pedro Type A base hospitals, at Jaffna district, Sri Lanka. Adults who were discharged following inward care were the study population and 672 samples were selected using multistage, no proportionate systematic sampling technique from six common wards of both hospitals. Self administered questionnaire, with modified SERVQUAL model used for data collection

**Results** The response rate was 90.4% (n=608). The internal consistency of the instrument was established (Cronbach Alpha=0.92). The overall service quality was found to be poor, with negative gap in all dimensions, the largest gap was in the Tangibles. The majority of the participants were less than 30 years and their income were less than the national distribution. The previous admission to the hospitals directly associated with the perceived quality, while Gender, Age, Occupation and Income were associated with either expectation or perception of the quality.

**Conclusion** The inward patient's care Service quality is poor in all aspects and previous admission to the hospitals directly associated with the perceived quality.