

Patient satisfaction and associated factors among type 2 diabetics at Primary Care Unit, Thirunelveli and Family Health Centre, Kondavil

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Introduction and Objectives: Type 2 diabetes mellitus (T2DM) is an escalating problem in Sri Lanka. Primary care plays a critical role in combatting non-communicable diseases (NCD). The University of Jaffna-affiliated Family Health Centre (FHC), Kondavil adopts a family-centered approach to managing NCD. Patient satisfaction is an indicator of the quality of care and is linked with better clinical outcomes. This study aimed to compare patient satisfaction and associated socio-demographic factors among T2DM patients at FHC, Kondavil with the Ministry of Health's standard model of Primary Medical Care Unit (PMCU), Thirunelveli.

Methods: A comparative analytical cross-sectional study was carried out among all patients with T2DM at FHC, Kondavil and Primary Medical Care Unit (PMCU), Thirunelveli between August 2020 and July 2021. Data was collected with an interviewer-administered questionnaire. Patient satisfaction was assessed with the Patient Satisfaction Questionnaire-18 (PSQ-18). Frequencies, percentages, median, and means were used to summarize the data. The Kruskal Wallis test was used to assess the association between patient satisfaction score (PSS) and selected socio-demographic factors with the critical level set at 0.05.

Results: In total, 120 T2DM patients participated. Out of 70 participants (males: 34.3%, females 65.7%) from FHC, 95.7% (n=65) were highly satisfied and 4.3% (n= 3) moderately satisfied. Out of 50 participants (males: 26.0%, females 74.0%) from PMCU, 78% (n=39) were highly satisfied and 22% (n=11) moderately satisfied. The highest proportion of patients reported satisfaction with communication (FHC 94.3% vs. PMCU 94%); interpersonal relations (FHC 92.9% vs. PMCU 94.0%), technical facilities (FHC 90.0% vs. PMCU 86%) and overall general care (FHC 92.9% vs. PMCU 96%). Accessibility and time satisfaction were lower at both settings compared to the other subdomains (FHC: 84.3%; PMCU: 72%). The highly satisfied proportion in the financial domain was higher at FHC (92%) than PMCU (70%). A significant difference was observed in PSS in the two settings where FHC performed better (p=0.02). PSS differed by occupation (p=0.034) and time to travel for the primary care facility (p=0.047), but not with sex (p=0.695), education levels (p=0.226), and monthly household income (p=0.671).

Conclusion: FHC performs better than PMCU in some domains of patient satisfaction. While certain sociodemographic factors are associated with patient satisfaction. More research is needed to explore patient satisfaction in relation to the family-centered approach at FHC.

Keywords: Jaffna, Primary Care, Patient satisfaction, Diabetes Mellitus