

ABSTRACT

Background: This study was about; *“Factors affecting patient satisfaction with health care services at Moroto regional referral hospital”*. In today’s demand driven environment, patient satisfaction is top on the agenda for most health care organizations, ranging from hospitals, and physician practice to home care. (Asadi-lari, 2004).

Methodology: Using a cross sectional research design and adopting a quantitative research approach, the study was able to acquire information. Using Kish and Leslie (2005), the study used a sample of 296 though only 280 filled and returned the questionnaires. Both primary data and secondary data were used in this study. To collect the necessary information, a self structured questionnaire was used after which data was cleaned, edited, coded and computed using excel to extract graphs, frequency tables and percentages.

Results: The major findings of the study revealed that patient’s perception of health worker’s competence, behavior, number of staffs available at the hospital, level of interaction between doctor and patient, health workers’ communication with patients, waiting time spent by patients before receiving medical service, involving patients in diagnosis are all predictors of patient satisfaction with medical services. The study also found out that the quality of care; health facility infrastructure, drainage systems, hospital lighting system, technology and equipment are well established predictors of patient satisfaction with medical services. On the other hand, asking for un-official payments from patients negatively affects patient satisfaction. This practice was low in moroto hospital at only 13%.

Conclusion: According to findings, it’s evident that majority of patients were satisfied with the services with most of the positive respondents on table 4 being 90%plus.waiting time, few health workers, lack of water and insufficient lighting within the facility was also reported to cause them

dissatisfaction.

Recommendation: Basing on the conclusions made, the researcher recommended that the Government of Uganda should increase funding to the health sector to ensure that hospitals are well stocked with drugs and equipment to cater for treatment of different diseases, recruit more medical personnel and reduce waiting time, improve on issues like water and sanitation, lighting within the hospital. Increase the remuneration package for medical workers to minimize cases of bribery. Furthermore, regional referral hospitals should offer refresher courses for their staffs in order to improve their competence while delivering health care to patients.