

Introduction: Patients' experiences with quality of care and patient satisfaction in hospital are considered to be important elements in quality improvement work in hospitals, and are also seen as indicators of quality of healthcare. Patients' perceptions of quality of care and their satisfaction with quality of care may affect health outcomes; patients who are satisfied with their nursing care are more likely to follow treatment and, consequently, to have better health outcomes.

Objective: The objective of this study was to assess of patients' perceptions of the quality of healthcare services in selected health center IV's in Mityana district

Methodology: This was a cross sectional descriptive and analytical study, that was carried out in health facilities and communities. The study population in this study was existing patients of the sampled public health facilities. Sampling was purposive for the health facilities (public) and simple random sampling random for the patients in the respective facilities. The data collection methods included used of semi structured interviews and key informant interviews discussions with the patients who receive health services from Mityana hospital.

Results: The results show that most of the respondents were strongly in agreement with all the tangible dimensions of quality of care although a notable number of them were not strongly in agreement that the health center thoroughly provided information on hospital service 52 (26.5%) as well as the patient room being comfortable enough with 50 (25.5%) responses. As regards patient perceptions on the responsiveness, majority of the respondents were strongly in agreement nurses responded immediately when they called them 109 (55.6%), doctors and nurses were helpful to them with 123 (62.8%) and 165 (84.2%) responses respectively. According to the findings on patient perceptions on the empathy dimensions on quality of care most of the respondents were strongly in agreement with all of them. There was a statistically significant difference in the perceptions of the patients on the quality of care with age ($p < 0.05$), occupation of the patients and different education levels. The results show that patients with a low level of education (none; Mean = -0.67460^* , -0.44949^* , primary Mean = -0.44949^* , certificate; = Mean = 0.44391^* , -0.67460^*) or none had higher positive perceptions that the highly educated.

Generally, the patients receiving health services from health center IV's in mityana district perceive the services they receive of being of quality.