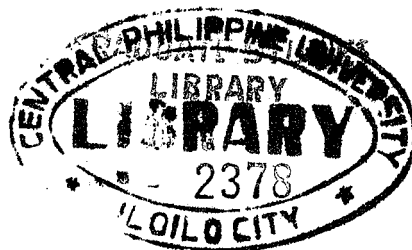


**ACCESS, UTILIZATION AND PATIENT SATISFACTION WITH THE QUALITY OF
HOSPITAL CARE IN A DISTRICT HOSPITAL**

A Thesis

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by

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ABSTRACT

This descriptive-correlational method of research was conducted to determine the level of access and extent of utilization and level of satisfaction with healthcare facilities and services in Government Hospital. Specifically, this study aimed to: 1) determine the personal characteristics of patients in terms of age, sex, civil status, educational attainment and income; 2) determine the level of access to healthcare facilities and services; 3) ascertain the extent of utilization of healthcare facilities and services; 4) determine the level of satisfaction with the quality of healthcare received; 5) determine if personal characteristics is significantly related to the level of accessibility to healthcare facilities and services; 6) determine if personal characteristics is significantly related to the level of satisfaction of the quality of hospital care; and 7) determine if level of accessibility is significantly related to the level of satisfaction of the quality of hospital care.

This is a descriptive-relational study that utilized survey questionnaire to gather data using one-shot survey design. The respondents of this study were patients who were admitted for at least three days at hospital, aging 18 years old and above who were conscious, oriented and coherent. The respondents were confined in district hospital from May-July, 2015. After the questionnaires were retrieved, data were processed

using the SPSS software. Tables generated were subsequently analyzed and interpreted by the researcher with the help of a statistician. For descriptive data like the profile of respondents, the level of access to healthcare facilities/services and the extent of utilization of these services, frequency count and percentage were used. For relational analysis, Chi-square, Cramers V and Gamma were utilized. Alpha level was set at 0.05.

The results showed that healthcare facilities and services as perceived by patient-respondents were not accessible. The extent of utilization of healthcare facilities and services in the hospital was seen as moderate. As to the level of satisfaction of the respondents with respect to the quality of healthcare received at government hospital, they were highly satisfied with the quality of healthcare received at hospital. Similarly, patient-respondents who were females; those who were married; those who have attained high school and college education were highly satisfied with the quality of healthcare received at the hospital.

On the other hand, male respondents; widow/separated; those who had elementary education indicated that they were moderately satisfied with the quality of healthcare.

There was no significant relationship between sex of respondents and their perceived level of access of healthcare facilities and services. Statistical test result revealed a significant relationship between civil status and respondents accessibility of healthcare facilities and services. Statistical test result revealed a significant relationship between respondents educational attainment and level of access to healthcare facilities and services.

There was a significant relationship between sex of respondents and their perceived level of satisfaction with the quality of healthcare. Meanwhile, there was no significant relationship between respondents civil status and their perceived level of satisfaction with quality healthcare received. On the other hand, there was no significant

relationship between educational attainment and perception on level of satisfaction on quality of healthcare received.

Similarly, there was a significant relationship between respondent level of access to healthcare facilities and services and the level of satisfaction to quality of healthcare received.