Caring Behavior and Patient Satisfaction

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Satisfaction of the population with medical care, which depends on a number of subjective feelings and objective factors, has recently been closely associated with the quality of its delivery. There is still no single approach to assessing satisfaction. Part of the way out of the situation is the minimum social standards and treatment protocols, as compliance or departure from these documents can be recorded as a fact. The factors affecting the assessment of patient satisfaction with the quality of medical care are outlined.

Interest in satisfaction with medical care is associated with determining the quality of medical care. There is no single interpretation of the quality of medical care. In many respects, this concept depends on the level of economic development of the country, cultural, scientific and social components, the general level of education of the population and other things. “In 2017 Petrou et al., argue that caring contains help, offer, heath care, disease prevention and health promotion, provision of services as well as, biological and psychological support”( MAN, 2018) . Each country has its own requirements for the quality of medical care. According to a proposal by a team of authors from the headquarters of the WHO World Health Organization, the quality of health systems is defined as the level by which health systems achieve significant goals in improving health and meeting fair population expectations.

Most of the reasons for dissatisfaction can be divided into two groups. The former depend mainly on healthcare organizations: dissatisfaction with organizational issues, the organization’s and specialists ’work schedules, queues, staff shortages, violation of ethics or lack of practical skills, substandard material and methodological base. There are reasons that indirectly contribute to the discontent of both patients and medical personnel but depend on a third party: lack or interruptions in transport, poor roads, low awareness of the possibility of getting help from social services or the help of psychologists. In the future, perhaps more promising in achieving satisfaction with medical care will not be the analysis of complaints as a fact that has already happened, but the conduct of marketing research in order to study the expectations of patients from medical care and the formation of demand.

References

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