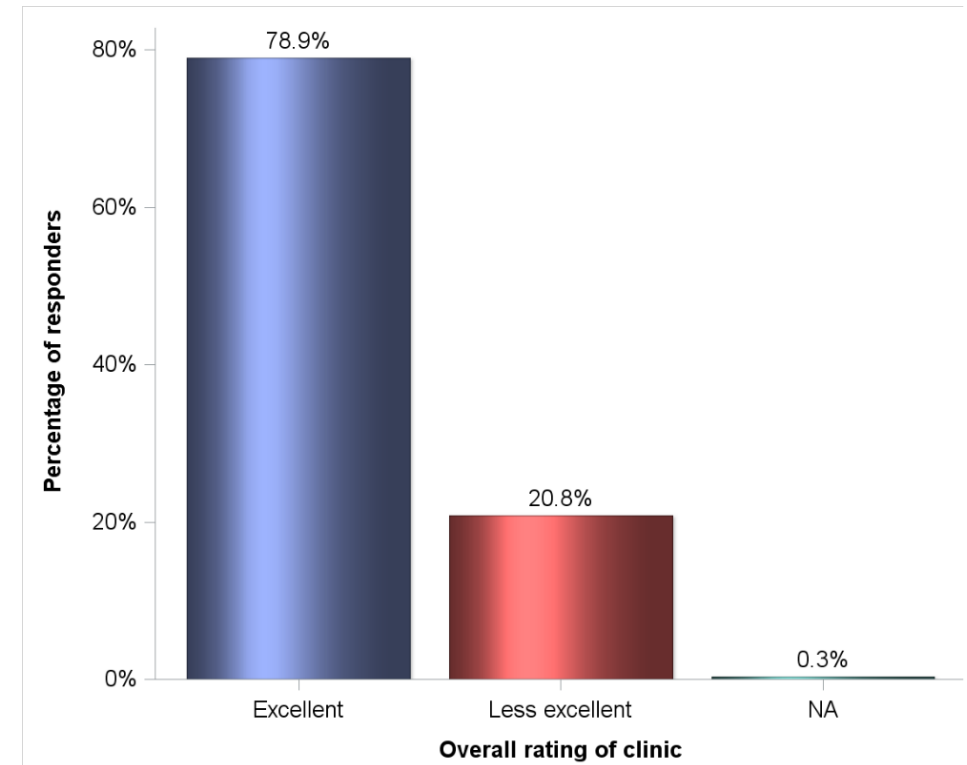
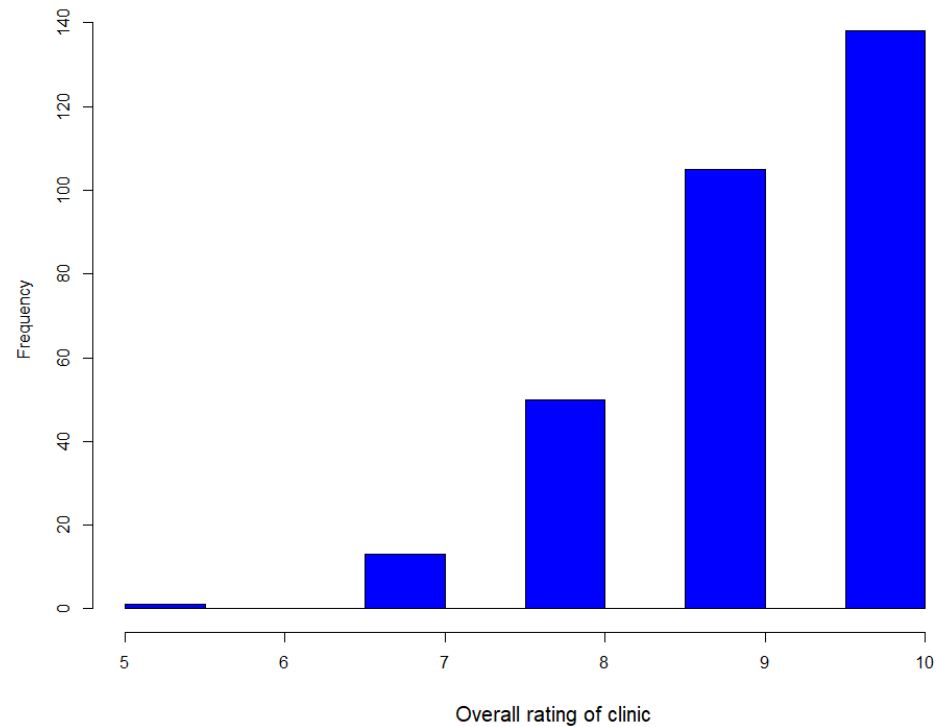


10. Findings



10. Findings

- Patients' complete satisfaction with **nursing** care, **medical** care and the **cost** of the services were **independently associated** with excellent overall rating of the clinic
- Patient's satisfaction in terms of **health facility environment/service** and **care management** did **not** seem to play a key role in their overall assessment.
- **None of the patient characteristics** was found to affect patient's overall rating of the clinic.

Parameter	Category vs. the reference	N patients	N events*	OR	95% CI	P-value
Nursing care	Completely satisfied vs. Not completely satisfied	147 vs. 73	135 vs. 39	4.00	1.70-9.44	<0.001
Medical care	Completely satisfied vs. Not completely satisfied	169 vs. 51	151 vs. 23	4.66	1.99-10.95	0.002
Satisfied with cost	Definitely vs. Not definitely	135 vs. 85	126 vs. 48	5.82	2.41-14.05	<0.001

10. Findings

H0: There is no relationship between overall patient satisfaction with the clinic and aspects of care



H1: Overall patient satisfaction with the clinic is affected by certain aspects of care



- There is **sufficient evidence to reject our null hypothesis**
- Satisfaction with **specific aspects** of care **affects** the overall patient satisfaction with the clinic.

10. Findings

H0: There is no relationship between overall patient satisfaction with the clinic and patient characteristics



H2: Overall patient satisfaction with the clinic is affected by patient characteristics



- There is **insufficient evidence to reject our null hypothesis**
- **No relationship** between overall patient satisfaction with the clinic and **patient characteristics**.

10. Findings

H0: Quality certifications are not considered important by the patients of the clinic



H3: Quality certifications are considered important by the patients of the clinic.



- There is **sufficient evidence to reject our null hypothesis**
- Most patients of the clinic consider **quality certifications important**

11. Conclusions - Recommendations

Conclusions

- ✓ Patient satisfaction was **rather high**.
- ✓ **Medical and nursing care were more important** than health facility environment/service and care management.
- ✓ Results indicated a **clear disconnection** between **patient demographic characteristics** and **patient satisfaction**.
- ✓ The practice should continue its **commitment to quality improvement** of its services through **quality certifications**.
- ✓ Patient satisfaction can be significantly improved by **focusing on reducing waiting times**.
- ✓ Emphasis should be placed on the **doctor-patient relationship**.
- ✓ More **information on patient groups** should be provided, for those patients seeking a more **patient-centered care**.

Recommendations

- Future research should employ a **larger sample** from different outpatient oncology practices in Greece, Europe, or worldwide.
- To this end, a **common framework of reference** needs to be established so to explore certain variables that drive patient satisfaction and dissatisfaction among practices.
- Conduct research that seeks the **opinions of clinic's staff** on patient satisfaction brought to patients **compared with patients' actual satisfaction**, as reported by patients.