



General Quality Audit Checklist for Patient (all categories) Satisfaction



GQA CHECKLIST:MOH/QASD/PS/02

Date:

Name of the Health Care Centre (HCC)

Name & designation of the head of the HCC.....

Section A: Patient Details

SN	Details	Patient's answer (✓all appropriate answer)																										
1	Inpatient/outpatient	Inpatient <input type="checkbox"/> Outpatient <input type="checkbox"/>																										
2	Age (in years) and sex																											
3	Service availed [#]	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">IP <input type="checkbox"/></td> <td style="width: 50%;">OP <input type="checkbox"/></td> </tr> <tr> <td>Anesthesiology <input type="checkbox"/></td> <td>ICU <input type="checkbox"/></td> </tr> <tr> <td>Community health <input type="checkbox"/></td> <td>Dental <input type="checkbox"/></td> </tr> <tr> <td>Dermatology <input type="checkbox"/></td> <td>Emergency <input type="checkbox"/></td> </tr> <tr> <td>ENT <input type="checkbox"/></td> <td>Forensic <input type="checkbox"/></td> </tr> <tr> <td>Gynecology <input type="checkbox"/></td> <td>Laboratory <input type="checkbox"/></td> </tr> <tr> <td>Medicine <input type="checkbox"/></td> <td>Ophthalmology <input type="checkbox"/></td> </tr> <tr> <td>Orthopaedic <input type="checkbox"/></td> <td>Paediatric <input type="checkbox"/></td> </tr> <tr> <td>Pharmacy <input type="checkbox"/></td> <td>Physiotherapy <input type="checkbox"/></td> </tr> <tr> <td>Psychiatry <input type="checkbox"/></td> <td>Radiology <input type="checkbox"/></td> </tr> <tr> <td>Surgical <input type="checkbox"/></td> <td>Oncology <input type="checkbox"/></td> </tr> <tr> <td>Administration and support <input type="checkbox"/></td> <td></td> </tr> <tr> <td>Others* <input type="checkbox"/></td> <td></td> </tr> </table>	IP <input type="checkbox"/>	OP <input type="checkbox"/>	Anesthesiology <input type="checkbox"/>	ICU <input type="checkbox"/>	Community health <input type="checkbox"/>	Dental <input type="checkbox"/>	Dermatology <input type="checkbox"/>	Emergency <input type="checkbox"/>	ENT <input type="checkbox"/>	Forensic <input type="checkbox"/>	Gynecology <input type="checkbox"/>	Laboratory <input type="checkbox"/>	Medicine <input type="checkbox"/>	Ophthalmology <input type="checkbox"/>	Orthopaedic <input type="checkbox"/>	Paediatric <input type="checkbox"/>	Pharmacy <input type="checkbox"/>	Physiotherapy <input type="checkbox"/>	Psychiatry <input type="checkbox"/>	Radiology <input type="checkbox"/>	Surgical <input type="checkbox"/>	Oncology <input type="checkbox"/>	Administration and support <input type="checkbox"/>		Others* <input type="checkbox"/>	
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5	Present address	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Eastern <input type="checkbox"/></td> <td style="width: 50%;">Central <input type="checkbox"/></td> </tr> <tr> <td>Western <input type="checkbox"/></td> <td>Southern <input type="checkbox"/></td> </tr> </table>	Eastern <input type="checkbox"/>	Central <input type="checkbox"/>	Western <input type="checkbox"/>	Southern <input type="checkbox"/>																						
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6	Occupation	<table style="width: 100%; border: none;"> <tr> <td style="width: 50%;">Civil servant <input type="checkbox"/></td> <td style="width: 50%;">Business/private <input type="checkbox"/></td> </tr> <tr> <td>Corporate <input type="checkbox"/></td> <td>Student <input type="checkbox"/></td> </tr> <tr> <td>Farmer</td> <td>Religious personnel</td> </tr> </table>	Civil servant <input type="checkbox"/>	Business/private <input type="checkbox"/>	Corporate <input type="checkbox"/>	Student <input type="checkbox"/>	Farmer	Religious personnel																				
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		Others* <input type="text"/>
7	Education level	PhD/equ <input type="text"/> <input type="text"/> Master <input type="text"/> Bachelor <input type="text"/> Diploma <input type="text"/> Certificate <input type="text"/> Higher secondary <input type="text"/> Other qualifications <input type="text"/> Illiterate <input type="text"/>

Section B: Satisfaction Indicators (7 domains)

SN	Rating Level	Rating Criteria	Scores						Note: Any question not applicable for the Unit/Dept. shall be marked as 'NA' and ignore the irrelevant points by not counting them in the final score calculation.
1	Rating level: L0	Strongly agree	1						
2	Rating level: L1	Agree	2						
3	Rating level: L2	Uncertain	3						
4	Rating level: L3	Disagree	4						
5	Rating level: L4	Strongly disagree	5						
6	Rating level: L5	Not Applicable	NA						
SN	GA domains and indicators		Rating level						Remarks
			1	2	3	4	5	6	
Domain 1: General satisfaction									
1	The healthcare I have been receiving is just about perfect.								
2	I am dissatisfied with something about the healthcare I received and HCC's facilities.								
Domain 2: Technical quality									
3	Sometimes healthcare professionals make me wonder if their diagnosis or clinical opinions are correct.								
4	I think my doctor's office (chamber) has everything needed to provide complete healthcare.								
5	When I go for healthcare, they are careful to check everything when treating and examining me.								
6	I have some doubts about the healthcare professionals who treat me.								
Domain 3: Interpersonal manner									
7	Healthcare professionals act too business like and impersonal towards me.								
8	Healthcare professionals treat me in a very friendly and courteous manner.								



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Domain 4: Communication							
9	Healthcare professionals are good about explaining the reason for medical procedures and treatments.						
10	Healthcare professionals sometimes ignore what I tell them.						
Domain 5: Financial aspects							
11	I feel confident that I can get the healthcare I need without being set back financially.						
12	I have to pay for healthcare beyond my financial ability.						
Domain 6: Time spent with a healthcare professionals							
13	Healthcare professionals sometimes hurry too much when they treat me.						
14	Healthcare professionals usually spend adequate time when they treat me.						
Domain 7: Accessibility and convenience							
15	I have easy access to the healthcare professionals and services I need.						
16	Where I get health care, people have to wait too long for emergency treatment.						
17	I find it hard to get an appointment for medical care right away.						
18	I am able to get health care whenever I need it.						
<div style="margin-bottom: 10px;"> $\frac{\text{Sum of scores for all items}}{\text{Total number of items}} \times 100 = \text{Mean Score} \quad \square 100$ </div> <div> $\frac{\text{Sum of scores for all items}}{\text{Total number of items}} \times 100 = \text{Level of Satisfaction in \%} \quad \square 100$ </div>							
DOMAINS		MEAN SCORE			LEVEL OF SATISFACTION IN %		
GENERAL SATISFACTION							
TECHNICAL QUALITY							
INTERPERSONAL MANNER							
COMMUNICATION							
FINANCIAL ASPECTS							
TIME SPENT WITH DOCTORS							



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ACCESSIBILITY AND CONVENIENCE		
OVERALL SATISFACTION		
Additional Comments/Recommendations:		
<p>Name and signature of the evaluators:</p> <p>1.</p> <p>2.</p> <p>3.</p>		
<p><i>GQA checklist developed by: Krishna, Punakha hospital.</i></p> <p><i>Verified and adopted by: QASD technical working team, MoH.</i></p> <p><i>Abbreviation: HCC-Health Care Centre, GQA-General Quality Audit,</i></p> <p><i>Note: Exclusion- patients who are too ill to participate in the interview, below 18 years, non-Bhutanese hospital admission less than 3 days.</i></p>		

References:

- Jahnvi, G., Gaur, B. and Thatkar, P., 2020. Patient satisfaction about services obtained from a teaching hospital, Port Blair: A cross-sectional study. *Journal of Family Medicine and Primary Care*, 9(1), p.93.
- Marshal, G. and Hays, R., 1994. *The patient satisfaction questionnaire short-form (PSQ-18)*. 1st ed. [ebook] Santa Monica: RAND, pp.1-32. Available at: <<https://www.rand.org/content/dam/rand/pubs/papers/2006/P7865.pdf>> [Accessed 31 May 2021].