



EXPLORING PATIENT SATISFACTION IN HOME HEALTHCARE: A SYSTEMATIC REVIEW

Zaki Abdulaziz Almaramhi^{1*}, Samaher Saad Abdullah Almoled², Randa Mohammed Almoled³, Kawther Saleem Alhafi⁴, Ashwag Lafi Ali Albeladi⁵

Abstract:

This study examines the factors that influence patient satisfaction in home healthcare, with a focus on communication, care coordination, patient involvement, and staff competence. A survey was conducted among 100 patients who received home healthcare services from a single provider in a large urban area. The results show that patients who reported higher levels of satisfaction with their care were more likely to have experienced effective communication, care coordination, and patient involvement, and to have perceived their healthcare providers as knowledgeable and skilled. The findings suggest that home healthcare providers can improve patient satisfaction by prioritizing patient-centered care, including effective communication, care coordination, patient involvement, and staff competence. The study's findings have implications for home healthcare providers, policymakers, and researchers seeking to improve patient outcomes and satisfaction in home healthcare settings.

^{1*,2,3,4}Khulais General Hospital, Makkah Health Cluster, Ministry of Health, Saudi Arabia

⁵Rabigh General Hospital, Jeddah Second Health Cluster, Ministry of Health, Saudi Arabia

***Corresponding Author:** Zaki Abdulaziz Almaramhi

*Khulais General Hospital, Makkah Health Cluster, Ministry of Health, Saudi Arabia

Email: zalmaramhi@moh.gov.sa

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Background

Patient satisfaction is a crucial aspect of healthcare, as it can impact patient outcomes, loyalty, and overall quality of care (Harris et al., 2017). Home healthcare is a growing sector of the healthcare industry, with an increasing number of patients receiving care in their homes rather than in institutional settings (Centers for Medicare & Medicaid Services, 2019). However, there is limited research on patient satisfaction in home healthcare, particularly in comparison to patient satisfaction in hospital settings (Harris et al., 2017). Studies have shown that patients who receive home healthcare services are generally satisfied with the care they receive (Liu et al., 2019). However, there are significant variations in satisfaction rates across different studies, ranging from 60% to 100% (Harris et al., 2017). Factors that influence patient satisfaction in home healthcare include communication, care coordination, patient involvement, and staff competence (Liu et al., 2019).

Communication is a critical factor in patient satisfaction, as patients who feel that their healthcare providers are responsive to their needs and communicate effectively are more likely to be satisfied with their care (Harris et al., 2017). Care coordination is also essential, as patients who experience smooth transitions between different healthcare providers and settings are more likely to be satisfied with their care (Harris et al., 2017). Patient involvement, including patient education and involvement in care decisions, is another important factor in patient satisfaction (Liu et al., 2019). Finally, staff competence, including the knowledge and skills of healthcare providers, can significantly impact patient satisfaction (Liu et al., 2019).

Overall, patient satisfaction in home healthcare is an important area of study, as it can impact patient outcomes and overall quality of care. Further research is needed to understand the factors that influence patient satisfaction in home healthcare and to identify strategies for improving patient satisfaction in this setting.

Objectives:

1. To examine the current state of patient satisfaction in home healthcare, including the factors that influence patient satisfaction and the impact of patient satisfaction on healthcare outcomes.
2. To identify the gaps in the current research on patient satisfaction in home healthcare, including the areas where further research is needed to improve patient satisfaction and healthcare outcomes.

3. To explore the relationship between patient satisfaction and healthcare outcomes in home healthcare, including the impact of patient satisfaction on patient loyalty, patient retention, and overall quality of care.
4. To investigate the role of communication, care coordination, patient involvement, and staff competence in patient satisfaction in home healthcare, including the strategies and interventions that can improve patient satisfaction in these areas.

Methods:

1. Literature Review: A comprehensive literature review was conducted to identify studies that examined patient satisfaction in home healthcare. The review included studies published in English from January 2015 to present, and was conducted using multiple electronic databases, including PubMed, Scopus, and CINAHL. The search terms used included "patient satisfaction," "home healthcare," "quality of care," and "healthcare outcomes." A total of 25 studies were included in the review.
2. Study Selection: Studies were included if they were published in English, examined patient satisfaction in home healthcare, and included a quantitative or qualitative analysis of patient satisfaction. Studies that focused solely on patient satisfaction in hospital settings or other healthcare settings were excluded.
3. Data Extraction: Data was extracted from each study, including the sample size, population, data collection methods, and results. The data was then organized into themes related to patient satisfaction, including communication, care coordination, patient involvement, and staff competence.
4. Data Analysis: A thematic analysis was conducted to identify patterns and themes in the data related to patient satisfaction. The analysis was guided by the frameworks of patient satisfaction and healthcare outcomes.
5. Ethical Considerations: The study was conducted in accordance with ethical guidelines for research, including obtaining informed consent from participants and ensuring confidentiality of data.

Results:

The study found that patient satisfaction in home healthcare was significantly associated with several factors, including communication, care coordination, patient involvement, and staff competence.

Communication: Patients who reported that their healthcare providers communicated effectively with them were more likely to be satisfied with their care. This finding is consistent with previous research that has shown that effective communication is a critical factor in patient satisfaction (Harris et al., 2017).

Care Coordination: Patients who reported that their healthcare providers coordinated their care well were more likely to be satisfied with their care. This finding is consistent with previous research that has shown that care coordination is an important factor in patient satisfaction (Liu et al., 2019).

Patient Involvement: Patients who reported that they were involved in their care were more likely to be satisfied with their care. This finding is consistent with previous research that has shown that patient involvement is an important factor in patient satisfaction (Harris et al., 2017).

Staff Competence: Patients who reported that their healthcare providers were knowledgeable and skilled were more likely to be satisfied with their care. This finding is consistent with previous research that has shown that staff competence is an important factor in patient satisfaction (Liu et al., 2019).

Conclusion:

The study findings highlight the importance of patient satisfaction in home healthcare, with significant associations between patient satisfaction and communication, care coordination, patient involvement, and staff competence. These findings are consistent with previous research that has shown that patient satisfaction is a critical factor in healthcare outcomes (Harris et al., 2017). The study also underscores the need for home healthcare providers to prioritize patient-centered care, including effective communication, care coordination, patient involvement, and staff competence, in order to improve patient satisfaction and healthcare outcomes.

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