

**VALIDATION OF A QUESTIONNAIRE
MEASURING PATIENT SATISFACTION WITH SERVICES
AT THE
SICKLE CELL UNIT IN JAMAICA**

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ABSTRACT

Validation of a Questionnaire Measuring Patient Satisfaction with Services at the Sickle Cell Unit in Jamaica

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Patient satisfaction has become an increasingly important component of quality assessment. Much of the research conducted by the Sickle Cell Unit is clinical and the Unit has to ensure that its patients remain motivated to utilize its services; and that the overall image as an institution offering a very high quality of care is maintained to enhance its attractiveness to funding agencies. Since its inception there has been no formal assessment of patient satisfaction.

This cross-sectional study was conducted to assess the psychometric properties of a Patient Satisfaction Questionnaire modified for use in the Sickle Cell Unit, Jamaica.

A total of 85 persons were interviewed. Construct validity, including exploratory factor analysis and internal reliability were assessed. Data were analysed using SPSS (version 11.5 for Windows) and Intercooled STATA (version 8.2).

The Patient Satisfaction Questionnaire modified for use in the Sickle Cell Unit demonstrated good internal reliability for the 'doctors', 'nurses', 'social worker' and 'facilities' subscales (Cronbach's $\alpha \geq 0.70$). Exploratory factor analysis revealed only four of the seven 'specific' subscales retaining a single factor ,

namely the 'nurses', 'facilities', 'appointments' and 'social worker' subscales. Those who attended more frequently gave a statistically significant higher score for 'facilities' and lower score for 'nurses'. However there was no statistically significant difference in the mean scores by age, gender and genotype. The 'general satisfaction' subscale scores showed a significant positive correlation with scores for 'doctors', 'nurses', 'laboratory' and 'facilities' and 'appointments'.

The Patient Satisfaction Questionnaire modified for use in the Sickle Cell Unit has the potential for serving as a useful tool in the assessment of patient satisfaction among sickle cell patients. Further work is necessary on the instrument.