

A Study on the Satisfaction of Residents in Wuhan with Community Health Service and Its Influence Factors

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Abstract. Objective: to analyze the influence factors of the satisfaction of residents in Wuhan with community health service. Method: a random questionnaire survey was taken among community residents in Wuhan to understand the basic personal information of residents, the treatment situation of residents in the community health service institutions, and the satisfaction evaluation of residents on community health service. Results: the overall satisfaction of residents with community health service was 87%. The single-factor analysis indicated that various factors including medical safety, medical technical level, service attitude, medicine price, type of health service items, economy, and timeliness of information influenced the resident satisfaction. The logistic regression analysis indicated that technical level and service attitude of community health service institutions were the main influence factors of resident satisfaction ($P < 0.05$).

Introduction

Community health service, as the foundation of the health care system, is an important link to achieve “health for all” as well as an important part of urban health work, which plays an important role in solving the issue of “high cost and difficulty of getting medical treatment”, controlling the rising medical costs, and realizing the prevention and control of chronic diseases. The development of community health service not only helps to optimize the allocation of health resources and increase the utilization efficiency of health resources, but also is an important way to cope with the development of an aging society and improve the health of people. Satisfaction refers to whether the provision of medical services meets the needs and expectations of people for medical services. The higher the degree of coincidence is, the higher the degree of satisfaction is. Resident satisfaction is one of the important standards to measure the community health work^[1]. This study analyzed the influence factors of resident satisfaction through a survey on the satisfaction of community health service in Wuhan, thus providing references for further promoting the development of community health service work, improving the quality of community health service and facilitating its sustainable development.

Survey Respondents and Methods

Survey respondents

In September 2015, five community health service institutions were randomly selected in Wuhan, Hubei Province, namely, Zhangjiawan Community and Huangjiahu Community in Hongshan District, an outpatient community in Wuchang District, Youyi Road Community and Jiefang Avenue Community Hospital in Hankou District, and then questionnaires were issued to patients in treatment and community residents. 24 questionnaires were issued in each community, and a total of 120 questionnaires were completed, among which 115 were valid, showing a valid questionnaire rate of 95.8%.

Survey contents

The questionnaire contents include education, and medical security; treatment in community health service institutions and preferred medical institutions of sick residents

① basic personal information of residents, including age, gender, education, and medical security;
② community health service utilization

in the past year; ③ **satisfaction** health service: to understand the satisfaction with the medical environment, medical safety, service attitude, technical level, basic health service items, information acquisition, service and medicine price, economy, and convenience of community health service as well as the overall satisfaction of community health service from four aspects, namely, medical environment, health service, medicine and service price, and convenience degree. Satisfaction was divided into 5 dimensions in the form of Likert scale, namely, very satisfied, relatively satisfied, generally satisfied, relatively dissatisfied, and very dissatisfied. Three options of very satisfied, relatively satisfied, and generally satisfied were added up to calculate the satisfaction.

Statistical methods

Investigators explained the objective of survey, then survey respondents took voluntary participation, and questionnaires were filled out in an anonymous way. After the survey data were verified to be correct, SPSS17.0 software was applied to the statistical analysis, descriptive statistics were adopted for the basic data, χ^2 test was used for the single-factor analysis of influence factors of satisfaction, logistic regression analysis was adopted for the multiple-factor analysis, and $P>0.05$ was used as a standard to enter the model.

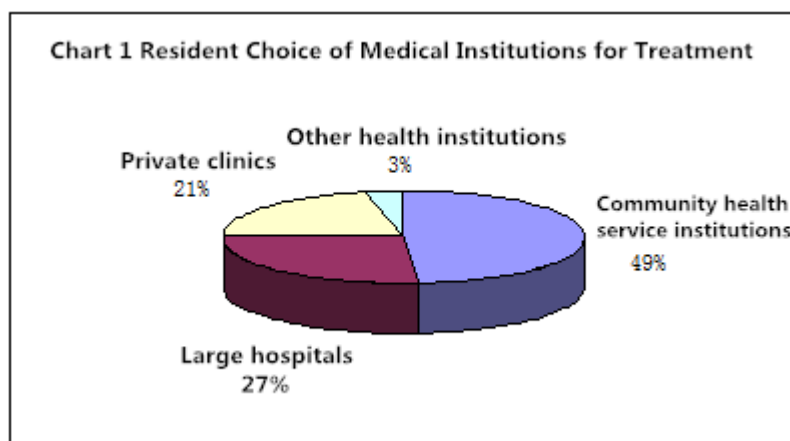
Survey Results

Basic situation of survey respondents

There were a total of 115 valid survey samples, including 50 male residents (43.5%) and 65 female residents (56.5%); 54 residents with basic urban medical insurance (47%), 40 residents with new rural cooperative medical insurance (34.8%), and 21 residents with commercial medical insurance and self-paid medical insurance (18.3%).

Resident utilization of community health service

In terms of medical and health institutions where sick residents frequently visited in the past year, 48.7% of residents chose community health service institution, 27% chose to go to hospitals, 20.9% went to private clinics, and 3.5% went to other health institutions. Last year, 49.6% of residents received community health services, while 50.4% did not receive community health services (see Chart 1).



Satisfaction evaluation of residents on community health service

The overall satisfaction of residents with community health service was 87%. In the evaluation of specific items, the satisfaction with the convenience of community health service was the highest as 95.7%, and the satisfaction with the timely access to health service information was 95.7%; the items with which residents had the lowest satisfaction are listed as follows: the satisfaction with the type of health service items was 78.3%, and the satisfaction with medical technical level was 79.1%. All of the above indicated that community health service in Wuhan was recognized by most of the residents,

and reflected convenient, fast and economic characteristics, but the medical level of community health service needs to be further improved, and service items need to be broadened.

Table 1. Satisfaction Evaluation of Residents on Community Health Service

Item	Number of Satisfied Residents	Satisfaction (%)
Convenience of service provision	110	95.7
Type of health service items	90	78.3
Timely access to service information	110	95.7
Medicine price	109	94.8
Medical environment	109	94.8
Economy	97	84.3
Medical service attitude	101	87.8
Medical safety	95	82.6
Medical technical level	91	79.1
Overall evaluation	100	87.0

A single-factor analysis of the influence factors of satisfaction with community health service

With overall satisfaction as the dependent variable, very satisfied, relatively satisfied and generally satisfied were defined as 1 (1=satisfied), while relatively dissatisfied and very dissatisfied were defined as (0=dissatisfied). With the following factors as independent variables including gender, age, education, financial situation, type of medical insurance, convenience of community health service, type of basic health service items, timely access to the information related to community health service, medical service and medicine price, medical environment, economy, medical service attitude, medical safety, and medical technical level, a chi-square test was made of 14 factors that may influence the resident satisfaction of community health service to screen out 7 influence factors of patient satisfaction, namely, type of basic health service items, timely access to the information related to community health service, medicine price, treatment environment, economical, medical service attitude, medical safety, and medical technical level. ($P<0.05$; see Table 2).

Table 2. A Single-factor Analysis of the Influence Factors of Satisfaction with Community Health Service

Influence Factors	χ^2 Value	P Value
Type of health service items	13.672	0.008
Timely access to service information	11.220	0.037
Medicine price	11.393	0.022
Economy	9.581	0.048
Medical service attitude	11.810	0.019
Medical safety	22.898	0.000
Medical technical level	25.728	0.000

A multi-factor analysis of the influence factors of satisfaction with community health service

With variables derived from a single-factor analysis as independent variables and overall satisfaction as the dependent variable, a binary logistic regression analysis was made, and the test standard for variables to enter the model was $P<0.05$. According to the logistic regression model, variables entering the model were technical level and service attitude of medical service, and the analysis results showed that medical technical level and service attitude were the main influence factors of resident satisfaction ($P<0.05$; see Table 3).

Table 3. A Logistic Regression Analysis of the Influence Factors of Satisfaction with CHS

Variable	Regression Coefficient	Standard Error	Wald χ^2	P Value	
Constant term	-13.478	3.453	15.235	.000	.000
Service attitude	.991	.468	4.479	.034	2.693
Technical level	1.686	.706	5.709	.017	5.398

Discussion and Analysis

Survey results showed that the overall satisfaction of residents in the survey areas in Wuhan was relatively good above average level in similar areas^[2-3], indicating that community health service was recognized by most of the residents in Wuhan and achieved good results, which is inseparable from the act that community health services have been accelerated, and a series of policy measures have been taken in Wuhan in recent years. However, the quality of community health service in Wuhan needs to be further improved.

Strengthen community health investment, improve medical facilities and increase drug varieties

In the satisfaction evaluation, residents had the lowest satisfaction with whether a full range of health services were provided. In the survey, residents were the most dissatisfied with outdated infrastructure of community health institutions, few drug varieties, and incomplete equipment since these factors limited their choice of medical institutions. For example, community health institutions could not provide treatment drugs for some patients suffering from chronic diseases such as diabetes, so these patients had only to go to large hospitals for treatment. Therefore, financial investment should be strengthened in community health service^[4] to ensure basic medical service facilities, improve community medical equipment and medical environment, and broaden medical service items. And according to the needs of residents for basic community drug varieties, reasonable adjustments should be made and drug varieties should be enriched to meet the health needs of residents at different levels.

Strengthen the propaganda of community health service, and increase the utilization of community service

In the past year, nearly half of the residents used community health services, and nearly half of them chose community health services for treatment if they were sick. Community health institutions can increase the trust and utilization of residents for community health service by strengthening propaganda. In the survey, residents had the highest satisfaction with convenience of community health service and timeliness of access to service information. Visibly, community health service has the advantage of convenience, so community health institutions should allow residents to understand their therapeutic advantages in terms of common diseases and frequently-occurring diseases, achieving the purpose of “minor illness in the community, serious illness to the hospital, and rehabilitation in the community”. Based on the implementation of essential drug system, community health institutions should carry out the medical insurance policy, control the service costs and drug prices within the acceptable range of residents, make use of price leverage to allocate the patients suffering from common diseases and ordinary diseases to primary medical units, and standardize the two-way referral system in terms of policy in order to take full advantage of limited health resources and reduce the disease burden of residents.

Improve the community health service according to the influence factors of satisfaction

The logistic regression analysis showed that medical technical level and service attitude were the main influence factors of resident satisfaction in the survey areas ($P < 0.05$). Therefore, community

health institutions should strengthen the training of general practitioners, properly improve the work treatment of community health workers, and adopt preferential policies to attract and retain talents, while introducing high-level talents to provide regular medical services or guiding community health work to raise the community medical technical level, enhance the trust of residents in the technical level of community service, and reinforce the close doctor-patient communication, which plays an important role in improving the resident satisfaction. In addition, the influence factors of satisfaction selected from the single-factor analysis included medical safety, medicine price, type of health service items, economy, timeliness of access to information, a statement to ensure medical safety, reasonable medicine price, expansion of medical service items, reasonable charges, and timely access to information, which influenced the resident satisfaction to a certain extent.

Currently, there is a shortage of overall health resources in China, and these health resources are distributed unevenly. To better solve the issue of “high cost and difficulty of getting medical treatment”, China should vigorously develop the community health service. Community health service has a comprehensive function of “Six-in-One”, which plays an important role in optimizing the allocation of health resources, and achieving the strategic objective of “health for all”. In view of the influence factors of satisfaction, the relevant administrative departments should perfect relevant policies and measures, improve community health service capabilities, standardize the “two-way referral” system, make referral channels smooth, and promote resource and connotation construction^[5], thus really exerting the function of “Six-in-One” of community hospitals, and effectively improving the resident satisfaction in order to make community health service obtain sustainable development.

Conclusion

Residents in Wuhan had good satisfaction with community health service, but the quality of service still needs to be further improved. The administrative departments should take effective measures for the main influence factors of satisfaction in order to promote the sustainable development of community health service.

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