

Time - Motion and Patient Satisfaction Evaluations in HIV Clinics in Harare, Zimbabwe Abigail Link, RN, MPH; Mufuta Tshimanga, MD, MPH; Danuta Kasprzyk, PhD; Barbara Cochrane, RN, PhD

INTRODUCTION

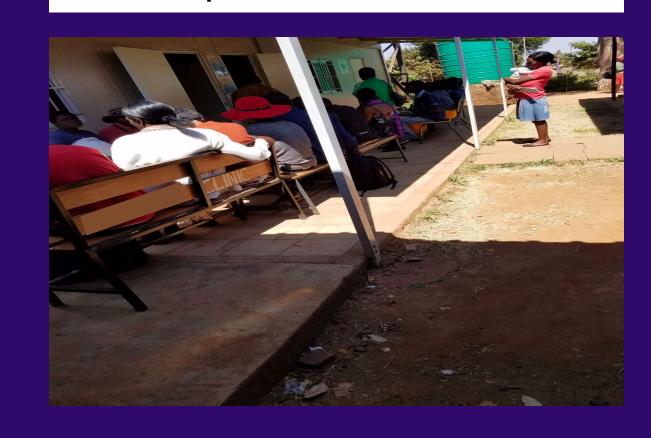
- Time and motion data can identify patient flow delays, an important component of patient satisfaction.
- Patient satisfaction is important for public health and effective health care utilization.

BACKGROUND **ZIMBABWE**

- Population: 17 million.
- HIV prevalence: 13.5% (2016)(UNAIDS 2017)
- The 2016-2020 National Health
 Strategies for Zimbabwe commits to
 providing the best possible health care
 for its citizens.
- Zimbabwe aims to meet and exceeded current health delivery standards to improve the health care experience for patients.
- Previous patient-flow studies in Zimbabwe did not describe issues or delays encountered during visits.
- Previous studies have not evaluated patient flow and patient satisfaction in the context of HIV clinics.

METHODS

- Study performed in three Harare City Polyclinic HIV clinics (public HIV clinics)
- 420 self-administered patient satisfaction surveys were completed, stored in REDCap
- 676 patient-flow time data points were tracked.
- 11 in-depth interviews with clinical staff were performed.
- Qualitative data was analyzed using Atlas.ti,
- IRB approval was obtained from Medical Research Council of Zimbabwe, with exemption from UW.



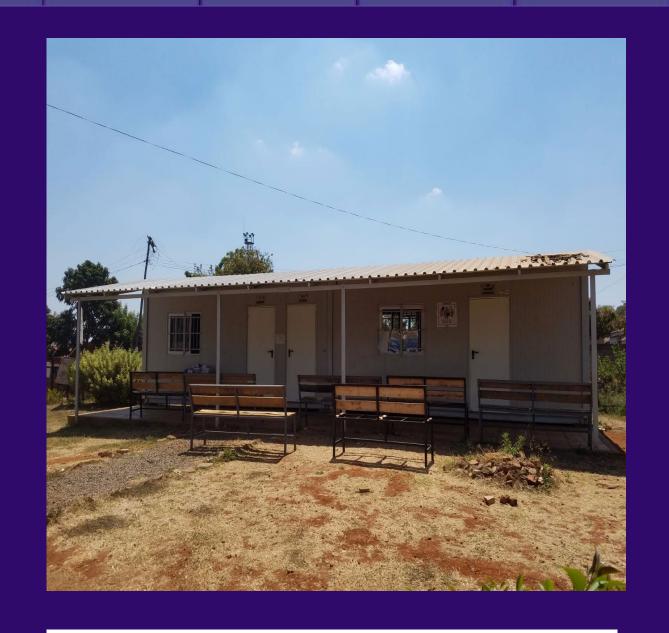
RESULTS

Time Data

- Average wait time from clinic arrival to provider: 2h:10m
- Area of longest wait time was arrival to registration: 1h:14m
 Surveys
- Mean age: 40 years
- 72% female
- Average wait time from arrival to provider (patient reported): 1h:45m
- Areas of least satisfaction: time waiting for providers and other services, service hours, treatment by staff and service fees
- Areas of most satisfaction: services provided, timely service and HIV medications

In-depth Interviews

Per staff perception, contributors to decreased patient satisfaction include: shortage of staff, service fees, and lack of staff salary for 4 months.



SUMMARY

- Overall, patients were satisfied with their services.
- A \$1 service fee for treatment was a barrier.
- Patients and staff cited staff shortage as an area for improvement.
- Staff suggested that continuing education for staff and training on attitudes would improve patient satisfaction.

DISCUSSION

- Waiting times and limited clinic hours were the areas of highest dissatisfaction for patients.
- Patients were not attended to when staff had tea or lunch breaks.
- The Hawthorne Effect by staff potentially occurred, as patients alluded to quicker service provided on the day of the study.
- Perceptions and expectations by patients influence their level of satisfaction

RECOMMENDATION

 Clinic leadership in the City of Harare should utilize the results of these findings to determine feasible interventions to improve patient satisfaction and service quality.

Acknowledgements: This project was supported in part by the Thomas Francis Jr. Global Health Fellowship and the Center for Global Health Nursing







