



# Time - Motion and Patient Satisfaction Evaluations in HIV Clinics in Harare, Zimbabwe

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## 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)<sup>(UNAIDS 2017)</sup>
- 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.

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