

Differences in patient satisfaction between GP, other specialists, and hospital care

Quantitative analysis in the frame of the Austrian Health Interview Survey 2019

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Purpose and Theory

To align health systems with the actual health needs of patients, it is crucial to involve patients in the assessment of planning, evaluation, and outcomes.

Evaluating patient satisfaction in healthcare poses however challenges due to subjectivity, diverse expectations, cultural influences, recall bias, and limited standardization measures. The objective of this analysis was to evaluate patient satisfaction across various levels of healthcare and examine its associations with demographic and health-related data in Austria.

Methods

Quantitative statistical analysis in the frame of the Austrian Health Interview Survey (ATHIS) 2019 with 15,461 participants. Participants completed a standardized questionnaire, which included questions regarding patient satisfaction with different levels of care and a variety of demographic and health-related questions.

Preliminary findings

Overall, **61.6%** rated the general quality of medical care as good or very good. Patient satisfaction with GPs was significantly highest at **88,2%** and lowest in hospital outpatient department care at **63,3%** and in other therapeutic professions at **50.4%**. The greatest negative association in terms of satisfaction was found in the presence of chronic diseases and long waiting times for an appointment.

Discussion

Initial results demonstrate varying levels of patient satisfaction across healthcare settings in Austria, emphasizing the crucial role of targeted interventions to improve chronic disease management, reduce waiting times, and enhance patient satisfaction. Further analysis will enhance our understanding of patient satisfaction dynamics in a comprehensive manner.