

Abstract

Original Article

## Patient Satisfaction in Public and Private Hospitals in Cyprus

**Fotene Chari, RN, MSc, PhD**

Casualty Department, Larnaca General Hospital, Larnaca, Cyprus

**Eleni Jelastopulu, MD, PhD**

Assistant Professor of Public Health, Department of Public Health, School of Medicine, University of Patras

**Despina Sapountzi-Krepia, RN, RHV, BSc, MSc, PhD**

Professor, Head of the Department of Nursing, Frederick University, Nicosia, Cyprus

**Daphne Kaitelidou, RN, PhD**

Associate Professor, Faculty of Nursing, University of Athens, Athens Greece

**Olympia Konstantakopoulou, MSc, PhD**

Research Associate Centre for Health Services Management and Evaluation, Faculty of Nursing, University of Athens, Athens Greece

**Petros Galanis, RN, MPH, PhD**

Research Associate Center for Health Services Management and Evaluation, Faculty of Nursing, University of Athens, Athens Greece

**George Charalambous, MD, PhD**

Coordinator of the Masters Program "Health Management", Frederick University, Cyprus

**Correspondence:** Fotene Chari, 6 Orestiados Street, Aradippou 7100, Larnaca, Cyprus.

E-mail: fotinichari@yahoo.com

**Abstract**

**Background:** The evaluation of the responsiveness of healthcare services, and thus the quality of healthcare services, can be conducted by measuring the satisfaction of patients with the level of quality they receive from the health services.

**Objective:** Investigation of the level of satisfaction, and the determining factors of satisfaction, for hospitalized patients in public and private hospitals in Cyprus.

**Methods:** A cross-sectional study was conducted. The study sample consisted of 1000 randomly chosen hospitalized patients from the internal, surgical, and orthopedic clinics of public and private hospitals in Nicosia, Limassol, Larnaca, Paphos and Famagusta. A brief, structured and validated questionnaire was used, which include questions about the demographic characteristics of the studied patients, the characteristics of medical attendants, the level of satisfaction with the medical and nursing staff, the hotel infrastructure of the hospital, and the general satisfaction with their hospitalization experience.

**Results:** We observed a high overall satisfaction in the studied population with the exception of slightly lower levels of satisfaction with the quality of food and the opportunity for communication and recreation. Widowers and married patients had higher overall evaluation scores compared to unmarried patients. Also, patients in private hospitals showed generally higher scores in all evaluated dimensions compared to the patients hospitalized in public hospitals.

**Conclusions:** Considering the high satisfaction level of the private hospital patients in the study, it is imperative for public hospitals to enact improvement measures concerning organization and management in order to upgrade their quality of health services, in order to earn a competitive place in the country's health services market.

**Key Words:** Satisfaction, inpatients, health services, determining factors, public hospitals, private hospitals.