

ROZDZIAŁ X. Streszczenie w języku angielskim

Patient expectations regarding health services at MEDIKON Medical Center in Białystok

Introduction: Studying patient satisfaction is the best source of information on the quality of services (one of the components of the quality of medical care) and the main factor conditioning compliance with a doctor's recommendations, leading to better clinical results.

Aim: The aim of the current study was to assess patient expectations regarding health services provided by MEDIKON Medical Center in Białystok. The detailed aims included assessing: patient expectations of the physician and nurse; patient trust in the physician and nurse; patient expectations of registration personnel; patient satisfaction with life; preferred personal values; and dependencies on life satisfaction, sex, age, place of residence, distance from the clinic, education, self-assessment of health status, reason for coming to the clinic, frequency of using assistance, and preferred personal values. The following hypotheses were proposed: Patients are satisfied with the physician and nurse care and bestow them with a high degree of trust. Satisfaction with physician and nurse care depends on the respondent's level of satisfaction with life, their age, sex, place of residence, education, placement of health in the hierarchy of personal values, and the frequency of using help. Patients have proposals for changes to be made at the clinic to improve the quality of services.

Materials and methods: The research was started after obtaining the approval of the Bioethics Committee of the Medical University of Białystok (R-I-002/480/2018) and the management of MEDIKON Medical Center in Białystok. The study included 307. patients of MEDIKON Medical Center in Białystok, which constituted 30.1% of the clinic's adult patients and 19.94% of the total number of patients. Patient selection was intentional; 320. questionnaires were distributed and 307. questionnaires returned. The research lasted from November 2018 to March 2019. The study used a diagnostic survey method using a set of questionnaires: an original questionnaire, FAS - the Family Affluence Scale, SWLS - The Satisfaction with Life Scale, LPV - a List of Personal Values, the standardized Trust in Physician Scale by Anderson and Dedrick (1990), and the standardized Trust in Nurse Scale (Krajewska-Kułał et al. 2019)

Conclusions: The vast majority of patients of the MEDIKON Medical Center in Białystok evaluated the quality of the provided services as good. The general assessment of contact with a physician and nurse was high and depended on the level of life satisfaction and how

important health was to the patient. Patients appreciated physicians and nurses the most for listening to them carefully, dedicating a lot of time, and for their manners. Patient trust in physicians was high and depended significantly on socio-demographic factors (place of residence, education, affluence), assessment of life satisfaction and health in the hierarchy of values, and affected the frequency of compliance with the physician's recommendations. Patient trust in nurses was high and depended only on family wealth and life satisfaction. Some patients expressed the need for changes in the clinic, including, most of all, more advice on leading a healthy lifestyle and preventive care. The obtained results seem to be important not only in terms of impressions experienced during the medical and nursing appointment; opinions about the work of physicians, nurses, registration personnel; the functioning of the clinic and the level of trust in the physician or nurse; but also in terms of patient expectations. Patients reported the need for collection of materials for laboratory tests at the clinic, enlarging the parking lot, employing additional doctors (including of other specialties), a water dispenser in the waiting room, physicians and nurses to dedicate more time to talk about health-promoting behaviors, and more opportunities to participate in screening tests. The above suggestions can thus be used to improve the quality of services and increase the level of patient satisfaction with MEDIKON Medical Center in Białystok.

Keywords: quality, patient, physician, nurse