

The Impact of Hospital Accreditation on the Patient Satisfaction of In-Patient Department Services

Dr. Zuber Mujeeb Shaikh

FISQua (Ireland), PhD, MPhil, MHM, Director, Corporate Quality Improvement, Dr. Sulaiman Al-Habib Medical Group, Riyadh-11643, Kingdom of Saudi Arabia

Abstract:

Patient satisfaction is as important as other clinical health measures and is a chief means of assessing the strength of health care delivery. The current competitive environment has driven health care organisations to concentrate on patient satisfaction as a means to acquire and keep market share. If you don't recognise what your strengths and weaknesses are, you can't compete effectively. **Objectives:** To study the impact of National Accreditation Board for Hospitals & Healthcare Providers (NABH) Accreditation, India on the patient satisfaction of In-Patient Department Services. **Methods:** It is a quantitative, descriptive and inferential research based case study in which sample of a population was studied by structured satisfaction survey questionnaires (before and after the accreditation) in a private tertiary care hospital in Secunderabad, Telangana State, India to determine its characteristics, and it is then inferred that the population has the same or different characteristics. **Significance of Research:** It was observed initially before the accreditation that there was a lower satisfaction rate in in-patient department services, which was affecting the study hospitals' business. **Hypothesis:** Null Hypothesis (H₀) and Alternative Hypothesis (H₁) were used and tested to compare the before and after impact of accreditation by applying to each question of the questionnaire. **Study Design:** The closed ended questionnaire was developed considering the in-patient services process by incorporating the six dimensions of quality Safe, Timely, Effective, Efficient, Equitable, and Patient-centred (STEEP) and tested prior to implementing. **Questionnaires** were given to the patients for completion upon discharge two months before and two months after the accreditation. **Study Population:** Simple random sampling method was selected, and the researcher had involved conscious patients of all age groups and gender. **Data Collections:** Primary data were collected from the survey questionnaires. Secondary data were collected from relevant published journals, articles, research papers, academic literature and web portals. **Conclusion:** It is very evident from this research that at the 5 % level of significance, the chi-square test indicates that there is a significant difference in the satisfaction with respect to the overall experience in the hospital between before the accreditation group and after accreditation group with p -value <0.001 . The responses of satisfaction has improved from $N=421$ (Satisfied=245, Highly satisfied= 176) from $N=241$ (Satisfied = 124, Highly satisfied= 117).

Keywords: Patient Satisfaction, National Accreditation Board for Hospitals & Healthcare Providers (NABH) Accreditation, In-Patient Department

I. INTRODUCTION

Quality has become a fundamental requirement for all healthcare organizations in order to survive and succeed in this competitive, demanding and challenging healthcare service industry. Today, developed and developing nations are working towards continuous quality improvement and patient safety by achieving the national and or international healthcare accreditation and providing safe, effective, patient-centred, timely, efficient and equitable health care services to all their patients, families and caretakers. Accreditation of a health care organization is an external evaluation of the level of compliance against a set of organizational standards. Healthcare accreditation standards are advocated as an important means of improving structure, process and outcome.¹

II. REVIEW OF LITERATURE

The increased international focus on improving patient outcomes, safety and quality of care has led stakeholders, policy makers and health care provider organizations adopt standardized processes for measuring health care systems. This performance indicator is important as positive satisfaction levels have been linked with the likelihood of patients seeking help from the health practitioner or service. At some other level, satisfaction surveys are a means of giving consumer demands and preferences a role in influencing health care delivery. Despite concerns about subjectivity and utility, the use of satisfaction as a key performance indicator for in-patient services is well accepted throughout the globe. It has been limited as being when the prospects of patients and families are satisfied with the services offered. It can likewise be used interchangeably with the dimension of acceptability. The influence of expectations needs to be considered when undertaking studies of satisfaction with service delivery.²

III. ASSOCIATION ANALYSIS OF DEMOGRAPHIC VARIABLES

Table 1. Patient participation before and after accreditation

Group	Frequency	Percentage
Before Accreditation	400	44.9
After Accreditation	490	55.1
Total	890	100.0

Table 1 depicts that there were 400 patients participated before accreditation and 490 patients participated after accreditation. There is improvement in the participation of patients after accreditation.

Table 2. Group and Age distribution

Hypothesis:

H₀: There is no significant difference in the Age categories between before the accreditation group and after accreditation group

H₁: There is a significant difference in the Age categories between before the accreditation group and after accreditation group

Group	Age Group					Chi-square test statistic, p-value
	<17yrs	17-25yrs	25-55yrs	55-65yrs	>65yrs	
Before Accreditation	58	93	105	91	53	4.731, 0.316
After Accreditation	60	131	128	123	48	
Total	118	224	233	214	101	

Table 2 depicts that at the 5 % level of significance, the chi-square test indicates there is no significant difference in the responses with respect to the age groups between before accreditation and after accreditation with p-value=0.316. Hence, H₀ is accepted and H₁ is rejected.

Table 3. Group and Gender Distribution

Hypothesis:

H₀: There is no significant difference in the gender distribution between before the accreditation group and after accreditation group

H₁: There is a significant difference in the gender distribution between before the accreditation group and after accreditation group

Group	Gender		Chi-square test statistic, p-value
	Male	Female	
Before Accreditation	214	186	0.379, 0.538
After Accreditation	252	238	
Total	466	424	

Table 3 depicts that at the 5 % level of significance, the chi-square test indicates there is no significant difference in the responses with respect to the gender between before accreditation and after accreditation with p-value=0.538. Hence, H₀ is accepted and H₁ is rejected.

Table 4. Group and geographical states (of India) Distribution

Hypothesis:

H₀: There is no significant difference in the nationality of patients between before the accreditation group and after accreditation group

H₁: There is a significant difference in the nationality of patients between before the accreditation group and after accreditation group

Group	Geographical states		Chi-square test statistic, p-value
	Same State	Other States	
Before Accreditation	248	152	0.151, 0.698
After Accreditation	310	180	
Total	558	332	

Table 4 depicts that at the 5 % level of significance, the chi-square test indicates there is no significant difference in the responses with respect to the geographical states (of India) between before accreditation and after accreditation with p-value=0.698. Hence, H_0 is accepted and H_1 is rejected.

Table 5. Distribution of patients who speak Telugu, Non-Telugu and Group

Hypothesis:

H_0 : There is no significant difference in the language patients speak between before the accreditation group and after accreditation group

H_1 : There is a significant difference in the language patients speak between before the accreditation group and after accreditation group

Group	Language		Chi-square test statistic, p-value
	Telugu	Non-Telugu	
Before Accreditation	278	122	0.387, 0.534
After Accreditation	331	159	
Total	609	281	

Table 5 depicts that at the 5 % level of significance, the chi-square test indicates there is no significant difference in the responses with respect to the language spoken between before accreditation and after accreditation with p-value=0.534. Hence, H_0 is accepted and H_1 is rejected.

Table 6. Type of payment and Group

Group	Payment type			Chi-square test statistic, p-value
	Cash	Insurance	Government	
Before Accreditation	142	220	38	3.795, 0.150
After Accreditation	167	292	31	
Total	309	512	69	

Table 6 depicts that at the 5 % level of significance, the chi-square test indicates there is no significant difference in the responses with respect to the payment type between before accreditation and after accreditation with p-value=0.150. Hence, H_0 is accepted and H_1 is rejected.

Association analysis of Questionnaire responses:

Table 7. Responses on satisfaction with respect to attitude of admission staff and between groups

Hypothesis:

H_0 : There is no significant difference in the attitude of the admission staff between before the accreditation group and after accreditation group

H_1 : There is a significant difference in the attitude of the admission staff between before the accreditation group and after accreditation group

Group	How satisfied were you with the attitude of the admission staff? (equitable)					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	64	70	23	131	112	84.016, <0.001
After Accreditation	19	27	22	241	181	
Total	83	97	45	372	293	

p-value in bold indicates significant test with p-value<0.05

Table 7 depicts that at the 5 % level of significance, the chi-square test indicates there is a significant difference in the responses with respect to the attitude of the admission staff between before accreditation and after accreditation with p-value<0.001. The responses of satisfaction has improved from N=422 (Satisfied=241, Highly satisfied= 181) from N=243 (Satisfied = 131, Highly satisfied= 112). Hence, H_0 is rejected and H_1 is accepted.

Table 8. Responses on satisfaction with respect to duration of wait time for a doctor after admission and between groups

Hypothesis:

H_0 : There is no significant difference in the duration of your wait time for a doctor after admission between before the accreditation group and after accreditation group

H₁: There is a significant difference in the duration of your wait time for a doctor after admission between before accreditation group and after accreditation group

Group	How satisfied were you with the duration of your wait-time for a doctor after admission? (timely)					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	71	60	24	136	109	51.662, <0.001
After Accreditation	32	35	20	224	179	
Total	103	95	44	360	288	

p-value in bold indicates significant test with p-value<0.05

Table 8 depicts that at the 5 % level of significance, the chi-square test indicates there is a significant difference in the responses with respect to the duration of your wait time for a doctor after admission between before accreditation and after accreditation with p-value<0.001. The responses of satisfaction has improved from N=403 (Satisfied=224, Highly satisfied= 179) from N=245 (Satisfied = 136, Highly satisfied= 109). Hence, H₀ is rejected and H₁ is accepted.

Table 9. Responses on satisfaction with respect to the information provided to you regarding any delay in treatment (Patient centred) and between groups

Hypothesis:

H₀: There is no significant difference in the information provided to you regarding any delay in treatment between before the accreditation group and after accreditation group

H₁: There is a significant difference in the information provided to you regarding any delay in treatment between before the accreditation group and after accreditation group

Group	How satisfied were you with the information provided to you regarding any delay in treatment? (Patient centred)					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	59	62	21	139	119	35.728, <0.001
After Accreditation	39	32	21	230	168	
Total	98	94	42	369	287	

p-value in bold indicates significant test with p-value<0.05

Table 9 depicts that at 5% level of significance, the chi-square test indicates there is significant difference in the responses with respect to the information provided to you regarding any delay in treatment between before accreditation and after accreditation with p-value<0.001. The responses of satisfaction has improved from N=398 (Satisfied=230, Highly satisfied= 168) from N=258 (Satisfied = 139, Highly satisfied= 119). Hence, H₀ is rejected and H₁ is accepted.

Table 10. Responses on satisfaction with respect to the language used by doctors after admission and between groups

Hypothesis:

H₀: There is no significant difference in the language used by doctors between before the accreditation group and after accreditation group

H₁: There is a significant difference in the language used by doctors between before accreditation group and after accreditation group

Group	How satisfied were you with the language used by doctors? (Patient centered & equitable)					Chi-square statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	59	77	21	141	102	79.151, <0.001
After Accreditation	32	21	18	232	187	
Total	91	98	39	373	289	

p-value in bold indicates significant test with p-value<0.05

Table 10 depicts that at the 5 % level of significance, the chi-square test indicates there is a significant difference in the responses of satisfaction with respect to the language used by doctors between before accreditation and after accreditation with p-value <0.001. The responses of satisfaction has improved from N=419 (Satisfied=232, Highly satisfied= 187) from N=243 (Satisfied = 141, Highly satisfied= 102). Hence, H₀ is rejected and H₁ is accepted.

Table 11. Responses on satisfaction with respect to the privacy the doctors gave the patient during the stay after admission and between groups

Hypothesis:

H₀: There is no significant difference in the satisfaction with the privacy the doctors gave the patient during the stay between before the accreditation group and after accreditation group

H₁: There is a significant difference in the satisfaction with the privacy the doctors gave the patient during the stay between before the accreditation group and after accreditation group

Group	How satisfied were you with the privacy the doctors gave you/ patient during your stay? (Patient centred)					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	70	70	23	131	106	73.811, <0.001
After Accreditation	30	29	17	222	192	
Total	100	99	40	353	298	

p-value in bold indicates significant test with p-value<0.05

Table 11 depicts that at the 5 % level of significance, the chi-square test indicates there is a significant difference in the responses of satisfaction with respect to the privacy the doctors gave patient during the stay between before accreditation and after accreditation with p-value <0.001. The responses of satisfaction has improved from N=414 (Satisfied=222, Highly satisfied= 192) from N=237 (Satisfied = 131, Highly satisfied= 106). Hence, H₀ is rejected and H₁ is accepted.

Table 12. Responses on satisfaction with respect to the review of the patients' medical history and between groups

Hypothesis:

H₀: There is no significant difference in the satisfaction with the review of the patients' medical history between before the accreditation group and after accreditation group

H₁: There is a significant difference in the satisfaction with the review of the patients' medical history between before the accreditation group and after accreditation group

Group	How satisfied were you with the review of your/ patient's medical history?					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	69	71	21	128	111	105.234 <0.001
After Accreditation	17	23	16	239	195	
Total	86	94	37	367	306	

p-value in bold indicates significant test with p-value<0.05

Table 12 depicts that at 5% level of significance, the chi-square test indicates there is significant difference in the responses on satisfaction with respect to the review of patients' medical history between before accreditation and after accreditation with p-value <0.001. The responses of satisfaction has improved from N=434 (Satisfied=239, Highly satisfied= 195) from N=239 (Satisfied = 128, Highly satisfied= 111). Hence, H₀ is rejected and H₁ is accepted.

Table 13. Responses on satisfaction with respect to the courtesy provided to the patient by the doctors and between groups

Hypothesis:

H₀: There is no significant difference in the satisfaction with respect to the courtesy provided to the patient by the doctors between before the accreditation group and after accreditation group

H₁: There is a significant difference in the satisfaction with respect to the courtesy provided to the patient by the doctors between before the accreditation group and after accreditation group

Group	How satisfied were you with the courtesy provided to you/ patient by the doctors? (equitable)					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	56	69	25	136	114	83.240, <0.001
After Accreditation	22	21	15	235	197	
Total	78	90	40	371	311	

p-value in bold indicates significant test with p-value<0.05

Table 13 depicts that at 5% level of significance, the chi-square test indicates there is significant difference in the responses on satisfaction with respect to the courtesy provide to patient by the doctors between before accreditation and after accreditation with p-value <0.001. The responses of satisfaction has improved from N=432 (Satisfied=235, Highly satisfied= 197) from N=250 (Satisfied = 136, Highly satisfied= 114). Hence, H_0 is rejected and H_1 is accepted.

Table 14. Responses on satisfaction with respect to the to the family’s involvement in the designing of your care plan and between groups

Hypothesis:

H_0 : There is no significant difference in the satisfaction with respect to the family’s involvement in the designing of your care plan between before the accreditation group and after accreditation group

H_1 : There is a significant difference in the satisfaction with respect to the to the family’s involvement in the designing of your care plan between before the accreditation group and after accreditation group

Group	How satisfied were you with yours and your family's involvement in the designing of your care plan? (Patient centred)					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	55	73	25	138	109	54.856, <0.001
After Accreditation	35	29	19	229	178	
Total	90	102	44	367	287	

p-value in bold indicates significant test with p-value<0.05

Table 14 depicts that at the 5 % level of significance, the chi-square test indicates there is a significant difference in the responses of satisfaction with respect to the family’s involvement in the designing of your care plan between before accreditation and after accreditation with p-value <0.001. The responses of satisfaction has improved from N=407 (Satisfied=229, Highly satisfied= 178) from N=247 (Satisfied = 138, Highly satisfied= 109). Hence, H_0 is rejected and H_1 is accepted.

Table 15. Responses on satisfaction with respect to the disclosure and discussion of laboratory and radiology results with you and your family and between groups

Hypothesis:

H_0 : There is no significant difference in the satisfaction with respect to the disclosure and discussion of laboratory and radiology results with you and your family between before the accreditation group and after accreditation group

H_1 : There is a significant difference in the satisfaction with respect to the disclosure and discussion of laboratory and radiology results with you and your family between before the accreditation group and after accreditation group

Group	Satisfaction with respect to the disclosure and discussion of laboratory and radiology results with you and your family					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	63	67	22	141	107	70.035, <0.001
After Accreditation	25	29	14	241	181	
Total	88	96	36	382	288	

p-value in bold indicates significant test with p-value<0.05

Table 15 depicts that at the 5 % level of significance, the chi-square test indicates there is a significant difference in the responses of satisfaction with respect to the disclosure and discussion of laboratory and radiology results with you and your family between before accreditation and after accreditation with p-value <0.001. The responses of satisfaction has improved from N=422 (Satisfied=241, Highly satisfied= 181) from N=248 (Satisfied = 141, Highly satisfied=107). Hence, H_0 is rejected and H_1 is accepted.

Table 16. Responses on satisfaction with respect to the doctor’s response to the patient’s health care problems between groups

Hypothesis:

H_0 : There is no significant difference in the satisfaction with respect to the doctor’s response to the patient’s health care problems between before the accreditation group and after accreditation group

H_1 : There is a significant difference in the satisfaction with respect to the doctor’s response to the patient’s health care problems between before the accreditation group and after accreditation group

Group	How satisfied were you with the doctor's response to your/ patient's health care problems? (Patient centred)					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	73	63	21	122	121	88.710, <0.001
After Accreditation	20	25	20	228	197	
Total	93	88	41	350	318	

p-value in bold indicates significant test with p-value<0.05

Table 16 depicts that at 5% level of significance, the chi-square test indicates there is significant difference in the responses on satisfaction with respect to the doctor's response to your/ patient's health care problems between before accreditation and after accreditation with p-value <0.001. The responses of satisfaction has improved from N=425 (Satisfied=228, Highly satisfied= 197) from N=243 (Satisfied = 122, Highly satisfied= 121). Hence, H_0 is rejected and H_1 is accepted.

Table 17. Responses on satisfaction with respect to the frequency of the doctor's visits between groups

Hypothesis:

H_0 : There is no significant difference in the satisfaction with respect to the frequency of the doctor's visits between before the accreditation group and after accreditation group

H_1 : There is a significant difference in the satisfaction with respect to the frequency of the doctor's visits between before the accreditation group and after accreditation group

Group	How satisfied were you with the frequency of the doctor's visits? (Timely)					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	68	58	31	136	107	98.564, <0.001
After Accreditation	17	21	17	234	201	
Total	85	79	48	370	308	

p-value in bold indicates significant test with p-value<0.05

Table 17 depicts that at the 5 % level of significance, the chi-square test indicates there is a significant difference in the responses of satisfaction with respect to the frequency of the doctor's visits between before accreditation and after accreditation with p-value <0.001. The responses of satisfaction has improved from N=435 (Satisfied=234, Highly satisfied= 201) from N=243 (Satisfied = 136, Highly satisfied= 107). Hence, H_0 is rejected and H_1 is accepted.

Table 18. Responses on satisfaction with respect to the doctor's keenness to hear and relieve your/ patient's concern? (The patient entered) between groups

Hypothesis:

H_0 : There is no significant difference in the satisfaction with respect to the doctor's keenness to hear and relieve patient's concern between before the accreditation group and after accreditation group

H_1 : There is a significant difference in the satisfaction with respect to the doctor's keenness to hear and relieve patient's concern between before the accreditation group and after accreditation group

Group	How satisfied were you with the doctor's keenness to hear and relieve your/ patient's concern? (Patient centred)					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	60	61	37	136	106	79.551, <0.001
After Accreditation	24	24	18	237	187	
Total	84	85	55	373	293	

p-value in bold indicates significant test with p-value<0.05

Table 18 depicts that at the 5 % level of significance, the chi-square test indicates there is a significant difference in the responses of satisfaction with respect to the doctor's keenness to hear and relieve the patient's concerns between before accreditation and after accreditation with p-value <0.001. The responses of satisfaction has improved from N=424 (Satisfied=237, Highly satisfied= 187) from N=242 (Satisfied = 136, Highly satisfied= 106). Hence, H_0 is rejected and H_1 is accepted.

Table 19. Responses on satisfaction with respect to the respect to the explanation of the medication by nurses between groups

Hypothesis:

H₀: There is no significant difference in the satisfaction with respect to the explanation of the medication by nurses between before the accreditation group and after accreditation group

H₁: There is a significant difference in the satisfaction with respect to the explanation of the medication by nurses between before the accreditation group and after accreditation group

Group	How satisfied were you with the explanation of the medication by nurses? (Patient centred)					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	65	69	25	124	117	98.870, <0.001
After Accreditation	18	24	15	244	189	
Total	83	93	40	368	306	

p-value in bold indicates significant test with p-value<0.05

Table 19 depicts that at the 5 % level of significance, the chi-square test indicates there is a significant difference in the responses of satisfaction with respect to the explanation of medication by nurses between before and after accreditation with p-value <0.001. The responses of satisfaction have improved from N=433 (Satisfied=244, Highly satisfied= 189) from N=241 (Satisfied = 124, Highly satisfied= 117). Hence, H₀ is rejected and H₁ is accepted.

Table 20. Responses on satisfaction with respect to the respect to the explanation of the side effects of the medication between groups

Hypothesis:

H₀: There is no significant difference in the satisfaction with respect to the explanation of the side effects of the medication between before the accreditation group and after accreditation group

H₁: There is a significant difference in the satisfaction with respect to the explanation of the side effects of the medication between before the accreditation group and after accreditation group

Group	How satisfied were you with the explanation of the side effect of the medication? (Patient centred)					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	63	67	22	141	107	94.686, <0.001
After Accreditation	21	17	17	239	196	
Total	84	84	39	380	303	

p-value in bold indicates significant test with p-value<0.05

Table 20 depicts that at the 5 % level of significance, the chi-square test indicates there is a significant difference in the responses of satisfaction with respect to the explanation of the side effects of the medication between before and after accreditation with p-value <0.001. The responses of satisfaction has improved from N=435 (Satisfied=239, Highly satisfied= 196) from N=248 (Satisfied = 141, Highly satisfied= 107). Hence, H₀ is rejected and H₁ is accepted.

Table 21. Responses on satisfaction with respect to courtesy from the nurses between groups

Hypothesis:

H₀: There is no significant difference in the satisfaction with respect to courtesy from the nurses between before the accreditation group and after accreditation group

H₁: There is a significant difference in the satisfaction with respect to courtesy from the nurses between before the accreditation group and after accreditation group

Group	How satisfied were you with the courtesy from the nurses? (Equitable)					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	63	73	21	122	121	122.831, <0.001
After Accreditation	17	15	10	246	202	
Total	80	88	31	368	323	

p-value in bold indicates significant test with p-value<0.05

Table 21 depicts that at the 5 % level of significance, the chi-square test indicates there is a significant difference in the responses of satisfaction with respect to the courtesy from the nurses between before and after accreditation with p-value <0.001. The responses of satisfaction have improved from N=448 (Satisfied=246, Highly satisfied= 202) from N=243 (Satisfied = 122, Highly satisfied= 121). Hence, H₀ is rejected and H₁ is accepted.

Table 22. Responses on satisfaction with respect to the language used by nurses between groups

Hypothesis:

H₀: There is no significant difference in the satisfaction with respect to the language used by nurses between before the accreditation group and after accreditation group

H₁: There is a significant difference in the satisfaction with respect to the language used by nurses between before the accreditation group and after accreditation group

Group	How satisfied were you with the language used by nurses? (Patient centred)					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	68	58	31	136	107	81.826, <0.001
After Accreditation	26	21	18	255	170	
Total	94	79	49	391	277	

p-value in bold indicates significant test with p-value<0.05

Table 22 depicts that at the 5 % level of significance, the chi-square test indicates there is a significant difference in the responses of satisfaction with respect to the language used by nurses between before and after accreditation with p-value <0.001. The responses of satisfaction has improved from N=425 (Satisfied=255, Highly satisfied= 170) from N=243 (Satisfied = 136, Highly satisfied= 107). Hence, H₀ is rejected and H₁ is accepted.

Table 23. Responses on satisfaction with respect to the frequency of nurses' ward rounds between groups

Hypothesis:

H₀: There is no significant difference in the satisfaction with respect to the frequency of the nurses' ward rounds between before the accreditation group and after accreditation group

H₁: There is a significant difference in the satisfaction with respect to the frequency of the nurses' ward rounds between before the accreditation group and after accreditation group

Group	How satisfied were you with the frequency of the nurses' ward-rounds?					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	69	68	19	126	118	105.875, <0.001
After Accreditation	13	27	12	246	192	
Total	82	95	31	372	310	

p-value in bold indicates significant test with p-value<0.05

Table 23 depicts that at the 5 % level of significance, the chi-square test indicates there is a significant difference in the responses of satisfaction with respect to the frequency of the nurses' ward rounds between before and after accreditation with p-value <0.001. The responses of satisfaction has improved to N=438 (Satisfied=246, Highly satisfied= 192) from N=244 (Satisfied = 126, Highly satisfied= 118). Hence, H₀ is rejected and H₁ is accepted.

Table 24. Responses on satisfaction with respect to the privacy provided by the nurses during the course of a patient's stay between groups

Hypothesis:

H₀: There is no significant difference in the satisfaction with respect to the privacy provided by the nurses during the course of a patient's stay between before the accreditation group and after accreditation group

H₁: There is a significant difference in the with respect to the privacy provided by the nurses during the course of a patient's stay between before the accreditation group and after accreditation group

Group	Satisfaction with respect to the privacy provided by the nurses during the course of your/ patient's stay? (Patient centred)					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	54	74	24	139	109	103.806, <0.001
After Accreditation	15	18	16	243	198	
Total	69	92	40	382	307	

p-value in bold indicates significant test with p-value<0.05

Table 24 depicts that at the 5 % level of significance, the chi-square test indicates there is a significant difference in the responses of satisfaction with respect to the privacy provided by the nurses during the course of a patient’s stay between before and after accreditation with p-value <0.001. The responses of satisfaction has improved from N=441 (Satisfied=243, Highly satisfied= 198) from N=248 (Satisfied = 139, Highly satisfied= 109). Hence, H₀ is rejected and H₁ is accepted.

Table 25. Responses on satisfaction with respect to the quality of the care provided by nurses between groups

Hypothesis:

H₀: There is no significant difference in the satisfaction with respect to the quality of the care provided by nurses between before the accreditation group and after accreditation group

H₁: There is a significant difference in the satisfaction with respect to the quality of the care provided by nurses between before the accreditation group and after accreditation group

Group	How satisfied were you with the quality of the care provided by nurses? (Patient centred)					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	56	71	21	151	101	84.324, <0.001
After Accreditation	18	26	11	251	184	
Total	74	97	32	402	285	

p-value in bold indicates significant test with p-value<0.05

Table 25 depicts that at the 5 % level of significance, the chi-square test indicates there is a significant difference in the responses of satisfaction with respect to the quality of the care provided by nurses between before and after accreditation with p-value <0.001. The responses of satisfaction has improved from N=435 (Satisfied=251, Highly satisfied= 184) from N=252 (Satisfied = 151, Highly satisfied= 101). Hence, H₀ is rejected and H₁ is accepted.

Table 26. Responses on satisfaction with the nurses' response to your/ patient’s health care problems between groups

Hypothesis:

H₀: There is no significant difference in the satisfaction with the nurses' response to your/ patient’s health care problems between before the accreditation group and after accreditation group

H₁: There is a significant difference in the satisfaction with the nurses' response to your/ patient’s health care problems between before the accreditation group and after accreditation group

Group	How satisfied were you with the nurses' response to your/ patient’s health care problems? (Equitable)					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	39	67	22	101	171	63.075, <0.001
After Accreditation	18	26	8	173	265	
Total	189	127	30	240	304	

p-value in bold indicates significant test with p-value<0.05

Table 26 depicts that at 5% level of significance, the chi-square test indicates there is significant difference in the responses of satisfaction with respect to the nurses’ response to patient’s health care problems between before and after accreditation with p-value <0.001. The responses of satisfaction has improved to N=438 (Satisfied=173, Highly satisfied= 265) from N=272 (Satisfied = 101, Highly satisfied= 171). Hence, H₀ is rejected and H₁ is accepted.

Table 27. Responses on satisfaction with respect to the patient’s pain management among groups

Hypothesis:

H₀: There is no significant difference in the satisfaction with respect to the patient’s pain management between before the accreditation group and after accreditation group

H₁: There is a significant difference in the satisfaction with respect to the patient’s pain management between before the accreditation group and after accreditation group

Group	How satisfied were you with your/ patient’s pain management? (Effective)					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	70	64	21	131	114	108.451, <0.001
After Accreditation	19	15	17	256	183	
Total	89	79	38	387	297	

p-value in bold indicates significant test with p-value<0.05

Table 27 depicts that at the 5 % level of significance, the chi-square test indicates there is a significant difference in the responses of satisfaction with respect to the patient's pain management between before and after accreditation with p-value <0.001. The responses of satisfaction have improved from N=439 (Satisfied=256, Highly satisfied= 183) from N=170 (Satisfied = 131, Highly satisfied= 245). Hence, H₀ is rejected and H₁ is accepted.

Table 28. Responses on satisfaction with respect to the nurse's response to patient's complaints between groups

Hypothesis:

H₀: There is no significant difference in the satisfaction with respect to the nurse's response to the patient's complaints between before the accreditation group and after accreditation group

H₁: There is a significant difference in the satisfaction with respect to the nurse's response to the patient's complaints between before the accreditation group and after accreditation group

Group	How satisfied were you with the nurse's response to your/ patient's complaints? (Effective)					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	59	65	26	138	112	88.945, <0.001
After Accreditation	21	17	18	243	191	
Total	80	82	44	381	303	

p-value in bold indicates significant test with p-value<0.05

Table 28 depicts that at the 5 % level of significance, the chi-square test indicates there is a significant difference in the responses of satisfaction with respect to the nurse's response to the patient's complaints between before and after accreditation with p-value <0.001. The responses of satisfaction has improved from N=434 (Satisfied=243, Highly satisfied= 191) from N=250 (Satisfied = 138, Highly satisfied= 112). Hence, H₀ is rejected and H₁ is accepted.

Table 29. Responses on satisfaction with respect to the duration of wait time for a nurse after using the call system between groups

Hypothesis:

H₀: There is no significant difference in the satisfaction with respect to the duration of wait time for a nurse after using the call system between before the accreditation group and after accreditation group

H₁: There is a significant difference in the satisfaction with respect to the duration of wait time for a nurse after using the call system between before the accreditation group and after accreditation group

Group	How satisfied were you with the duration of wait-time for a nurse after using the call system? (Timely)					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	167	101	16	75	41	377.704, <0.001
After Accreditation	22	15	11	171	271	
Total	189	116	27	246	312	

p-value in bold indicates significant test with p-value<0.05

Table 29 depicts that at 5% level of significance, the chi-square test indicates there is significant difference in the responses on satisfaction with respect to the duration of wait time for the duration of wait time for a nurse after using the call system between before and after accreditation with p-value <0.001. The responses of satisfaction has improved to N=442 (Satisfied=171, Highly satisfied= 271) from N=116 (Satisfied = 75, Highly satisfied= 41). Hence, H₀ is rejected and H₁ is accepted.

Table 30. Responses on satisfaction with respect to the respect to the staff support in the hospital between groups

Hypothesis:

H₀: There is no significant difference in the satisfaction with respect to the staff support in the hospital between before the accreditation group and after accreditation group

H₁: There is a significant difference in the satisfaction with respect to the staff support in the hospital between before the accreditation group and after accreditation group

Group	How satisfied were you with the support staff in the hospital? (Efficient)					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	68	68	22	122	120	93.594, <0.001
After Accreditation	23	21	17	241	188	
Total	91	89	39	363	308	

p-value in bold indicates significant test with p-value<0.05

Table 30 depicts that at the 5 % level of significance, the chi-square test indicates there is a significant difference in the responses of satisfaction with respect to the support staff in the hospital between before and after accreditation with p-value <0.001. The responses of satisfaction has improved from N=429 (Satisfied=241, Highly satisfied= 188) from N=242 (Satisfied = 122, Highly satisfied= 120). Hence, H₀ is rejected and H₁ is accepted.

Table 31. Responses on satisfaction with respect to the respect to the restfulness of the hospital between groups
Hypothesis:

H₀: There is no significant difference in the satisfaction with respect to the restfulness of the hospital between before the accreditation group and after accreditation group

H₁: There is a significant difference in the satisfaction with respect to the restfulness of the hospital between before the accreditation group and after accreditation group

Group	How satisfied were you with the restfulness of the hospital (amount of peace and quiet)?					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	211	121	16	31	21	598.194 <0.001
After Accreditation	11	12	7	179	281	
Total	222	133	23	210	302	

p-value in bold indicates significant test with p-value<0.05

Table 31 depicts that at the 5 % level of significance, the chi-square test indicates there is a significant difference in the responses of satisfaction with respect to the restfulness of the hospital between before and after accreditation with p-value <0.001. The responses of satisfaction has improved to N=460 (Satisfied=179, Highly satisfied= 281) from N=52 (Satisfied = 31, Highly satisfied= 21). Hence, H₀ is rejected and H₁ is accepted.

Table 32. Responses on satisfaction with respect to the respect to the cleanliness of the toilets and showers between groups
Hypothesis:

H₀: There is no significant difference in the satisfaction with respect to the cleanliness of the toilets and showers between before the accreditation group and after accreditation group

H₁: There is a significant difference in the satisfaction with respect to the cleanliness of the toilets and showers between before the accreditation group and after accreditation group

Group	How satisfied were you with the cleanliness of the toilets and showers?					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	62	67	31	133	107	98.344, <0.001
After Accreditation	16	25	16	239	194	
Total	78	92	47	372	301	

p-value in bold indicates significant test with p-value<0.05

Table 32 depicts that at the 5 % level of significance, the chi-square test indicates there is a significant difference in the responses of satisfaction with respect to the cleanliness of the toilets and showers between before and after accreditation with p-value <0.001. The responses of satisfaction has improved from N=433 (Satisfied=239, Highly satisfied= 194) from N=240 (Satisfied = 133, Highly satisfied= 107). Hence, H₀ is rejected and H₁ is accepted.

Table 33. Responses on satisfaction with respect to the respect to the laundry services in the hospital between groups
Hypothesis:

H₀: There is no significant difference in the satisfaction with respect to the laundry services in the hospital between before the accreditation group and after accreditation group

H₁: There is a significant difference in the satisfaction with respect to the laundry services in the hospital between before the accreditation group and after accreditation group

Group	How satisfied were you with the laundry services in the hospital?					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	48	59	24	148	121	65.540, <0.001
After Accreditation	21	18	16	255	180	
Total	69	77	40	403	301	

p-value in bold indicates significant test with p-value<0.05

Table 33 depicts that at the 5 % level of significance, the chi-square test indicates there is a significant difference in the responses of satisfaction with respect to the laundry services in the hospital between before and after accreditation with p-value <0.001. The responses of satisfaction has improved from N=435 (Satisfied=255, Highly satisfied= 180) from N=269 (Satisfied = 148, Highly satisfied= 121). Hence, H_0 is rejected and H_1 is accepted.

Table 34. Responses on satisfaction with respect to the perception of the level of safety in the hospital between groups

Hypothesis:

H_0 : There is no significant difference in the satisfaction with respect to the perception of the level of safety in the hospital between before the accreditation group and after accreditation group

H_1 : There is a significant difference in the satisfaction with respect to the perception of the level of safety in the hospital between before the accreditation group and after accreditation group

Group	With regards to your perception of the level of safety in the hospital, how satisfied were you? (safe)					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	47	82	23	137	111	76.473, <0.001
After Accreditation	23	25	19	241	182	
Total	70	107	42	378	293	

p-value in bold indicates significant test with p-value<0.05

Table 34 depicts that at the 5 % level of significance, the chi-square test indicates there is a significant difference in the responses of satisfaction with respect to the perception of the level of safety in the hospital between before and after accreditation with p-value <0.001. The responses of satisfaction has improved from N=476 (Satisfied=241, Highly satisfied= 182) from N=248 (Satisfied = 137, Highly satisfied= 111). Hence, H_0 is rejected and H_1 is accepted.

Table 35. Responses on satisfaction with respect to the overall comfort during patient's stay between groups

Hypothesis:

H_0 : There is no significant difference in the satisfaction with respect to the overall comfort during the patient's stay between before the accreditation group and after accreditation group

H_1 : There is a significant difference in the satisfaction with respect to the overall comfort during the patient's stay between before the accreditation group and after accreditation group

Group	How satisfied were you with the overall comfort during your/ patient's stay? (Patient centred)					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	67	52	29	141	111	76.012, <0.001
After Accreditation	21	20	22	240	187	
Total	88	72	51	381	298	

p-value in bold indicates significant test with p-value<0.05

Table 35 depicts that at the 5 % level of significance, the chi-square test indicates there is a significant difference in the responses of satisfaction with respect to the overall comfort during the patient's stay between before and after accreditation with p-value <0.001. The responses of satisfaction has improved from N=427 (Satisfied=240, Highly satisfied= 187) from N=252 (Satisfied = 141, Highly satisfied= 111). Hence, H_0 is rejected and H_1 is accepted.

Table 36. Responses on satisfaction with respect to food that was given to you between groups

Hypothesis:

H_0 : There is no significant difference in the satisfaction with respect to the food that was given to you between before the accreditation group and after accreditation group

H_1 : There is a significant difference in the satisfaction with respect to the food that was given to you between before the accreditation group and after accreditation group

Group	How satisfied were you with the food that was given to you? (Patient centred)					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	65	67	24	131	113	90.629, <0.001
After Accreditation	25	19	15	242	189	
Total	90	86	39	373	302	

p-value in bold indicates significant test with p-value<0.05

Table 36 depicts that at the 5 % level of significance, the chi-square test indicates there is a significant difference in the responses of satisfaction with respect to the food that was given to you between before and after accreditation with p-value <0.001. The responses of satisfaction has improved from N=431 (Satisfied=242, Highly satisfied= 189) from N=244 (Satisfied = 131, Highly satisfied= 113). Hence, H_0 is rejected and H_1 is accepted.

Table 37. Responses on satisfaction with respect to the follow up and appointment instructions given to you and your family by the hospital staff between groups

Hypothesis:

H_0 : There is no significant difference in the satisfaction with respect to the follow up and appointment instructions given to you and your family by the hospital staff between before the accreditation group and after accreditation group

H_1 : There is a significant difference in the satisfaction with respect to the follow up and appointment instructions given to you and your family by the hospital staff between before the accreditation group and after accreditation group

Group	Satisfaction with respect to follow up and appointment instructions given to you and your family by the hospital staff?					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	64	61	21	151	103	113.510, <0.001
After Accreditation	0	36	15	247	192	
Total	64	97	36	398	295	

p-value in bold indicates significant test with p-value<0.05

Table 37 depicts that at the 5 % level of significance, the chi-square test indicates there is a significant difference in the responses of satisfaction with respect to the follow up and appointment instructions given to you and your family by the hospital staff between before and after accreditation with p-value <0.001. The responses of satisfaction has improved from N=439 (Satisfied=247, Highly satisfied= 192) from N=254 (Satisfied = 151, Highly satisfied= 103). Hence, H_0 is rejected and H_1 is accepted.

Table 38. Responses on satisfaction with respect to the respect to the discharge process between groups

Hypothesis:

H_0 : There is no significant difference in the satisfaction with respect to the discharge process between before the accreditation group and after accreditation group

H_1 : There is a significant difference in the satisfaction with respect to the discharge process between before the accreditation group and after accreditation group

Group	Tell us about your level of satisfaction with regards to the discharge process (efficiency)					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	67	52	29	141	111	87.356, <0.001
After Accreditation	13	27	17	251	182	
Total	80	79	46	392	293	

p-value in bold indicates significant test with p-value<0.05

Table 38 depicts that at the 5 % level of significance, the chi-square test indicates there is a significant difference in the responses of satisfaction with respect to the discharge process between before and after accreditation with p-value <0.001. The responses of satisfaction has improved from N=433 (Satisfied=251, Highly satisfied= 182) from N=252 (Satisfied = 141, Highly satisfied= 111). Hence, H_0 is rejected and H_1 is accepted.

Table 39. Responses on satisfaction with respect to your perception of the maintenance of confidentiality by the hospital staff between groups

Hypothesis:

H_0 : There is no significant difference in the satisfaction with respect to your perception of the maintenance of confidentiality by the hospital staff between before the accreditation group and after accreditation group

H_1 : There is a significant difference in the satisfaction with respect to your perception of the maintenance of confidentiality by the hospital staff between before the accreditation group and after accreditation group

Group	Satisfaction with respect to your perception of the maintenance of confidentiality by the hospital staff. (Patient centred)					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	60	71	25	125	119	106.767, <0.001
After Accreditation	15	18	24	255	178	
Total	75	89	49	380	297	

p-value in bold indicates significant test with p-value<0.05

Table 39 depicts that at the 5 % level of significance, the chi-square test indicates there is a significant difference in the your perception of the maintenance of confidentiality by the hospital staff between before and after accreditation with p-value <0.001. The responses of satisfaction has improved from N=433 (Satisfied=255, Highly satisfied= 178) from N=244 (Satisfied = 125, Highly satisfied= 119). Hence, H₀ is rejected and H₁ is accepted.

Table 40. Responses on satisfaction with respect to the overall experience in the hospital between groups

Hypothesis:

H₀: There is no significant difference in the satisfaction with respect to the overall experience in the hospital between before the accreditation group and after accreditation group

H₁: There is a significant difference in the satisfaction with respect to the overall experience in the hospital between before the accreditation group and after accreditation group

Group	How satisfied were you with the overall experience in the hospital?					Chi-square test statistic, p-value
	Highly Dissatisfied	Dissatisfied	Neither satisfied nor dissatisfied	Satisfied	Highly Satisfied	
Before Accreditation	65	69	25	124	117	83.695, <0.001
After Accreditation	33	19	17	245	176	
Total	98	88	42	369	293	

p-value in bold indicates significant test with p-value<0.05

Table 40 depicts that at the 5 % level of significance, the chi-square test indicates that there is a significant difference in the satisfaction with respect to the overall experience in the hospital between before the accreditation group and after accreditation group with p-value <0.001. The responses of satisfaction has improved from N=421 (Satisfied=245, Highly satisfied= 176) from N=241 (Satisfied = 124, Highly satisfied= 117). Hence, H₀ is rejected and H₁ is accepted.

IV. CONCLUSION

The chi-square test performed at the 5 % level of significance indicates that there is a significant difference in the satisfaction with respect to the overall experience in the hospital between before the accreditation group and after accreditation group with p-value <0.001. This indicates that the accreditation has a positive impact on the satisfaction of In-Patient Department Services of the study hospital.

LIMITATIONS OF THE STUDY:

This study is limited to the In-Patient Department Services of the study hospital and for a limited duration (before two months and after two months of accreditation) only.

DIRECTIONS FOR FUTURE RESEARCH:

In future such research should be conducted to study the impact of national and international accreditations on the other services of the hospitals over a large period of time.

SOURCES OF FUNDING FOR THE STUDY:

This research was self financed by the author himself.

IMPLICATIONS OF THE FINDINGS:

The accreditation has a positive impact on the satisfaction of In-Patient Department Services of the study hospital.

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