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Patients' Satisfaction with Quality Attributes of Primary Health Care Services in Nigeria



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Abstract

Patients' satisfaction with health care is an important health outcome which has implications for capacity utilisation. And, in health systems that emphasise the cooperation and involvement of the community, both in terms of resources contribution and management, satisfaction with health care assumes an important dimension in terms of its implication for success of public health programmes. This study, based on administered questionnaires, examines patients/users' satisfaction with quality attributes of health care services at the primary level facilities in order to provide feedback to health personnel and management for change and learning. The study

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employs correlation and multivariate regression analysis to determine the quality attributes that determine overall satisfaction with care. Our findings suggest the need to emphasis 'empathy' for care providers; and while a reasonable level of physical facilities should be provided, care providers have the task to communicate their technical competence to care seekers to ensure capacity utilisation at the primary level.

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