Perceived quality of health service among Tuberculosis patients in Zambia

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INTRODUCTION

- Perception of the quality of health services influences health seeking behaviour and utilization of health services.
- Quality of health care also seem to influence patient’s adherence to treatment.
- The Stop TB Strategy aims to achieve universal access to high quality care for all people with TB.

AIM

To explore the tuberculosis patient’s perceived quality of care of health services in Zambia.

METHODOLOGY

- Both quantitative and qualitative methods were used to collect data.
- Participants were adult tuberculosis patients recruited from six health care facilities from the North-western Province in Zambia.
- A specially designed questionnaire was translated into local languages and piloted before use.
- The participants were interviewed using a structured interview schedule, after informed consent was obtained.
- Another group of participants were invited to take part in focus group discussions facilitated by the researcher.
- The quantitative data was subject to descriptive analysis and comparisons were made between responses from male and female participants.
- The data from focus group was subjected to content analysis.

RESULTS - FIGURES

- The quality of services at the health facility were ranked as very good (22%) good (58%) and bad (5%).
- Almost half of the respondents (49%) reported that health providers ‘listened to their needs and demands’ compared to 17% for traditional healers.
- There were no significant differences between the responses from male and female participants (p > 0.05).
- Lack of essential resources and long waiting time were common themes emerging from qualitative data.
- Lack of doctors, ambulance service, beds, wards, toilet and essential equipment seemed to affect the perceived quality of care.

CONCLUSION

Better training of providers and provision of essential resources such as medication, lab equipments to support TB care provision is important to improve the quality of care delivered.

Selected references

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