

3rd International Conference on Infection, Disease Control and Prevention

& 2nd International Conference on Microbial Pathogenesis & Infectious Diseases

June 25-26, 2018 | Vancouver, Canada

Clients' satisfaction with HIV treatment services in Bamenda, Cameroon: A cross-sectional study

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Background: Clients have explicit desires or requests for services when visiting hospitals; inadequate discovery of their needs may result in dissatisfaction. Patient satisfaction influences retention in HIV care, adherence to HAART and serves as determinant to HIV suppression. This study's objectives were to quantify clients' satisfaction with HIV services in Bamenda and determine relationship between satisfaction and clients' socio-demographic/structural characteristics.

Methods: A cross-sectional study was conducted on HIV-positive patients followed-up, on treatment and who consulted in the Bamenda Regional Hospital treatment centre between July and August 2014. Participants consent was sought and data collected on client's level of satisfaction to staff-patient-communication, staff attitudes, privacy and confidentiality and staffing and amenities situations in the hospital. Data was collected using a structured questionnaire interviewer-administered by investigator and trained health personnel. Collected data was analyzed using Epi Info version 3.5.4 and clients' satisfaction measured using frequencies and percentages.

Results: A total of 384 participants took part in this study and their median age was 37 years (IQR: 29-46). Two hundred and seventy-four (71.4%) participants were females. Overall satisfaction with HIV services was 91.2% and participants reported less satisfaction with overall staffing and amenities situation of the centre (3.6%). In the multivariate analysis, only being female, employed and perceiving high number of nurses working at the treatment centre remained significant predictors of overall satisfaction with HIV services.

Conclusion: A high proportion of participants expressed satisfaction with HIV services. However, some dissatisfaction is masked in this high satisfaction level. This dissatisfaction underscores need to improve staff attitudes, staff-patient-communication, employ more staff and build better patient facilities. Future studies need to focus on assessing long-term progression of satisfaction levels with services and determinants of satisfaction involving larger samples in many treatment centres.

Biography

Amos Wung Buh is currently pursuing his doctoral studies in Population Health at the University of Ottawa, Canada. He is a service-oriented public health practitioner with six years background in clinical and teaching environments. Core competencies include clinical management of patients, computing and conducting research as well as excellent communication and time management skills. He is also competent in statistical data analysis softwares such as Epi Info and STATA. His research interests focus on issues concerning HIV, Tuberculosis and other infectious disease epidemiology and control especially in the context of developing countries; but he is also interested in global research, evaluation of health interventions, and under-taking systematic reviews. He holds an MPH degree.

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