Author's response to reviews

Title: Patient satisfaction with healthcare admitted to acute medicine department in Morocco

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Respect for patients’ needs and wishes is central to any humane health care system. Quality of health services was traditionally based on professional practice standards, but over the last decade patients’ perceptions about healthcare has been predominantly accepted as the important indicator for measuring quality of health care and as a critical component of performance improvement and clinical effectiveness. Measuring healthcare quality and improving patient satisfaction has become increasingly prevalent, especially among healthcare providers and purchasers of healthcare, because consumers are increasingly becoming more knowledgeable about healthcare. Indeed, patient satisfaction is widely considered as an integral part of the quality of care. Pascoe has defined it as a health care recipient’s reaction to salient aspects of his or her experience of a service. In his formulation, satisfaction is assumed to consist of a cognitive evaluation and an emotional reaction to the structure, process and outcome of services. Several approaches have been used to try to identify the factors contributing to satisfaction with healthcare. The core of the EQS-H (échelle de qualité des soins en hospitalisation) questionnaire was translated into Arabic, adapted to the present setting, and used to measure patient satisfaction with quality of care. No studies of patient satisfaction with impatient care have been conducted in Morocco. The present study aimed to evaluate patient satisfaction with health care using the Arabic version of EQS-H questionnaire and to assess the determinant of patient satisfaction in an acute medicine department in Moroccan.