Factors Affecting Patient Satisfaction with Healthcare System in Turkey

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Satisfaction with health systems has been a major concern for many countries. Across developed and developing countries, patient satisfaction is playing an increasingly crucial role in terms of monitoring and maintaining the quality of care and healthcare performance. The increasing importance of patient experience can help to capture the ‘responsiveness’ of the health system, referring to the manner and environment in which people are treated when they seek healthcare and how systems respond to people’s expectations from the perspective of patient experience through its components, respect for dignity, confidentiality, autonomy, access to social support networks, and choice of provider. Health systems need to respond to people’s expectations from perspective of patient experience. The views of general population satisfaction with health system is the measurement to provide useful insight into public opinion on healthcare system performance. Improving healthcare system performance often inquires understanding of factors that influence satisfaction variation. Better information regarding the factors that have affected satisfaction can assist healthcare providers, public policy analysis, healthcare managers, practitioners, and planners to improve the quality of the services they deliver to users. This research is an attempt to understand patient satisfaction with the overall healthcare system, and how population satisfied with the healthcare services in general without focusing on specific health facilities or healthcare providers. Since the respondents cannot be linked with specific healthcare facility or healthcare provider, the study will use population-based survey of satisfaction with healthcare system.