

Abstract

Patient satisfaction is a critical indicator of healthcare quality, influencing both patient outcomes and the overall success of healthcare institutions. This mixed-methods study explores the factors that contribute to patient satisfaction in hospitals, with a particular focus on service quality and organizational practices. By combining quantitative surveys assessing patient experiences with qualitative interviews from hospital staff and administrators, the research provides a comprehensive understanding of how different elements impact patient perceptions of care.

The quantitative component uses patient satisfaction surveys to measure key aspects such as communication with healthcare providers, wait times, and the physical environment. Results reveal that factors like provider empathy, responsiveness, and hospital cleanliness significantly influence patient satisfaction. However, patients' perceptions of care are also shaped by organizational practices such as staffing levels, employee training, and hospital policies, suggesting that service quality extends beyond individual interactions.

In-depth qualitative interviews with hospital staff and administrators offer further insights into the organizational dynamics that affect patient satisfaction. Findings emphasize the role of leadership, staff collaboration, and a patient-centered culture in enhancing service delivery. This study concludes by recommending strategies for improving patient satisfaction, such as investing in staff training, fostering effective communication, and ensuring organizational practices align with patient needs, ultimately enhancing the overall patient experience in hospitals.