

## Postoperative Satisfaction of People Attending Kirkuk Hospitals

Yousif Abdulmuhsin Salih, Ph.D\* Hayman Mohammed Saeed Rashid,\*\* Younus Khudhur Baez, Ph.D\*\*\* Kareem Jamal Hamad,\*\*\*\*

### ABSTRACT

**Background:** Patient satisfaction for healthcare services is an important parameter after anaesthesia that will reveal the development and progress signs report of maintenance ideally in the health care facilities; this study aimed to assess the perception of satisfaction of patients after discharge from the surgery room in Kirkuk's hospitals.

**Methods:** A hospital-based quantitative cross-sectional study was conducted in Kirkuk city hospitals (Azadi Education, Kirkuk General, Alnaser) from 1<sup>st</sup> January 2022 to 30<sup>th</sup> April 2022. A simple questionnaire was prepared and designed for the study by the researcher. One hundred patients randomly selected from the three governmental hospitals in the city who experienced surgery during the study period were included. Frequency-percentage used and a P-values < 0.05 were considered statistically significant.

**Results:** One hundred clients who experienced surgery throughout the study were selected at random with a satisfactory response rate of 72%. The highest proportion of age represented one-third (33%) between 20-29 years; females represented two-thirds per cent. A statistically significant association reported among the postoperative satisfaction and good services (P-value= 0.039), good physician (P-value= 0.006), very good operation and anesthesia (P-value<0.001), good treatments (P-value= 0.014), good outcome and patients demand (P-value= 0.001), good patient confidentiality and financial costs (<0.001) and finally good pain managing (P-value= 0.003)

**Conclusions:** Except for privacy conditions, most of the patients had good satisfaction from the perception of doctors, nurses, and services appreciated. This is because high professional nurses had graduated with complete education and moral dealing with professionals in fields.

**Keywords:** Good, Satisfaction, Study, Services, Operation

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\* Researcher & Lecturer at College of Nursing  
University of Kirkuk, Iraq.  
Martin Luther University, Germany.  
E-mail: y.salih@uokirkuk.edu.iq

\*\* Department of Anesthesia Techniques  
College Alqalam University Kirkuk, Iraq.

\*\*\* Adult Nursing  
Kirkuk University

\*\*\*\* Erbil Polytechnic University, Soran  
Technical College Kurdistan Region, Iraq