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Assessment of client satisfaction and adherence on art services in Jimma University specialized hospital, South West Ethiopia

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Background: Client satisfaction and adherence on ART service were an important task for care providers to increase service utilization and to respond to HIV emergency; however, Other provider-defined criteria is far from ideal if as a result of the service that the patient is unhappy or dissatisfied. There is, then, a sound rationale for making the organization and delivery of health service responsive to consumer opinion.

Objective: The aim of this study is to assess client satisfaction and adherence on an ART service provision in Jimma University specialized hospital.

Methods: A cross sectional study involving both quantitative and qualitative data collection methods was conducted from May 1-30, 2010. A total of 337 Adult PLWHA on ART for at least 3 months were the study participants. Systematic sampling technique was used to select the study subjects. Data were collected using structure questionnaire, check lists and semi structure interview guide. After clearing and checking for consistency data were coded, entered and univariate and multivariate analysis was carried out using SPSS version 16.0. qualitative data's were transcribed and narrated under themes.

Result: A total response rate of 100% from 337 sample size was obtained. Among those 203(60.2%) were females. Two hundred thirty one (68.5%) of respondents scores \geq mean which means 68.5% satisfied relationship with their care providers. In this study, in which adherence was measured using a self report method, 95.5% of patients were adherent with $\geq 95\%$ prescribed doses. Marital status, occupation, and waiting time was found to be associated significantly with adherence [OR-136, 95% CI 019 - 0.997], [OR 9.341, 95%CI 1.189-73.358], [OR 9.88E-24, 95% CI 1.759E-24-5.550E-23] respectively.

Conclusion and Recommendation: The result of the study showed that assessment of client satisfaction and adherence in Jimma University specialized hospital is high adherence rate inspite of satisfaction. Overall client satisfaction and patient, provider relationship satisfaction rate were low. However measured by self report method, adherence to ARV treatment in this study was seems to be encouraging. Working with other religious leaders, and community leaders to strengthen adherence status are recommended.

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