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Satisfaction of treatment in patients on haemodialysis in Sri Lanka – A single-centre study

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Background: Satisfaction of treatment in patients on haemodialysis is determined by various factors and it has been recognized as foremost determinant of quality of life of patients. Moreover, it represents quality of comprehensive healthcare. Information on satisfaction regarding treatment in patients on haemodialysis was scarce.

Objective: To assess the factors that effect the satisfaction of treatment in patients who attend to Emergency Dialysis Unit (EDU), National Hospital, Kandy (NH-Kandy).

Method: A cross-sectional study was conducted by using purposive sampling technique of 100 registered haemodialysis patients of EDU, NH-Kandy. A pre-tested, self-administered questionnaire was used to collect data and informed written consent was taken from each participant before recruiting him/her to the study.

Results: The majority of the study sample were males (n=73, 73%). From the total, 55% of patients had dialysis once in every four days. Patient satisfaction was assessed on various healthcare facilities offered by the EDU, NH-Kandy. A high satisfaction was expressed by the majority of haemodialysis patients (n=87, 87%) on disease oriented health education by healthcare professionals. Further, all of the participants preferred nursing officers' co-operation. Therefore, 50% of patients (n=50) have felt confidence regarding nurses concern about their health issues. Moreover, 72% of patients (n=72) mentioned that post-dialysis symptom free period usually lasted only for 3 days and that notably influenced treatment satisfaction.

Conclusion: Health education is a key determinant to enhance satisfaction of haemodialysis patients. Hence future research should encourage on this aspect and healthcare plans would be more oriented to facilitate health education while maintaining therapeutic relationship to improve patient satisfaction.