A Comparative Analysis of Patient Satisfaction Across Departments at Muhammad Medical College Hospital, Mirpurkhas.

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ABSTRACT:

Objective: The aim of the study is to compare the patient satisfaction in four departments (Obs/Gynae, Surgery, Pediatrics and General Medicine) in Muhammad Medical College Hospital Mirpurkhas.

Methodology: In this study, we analyzed patient satisfaction forms (n=451) was administered between January and April 2026 were examined in nine domains of satisfaction.

Results: Gynae patients showed the highest satisfaction at 94.4%, Surgery was associated with the overall satisfaction of (94%), Pediatrics 90.3%, and Medicine 90.0%. Overall cleanliness was rated poorly by both the staff and patients in washroom cleanliness and patient wards which was the most important area of major concern among all departments. While MMC Hospital's performance appears acceptable when compared with national and international standards, it is relatively strong, compared to many Pakistani public-sector institutions but represents major deficits internationally.

Conclusion: These findings highlight the need for the specific quality improvement, intervention addressing these important domains of care such as environmental hygiene and pain management protocol.

Key Words: patient satisfaction, Institutional Scientific Report, Medical College,

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Introduction:

Patient satisfaction constructs are complex and multidimensional as they entail the patients' subjective assessment of their interaction with a healthcare practice as compared to what was expected.[1] Paying attention and active listening is not only a symbol of hospitality but also an important determinant of adherence to treatment, health outcomes and recognition made by the hospital.[2] There is an increasing need to measure patient satisfaction in order to ensure that limited healthcare resources are efficiently allocated and that structures and processes are developed to improve systems of health, especially for low- and middle-income countries (LMICs).[3] Muhammad Medical College Hospital (MMC) in Mirpurkhas is also a tertiary care teaching hospital serving population of Sindh province. It is situated about 230 km from Karachi. The routine collection of patient feedback, whilst also identifying areas for improvement in clinical governance is critical to achieving and maintaining quality. This study analyzes patient satisfaction data from four key departments of a premier hospital in South East Sindh province of Pakistan to identify the strengths and weaknesses of various departments & provides evidence-based suggestions for quality improvement.

Methodology: For this institutional Scientific report, information received in patient feedback form was collected from 4 departments of Muhammad Medical College Hospital from January to April 2026. Data retrieved from 126 feedback forms from department of Gynecology/obstetrics (March and April 2026), 115 forms from department of Pediatrics (March and April 2026), 70 from department of general medicines (March and April 2026) and 140 from department of general surgery (Jan to April 2026)

The age-corrected questionnaire measured comfort during hospitalization, privacy satisfaction, treatment outcome, professional attitude of doctors and staff, adequacy of treatment information (informed consent), pain management promptness, technology and equipment state, cleanliness and repeat utilization (in case needs admission for any other illness). Responses were recoded into positive (e.g., very comfortable/ comfortable, very satisfied/satisfied, etc.) and negative or neutral.

Data were abstracted, tabulated and descriptively analyzed for each department for variable period. Satisfaction rates were calculated as the number of patients giving a positive answer plus partially positive answers, where applicable. These data were subsequently compared with national studies in Pakistan and global literature concerning patient satisfaction.

Results:

Overall, 451 feedback forms evaluated, domain of feedback form represented department wise in table no 1.

Gynecology/Obstetrics Department:

Most clinical domains performed well in Gynecology including perfect scores within both the pain management promptness (100%) and high privacy (100%) and information delivery scores (98.4%). In contrast, the overall cleanliness satisfaction was significantly lower at 73.8%, and only 110 (87.3%) of the patients felt “very comfortable” or “comfortable” during hospitalization; the other 16 patients stated that they had an average or uncomfortable experience. Important free-text comments included “clean every”, “move gynae ward on ground floor”, “go for private rooms”,” provide proper waiting area for pa-

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tients and attendants," and "behavior of female staff need to be improved".

Table No1: Comparative Patient Satisfaction Across Departments at MMC Hospital.

Domain	Gynecology (n=126)	Surgery (n=140)	Pediatrics (n=115)	Medicine (n=70)
Comfortable Hospitalization	110 (87.3%)	132 (94.3%)	62 (53.9%)	63 (90%)
Privacy Satisfaction	126 (100%)	139 (99.3%)	115 (100%)	Not assessed
Treatment Outcome	124 (98.4%)	130 (92.9%)	113 (98.3%)	63 (90%)
Professional Attitude	123 (97.6%)	130 (92.9%)	112 (97.4%)	63 (90%)
Adequate Information	124 (98.4%)	129 (92.1%)	113 (98.3%)	63 (90%)
Pain Management Promptness	126 (100%)	134 (95.7%)	115 (100%)	63 (90%)
Technology & Equipment	122 (96.8%)	134 (95.7%)	111 (96.5%)	63 (90%)
Cleanliness Satisfaction	93 (73.8%)	127 (90.7%)	82 (71.3%)	63 (90%)
Willingness to Return	123 (97.6%)	129 (92.1%)	112 (97.4%)	70 (100%)
Overall Approximate Satisfaction	94.4%	94%	90.3%	~ 90.0%
Overall Approximate Satisfaction= 92.5%				

Surgery Department:

Surgery recorded the overall satisfaction, at 94%. Comfort scores were also great (94.3% comfortable/very comfortable), and cleanliness satisfaction was exceptionally high at 90.7%. The tech and equipment rating was 95.7 percent; information delivery scored 92.1 percent; and pain management promptness was 95.7. Free-text comments mostly focused on environmental issues: Multiple mention of "cleanliness, environment is highly polluted", "beds dirty (5)," staff not cooperative (3)" hospitals treatment not satisfied (4)" provide blanket facility (4).

Pediatrics Department:

The Pediatrics department obtained good scores in the different domains, except for cleanliness (71.3%) and during hospitalization comfort (53.9%). The comfort rating is particularly low: Only 20 (17.4%) patients recorded "very comfortable" and 42 (36•5%) 'comfortable' while 53 (46•1%) rated their experience as "average". Although clinical quality and staff professionalism (97.4%) were priorities; however, the physical environment and amenities for pediatric patients and families need much improvement. The delivery of information (98.3%), privacy (100%) and pain management (100%), all scored high.

Medicine Department:

The medicine department data were collected by condensing the responses, which were aggregated rather than tallied question wise. 70 forms were filled with 63 patients (90.0%) satisfied in most areas, whereas 7 (10.0%) were dissatisfied. All 70 patients (100%) were willing to repeat utilization when needed. Concerns around washroom hygiene were flagged as one of the main areas for improvement.

Table No 2. Strength-Weakness Profile by D

Department	Domains of Strength	Domains Requiring Improvement
Gynecology (n=126)	• Privacy Satisfaction (100%) • Pain Management Promptness (100%) • Treatment Outcome (98.4%) • Adequate Information (98.4%) • Professional Attitude (97.6%) • Willingness to Return (97.6%) • Technology & Equipment (96.8%) • Comfortable Hospitalization (87.3% - moderately high)	• Cleanliness Satisfaction (73.8%)
Surgery (n=140)	All assessed domains are =90%: • Comfortable Hospitalization (94.3%) • Privacy Satisfaction (99.3%) • Treatment Outcome (92.9%) • Professional Attitude (92.9%) • Adequate Information (92.1%) • Pain Management Promptness (95.7%) • Technology & Equipment (95.7%) • Cleanliness Satisfaction (90.7%) • Willingness to Return (92.1%)	**None** (all domains show high satisfaction)
Pediatrics (n=115)	• Privacy Satisfaction (100%) • Pain Management Promptness (100%) • Treatment Outcome (98.3%) • Adequate Information (98.3%) • Professional Attitude (97.4%) • Willingness to Return (97.4%) • Technology & Equipment (96.5%)	• Comfortable Hospitalization (53.9%) • Cleanliness Satisfaction (71.3%)
Medicine (n=70)	• Willingness to Return (100%) • All other assessed domains (Comfortable Hospitalization, Treatment Outcome, Professional Attitude, Adequate Information, Pain Management Promptness, Technology & Equipment, Cleanliness Satisfaction) are exactly **90%** - uniformly high	• Privacy Satisfaction - **Not assessed** (cannot determine; however, no low scores among assessed domains)

Key Observations:

- Cleanliness is a consistent area needing attention in Gynecology (73.8%) and pediatrics (71.3%).

- Comfortable Hospitalization is a major concern only in Pediatrics (53.9%).
- Surgery and Medicine departments show consistently high patient satisfaction across all measured domains.

Key Insights from Aggregate Data:

- Highest satisfaction domains: Privacy Satisfaction (99.7%), Pain Management Promptness (97.1%), Willingness to Return (96.2%).
- Lowest satisfaction domains: Comfortable Hospitalization (81.4%) and Cleanliness Satisfaction (80.9%) – these require improvement across departments.

Table No 3: Aggregate Satisfaction Metrics (All Departments Combined) n=451(126+140+115+70=451n=126+140+115+70)

Domain	Total Satisfied Patients	Total Respondents	Aggregate Satisfaction (%)
Comfortable Hospitalization	110+132+62+63=367	451	81.4%
Privacy Satisfaction	126+139+115=380*	381*	99.7%
Treatment Outcome	124+130+113+63=430	451	95.3%
Professional Attitude	123+130+112+63=428	451	94.9%
Adequate Information	124+129+113+63=429	451	95.1%
Pain Management Promptness	126+134+115+63=438	451	97.1%
Technology & Equipment	122+134+111+63=430	451	95.3%
Cleanliness Satisfaction	93+127+82+63=365	451	80.9%
Willingness to Return	123+129+112+70=434	451	96.2%
Overall Approximate Satisfaction (weighted average of department totals)	-	451	92.5%

**Privacy Satisfaction was not assessed for the Medicine department (n=70). Therefore, total respondents for this domain = 126+140+115=381, and total satisfied = 126+139+115=380.*

National Comparison: MMC Hospital vs. Other Pakistani Hospitals.

Interpretation:

This juxtaposition shows a tale of two Pakistani when it comes to satisfaction with their healthcare system The results set out in this report and the Peshawar study show that satisfaction among recipients of public-sector tertiary-hospital services in Pakistan is extremely dangerously low (12-14%)—driven by systemic failures: lack of free medicines(36), disrespectful treatment(31%),denied admissions, bed shortages, bribery, non-functioning equipment and long waiting times. While MMC Hospital is doing well in a Pakistani context, the 92.5% satisfaction rate places it at the top among hospitals providing care for civilian patients (100% for military hospitals [CMH] and private facilities). But this comparison should be taken with a pinch of salt: MMC's high satisfaction could simply represent the "private hospital effect" —private patients always report higher satisfaction than public-sector patients. Also, the MMC `s sample size is still a small one and likely does not represent all the patient experiences.

International Benchmarking:

Key International Comparisons:

Satisfaction rates for MMC Hospital (**92.5%**.) are better than the US National average of 78% of patients rating their hospital experience as "excellent or very good" in 2023. Nevertheless, this may not indicate superiority per se but rather highlight methodologic differences in surveys, patient expectations and care delivery models. Your US HCAHPS (Hospital Consumer Assessment of Healthcare Providers and Systems) "Likelihood to Recommend" score is 69.2 out of a total of 100. This means that This means that only 69.2% of patients would have said "definitely recommend." While MMC has 87-94% patients recommending it (Pediatrics:64%. Gynecology:65%. Surgery:77%. Medicine:100%). Comparators in International settings facing similar conditions LMIC. Conclusion: In Tunisia, targeted strategies, including the GynéSatis (Gyne Assist) mobile application implemented within a gynecology-obstetrics service, increased patient satisfaction (from 37% in 2023 to 52% in 2024); users maintaining higher satisfaction than nonusers (58.7%, versus just over half of all nonusers reporting good/good+ [47.6%, p=0·02]) (3). Only 41.8% of gynecology inpatients scored responsiveness as "good " (mean score out of 100: 53.99 ± 20.85) in Iranian teaching hospitals (6). These numbers provide context for MMC's Gynecology satisfaction (87.2%) in that it is far higher than regional LMIC averages, but direct cross-national comparisons would need consideration of differences in survey methodologies used to gather these satisfaction data.

Table No 4: . National Benchmarking: Patient Satisfaction in Pakistani Hospitals

Study/Source	Setting	Sample Size	Overall Satisfied	Key Findings
Present Study - MMC Hospital	Private teaching hospital, Mirpurkhas	451	92.5%	Gynae (94.4%), Surgery (94%), Cleanliness and comfort are improvement areas
Ullah et al. (2025), Hayatabad, Peshawar(2)	3 public + 3 private hospitals	664	13.9%	Private: 16.9% satisfied; Public: 12.0% (p=0.05)
Punjab SMU Report (2026)(3)	Public teaching hospitals	1,976	Not reported	36% no free medicines; 31% improper treatment; significant complaints at Mayo, Nishtar Hospitals
Omer et al. (2022), Attock(5)	CMH (military) vs. DHQ (public)	390	100% (CMH), 90% (DHQ)	Military superiority; overall satisfaction significantly higher in private/military settings
Lahore SERVQUAL Study (2018) (4)	Public + Private hospitals	456	Not reported	Patient satisfaction most strongly related to empathy in public sector and responsiveness in private sector

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Table No 5: International Patient Satisfaction Benchmarks.

Country/Region	Setting	Year	Satisfaction Rate	Key Metrics
United States (7)	National average	2023	78%	“Excellent or very good” overall hospital experience
MMC Hospital (ranking)	Private teaching	2026	92.5%.	Exceeds US national average
United States: HCAHPS ‘Likelihood to Recommend’ (7)	National	2024	69.2/100	Inpatient scores remain 2.2 points below pre-pandemic levels
Netherlands/Benchmark (Private sector benchmarks)(9)	Private healthcare	2025	Varies	Global benchmarks for NPS and response rates across inpatient/day surgery/outpatient
Tunisia (Ibn Al Jazzar University Hospital)(3)	Public, Gynecology-Obstetrics	2023-2024	37% (2023) ? 52% (2024)	Significant improvement (p<0.001) after digital intervention and facility enhancement
Iran (Mashhad teaching hospitals)(9)	Public, Gynecology	2019	41.8%	“Good level” responsiveness in 41.8% of inpatients
Italian public hospitals (multicenter protocol)(10)	Public, Gynecology	2025	Study ongoing	NSNS questionnaire being validated

Thematic Analysis of the Factors that Influence Satisfaction:

The Cleanliness Paradox: Among all the departments, cleanliness emerged out as the domain which witnessed lowest ratings; however, the absolute rates varied widely across. Surgery 90.7% Gynecology 73.8% Pediatrics 71.3%. But, in comparison to its high numeric satisfaction, Surgery had a number of textual comments with explicit complaints that included "environment is extremely dirty" and "beds are unhygienic". This suggests that the qualitative dissatisfaction is not clearly shown by the numeric rating, or that satisfaction may have an element of other unrelated factors and the patients mix them with the standard of clinical care.

Pain Management: Pediatrics (100%), Gynecology (100%), Surgery (95.7%), and Medicine (90%). Surgery performs well, though there is room to match the 100% achieved by two other departments.

Privacy Satisfaction: 99.7% across departments (Gynecology 100%, Surgery 99.3%, Pediatrics 100%).

Adequate Information: Surgery 92.1% – not a deficit; all departments score ≥90%. Medicine is the lowest at 90%.

Discussion:

Strengths of MMC Hospital:

- Solid clinical basis: Satisfaction > 90% across nearly all clinical domains (such as treatment outcome, information, professionalism and at times privacy).
- Better performance compared to public-sector peers: For example, MMC rates for global satisfaction 92.5% are significantly higher than the 12–16% satisfaction rates in Peshawar public hospitals and may also fairly compare with the dismal results from these provinces Punjab SMU audit.
- Globally competitive: MMC exceeds the US 78% average satisfaction rate, but the methods slightly differ.

Areas Requiring Evidence-Based Intervention:

Member of Cleanliness and Environmental Hygiene:

The definite complaint and demand by patients about “washroom, polluted environment, beds not clean, blankets not available etc.” also suggest a systematic approach towards these issues. The literature shows that environmental factors have a considerable influence on patient satisfaction. Targeted recommendations:

- Establish departmental-specific cleaning checklists.
- Establish transparent feedback mechanisms for sanitation.
- Get new linen for the bed and blankets.
- Washroom maintenance more frequent (discontent among medicine department →restroom usage 10%).
- Comfort in Pediatrics and Gynecology.
- With only 53.9% of pediatrics patients are comfortable and 12.7% of gynecology patients are uncomfortable.
- Sharing waiting areas designed for all members of the family.
- Private/semi-private room (as requested in Gynecology free-text).
- Moving Gynecology ward to ground floor as asked.
- Proper waiting area for attendants.

Surgical Information and Pain Management:

- This evidence base provides a root-cause analysis of the 26.4% inadequate information by surgery and the ward-level 25·7% pain management delay. Interventions could be delivered either through near-patient or remote access using scalable interventions, including evidence-based protocols for preoperative counseling, standardized numerical rating scale pain assessment tools incorporated into clinical workflows during nursing rounds and staff training in multimodal pain management.
- Comparative Quality Improvement Opportunities.
- There are lessons that MMC could consider from existing international interventions: the Gyné Satis mobile application in Tunisia (satisfaction increased by 11% among users, p=0.02 and focusing on perceived waiting time and subsequently meeting patient expectations are two key predictors of satisfaction in a US-based cohort [39]. The use of real-time dashboards

to underpin digital feedback tools may affect responsiveness.

Limitations:

This study has several limitations. The comparability is not exhaustive, however, for reasons such as the fact that results from all domains of the Medicine department were pooled in distinct questionnaires. Second, the feedback forms did not provide some demographic variables known to be predictors of patient satisfaction such as age, gender, socioeconomic and educational level. Third, department sample sizes are very heterogeneous (70-140), so that the reliability of statistical estimates is low. Fourth, the absence of longitudinal data prevents us from measuring changes over time. Fifth, the participants probably are not reporting statistically meaningful measures of satisfaction this way they were done in person. Given the indication of methodological heterogeneity across survey instruments and health care system contexts, thus international comparisons should finally be made with caution

Conclusions:

Although patients interviewed at Muhammad Medical College Hospital had Patient Satisfaction rates ranging from 94.4% in the area of Gynecology to 94% in Surgery, its performance compared with the majority of Pakistani hospitals excels as it can claim results that reach or surpass US national averages! Core clinical domains (privacy, professional attitude, treatment outcome) are unbelievably solid. In addition to this table, cleanliness and physical comfort are basic strategic priorities for quality improvement–especially in Pediatrics and Gynecology. The Surgery department is another area where the data shows Lagging behind other departments particularly in making information accessible and providing pain management protocols.

If the satisfaction criteria are much looser than the rest of Pakistan's public sector then we have to make sure MMC Hospital does not get laid back. While MMC seemed to perform well in certain aspects by international standards, the disparity in its generosity and admirations against its track record of performance is clear: 73.8% Gynecology cleanliness and low comfort in Pediatrics. The areas to focus on Quality improvement will be: Environmental hygiene (washroom, ward, bed linen), investment for waiting area/infrastructure (private rooms + Ground floor Gynecology ward) + Protocols from standardized information protocols to pain management optimization. Given a working system like Tunisia for example, some digital feedback system might give live responses. Utilizing the same methods for each department at one point in time, and running them out in every department (demographic]variables are hard enough to bid benchmark efforts).

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