

14th World Congress on

Neurology and Neurological Disorders

July 17-18, 2017 Chicago, USA

A study about workload psychology of mental health professionals in a Mongolian hospital

Delgermaa Sendmaa, Namuun Ganbaatar and Munkhkhand Jurmiddorj
Mongolian National University of Medical Sciences, Mongolia

Introduction & Aim: One of the factors linked to the quality of patient care is quality of the healthcare workforce. There is some evidence to suggest that health care workers who are happy perform better and have better outcomes for patients and the converse may also be true. The study purpose was to measure levels of staff satisfaction with work and patient satisfaction with treatment in a Mongolian mental health care facility and identifies any linked factors between both groups.

Methods: The study was carried out in the National Center of Mental Health (NCMH) and smaller mental health departments within 5 district general hospitals of Mongolia. We used the Kuopio University Hospital job satisfaction scale to evaluate staff satisfaction. Patient satisfaction was measured in inpatient and outpatient care using questionnaires developed for each setting in 2013 by the Mongolian Ministry of Health and containing questions around perceived quality of care, communication with staff, fee payment and speed of access to treatment.

Results: In the study, 151 health care professionals and 171 patients participated. In the outpatient sample, 81% were satisfied with the service overall, 80% with medical staff attitude and communication, 87.5% with the time allocated for their consultation and 76% with health care safety. The results were comparable with the inpatient sample, in which 82.4% were satisfied with the service overall, 81.2 % with the attitude of medical staff. Results from the staff, 67% of inpatient staff was happy with their workload and 71.6% with the ward and hospital environment.

Conclusions: The results are encouraging in terms of levels of satisfaction but further analysis of the group expressing dissatisfaction will be conducted and presented. We will also explore potential links between levels of satisfaction and gender, diagnosis, profession and clinical area.

delgermaa.s@mnums.edu.mn