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ASSESSMENT OF THE QUALITY OF MEDICAL SERVICES AND PATIENT SATISFACTION IN
INPATIENT HEALTHCARE FACILITIES IN GEORGIA

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სტაციონარულ სამედიცინო დანესებულებებში სამედიცინო მომსახურების ხარისხისა და
პაციენტთა კმაყოფილების შეფასება საქართველოში

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რეზიუმე

სტაციონარული სამედიცინო მომსახურების ხარისხის და პაციენტთა კმაყოფილების შეფასება აუცილებელია ჯანდაცვის მიზნების სისტემების გასაძლიერებლად. საქართველოში საავადმყოფოების აკრედიტაცია დაინერგა, როგორც მომსახურების ხარისხის გაუმჯობესების მექანიზმი, თუმცა შეზღუდულია მონაცემები პაციენტთა აღქმის შესახებ აკრედიტაციის გავლენაზე.

კვლევა ჩატარდა 2025 წლის ოქტომბერსა და ნოემბერში საქართველოს 20 სტაციონარულ დანესებულებაში. სტრუქტურირებული კითხვარის მეშვეობით შეფასდა სოციო-დემოგრაფიული მახასიათებლები, საერთო კმაყოფილება, საავადმყოფოს მომსახურების აღქმული ხარისხი და აკრედიტაციის აღქმა. გაანალიზდა სულ 220 ვალიდური პასუხი აღწერილი სტატისტიკის გამოყენებით.

რესპონდენტთა უმრავლესობა იყო ქალი (54%), საშუალო ასაკი 41 წელი. მომსახურების საერთო ხარისხი მონაწილეთა 52%-მა შეაფასა საშუალოდ, 27%-მა დაბალ დონედ და მხოლოდ 18%-მა მაღალ დონედ. მიღებული მომსახურების მიმართ კმაყოფილება რესპონდენტთა უმეტესობაში (დაახლოებით 54%) იყო ნაწილობრივი, 30%-მა განაცხადა სრული კმაყოფილება და 12%-მა უკმაყოფილება. აკრედიტაციასთან დაკავშირებით, 51%-მა აღნიშნა, რომ აკრედიტაცია აუმჯობესებს მომსახურების ხარისხს, 22% მიიჩნევდა, რომ მას გავლენა არ ჰქონდა, 9% თვლიდა, რომ ხარისხი გაუარესდა და 18% არ იყო დარწმუნებული. ღია კითხვებზე კომენტარებმა გამოკვეთა სამი პრიორიტეტული მიმართულება: კომუნიკაცია პაციენტებთან, ინფექციის კონტროლი და ჰიგიენა, და რიგების/მოლოდინის დროის მართვა.

პაციენტთა კმაყოფილება სტაციონარული სამედიცინო მომსახურების მიმართ საქართველოში რჩება ზომიერი, მნიშვნელოვანი ყურადღებით კომუნიკაციის, ჰიგიენის და რიგების/მოლოდინის სისტემების ეფექტურობის მიმართ. მიუხედავად იმისა, რომ მრავალი პაციენტი აკრედიტაციას დადებითად აფასებს, გაურკვეველობა და არაინფორმირებულობა კვლავ რჩება პაციენტებში, რაც ხაზს უსვამს მეტი გამჭვირვალობის, პერსონალის ტრენინგისა და ხარისხის მუდმივი გაუმჯობესების საჭიროებას.

Introduction: The quality of medical care delivered in hospital settings is a key determinant of population health outcomes and an essential indicator of the performance of a national health system. In recent decades, countries across the world have increasingly emphasized the role of hospital accreditation as a mechanism for improving the safety, effectiveness, and patient-centeredness of clinical services. Accreditation systems aim to standardize processes, strengthen organizational performance, and ensure that healthcare providers operate in accordance with evidence-based protocols and international norms. Numerous studies indicate that accreditation can positively influence clinical outcomes, reduce medical errors, and enhance patient satisfaction—an important measure of healthcare quality from the patient’s perspective [2,3,5,6,7].

Georgia has undergone extensive reforms in the healthcare sector since the early 2000s, including efforts to modernize hospital infrastructure, improve regulatory oversight, and engage in international

accreditation initiatives. Despite these changes, concerns persist regarding variability in service quality, waiting times, communication gaps, and uneven patient experiences across different inpatient facilities. Patient satisfaction, as both a subjective perception and a measurable quality indicator, provides valuable insights into the strengths and weaknesses of hospital care and highlights areas where system-wide improvements are still needed [1,2,3,4,5].

Understanding how patients perceive the quality of inpatient medical services is particularly important in Georgia's current context, as increasing numbers of hospitals seek accreditation through national and international bodies. However, limited empirical data exist regarding how accreditation status is understood by the population and whether patients perceive accreditation as having an impact on service quality.

This study aims to address this gap by evaluating the quality of inpatient medical services in Georgia from the perspective of patients who recently received hospital care. The research assesses overall patient satisfaction, explores awareness and perceptions of hospital accreditation, and identifies key areas for improvement based on patient feedback. The findings are intended to support policymakers, healthcare administrators, and accreditation bodies in strengthening hospital service quality and aligning Georgian healthcare facilities with international best practices.

Research Goal and Objectives: The primary goal of this study is to evaluate the perceived quality of inpatient medical services in Georgia and to assess patient satisfaction with the care they received. The study also aims to explore patient awareness of hospital accreditation and their perceptions regarding its impact on service quality.

To achieve this goal, the study addresses the following specific objectives: To assess patient satisfaction with inpatient medical services across hospitals in Georgia, including overall satisfaction and the degree of partial or complete fulfillment of patient expectations; To evaluate patients' perceptions of the general quality of hospital-based medical care in the country; To examine patient awareness regarding the accreditation status of the hospital in which they received care; To analyze patient perspectives on whether hospital accreditation influences the quality of medical services; To identify key areas for quality improvement based on open-ended patient comments, including communication, waiting times, hygiene, staff behavior, and financial considerations; To generate evidence-based insights that may inform healthcare administrators, policymakers, and accreditation bodies in designing strategies to enhance service quality and strengthen the accreditation process in Georgia.

Research Materials and Methods: This research employed a cross-sectional quantitative study design aimed at assessing patient satisfaction and perceptions regarding the quality of inpatient medical services in Georgia. The study was conducted over a two-month period, October–November 2025, using a structured self-administered questionnaire.

The target population consisted of individuals who had recently received inpatient medical care in Georgia. The survey was distributed to 20 inpatient healthcare facilities across the country, representing a mix of urban and regional hospitals with varying capacities and service profiles. Facilities included both accredited and non-accredited institutions, as well as hospitals undergoing preparation for accreditation.

A convenience sampling approach was used due to the variability in patient flow across hospitals. Because convenience sampling was used, results may not be fully generalizable to the national inpatient population. Each participating facility distributed the survey to eligible patients who had completed inpatient treatment within the previous three months. Participation was voluntary. A total of 220 completed responses were obtained and included in the analysis.

Data were collected using a structured questionnaire created through Google Forms. The instrument comprised five sections:

1. Sociodemographic information (age, gender, marital status).
2. Perceived overall quality of inpatient medical care in Georgia.
3. Satisfaction with services received during hospital stay.
4. Awareness of hospital accreditation status and perceived impact of accreditation on quality.
5. Open-ended comments and suggestions for improving service quality.

The questionnaire was developed based on literature on patient satisfaction, WHO recommendations, and core dimensions of hospital accreditation and service quality (communication, safety, hygiene, waiting times, environment, staff behavior) [3,5].

Primary Outcome Variable: Patient satisfaction with the medical services received (three-point scale: yes, partially, no).

Secondary Variables: Perceived general quality of inpatient care in Georgia; Awareness of hospital accreditation status; Perceived impact of accreditation on quality of services; Open-ended qualitative feedback on areas for improvement.

Independent Variables: Age; Gender; Marital status; Type of hospital attended (accredited, non-accredited, or unknown).

Quantitative data were exported from Google Forms into Microsoft Excel and cleaned for completeness and consistency. Descriptive statistics—including frequencies, percentages, and measures of central tendency—were used to summarize the data. Patterns in patient satisfaction were examined across demographic groups and by reported accreditation status. Qualitative responses from the open-ended question were analyzed using thematic content analysis, allowing the identification of recurring themes in patient feedback, such as communication, hygiene, waiting times, staff behavior, comfort, and costs.

The study adhered to ethical principles of confidentiality, voluntariness, and anonymity. No personal identifiers were collected. Permission to conduct the survey was obtained from participating hospitals, and all respondents provided informed consent before participation. The study formed part of the author's doctoral research project and complied with institutional ethical standards.

Obtained Results and Discussion: A total of 220 patients participated in the survey. The mean age was 41 years (range: 20–78), with the majority aged 30–39 years. Females constituted 53.6% of respondents, and most were married (53.6%).

Perceived Quality of Inpatient Care: More than half of the respondents rated the overall quality of inpatient medical services in Georgia as average (51.6%), while 26.8% perceived the quality as low and 18.2% as high.

Awareness of Accreditation Status: Most patients (68.2%) did not know whether their hospital was accredited. Only 25.9% reported receiving care in an accredited hospital and 5.9% in a non-accredited one.

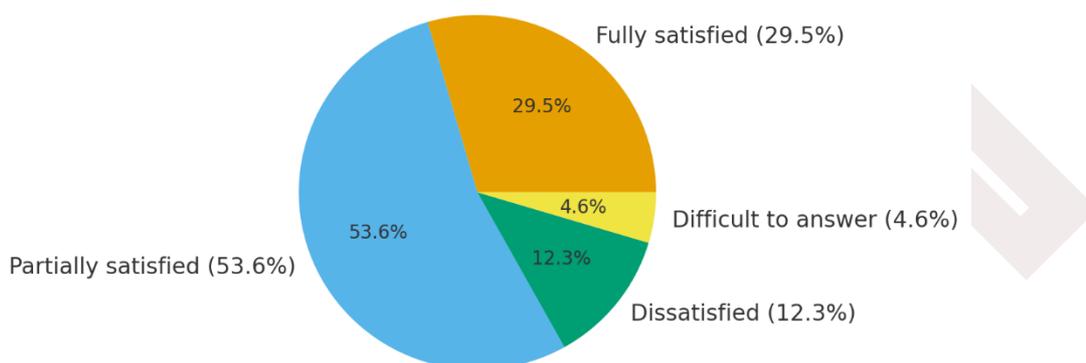
Patient Satisfaction: Regarding personal experience, 29.5% of patients were fully satisfied, 53.6% were partially satisfied, and 12.3% were dissatisfied with the services received. The remaining 4.6% did not provide a response to this question.

Perceived Impact of Accreditation: When asked whether accreditation improved service quality, 18% reported they were unsure, 51% believed quality increased, 22% reported no change, and 9% believed quality had decreased.

Qualitative Findings: Analysis of open-ended comments revealed several recurrent themes:

- Communication issues (most frequent)
- Long waiting times and poor queue management
- Hygiene and infection control concerns
- Need for staff training and greater empathy
- Environmental comfort and navigation problems
- High service prices

Figure 1: Patient Satisfaction with Inpatient Services in Georgia
Patient Satisfaction with Inpatient Services in Georgia (N=220)



The findings show that while outright dissatisfaction with inpatient services is relatively low, the majority of patients report only partial satisfaction, suggesting that many aspects of hospital care require strengthening. Perceptions of overall inpatient service quality are similarly modest, with most respondents rating national hospital quality as “average.”

A critical finding is the low awareness of hospital accreditation. More than two-thirds of patients could not identify whether their hospital was accredited, and over half were unable to assess the impact of accreditation on quality. This indicates that accreditation processes in Georgia remain largely invisible to patients, limiting their potential influence on patient trust and perception [8,9]. This aligns with international evidence showing that accreditation improves outcomes only when effectively communicated and when patients are engaged as stakeholders.

The qualitative analysis confirms that patient satisfaction is strongly influenced by communication quality, waiting times, hygiene, staff professionalism, and costs. Many of these issues reflect systemic challenges previously highlighted in Georgian health-sector assessments, including inconsistent implementation of standards, variable service quality, and organizational inefficiencies.

Overall, the study demonstrates a clear need for enhanced quality-improvement strategies in Georgian inpatient facilities, including better communication practices, investments in hygiene and infection control, improved queue and appointment management, continuous staff training, and increased transparency around accreditation. Strengthening these domains may substantially improve patient satisfaction and public trust in hospital services.

Conclusion: This cross-sectional study provides important insights into patient perceptions of inpatient medical service quality in Georgia. While most respondents rated national hospital care as average and expressed only partial satisfaction with the services they personally received, several critical areas for improvement emerged. The most prominent concerns relate to communication with medical staff, waiting-time management, hygiene and infection control, and overall service organization.

A major finding is the limited patient awareness of hospital accreditation. Most respondents did not know whether their hospital was accredited, and more than half were unable to assess the impact of accreditation on quality. This suggests that the current accreditation process, despite its importance for healthcare quality assurance, remains insufficiently visible and meaningful to patients.

Improvements in communication, transparency, staff training, environmental comfort, and cost-related issues are essential for strengthening patient trust and enhancing service quality. Increasing public awareness of accreditation standards and ensuring their consistent implementation across hospitals could further contribute to better patient experiences.

Overall, the study highlights the need for targeted quality-improvement strategies within Georgian inpatient facilities and underscores the importance of engaging patients as active stakeholders in healthcare quality and safety initiatives.

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SUMMARY

Evaluating the quality of inpatient medical services and patient satisfaction is essential for strengthening healthcare delivery systems. In Georgia, hospital accreditation has been introduced as a mechanism to improve service quality, yet limited data exist on patient perceptions of its impact.

A cross-sectional study was conducted between October and November 2025 across 20 inpatient facilities in Georgia. A structured self-administered questionnaire assessed sociodemographic

characteristics, overall satisfaction, perceived quality of hospital services, and perceptions of accreditation. A total of 220 valid responses were analyzed using descriptive statistics.

The majority of respondents were female (54%) with a mean age of 41 years. Overall service quality was rated as average by 52% of participants, while 27% rated it low and only 18% high. Satisfaction with received services was partial among most respondents (approx. 54%), while 30% reported full satisfaction and 12% dissatisfaction. Regarding accreditation, 51% stated that accreditation improves service quality, 22% believed it had no effect, 9% felt quality had decreased, and 18% were unsure. Open-ended comments highlighted three priority areas: communication with patients, infection control and hygiene, and management of queues/waiting times.

Patient satisfaction with inpatient medical services in Georgia remains moderate, with substantial concerns regarding communication, hygiene, and system efficiency. Although among patients who had an opinion, the majority viewed accreditation positively, overall population awareness remains low. Uncertainty persists, underscoring the need for greater transparency, staff training, and continuous quality improvement.

Keywords: Patient satisfaction, Healthcare quality, Hospital accreditation, Inpatient services, Georgia