

## Client Satisfaction in relation with TB Services in Nepal

**Background:** Kathmandu district have better access to health care services and choices to information. Overloaded health system in Kathmandu district has threatened the quality of care which might result in low client satisfaction levels, thereby probably weakening the tuberculosis (TB) control strategy. In Kathmandu, major TB indicators such as cure rate and treatment success rate were below than national average since last three fiscal years (FY) (2006/07 to 2008/09). Moreover, there is a high defaulter rate of TB patients in Kathmandu compared to national estimate.

**Objectives:** To assess the clients' satisfaction in relation with TB services delivered by DOTs centers in Kathmandu district.

**Methods:** Exploratory/descriptive study design. Stratified random sampling and Probability Proportionate to Size techniques was adopted to identify 17 centers and 384 TB patients from Kathmandu district. IDI and FGD tools implemented among TB patients/family members, service providers, and community people.

**Findings:** More than three quarters satisfied with quality services and opening time of centers was convenient for 93%. Ninety eight percent agreed on availability of drugs/service providers and 88% were much satisfied with treatment procedure and behavior of providers. A difference between satisfactions among TB patients was on waiting time for seeking care and accessing centers.

**Conclusion:** Long waiting time for seeking care and accessing treatment centers were not much satisfactory for TB patients. Operational aspects of treatment centers were statistically significant regards to patients' satisfaction level. Availability of drinking water, sanitation and cleanliness of centers were major factors in determining satisfaction level of the patients.

