OPINION

Based on patient satisfaction, health policies

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ABSTRACT

Decision-makers in the healthcare industry must develop public policies based on the findings of various scientific researches as a result of an ever-changing and evolving environment. This article assesses patient satisfaction research as a foundation for health policies. 621 articles from the Scopus database that were published between 2000 and 2020 were used as a sample for the investigation. The United States was the largest producer and research partner on patient satisfaction and health policy in the world. The most productive publications, organizations, and journals, however, are British in origin. Regarding the themes, we discover that there is little scientific production in the areas of economics and management. We split the study period into two periods of equal length in order to investigate the evolution of keywords. The term "Perception" sticks out in the second sub-period, indicating that the patient's viewpoint is currently being taken into consideration.

Key Words: *Patient satisfaction; Health policy; Health system; Research trends.*

INTRODUCTION

The definition of a quality health system has changed over time, and it now takes into account perceived quality, or the gap between what patients (the clients) expect and what they actually receive. In order to satisfy patients, it will be required to fulfil both of their expectations and their necessities. Results in healthcare were dependent on patient satisfaction in the middle of the previous century. There is still no established way to gauge satisfaction at this time. On the other hand, the current bibliography takes into account many viewpoints and techniques. Patient satisfaction is also thought to cover a range of factors, including approach, functioning, infrastructure, interaction, atmosphere, and services. Comparing patients' needs and expectations for medical care with their personal experiences is how satisfaction is measured. By identifying those patient needs or expectations that have not yet been met, patient satisfaction evaluation aims to pinpoint areas for improvement. The management and creation of public policies will therefore benefit from recognizing the positive and negative aspects of the delivery of health care based on patient expectations.

The contrast model, the assimilation model, and the assimilation-contrast model are the three fundamental expectation models that have been developed. In the first, the performance of the health system is compared to patient expectations. The second recognizes that when expectations and reality diverge, the consumer (patient in the healthcare system) modifies expectations to reflect reality. In order to maintain coherence across various cognitions, the patient, specifically, strives to reduce dissonance. In the assimilation-contrast paradigm, there is a final "acceptance circle" when the differences are within the permitted bounds. When it stays within bounds, it is absorbed, but when it goes over those bounds, the contrast theory is in play. The main implication of patient-centered care is that the patient is valued and understood. Harvey Picker was a leader in the research of patient-centered care, and his organization was the first to gather data on how patients felt about the healthcare system. Patients already actively participate in the design and development of healthcare services in Western Europe and North America. The impact of this involvement on patient satisfaction and the standard of the healthcare system results in better health outcomes.

The European Core Health Indicators (ECHIs), which are health indicators for the European Union, were developed by the European Commission with the aim of gathering comparable and trustworthy data to aid in the development of policies. These indicators' data will provide information on the best health policies to implement. Politics, on the other hand, is defined as the struggle for dominance among the stakeholders. It also outlines the methods employed to address this issue. The experiences of patients will be directly impacted by health policies. Three categories can be made up of the stakeholders in the health system. First, health professionals

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including doctors, nurses, and other healthcare workers make up healthcare providers. Regardless of price, this group will assert that they have the best health outcomes. Second, an effective health system is a goal shared by state health policymakers, their professional health advisors, and researchers. According to some authors, this group even suppressed or ignored studies in response to pressures brought on by budgetary constraints, political campaigns, and societal crises, among other things. Finally, because they are underrepresented in the process of creating policy, patients have suppressed their interests.

According to the World Health Report 2000, the primary objectives of the healthcare system are to promote good health, financial justice, and public expectations can be met. For all of these reasons, and as a foundation for developing public policy, this work tries to analyses all scholarly work on patients' satisfaction with the healthcare system. Later, in 2015, the United Nations approved the 2030 Agenda, pledging the signatory nations to advance global health. Although this goal is specifically included in "Goal 3," it is actually a topic that cuts across all areas of the 2030 Agenda. Applying sound health policies is crucial since they affect both the existing population's quality of life and the prospects for the future. In terms of health, it may have an impact on the average lifespan of the population, and in terms of economics, it may have an impact on the labor force participation rate. In other words, the strength of the nation's economy will be strongly impacted by the health of the population. The majority of the country's population must have access to high-quality healthcare in order for there to be a balance between birth and death rates and a low incidence of diseases, which is necessary for the country's development. From a different angle, a nation that provides its citizens with universal access to medical treatment may find the increase in life expectancy and improvement in quality of life to be a burden on its health system. We stress how crucial it is for agents to comprehend political processes and put into practice sound health policies because they will be the ones able to contribute to the ongoing enhancement of the services offered. The latter starts from the notion that patient happiness is a reliable sign of the caliber of medical care. According to a recent study, Europe produces around one-third of the global public health-related research output. Additionally, bibliometric analyses of articles that assess the caliber of healthcare services or the level of institutional commitment in healthcare organizations are available. Along with the analysis of scientific activity on a particular ailment, there are bibliometric papers on health economics and even the specific impact of telemedicine on patient happiness. Our research goes farther since it aims to investigate the body of research on patient satisfaction as a foundation for creating public policies. The goal of the healthcare system will be to increase population health, thus policymakers must examine how people view the system. Scientific discoveries are an input that can change the world or solve issues. Furthermore, it goes without saying that political content must be included in the results of health research. The latter is true because, despite the fact that science can discover important insights about how to improve the health of the people, it will be political actors who will be able to turn them into reality. As a result, it is becoming more and more important for scientists to demonstrate how their results have political value.

DISCUSSION

The primary topic area is medicine, followed by nursing and social sciences, which makes sense given that these broad study groups are where health policy and patient happiness are framed. However, there is little information available regarding patient satisfaction from the perspective of health investment management and resource application. The information below can support this: Only 1.44% of the area is devoted to business management, and only 1.08% to the economy. However, the strategic diagram enabled us to recognize four new or decadent themes (Risk Factors, Rehabilitation Centre, City, and Health Status Indicators). The time frame examined was split in half for the keyword investigation. The engine term with the greatest h-index in both sub-periods is the same, though: Human. Because it is a universal and generic concern, it makes sense that this keyword use leads in terms of the volume of papers, with 193 in the first ten years of study and 301 in the subsequent ten. Between the first period (4 documents) and the second period, the theme of perception developed. This addition is important to the research because it demonstrates how increasingly decisions about what investments, costs, and procedures to implement take into account the patient's impression of perceived health services.

The development of public policies based on patients' happiness with the healthcare system was not the subject of any bibliometric studies, but an analysis of the scientific literature on themes like the caliber of the healthcare system and the use of marketing in public services was discovered. This article intends to demonstrate which organizations, writers, and nations provide scientific knowledge in the area of developing public policies that take patient happiness into consideration. The public sector, and more specifically the health sector, is attaining a certain level of maturity in the application of marketing ideas like contentment. The ultimate objective is for decision-makers to apply the scientific theories to reality in order to make better choices that improve the standard of living for the populace. There are several restrictions on this study. We made use of the Scopus database. Even though Scopus contains the majority of the articles in the WoS database, it would be interesting to conduct this analysis using WoS to ensure that the outcomes are consistent. According to a bibliometric study on sustainability and public health that contrasts the two databases, Scopus held the top spot for article volume up until 2013. However, the concentration was comparable in both databases from 2013 to 2017. Based on citation information, posting guidelines, and professional opinions, WoS runs an extensive content filter.

On the other hand, Google Scholar is becoming better, making it worthwhile to conduct research there. In addition to communications and presentations to congresses, theses, seminars, and other academic works that can significantly advance the topic being studied, Google Scholar is only available for works that have been published in scientific journals. Future studies might also concentrate only on public policies that are solely concerned with the financing of health services or the standard of those services. Additionally, a timed h-index study might be performed to determine whether the authors who were previously regarded as the most prolific are still doing so or whether their traditionally calculated h-index is high as a result of popular but outdated publications.

CONCLUSION

We conducted a bibliometric analysis using 621 PS and HP-related papers from the Scopus database that were published between 2000 and 2020. The investigation showed that the amount of prior years' scientific output on the topic was not particularly noteworthy. However, production started to pick up speed in 2000. According to our estimation, the latter is a result of the ECHI indications' appearance. As a result, since 2010, there has been an increased focus on understanding patient perception. We think that researchers ought to be aware of the political dynamics surrounding health issues. Politicians must converse with scientists since this is the only way for scientific advancements to be implemented in the real world and enhance the health and standard of living of the populace. Finally, we want to emphasize the use of VOSviewer and SciMAT, two powerful tools. It is clear from the bibliography that only one bibliometric tool is typically used.