

**(CO) CLIENT SATISFACTION IN A PRIMARY HEALTH CARE CENTRE IN THE INTERIOR REGION**

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### **Introduction**

The client satisfaction works as an indicator of quality in the health care system of any country and the acknowledge of the users perspective in relation to this dimension is considered essential to monitor the quality of the health care services, to identify the issues that need to be addressed, expectations and also in order to reorganize the service provision. The research pretends to identify the client's satisfaction using the EUROPEP indicators and to determine in which way this is influenced by the variables in study.

### **Objectives**

Evaluate the clients satisfaction in a health care centre localized in the interior centred region of Portugal according to the EUROPEP indicators.

Determine the influence of a group of variables of sociodemographic context and biopsychological nature over the client's satisfaction.

### **Methods**

Transversal, descriptive correlational study of quantitative non-experimental nature, with a sample of 419 clients of the health care centre, being mostly of the female sex (58.00%), married (70.40%), living in the city (51.70%), detaining the 7th, 8th or 9th grade of school (35.30%) and with an average age of 39.40 years.

### **Results**

The index of 'global satisfaction' has obtained a mean of 53.30%, but better mean in the index 'relation and communication' (63.20%) and worse in 'service organization' (29.30%).

As hypothetical determinants of client's satisfaction the variables that showed meaningful effect, different and better over the generality of the dimensions where: sex (men), area of residence (city), literacy (detaining the 10th, 11th or 12th grade of school).

### **Conclusion**

Knowing the satisfaction index of the clients that use the health care services is a fundamental and structural element to the efficiency and quality of the care provided. Although this needs to monitored taking in account the socioeconomic and cultural realities of each community, in order to plan and implement services.

### **Keywords**

Client; Satisfaction; Health; Service Management.