Abstract

Introduction: Chronic illness is becoming a pressing public health issue. The attendant isolation and effect on social and family relationships, among others, has demanded for a holistic approach to management.

Aim: The study therefore aimed at evaluating the effect of BATHE technique on patient satisfaction among patients with diabetes mellitus and hypertension.

Methods: A randomized controlled trial involving 68 adults on follow-up at the GOPD of the Jos University Teaching Hospital aged 18 years and above. Consecutive patients were recruited and data was gathered through interviewer administered questionnaire.

Subjects were randomly allocated to the control and intervention group of 34 participants each. The control group received usual care while the intervention group received usual care and BATHE counselling. Data collected from the subjects include socio-demographic data, diagnosis and subscales of doctor/patient interaction. Analysis was done using EPI info 3-5-3 (Centers for Disease Control and Prevention, Atlanta, Georgia, USA) and represented using tables. Significance was determined using T-test, chi-square test and logistic regression at a P-value of 0.05.

Results: The study demonstrated an increase in patient satisfaction scores in the BATHE group (P= 0.001). The variables that were found to be predictors of patient satisfaction were doctor’s concern (OR: 3.5, CI: 1.62-7.56, P-value = 0.0014) and patients’ confidence in their doctor (OR: 15.7, CI: 2.67-92.2, P-value = 0.0023)

Conclusion: The study has shown that the use of BATHE technique among patients who are either hypertensive or diabetic improved patient satisfaction scores. The levels of patient satisfaction were found to be at least good. Doctor’s concern and patients’ confidence in their doctor were found to be predictors of satisfaction.