

Original Article

Customers Satisfaction with Health Services Provided by Emergency Departments of Federal Teaching Hospitals, Khartoum, 2005**Hala Awadallah Mohammed MD¹, and Abdal Rahman Alttom MD²**¹ General Specialist (Family Physician), e-mail: hala-1-elfatih@hotmail.com, Mobile: +249-912352287² Professor of Community Medicine, Sudan Medical Specialization Board**Abstract**

The Federal Ministry of Health is trying continuously to provide the best health care through improving service quality and efficiency as expected by those who benefit from these services and to ensure their satisfaction.

This study attempts to assess customers' satisfaction both (patients and co-patients), who attend the Emergency Departments of federal teaching hospitals. It also attempts to illicit their opinions and suggestions for improving the quality of these services in order to meet their expectations and achieve their satisfaction. A total of 210 patients and co patients from the Emergency Departments of the three teaching hospitals Khartoum, Khartoum north and Omdurman were selected randomly. Data was collected using a pre-coded and a pre-tested questionnaire. The results revealed high levels of satisfaction with the Emergency Department staff performance and attitude especially with the doctors' performance. Low levels of satisfaction were noticed with other aspects of health services like cleanliness, toilets, food services, the emergency general wards and lastly the Cost of some services.