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QUALITY OF CARE AND PATIENT SATISFACTION. SYSTEMATIC REVIEW AND FUTURE SCOPE OF THE LINK BETWEEN BOTH CONCEPTS.

Abstract:

Nowadays, it is of vital importance that the healthcare system of any country is effective, i.e., based on the quality of medical services and oriented towards patient satisfaction, which indeed will ensure the health and well-being of the target population. Therefore, the objective of this work is to analyze in depth the literature concerning the relationship between quality of healthcare and patient satisfaction, as well as to bring together all the aspects affecting both concepts. The methodology used in this work has been the systematic review of the literature dealing with this topic, by looking for the types of quality which have been shown to affect satisfaction, and the variables, strategies and effects involved in the relationship between quality and satisfaction. The results have been organized, on the one hand, into a descriptive analysis of the countries, years and main methodologies followed in the selected articles, and, on the other hand, the main variables and areas of research related with the quality of healthcare and patient satisfaction, and the effects of the different dimensions of quality on satisfaction. The relevance of this study lies in identifying potential lines of future research, by highlighting the gaps in the existing literature on quality and satisfaction of the healthcare system by using new points of view.

Keywords:

Quality of care, satisfaction, healthcare, systematic review

JEL Classification: I10, I19, I00