



Research Article

# Yemeni Patients Satisfaction Regarding the Services of the Yemeni Medical Attaché in Mumbai: A Comprehensive Study

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ARTICLE INFO	Abstract
Received:	<p>Background: Yemeni patients, faced with limited healthcare infrastructure at home, increasingly seek treatment abroad, particularly in India.</p> <p>Objective: To evaluate the satisfaction rates of Yemeni patients with the services offered by the Yemeni Medical Attaché in Mumbai.</p> <p>Materials and Methods: The type of the study is a descriptive research, which targeted Yemeni patients who engaged with the Yemeni Medical Attaché services in Mumbai between January 2022 and December 2024. A simple random sampling technique was employed. A total of 300 patients participated in this study. The data collection tool was a structured questionnaire. Data were analyzed using SPSS version 22. Descriptive statistics (means, percentages) summarized patient satisfaction levels. Inferential statistics (Chi-square test, ANOVA) examined associations between demographic factors and satisfaction levels. P-value &lt; 0.05 was considered as statistically significant.</p> <p>Results: During the three years, study period, 300 patients randomly selected for this study. There were (61.3%) males and (38.7%) females. The mean age of the patients was (42.12 ± 13.8) years, range (18– 70) years. The age group 18 – 39 years represented the higher number of study patients (46.0%). Patients with cardiac conditions represented the higher number of patients (65%). Patients’ satisfaction related to administrative assistance was predominant and found (80.5%) patients. The satisfaction related to communication and follow-up found in (70.4%) patients. Patients’ satisfaction was found with highest percentage in female patients with (76.7%) and by male patients were in (72.8%) (p &gt; 0.05). The satisfaction rate by the age group 18 – 39 years old was more frequently observed with (36.3%) patients, followed by the age group 40 – 59 years old with (22.0%). The difference between values is statistically highly significant (p = 0.000).</p> <p>Conclusion: While the Yemeni Medical Attaché in Mumbai demonstrates a generally positive performance, targeted efforts to improve transparency and emergency handling are recommended. Periodic assessments are essential to sustain and enhance patient satisfaction.</p>
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## 1. Introduction

The globalization of healthcare has given rise to medical tourism, with India becoming a significant destination due to its affordability and high-quality care. Yemeni patients, faced with limited healthcare infrastructure at home, increasingly seek treatment abroad, particularly in India [1-5].

The medical attaché in the consulate takes care of the citizens' health conditions and follow up the treatment processes as well as provide the medical advisory when needed.

The Yemeni Medical Attaché in Mumbai plays a pivotal role in coordinating medical services, assisting with hospital admissions, and addressing administrative challenges faced by patients. Despite this critical role, there is a paucity of empirical studies evaluating the performance of the Attaché from the perspective of patient satisfaction [6], [7].

Patient satisfaction is a key indicator of healthcare service quality and administrative efficacy. It encompasses various dimensions, including administrative support, transparency, communication, and emergency responsiveness. Understanding patients' experiences is essential to enhance service quality and policy-making [6-8].

This study seeks to comprehensively assess the satisfaction of Yemeni patients treated in Indian hospitals in Mumbai, focusing on various service aspects and identifying potential areas for improvement. The current study underline the necessity of evaluating the adjunct services offered by entities such as the Medical Attaché, which are pivotal in enhancing the patients' experience.

### Objective:

The objective of this study is to evaluate the satisfaction rates of Yemeni patients with the services offered by the Yemeni Medical Attaché in Mumbai and to identify key areas for improvement.

### Materials and Methods:

The type of this study is descriptive study, which focuses on understanding individuals' experiences and perspectives. The study targeted Yemeni patients who engaged with the Yemeni Medical Attaché services in Mumbai between January 2022 and December 2024.

A simple random sampling technique was employed. A total of 300 patients participated in this study. The data collection tool was a structured questionnaire, which designed, encompassing: administrative support (e.g., hospital referrals, appointment scheduling ---- administrative assistance), medical guidance and support (medical support), emergency response handling (emergency response) and transparency and clarity in financial matters (financial transparency), communication effectiveness

(communication and follow-up) and respect for patient privacy and dignity (respect for privacy and dignity).

Data were analyzed using SPSS version 22. Descriptive statistics (means, percentages) summarized patient satisfaction levels. Inferential statistics (Chi-square test, ANOVA) examined associations between demographic factors and satisfaction levels. P-value < 0.05 was considered as statistically significant.

**Ethical Considerations:** Informed consent was obtained from all participants. The study maintained patient confidentiality and complied with ethical research standards.

### Results:

During the three years, study period, 300 patients randomly selected for this study. There were 184 (61.3%) males and 116 (38.7%) females with ratio male to female 1.56:1. The mean age of all patients was (42.12 ± 13.8) years, range (18–70) years.

Mean age of males was (42.44 ± 13.85) years, for females was (42.13 ± 13.77) years and (P > 0.05). All variables illustrated in Table 1 and Figure 1.

The age group 18 – 39 years represented the higher number of study patients 138 (46.0%) followed by the age group 40 – 59 years old with 114 (38.0%) and the age group ≥ 60 years old with 48 (16.0%). Patients with cardiac conditions represented the higher number of patients 195 (65%) followed by the patients of oncology 60 (20.0%) and others with 45 (15%), Table 1

Table 1: Characteristic variables of the study patients (n = 300)

Variables	Ratio	Range	Mean ± SD	No	%
<i>Sex:</i>					
Male				184	61.3
Female				116	38.7
<i>Sub total</i>				300	100
<i>Male to female:</i>	1.56:1				
<i>Age range (years):</i>		18 - 70			
<i>Mean age total patients ± SD (years):</i>			42.12 ± 13.8		
Mean age of males			42.44 ± 13.85		
Mean age of females			42.13 ± 13.77		
P-value			> 0.05		
<i>Age groups (years):</i>					
18 – 39				138	46
40 – 59				114	38
≥ 60				48	16
<i>Initial diagnosis:</i>					
Cardiac conditions				195	65
Oncology				60	20
Others				45	15

Patients' satisfaction related to administrative assistance was predominant and found by 242 (80.5%) patients. followed by satisfaction related to medical support by 235 (78.3%) patients, satisfaction related to respect for privacy and dignity by 228 (76.2%) patients. The satisfaction related to communication and follow-up found in 211 (70.4%) patients, satisfaction related to emergency response found in 197 (65.7%) patients and satisfaction from financial transparency by 186 (62.1%) patients, (Table 2 and Figure 1).

Table 2: Patients' Satisfaction by Service Dimension

Service Dimension	No.	%
Administrative Assistance:		
Satisfy	242	80.5
Dissatisfied	58	19.5
Medical Support:		
Satisfy	235	78.3
Dissatisfied	65	21.7
Respect for Privacy and Dignity:		
Satisfy	228	76.2
Dissatisfied	72	23.8
Communication and Follow-up:		
Satisfy	211	70.4
Dissatisfied	89	29.6
Emergency Response:		
Satisfy	197	65.7
Dissatisfied	103	34.3
Financial Transparency:		
Satisfy	186	62.1
Dissatisfied	114	37.9

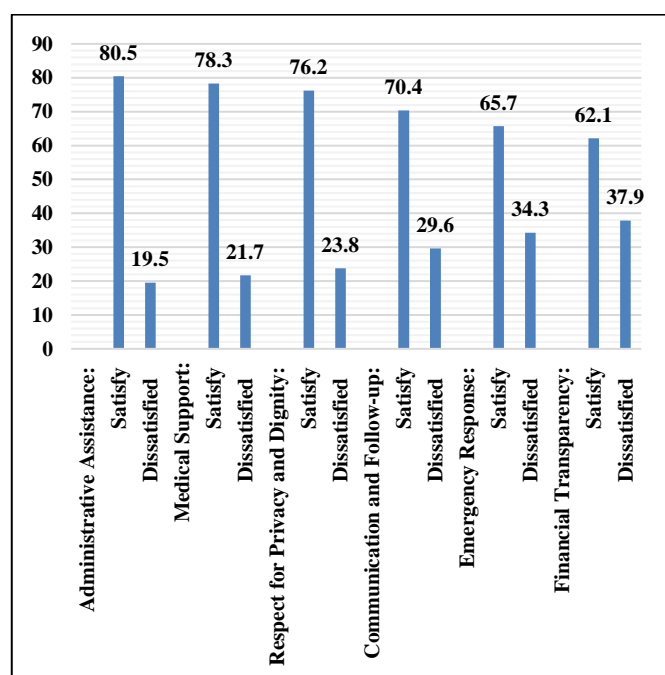


Figure 1: Patients' Satisfaction and dissatisfaction rates by service dimension

Table 3 shows that the patients' satisfaction were found predominant in female patients with 89 out of 116 (76.7%) and by male patients were in 134 out of 184 (72.8%) ( $p > 0.05$ ).

Table 3: Distribution of patients' satisfaction related to sex

Variables	Sex		p-value
	Females (n=116) No (%)	Males (n=184) No (%)	
Patient's answer:			
Satisfy	89 (76.7)	134 (72.8)	$P > 0.05$
Dissatisfied	27 (23.3)	50 (27.2)	

Calculating the percentage by considering the denominator as the number of each gender for itself.

Table 4 reveals distribution of patients' satisfaction related to age groups. The satisfaction rate by the age group 18 – 39 years old was most common by 109 (36.3%) patients, followed by the age group 40 – 59 years old with 66 (22.0%) and the age group of  $\geq 60$  years old with 48 (16.0%). The difference between values is statistically highly significant ( $p = 0.000$ ).

Table 4: Distribution of patients' satisfaction related to age groups (no = 300)

Variable	Age groups (years)			Total	
	18-39 No. (%)	40-59 No. (%)	$\geq 60$ No. (%)	No	(%)
<i>Patients answer:</i>					
Satisfy	109 (36.3)	66 (22.0)	48 (16.0)	223	(74.3)
Dissatisfied	29 (9.7)	48 (16.0%)	00 (0.0)	77	(25.7)
Total	138 (46.0)	114 (38.0)	48 (16.0)	300	(100)

$P < 0.000$

## Discussion:

Patient satisfaction is mainly achieved by a patient-centered approach that focuses on a proper understanding and involvement of the patient in the provided care [9].

Continuous monitoring of patient satisfaction and attitudes toward provided services is crucial for maintaining a successful and efficient high-quality health care system [10-12].

A health attaché is defined as a diplomat who collects, analyzes, and acts on information concerning health in a foreign country or countries and provides critical links between public health and foreign affairs stakeholders. Understanding the role of health attachés, who work across disciplines and national boundaries, is important to improve the effectiveness of their work [13].

Satisfaction is the act of fulfilling a need, desire, or appetite, or the feeling gained from such fulfillment. This term once meant an act of atonement assigned by a priest to make up for a sin. When something is explained well, it was explained to your satisfaction [14].

One can define patient satisfaction as a patient's reaction to several aspects of their service experience. One widely accepts it as an independent dimension of care quality that includes internal aspects of hospital care. Patient's

satisfaction is a concept that has long been neglected and cast aside, but is becoming gradually more important.

Donabedian [15] includes it as an outcome of healthcare services; hence, it is of utmost importance to evaluate care quality. Several authors argue that satisfaction and the result in terms of the patient's health status are related terms [16]. Patient's satisfaction can be useful for structuring evaluations referring to patient judgments according to inpatient care. It is relevant from an organizational management perspective. Patient satisfaction and quality of health services are, thus, crucial elements for the long-term success of health institutions [17].

In the present study, we found satisfaction from administrative assistance was most frequently and found by (80.5%) patients.

Patients' satisfaction, survival, and well-being are among the most critical factors in healthcare. It can significantly impact a healthcare institution's success. Effective administrative practices in healthcare institutions include ensuring smooth operations, clear communication, and an open and welcoming environment. These factors all contribute positively to patient satisfaction. Here are some strategies that healthcare administrators can use to improve patient satisfaction [18].

Patient complaints must be responded to promptly and effectively. Healthcare administrators are typically the employees responsible for ensuring patients feel heard and their concerns are addressed.

This includes training staff to be sensitive yet professional in addressing complaints and having a complaint framework where patients can provide their feedback concerning the experience gained. If analyzed and reviewed periodically, this feedback could assist in identifying the areas that need improvement and enhancing overall patient satisfaction [18]. We found in our current study, the satisfaction rate from medical support was (78.3%). World Health Organization (WHO) suggests that the quality of care is an important factor to maintain favorable health outcomes [19]. As aforementioned, patient satisfaction reflects the overall quality, and it has been reported that ability to access and communicate with health care professionals, to be shown respect, personalized care, quality of the health care environment, length of hospital stays and to be able to recover are factors affecting patients' opinion regarding health care, while delays in admission negate patients' opinions [20].

In the current study, we found the patients' satisfaction from emergency response and handling (65.7%).

The importance of striving to improve patients' subjective experiences of care, commonly referred to as patient satisfaction, is acknowledged by clinicians, administrators, policymakers, and the general public [21]. Nonetheless,

controversy exists regarding the interpretation and use of patient satisfaction measures seeking to assess the quality of patient-clinician interactions [22-24].

In our present study, we found the satisfaction from respect for privacy and dignity was (76.2%).

To respect the dignity, worth, equality, diversity, and privacy of all persons' is listed in the ethical codes of the World Health Organization [25]. Florence Nightingale's pledge has set various rules forth as an important guide for nurses and it is accepted as the first ethical code of nursing [26]. Privacy is emphasized in the original pledge as follows: 'I...will hold in confidence all personal matters committed to my keeping, and all family affairs coming to my knowledge in the practice of my calling'. The current privacy statement in the pledge has been reformulated as: 'I will keep all the information given to me about the individual confidential [27].

The respect for human dignity, informing the patient and obtaining his/her consent are mentioned under the principle of autonomy. The protection of all aspects of privacy and ensuring the privacy of personal information are also included under the principles of privacy and confidentiality [28]. The protection of patients' privacy increases patients' trust, satisfaction, and quality of healthcare services. International studies have also indicated that patient privacy may not be adequately protected or even violated [29-32].

In the current study, we found the satisfaction from communication and follow-up represented (70.4%),

Effective communication in healthcare is an important part of patient follow-up. As the focus on improving health outcomes and patient experiences grows, medical practice administrators, owners, and IT managers must implement systems that enhance post-appointment interactions. Using various communication methods that consider individual patient preferences is key to this process. Following up with patients is essential in their treatment journey [33].

In our present study, we found the patients' satisfaction of female patients were predominant and were by 89 out of 116 (76.7%) and of male patients were by 134 out of 184 (72.8%) ( $p > 0.05$ ).

Our findings are similar to published study findings earlier reports by Alhusban and Abualrub [34] and Zarzycka et al [35], where they found a higher rate of satisfaction of female patients with the healthcare services. In addition, patients' satisfaction rate was predominant in the age group 18 – to 39 years with (36.3%), followed by the age group 40 – 59 years with (22.0%) and the age group  $\geq 60$  years (16.0%). The difference between values was statistically highly significant ( $p = 0.000$ ). In this analysis, the percentage of satisfaction in all age groups represented as (74.3%).

Jaipaul et al [36] reported in their published study that a study found a direct relationship between age and patient

satisfaction up to about 65 to 80 years and subsequently declines. They added, that in their study, they discovered that patient satisfaction was a high when they were <30 years old, but between 30 and 50 years old, it started to fall.

### 3. Conclusions

The Yemeni Medical Attaché in Mumbai generally delivers satisfactory services to Yemeni patients. Nevertheless, improvements are needed in emergency handling and financial transparency. Regular patient feedback mechanisms and service audits are recommended to ensure ongoing quality improvement. Improving the attaché's response to medical emergencies and enhancing financial communication protocols could elevate the overall patient experience and satisfaction levels.

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بحث علمي

## رضا المرضى اليمنيين عن خدمات الملحقية الطبية اليمنية في مومباي: دراسة شاملة

رفعت سالم أحمد باصريح<sup>1</sup><sup>1</sup> قسم الأمراض الباطنية – كلية الطب – جامعة حضرموت – اليمن<https://doi.org/10.47372/uajnas.2025.n1.a07>

مفاتيح البحث	الملخص
التسليم:	الخلفية: يواجه المرضى اليمنيون، الذين يعانون من بنية تحتية صحية محدودة في الوطن، زيادة في السعي للعلاج في الخارج، خاصة في الهند.
القبول:	الهدف: تقييم معدلات رضا المرضى اليمنيين عن الخدمات المقدمة من الملحق الطبي اليمني في مومباي.
كلمات مفتاحية:	المنهجية: نوع الدراسة هو بحث وصفي، استهدف المرضى اليمنيين الذين تعاملوا مع خدمات الملحقية الطبية اليمنية في مومباي بين يناير 2022 وديسمبر 2024. تم استخدام تقنية العينة العشوائية البسيطة. شارك في هذه الدراسة 300 مريض. كانت أداة جمع البيانات استبياناً منظماً. وتم تحليل البيانات باستخدام برنامج SPSS الإصدار 22. تلخصت الإحصائيات الوصفية (المتوسطات، النسب المئوية) مستويات رضا المرضى. فحصت الإحصائيات الاستنتاجية) اختبار كاي-تربيع، (ANOVA العلاقات بين العوامل الديموغرافية ومستويات الرضا. تم اعتبار القيمة $P < 0.05$ ذات دلالة إحصائية.
الملحق الطبي، المرضى اليمنيون، الرضا، خدمات الرعاية الصحية، الهند	النتائج: خلال فترة الدراسة التي استمرت ثلاث سنوات، تم اختيار 300 مريض عشوائياً لهذه الدراسة. كانت هناك (61.3%) من الذكور و(38.7%) من الإناث. كان متوسط عمر المرضى $(13.8 \pm 42.12)$ عاماً، بمدى (18-70) عاماً. مثل الفئة العمرية 18 - 39 عاماً العدد الأكبر من مرضى الدراسة (46.0%) مثل المرضى الذين يعانون من حالات قلبية العدد الأكبر من المرضى (65%). كان رضا المرضى المتعلق بالمساعدة الإدارية سائداً ووجد في (80.5%) من المرضى. وجد رضا المرضى المتعلق بالتواصل والمتابعة في (70.4%) من المرضى. كان رضا المرضى أكثر شيوعاً بين المرضى الإناث بنسبة (76.7%)، بينما كان بين المرضى الذكور (72.8%) ( $p > 0.05$ ). كانت نسبة الرضا حسب الفئة العمرية 18 - 39 عاماً بارزة بنسبة (36.3%) من المرضى، تلتها الفئة العمرية 40 - 59 عاماً بنسبة (22.0%). كانت الفروق بين القيم ذات دلالة إحصائية عالية ( $p = 0.000$ ). الاستنتاج: بينما يُظهر الملحق الطبي اليمني في مومباي أداءً إيجابياً بشكل عام، يُوصى بجهود مستهدفة لتحسين الشفافية والتعامل مع الطوارئ. التقييمات الدورية ضرورية للحفاظ على رضا المرضى وتعزيزه