

# Determinants of patient satisfaction: a systematic review

Perspectives in Public Health

137, 89-101

DOI: [10.1177/1757913916634136](https://doi.org/10.1177/1757913916634136)

Citation Report

#	ARTICLE	IF	CITATIONS
1	Comparative evaluation of patients'™ and physicians'™ satisfaction with interferon beta-1b therapy. BMC Neurology, 2016, 16, 181.	0.8	7
2	Looking Through the Patients'™ Eyes. Journal of Patient Experience, 2017, 4, 121-128.	0.4	6
3	Psychological and Socio-Economic Factors Affecting Social Sustainability through Impacts on Perceived Health Care Quality and Public Health: The Case of Vietnam. Sustainability, 2017, 9, 1456.	1.6	18
4	Factors associated with patients'™ satisfaction in Brazilian dental primary health care. PLoS ONE, 2017, 12, e0187993.	1.1	21
5	Patient satisfaction with pharmaceutical services in Brazilian primary health care. Revista De Saude Publica, 2017, 51, 21s.	0.7	19
7	oneED: Embedding a mindfulness-based wellness programme into an emergency department. EMA - Emergency Medicine Australasia, 2018, 30, 678-686.	0.5	20
9	Factors Associated with Patient Satisfaction in an Outpatient Glaucoma Population. Seminars in Ophthalmology, 2018, 33, 757-765.	0.8	6
10	Measuring the success of specific health problem consultations in cats and dogs: a systematic review. Veterinary Record, 2018, 183, 22-22.	0.2	7
11	Prosthesis satisfaction in lower limb amputees. Medicine (United States), 2018, 97, e12296.	0.4	77
12	Use of Expectation Disconfirmation Theory to Test Patient Satisfaction with Asynchronous Telemedicine for Diabetic Retinopathy Detection. International Journal of Telemedicine and Applications, 2018, 2018, 1-14.	1.1	18
13	Strengthening Healthcare Facilities Through Water, Sanitation, and Hygiene (WASH) Improvements: A Pilot Evaluation of 'WASH FIT' in Togo. Health Security, 2018, 16, S-54-S-65.	0.9	19
14	Making a 'JUMP'™ from paediatric to adult healthcare: A transitional program for young adults with chronic neurological disease. Journal of the Neurological Sciences, 2018, 395, 77-83.	0.3	11
15	Modeling determinants of satisfaction with health care in youth with inflammatory bowel disease: a cross-sectional survey. Clinical Epidemiology, 2018, Volume 10, 1289-1305.	1.5	8
16	High-quality health systems in the Sustainable Development Goals era: time for a revolution. The Lancet Global Health, 2018, 6, e1196-e1252.	2.9	1,721
17	Care Seeking Patterns for Women Requiring a Repeat Pelvic Organ Prolapse Surgery Due to Native Tissue Repair Failure Compared to a Mesh Complication. Urology, 2018, 122, 70-75.	0.5	3
18	Factors influencing patients'™ satisfaction at different levels of health facilities in Bangladesh: Results from patient exit interviews. PLoS ONE, 2018, 13, e0196643.	1.1	33
19	Evaluation of Patient and Medical Staff Satisfaction regarding Healthcare Services in Wuhan Public Hospitals. International Journal of Environmental Research and Public Health, 2018, 15, 769.	1.2	33
20	Experiences of and satisfaction with care provided by male nurses: A convergent mixed-method study of patients in medical surgical units. Journal of Advanced Nursing, 2018, 74, 2640-2653.	1.5	16

#	ARTICLE	IF	CITATIONS
21	What is the impact of water sanitation and hygiene in healthcare facilities on care seeking behaviour and patient satisfaction? A systematic review of the evidence from low-income and middle-income countries. <i>BMJ Global Health</i> , 2018, 3, e000648.	2.0	56
22	Expectations of healthcare quality: A cross-sectional study of internet users in 12 low- and middle-income countries. <i>PLoS Medicine</i> , 2019, 16, e1002879.	3.9	57
24	Primary health care quality indicators: An umbrella review. <i>PLoS ONE</i> , 2019, 14, e0220888.	1.1	31
25	Patient satisfaction with nursing care in Ethiopia: a systematic review and meta-analysis. <i>BMC Nursing</i> , 2019, 18, 27.	0.9	32
26	Association of waiting and consultation time with patient satisfaction: secondary-data analysis of a national survey in Peruvian ambulatory care facilities. <i>BMC Health Services Research</i> , 2019, 19, 439.	0.9	34
27	Satisfaction with mental health treatment among patients with a non-Western migrant background: a survey in a Danish specialized outpatient mental health clinic. <i>European Journal of Public Health</i> , 2019, 29, 700-705.	0.1	14
28	Making health care responsive to the needs of older people. <i>Age and Ageing</i> , 2019, 48, 785-788.	0.7	15
29	Patient Satisfaction with Rural Medical Services: A Cross-Sectional Survey in 11 Western Provinces in China. <i>International Journal of Environmental Research and Public Health</i> , 2019, 16, 3968.	1.2	28
30	A novel model for evaluation Hospital medical care systems based on plithogenic sets. <i>Artificial Intelligence in Medicine</i> , 2019, 100, 101710.	3.8	49
31	Development and content validation of the Telenursing Interaction and Satisfaction Questionnaire (TISQ). <i>Health Expectations</i> , 2019, 22, 1213-1222.	1.1	13
32	Opinions of general and adult congenital heart disease cardiologists on care for adults with congenital heart disease in Belgium: a qualitative study. <i>Cardiology in the Young</i> , 2019, 29, 1368-1374.	0.4	4
33	A Measurement Scale to Assess Children's Satisfaction with Hospitalization in the Andalusian Population. <i>International Journal of Environmental Research and Public Health</i> , 2019, 16, 3110.	1.2	3
34	Childbirth-specific patient-reported outcomes as predictors of hospital satisfaction. <i>American Journal of Obstetrics and Gynecology</i> , 2019, 220, 201.e1-201.e19.	0.7	14
35	Modeling determinants of satisfaction with health care in youth with inflammatory bowel disease part 2: semiparametric distributional regression. <i>Clinical Epidemiology</i> , 2019, Volume 11, 403-417.	1.5	1
36	Translation, Cross-Cultural Adaptation, and Validation of the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) into the Malay Language. <i>International Journal of Environmental Research and Public Health</i> , 2019, 16, 2054.	1.2	16
37	The effect of racial and gender concordance between physicians and patients on the assessment of hospitalist performance: a pilot study. <i>BMC Health Services Research</i> , 2019, 19, 247.	0.9	10
38	Assessing health service satisfaction among users with substance use disorders within the municipalities in Norway. <i>Substance Abuse Treatment, Prevention, and Policy</i> , 2019, 14, 18.	1.0	2
39	Level and determinants of patient satisfaction with psychiatric out-patient services, Muscat, Oman. <i>International Journal of Mental Health</i> , 2019, 48, 80-94.	0.5	4

#	ARTICLE	IF	CITATIONS
40	<p>Patient experiences with interdisciplinary treatment for substance dependence: an assessment of quality indicators based on two national surveys in Norway</p>. Patient Preference and Adherence, 2019, Volume 13, 453-464.	0.8	4
41	Perceived cultural differences in healthcare for foreign patients visiting South Korea: tool development and measurement. BMC Health Services Research, 2019, 19, 197.	0.9	4
42	Are Caregivers Who Respond to the Child HCAHPS Survey Reflective of All Hospitalized Pediatric Patients?. Hospital Pediatrics, 2019, 9, 162-169.	0.6	14
43	A comparison of patient satisfaction when office-based procedures are performed by general surgery residents versus an attending surgeon. Surgery, 2019, 166, 116-122.	1.0	6
44	Satisfaction With Statin Treatment Among Adult Coronary Artery Disease Patients: An Experience From a Resource-Constrained Setting. Heart Lung and Circulation, 2019, 28, 1788-1794.	0.2	2
45	Latent class analysis of the social determinants of health-seeking behaviour for delivery among pregnant women in Malawi. BMJ Global Health, 2019, 4, e000930.	2.0	7
46	Drivers of Satisfaction With Care for Patients With Lupus. ACR Open Rheumatology, 2019, 1, 649-656.	0.9	9
47	Utility of expert focused cardiac ultrasound in paediatric cardiology outreach clinics. Cardiology in the Young, 2019, 29, 1468-1473.	0.4	1
48	User experience and satisfaction with specialty consultations and surgical care in secondary and tertiary level hospitals in Mexico. BMC Health Services Research, 2019, 19, 872.	0.9	12
49	The Association Between Residency Learning Climate and Inpatient Care Experience in Clinical Teaching Departments in the Netherlands. Academic Medicine, 2019, 94, 419-426.	0.8	2
50	Depression and Non-modifiable Patient Factors Associated with Patient Satisfaction in an Academic Orthopaedic Outpatient Clinic: Is it More Than a Provider Issue?. Clinical Orthopaedics and Related Research, 2019, 477, 2653-2661.	0.7	16
51	Level of satisfaction of critical care patients regarding the nursing care received: Correlation with sociodemographic and clinical variables. Australian Critical Care, 2019, 32, 486-493.	0.6	12
52	Satisfaction of psychiatric inpatients in China: clinical and institutional correlates in a national sample. BMC Psychiatry, 2019, 19, 19.	1.1	12
53	Patient satisfaction and perception of treatment in a student-led osteopathy teaching clinic: Evaluating questionnaire dimensionality and internal structure, and outcomes. International Journal of Osteopathic Medicine, 2019, 31, 21-27.	0.4	6
54	Determinants of patient satisfaction in outpatient musculoskeletal physiotherapy: a systematic, qualitative meta-summary, and meta-synthesis. Disability and Rehabilitation, 2020, 42, 460-472.	0.9	39
55	Health system responsiveness: A comparison between public and private hospitals in Iran. International Journal of Healthcare Management, 2020, 13, 296-301.	1.2	12
56	Measuring Wellbeing in a Healthcare Setting: a Qualitative Study of Staff and Service User Perspectives. Applied Research in Quality of Life, 2020, 15, 127-145.	1.4	3
57	Development and application of an in-house health care program to improve the physical and mental health of working mothers: A pilot study. Health Care for Women International, 2020, 41, 284-292.	0.6	3

#	ARTICLE	IF	CITATIONS
58	The case for "structural missingness": A critical discourse of missed care. <i>Nursing Philosophy</i> , 2020, 21, e12279.	0.9	14
60	Predictors of patient satisfaction after cardiac pacemaker implantation or ICD implantation. <i>Journal of Cardiac Surgery</i> , 2020, 35, 140-145.	0.3	2
61	Satisfaction with health and community services among homeless and formerly homeless individuals in Quebec, Canada. <i>Health and Social Care in the Community</i> , 2020, 28, 22-33.	0.7	18
62	Satisfacción de pacientes y profesionales con las nuevas tecnologías de imagen tridimensional aplicadas a la medicina. <i>Radiología</i> , 2020, 62, 46-50.	0.3	4
63	Older people's experiences in acute care settings: Systematic review and synthesis of qualitative studies. <i>International Journal of Nursing Studies</i> , 2020, 102, 103469.	2.5	35
64	Internal Medicine Resident Professionalism Assessments. <i>Academic Medicine</i> , 2020, 95, 902-910.	0.8	4
65	Patient Satisfaction With Telephone Nursing. <i>Journal of Nursing Care Quality</i> , 2020, 35, E6-E11.	0.5	9
66	Is the LITE version of the usability metric for user experience (UMUX-LITE) a reliable tool to support rapid assessment of new healthcare technology?. <i>Applied Ergonomics</i> , 2020, 84, 103007.	1.7	22
67	Implementation of a health-literate patient decision aid for chest pain in the emergency department. <i>Patient Education and Counseling</i> , 2020, 103, 864-869.	1.0	1
68	Comparison of Satisfaction With Comorbid Depression Care Models Among Low-Income Patients With Diabetes. <i>Journal of Patient Experience</i> , 2020, 7, 734-741.	0.4	1
69	Combining Direct and Indirect Measurements to Assess Patients' Satisfaction with the Quality of Public Health Services in Romania: Uncovering Structural Mechanisms and Their Implications. <i>International Journal of Environmental Research and Public Health</i> , 2020, 17, 152.	1.2	10
70	The influence of collecting patient-reported outcome measures on visit satisfaction in rheumatology clinics. <i>Rheumatology Advances in Practice</i> , 2020, 4, rkaa046.	0.3	4
71	A Comprehensive Evaluation of China's TCM Medical Service System: An Empirical Research by Integrated Factor Analysis and TOPSIS. <i>Frontiers in Public Health</i> , 2020, 8, 532420.	1.3	13
73	Managing patients' no-show behaviour to improve the sustainability of hospital appointment systems: Exploring the conscious and unconscious determinants of no-show behaviour. <i>Journal of Cleaner Production</i> , 2020, 269, 122318.	4.6	16
74	Patient satisfaction and acute psychiatric inpatient treatment. <i>Nordic Journal of Psychiatry</i> , 2020, 74, 577-584.	0.7	8
75	A patient satisfaction survey investigating pre- and post-operative information provision in lower limb surgery. <i>BMC Musculoskeletal Disorders</i> , 2020, 21, 754.	0.8	10
76	The effect of hourly nursing rounds on patient satisfaction at Debre Markos Referral Hospital, Northwest Ethiopia: A non-randomized controlled clinical trial. <i>International Journal of Africa Nursing Sciences</i> , 2020, 13, 100239.	0.2	3
77	Satisfaction with maternal and birth services: a survey in public hospitals in Turkey. <i>International Journal of Health Care Quality Assurance</i> , 2020, 33, 363-372.	0.2	0

#	ARTICLE	IF	CITATIONS
78	Exploring association between certified EHRs adoption and patient experience in U.S. psychiatric hospitals. PLoS ONE, 2020, 15, e0234607.	1.1	7
79	Examining the Association Between Chaplain Care and Patient Experience. Journal of Patient Experience, 2020, 7, 1174-1180.	0.4	4
80	What Influences Patient Satisfaction after TKA? A Qualitative Investigation. Clinical Orthopaedics and Related Research, 2020, 478, 1850-1866.	0.7	30
81	e-Healthcare service quality: consumer satisfaction and its association with demographic characteristics. International Journal of Health Care Quality Assurance, 2020, 33, 413-428.	0.2	7
82	Development and evaluation of a novel caregiver-report tool to assess barriers to physical healthcare for people on the autism spectrum. Research in Autism Spectrum Disorders, 2020, 79, 101680.	0.8	4
83	Level of confidence in and endorsement of the health system among internet users in 12 low-income and middle-income countries. BMJ Global Health, 2020, 5, e002205.	2.0	13
84	Factors associated with positive user experience with primary healthcare providers in Mexico: a multilevel modelling approach using national cross-sectional data. BMJ Open, 2020, 10, e029818.	0.8	3
85	What Factors Affect Patient Perceptions on Their Hospital Experience?. Hospital Topics, 2020, 98, 127-134.	0.3	9
86	Tradeoff between efficiency and perceived quality: evidence from patient-level data. International Journal for Quality in Health Care, 2020, 32, 591-598.	0.9	0
87	Survivorsâ€™ Perceptions of Quality of Colorectal Cancer Care by Sexual Orientation. American Journal of Clinical Oncology: Cancer Clinical Trials, 2020, 43, 660-666.	0.6	6
88	Continuity of care is associated with satisfaction with local health care services. BMC Family Practice, 2020, 21, 181.	2.9	14
89	Change in Housing Status among Homeless and Formerly Homeless Individuals in Quebec, Canada: A Profile Study. International Journal of Environmental Research and Public Health, 2020, 17, 6254.	1.2	3
90	Determinants of patient satisfaction: Lessons from large-scale inpatient interviews in Vietnam. PLoS ONE, 2020, 15, e0239306.	1.1	11
91	Building a Culture of Wellness When Systems Do Not Allow for Collaborative Care. Journal of Pediatric Orthopaedics, 2020, 40, S13-S15.	0.6	0
92	&lt;p&gt;Patient Satisfaction and Food Waste in Obstetrics And Gynaecology Wards&lt;/p&gt;. Patient Preference and Adherence, 2020, Volume 14, 1381-1388.	0.8	3
93	The Gears of Knowledge Translation: Process Evaluation of the Dissemination and Implementation of a Patient Engagement Toolkit. Journal of General Internal Medicine, 2020, 35, 808-814.	1.3	5
94	The perception of youth health centresâ€™ friendliness: does it differ between immigrant and Swedish-Scandinavian youths?. European Journal of Public Health, 2020, 30, 780-785.	0.1	10
95	Factors predicting satisfaction in outpatient substance abuse treatment: a prospective follow-up study. Substance Abuse Treatment, Prevention, and Policy, 2020, 15, 35.	1.0	4

#	ARTICLE	IF	CITATIONS
96	Patient enablement after a consultation with a general practitioner—Explaining variation between countries, practices and patients. <i>Health Expectations</i> , 2020, 23, 1129-1143.	1.1	7
97	Do Polish primary care physicians meet the expectations of their patients? An analysis of Polish QUALICOPC data. <i>BMC Family Practice</i> , 2020, 21, 118.	2.9	5
98	Israeli Willingness to be Treated by a Physician Assistant. <i>Journal of Community Health</i> , 2020, 45, 1283-1290.	1.9	1
99	Effect of Patient Body Mass Index, Recommendation for Weight Modification, and Nonmodifiable Factors on Patient Satisfaction. <i>Journal of the American Academy of Orthopaedic Surgeons</i> , The, 2020, 28, e448-e455.	1.1	1
100	Primary health care patient satisfaction: Explanatory factors and geographic characteristics. <i>International Journal for Quality in Health Care</i> , 2020, 32, 93-98.	0.9	14
101	Satisfaction With Healthcare Services Among Patients With Diabetes, Hypertension, and/or Dyslipidemia in Mexico: A Cross-Sectional Study. <i>Value in Health Regional Issues</i> , 2020, 23, 19-24.	0.5	4
102	Female millennial patient perspectives in the emergency department: A qualitative analysis. <i>American Journal of Emergency Medicine</i> , 2020, 38, 2462-2464.	0.7	1
103	Predictors of Patient Satisfaction and the Perceived Quality of Healthcare in an Emergency Department in Portugal. <i>Western Journal of Emergency Medicine</i> , 2020, 21, 391-403.	0.6	37
104	Patient and healthcare professional satisfaction with 3D imaging new technologies for medical purposes. <i>Radiologia</i> , 2020, 62, 46-50.	0.3	2
106	Does dissatisfaction with physicians lead patients to alternative practitioners?. <i>Complementary Therapies in Clinical Practice</i> , 2020, 39, 101109.	0.7	4
107	Patient satisfaction and quality of life in hypothyroidism: An online survey by the british thyroid foundation. <i>Clinical Endocrinology</i> , 2021, 94, 513-520.	1.2	53
108	Treatment satisfaction with cognitive-behavioral therapy among children and adolescents with anxiety and depression: A systematic review and meta-synthesis. <i>Journal of Behavioral and Cognitive Therapy</i> , 2021, 31, 147-191.	0.7	11
110	Treatment satisfaction mediates the association between perceived physician empathy and psychological distress in a community sample of individuals with chronic pain. <i>Patient Education and Counseling</i> , 2021, 104, 1213-1221.	1.0	8
111	The assessment of factors associated with patient satisfaction in evaluation of mental health care center. <i>Nordic Journal of Psychiatry</i> , 2021, 75, 79-86.	0.7	0
112	Patient satisfaction in emergency department: Unveiling complex interactions by wearable sensors. <i>Journal of Business Research</i> , 2021, 129, 600-611.	5.8	19
113	The perspectives of patients with type 2 diabetes mellitus on marketing mix elements in primary health care: a quantitative study from Lithuania. <i>Primary Health Care Research and Development</i> , 2021, 22, e1.	0.5	2
114	Perceived Barriers to Primary Care Services Utilization and its Associations with Overall Satisfaction of Patients in Saudi Arabia: A Cross-Sectional Questionnaire-Based Study. <i>Journal of Primary Care and Community Health</i> , 2021, 12, 215013272110140.	1.0	8
115	Patient satisfaction with outpatient care in China: a comparison of public secondary and tertiary hospitals. <i>International Journal for Quality in Health Care</i> , 2021, 33, .	0.9	10

#	ARTICLE	IF	CITATIONS
116	Patients' satisfaction with psychiatric nursing care in Benin, Nigeria. <i>International Journal of Africa Nursing Sciences</i> , 2021, 14, 100282.	0.2	2
117	Health Care Satisfaction in Relation to Gender Identity. <i>Medical Care</i> , 2021, 59, 312-318.	1.1	8
118	Impact of the COVID-19 Pandemic on the Hospital: Inpatient's Perceived Quality in Spain. <i>Journal of Patient Experience</i> , 2021, 8, 237437352199862.	0.4	6
119	Socioeconomic Status and Consumer Happiness. <i>Studies in Rhythm Engineering</i> , 2021, , 69-85.	0.1	0
120	Ophthalmology Provider Ratings and Patient, Disease, and Appointment Factors. <i>Journal of Patient Experience</i> , 2021, 8, 237437352110337.	0.4	1
121	Are Patients Equally Satisfied with Advanced Practice Providers Compared with Surgeons in a Pediatric Fracture Clinic?. <i>JBJS Journal of Orthopaedics for Physician Assistants</i> , 2021, 9, .	0.0	0
122	Perceived satisfaction of women during labour at the Hospital Universitario Materno-Infantil of the Canary Islands through the Childbirth Experience Questionnaire (CEQ-E). <i>Enfermería Clínica (English)</i> Tj ETQq0 0 0.rgBT /Overlock 10 T		
123	Holistic approach to improved patient satisfaction in family medicine clinic: Findings from a tertiary facility-based survey in Calabar, Nigeria. <i>Calabar Journal of Health Sciences</i> , 0, 4, 57-63.	0.0	0
124	Customers satisfaction in pediatric inpatient services: A multiple criteria satisfaction analysis. <i>Socio-Economic Planning Sciences</i> , 2021, 78, 101036.	2.5	13
125	Incorporating Method Dissatisfaction into Unmet Need for Contraception: Implications for Measurement and Impact. <i>Studies in Family Planning</i> , 2021, 52, 95-102.	1.0	13
126	Patient satisfaction and its socio-demographic correlates in a tertiary public hospital in Nepal: a cross-sectional study. <i>BMC Health Services Research</i> , 2021, 21, 135.	0.9	21
127	Determinants of caregiver satisfaction with child neurodevelopmental assessment in neuropaediatric clinics. <i>BMC Health Services Research</i> , 2021, 21, 139.	0.9	2
128	Trust, medical expertise and humaneness: A qualitative study on people with cancer's satisfaction with medical care. <i>Health Expectations</i> , 2021, 24, 317-326.	1.1	28
129	Sociodemographic Characteristics and Patient and Family Experience Survey Response Biases. , 2021, , .		0
130	The Gaps of Healthcare Service Quality in Nurse Practitioner Practice and Its Associated Factors From the Patients' Perspective. <i>Journal of Nursing Scholarship</i> , 2021, 53, 378-386.	1.1	5
131	What Satisfies Parents of Pediatric Patients in China: A Grounded Theory Building Analysis of Online Physician Reviews. <i>Health Communication</i> , 2022, 37, 1329-1336.	1.8	7
132	A decade of service development: audit of service users' experience of a rural Psychiatry of Later Life (POLL) service. <i>Irish Journal of Medical Science</i> , 2021, , 1.	0.8	1
133	THE MODEL OF PATIENT SATISFACTION AND TRUST: A STUDY AT BPJS PATIENT. <i>Dinasti International Journal of Education Management and Social Science</i> , 2021, 2, 513-526.	0.1	1



#	ARTICLE	IF	CITATIONS
134	Strategies to Improve Clinician-Patient Communication Experiences for Patients With Neurologic Conditions. <i>Neurology: Clinical Practice</i> , 2021, 11, e896-e900.	0.8	3
135	What do humble doctors do? A conceptualization of clinician humility from the patient's perspective. <i>Patient Education and Counseling</i> , 2021, 104, 3066-3071.	1.0	4
136	The Relationship Between Patient Satisfaction and Healthcare Expenditures in Adults with Spine Related Disorders. <i>Spine</i> , 2021, 46, 1409-1417.	1.0	0
137	Exploring drivers of patient satisfaction using a random forest algorithm. <i>BMC Medical Informatics and Decision Making</i> , 2021, 21, 157.	1.5	19
138	Development and preliminary psychometric investigation of the German Satisfaction with Comprehensive Cancer Care (SCCC) Questionnaire. <i>Health and Quality of Life Outcomes</i> , 2021, 19, 147.	1.0	6
139	Factors affecting revisit intention for medical services at dental clinics. <i>PLoS ONE</i> , 2021, 16, e0250546.	1.1	9
140	Rural-urban disparities in patient satisfaction with oral health care: a provincial survey. <i>BMC Oral Health</i> , 2021, 21, 261.	0.8	9
141	Determinants of Satisfaction with Services, and Trust in the Information Received in Community Pharmacies: A Comparative Analysis to Foster Pharmaceutical Care Adoption. <i>Healthcare (Switzerland)</i> , 2021, 9, 562.	1.0	5
142	Treatment satisfaction in chronic urticaria during guideline-based therapy. <i>JDDG - Journal of the German Society of Dermatology</i> , 2021, 19, 833-840.	0.4	3
143	Relationship between inpatient satisfaction and the quality of surgery. <i>Gland Surgery</i> , 2021, 10, 1726-1735.	0.5	1
147	Patients' experiences of the use of point-of-care ultrasound in general practice – a cross-sectional study. <i>BMC Family Practice</i> , 2021, 22, 116.	2.9	27
148	Pharmacy fall prevention services for the community-dwelling elderly: Patient engagement and expectations. <i>Health and Social Care in the Community</i> , 2022, 30, 1450-1461.	0.7	5
149	Improving the registration process in a healthcare facility with lean principles. <i>Journal of Industrial Engineering and Management</i> , 2021, 14, 538.	1.0	4
150	Influencing Factors of Outpatients' Satisfaction in China a Cross-Sectional Study of 16 Public Tertiary Hospitals. <i>Patient Preference and Adherence</i> , 2021, Volume 15, 1243-1258.	0.8	4
151	Gaining Insights Into Patient Satisfaction Through Interpretable Machine Learning. <i>IEEE Journal of Biomedical and Health Informatics</i> , 2021, 25, 2215-2226.	3.9	8
152	Patients' and parents' satisfaction with, and preference for, haemophilia A treatments: a cross-sectional, multicentre, observational study. <i>Haemophilia</i> , 2021, 27, 563-573.	1.0	9
153	Transitional care of adolescents with Multiple Osteochondromas: a convergent mixed-method study – Patients', parents' and healthcare providers' perspectives on the transfer process. <i>BMJ Open</i> , 2021, 11, e049418.	0.21	4
154	Patient hospital experience and satisfaction on social media. <i>International Journal of Quality and Service Sciences</i> , 2021, 13, 417-432.	1.4	5

#	ARTICLE	IF	CITATIONS
155	Patient Satisfaction with Private Recovery Services and Importance of Physician Behavior during COVID Time. <i>Healthcare (Switzerland)</i> , 2021, 9, 928.	1.0	4
156	Patient participation during primary health care encounters among adult patients with multimorbidity: A cross-sectional study. <i>Health Expectations</i> , 2021, 24, 1660-1676.	1.1	11
157	Facebook Reviews as a Supplemental Tool for Hospital Patient Satisfaction and Its Relationship with Hospital Accreditation in Malaysia. <i>International Journal of Environmental Research and Public Health</i> , 2021, 18, 7454.	1.2	11
158	Using locational data in a novel mixed-methods sequence design: Identifying critical health care barriers for people with disabilities in Malawi. <i>Social Science and Medicine</i> , 2021, 283, 114127.	1.8	3
159	Trust In Governments And Health Workers Low Globally, Influencing Attitudes Toward Health Information, Vaccines. <i>Health Affairs</i> , 2021, 40, 1215-1224.	2.5	13
160	The doctor will see you now: Eye gaze, conversation and patient engagement in the surgical outpatient clinic. An Australian observational cross-sectional study. <i>ANZ Journal of Surgery</i> , 2021, 91, 2376-2381.	0.3	3
161	CONTINUOUS QUALITY IMPROVEMENT OF A DEDICATED COVID 19 HOSPITAL BASED ON PATIENT'S PERSPECTIVE. , 2021, , 3-5.		0
162	Satisfaction in clinics and hospitals: Does context matter?. <i>Journal of Marketing Theory and Practice</i> , 2022, 30, 312-324.	2.6	1
163	What determines patient loyalty in health services? An analysis to assist service quality management. <i>Total Quality Management and Business Excellence</i> , 0, , 1-19.	2.4	3
164	Understanding Physicians' Preferences for Telemedicine During the COVID-19 Pandemic: Cross-sectional Study. <i>JMIR Formative Research</i> , 2021, 5, e26565.	0.7	16
165	Measuring patient satisfaction in acute care hospitals: nationwide monitoring in Switzerland. <i>Zeitschrift Fur Evidenz, Fortbildung Und Qualitat Im Gesundheitswesen</i> , 2021, 165, 27-34.	0.7	2
166	Patient Satisfaction with Virtual-Based Prenatal Care: Implications after the COVID-19 Pandemic. <i>Maternal and Child Health Journal</i> , 2021, 25, 1735-1743.	0.7	37
167	Outpatient satisfaction with primary health care services in Vietnam: Multilevel analysis results from The Vietnam Health Facilities Assessment 2015. <i>Health Psychology Open</i> , 2021, 8, 205510292110151.	0.7	8
168	Factors associated with food-animal producer visit-specific satisfaction following on-farm interaction with a veterinarian. <i>Veterinary Record</i> , 2021, 188, e15.	0.2	4
169	Satisfacción percibida por las mujeres durante el parto en el Hospital Universitario Materno-Infantil de Canarias a través del Childbirth Experience Questionnaire (CEQ-E). <i>Enfermería Clínica</i> , 2021, 31, 21-30.	0.1	5
170	Perceptions of Hospital Quality: A Case Study from Greece. <i>Springer Proceedings in Business and Economics</i> , 2020, , 403-410.	0.3	3
171	Experiences of Widening Participation students in undergraduate medical education in the United Kingdom: a qualitative systematic review protocol. <i>JBI Evidence Synthesis</i> , 2020, 18, 2640-2646.	0.6	4
172	So Many Mental Health Issues Go Unsaid: Implications for Best Practice Guidelines From Student-Athletes' Perspectives About Service Availability. <i>Journal of Clinical Sport Psychology</i> , 2020, 14, 305-324.	0.6	7

#	ARTICLE	IF	CITATIONS
173	Patient Satisfaction in Medicine and Dentistry. International Journal of Dentistry, 2020, 2020, 1-10.	0.5	39
174	The Effect of Outpatientsâ€™ Perceived Service Quality on Satisfaction with Treatment and Willingness to Recommend Hospital. Journal of Health Informatics and Statistics, 2019, 44, 349-358.	0.1	4
175	Digital Health Apps in the Clinical Care of Inflammatory Bowel Disease: Scoping Review. Journal of Medical Internet Research, 2019, 21, e14630.	2.1	62
176	The Dimension of the Press Ganey Survey Most Important in Evaluating Patient Satisfaction in the Academic Outpatient Orthopedic Surgery Setting. Orthopedics, 2019, 42, 198-204.	0.5	11
177	The Effect of Length of Hospital Stay and Patient Factors on Patient Satisfaction in an Academic Hospital. Orthopedics, 2020, 43, 373-379.	0.5	20
178	Assessment of patientâ€™s satisfaction visiting a tertiary health care institute in north India. Journal of Pharmacy and Bioallied Sciences, 2020, 12, 252.	0.2	4
179	The Patient Satisfaction to Nursing Round Implementation â€œMatrons Roundâ€•in A Hospital, Palembang. , 2019, , .		1
180	Patient Satisfaction and Quality of Life Before and After Treatment of Pancreatic and Periampullary Cancer: A Prospective Multicenter Study. Journal of the National Comprehensive Cancer Network: JNCCN, 2020, 18, 704-711.	2.3	14
181	Factors Affecting the Satisfaction Levels of Patients who Underwent Orthopedic Knee Surgery in the Early Postoperative Period. Journal of Patient Experience, 2021, 8, 237437352110433.	0.4	1
182	Improving Patient Satisfaction at Paediatric Outpatient Clinic Services, Hospital Tuanku Fauziah. International Journal of Academic Research in Business and Social Sciences, 2021, 11, .	0.0	0
183	Survey on Satisfaction with Korean Medicine Treatment and Motives for Visiting Korean Medicine Hospital for Cancer Patients: Report of 100 Cases. The Journal of Internal Korean Medicine, 2021, 42, 475-487.	0.0	0
184	Hospital work environment, nurse staffing and missed care in Chile: A crossâ€•sectional observational study. Journal of Clinical Nursing, 2022, 31, 2518-2529.	1.4	12
185	Patient Satisfaction and Hospital Quality of Care Evaluation in Malaysia Using SERVQUAL and Facebook. Healthcare (Switzerland), 2021, 9, 1369.	1.0	10
186	Perception of quality and implicitness of promises in medical services: A study in the military polyclinic of Rio De janeiro. Health Marketing Quarterly, 2021, , 1-20.	0.6	0
190	AN INSIGHT INTO MATERNAL DEATH CAUSED BY POSTPARTUM HEMORRHAGE IN WESTERN TIMOR, INDONESIA. Jurnal Keperawatan Indonesia, 2019, 22, 1-10.	0.2	1
191	Pengaruh Pelaksanaan Akreditasi Puskesmas terhadap Kepuasan Pasien. Media Kesehatan Masyarakat Indonesia, 2019, 15, 228.	0.2	0
192	Treatment Interest of Badan Penyelenggara Jaminan Sosial (Social Security Organizing Agency) Patients in Balowerti Public Health Center Kediri City. Global Journal of Health Science, 2019, 11, 149.	0.1	0
193	Identifying communication-related predictors of patient satisfaction in a briefing prior to contrast-enhanced computed tomography. Insights Into Imaging, 2019, 10, 99.	1.6	2

#	ARTICLE	IF	CITATIONS
194	Quality of Antenatal Care Services in a Developing Country: A Cross-Sectional Survey. <i>Creative Nursing</i> , 2020, 26, 25-34.	0.2	5
195	Factors Associated with Rehabilitation Service Satisfaction in Convalescent Stroke Patients. <i>The Japanese Journal of Rehabilitation Medicine</i> , 2020, 57, 657-667.	0.0	0
196	The Differences of Inpatientsâ€™ Satisfaction Level based on Socio-Demographic Characteristics. <i>Jurnal Ners</i> , 2020, 15, 148.	0.0	0
197	The experience of schoolâ€aged children with hospitalisation. <i>Journal of Clinical Nursing</i> , 2021, 30, 550-558.	1.4	5
198	Determinants of inpatient satisfaction: evidence from Switzerland. <i>International Journal of Health Care Quality Assurance</i> , 2020, 34, 19-34.	0.2	1
199	User and family satisfaction with nursing homes: a systematic review. <i>International Journal for Quality in Health Care</i> , 2021, 33, .	0.9	2
200	When Physicians Say No: Predictors of Request Denial and Subsequent Patient Satisfaction. <i>Journal of the American Board of Family Medicine</i> , 2020, 33, 51-58.	0.8	3
201	Examination of the Impact of Patient Engagement Tools on Patient Satisfaction. <i>International Journal of Patient-Centered Healthcare</i> , 2020, 10, 37-46.	0.2	0
203	HASTANELERÄ°N AKREDÄ°TASYON DURUMLARINA GÄ–RE SOSYAL MEDYA KULLANIMLARI VE MÄceÄžTERÄ° MEMNUNÄ°YET, DÄceZEYLERÄ°NÄ°N KARÄžILAAžTIRILMASI: TÄceRKÄ°YE Ä–RNEÄžÄ°. Ä°ktisadi Ä°dari Ve Siyasal ArařtÄ±rmalar Dergisi, 0, , 21-33.	0.1	0
204	Patient Satisfaction Survey on Perioperative Anesthesia Service in University of Gondar Comprehensive Specialized Hospital, Northwest Ethiopia, 2021. <i>Anesthesiology Research and Practice</i> , 2021, 2021, 1-7.	0.2	5
205	The true penalty of the waiting room: the role of wait time in patient satisfaction in a busy spine practice. <i>Journal of Neurosurgery: Spine</i> , 2020, 33, 95-105.	0.9	7
206	Evaluating Patient-Centered Mobile Health Technologies: Definitions, Methodologies, and Outcomes. <i>JMIR MHealth and UHealth</i> , 2020, 8, e17577.	1.8	24
207	Role of Preoperative Patient Expectations in Adult Cochlear Implant Outcomes. <i>Otology and Neurotology</i> , 2021, 42, e130-e136.	0.7	15
208	Gap of services quality expectation and perception based on SERVQUAL model in the selected hospital outpatient clinics affiliated with Iran University of Medical Sciences. <i>Journal of Health Administration</i> , 2020, 23, 55-65.	0.1	1
209	What are the prevalence and predictors of psychosocial healthcare among patients with heart disease? A nationwide population-based cohort study. <i>BMJ Open</i> , 2020, 10, e037691.	0.8	0
210	A Comparative Study of the Registry System effect on Patients Satisfaction Rate in Two Emergency Department Settings. <i>Bulletin of Emergency and Trauma</i> , 2021, 9, 138-144.	0.4	0
211	Predictors of Patient Satisfaction with Nursing Care in an Orthopedic and Urologic Population. <i>Galen</i> , 2018, 7, e1305.	0.6	0
212	Depression and anxiety correlate differentially with dissatisfaction with healthcare services in older adults: The Yilan Study, Taiwan. <i>Journal of the Formosan Medical Association</i> , 2022, 121, 1506-1514.	0.8	2

#	ARTICLE	IF	CITATIONS
213	Modelling Stakeholder Valuation: An Example Using the Surgical Treatments for Gastroesophageal Reflux Disease. <i>Cureus</i> , 2021, 13, e19559.	0.2	0
214	Patients' Satisfaction with Services Offered by Nurses at a Selected Ideal Clinic in Ehlanzeni District, Mpumalanga Province, South Africa. <i>Open Nursing Journal</i> , 2021, 15, 229-235.	0.2	0
215	ASK ME! Routine measurement of patient experience with patient safety in ambulatory care: A mixed-mode survey. <i>PLoS ONE</i> , 2021, 16, e0259252.	1.1	2
216	Patient-reported Satisfaction with Current Clinical Management of Systemic Lupus Erythematosus in Kazakhstan. <i>Open Access Macedonian Journal of Medical Sciences</i> , 2020, 8, 411-418.	0.1	1
217	What are the prevalence and predictors of psychosocial healthcare among patients with heart disease? A nationwide population-based cohort study. <i>BMJ Open</i> , 2020, 10, e037691.	0.8	4
218	Predictors of patient satisfaction with surgical care in a low-middle-income country. <i>International Journal of Academic Medicine</i> , 2021, 7, 233.	0.2	0
219	The Quality of Pharmaceutical Services in the New Normal Era on Outpatient Loyalty at the Pharmacy Installation of the Daya General Hospital. <i>Open Access Macedonian Journal of Medical Sciences</i> , 2021, 9, 1376-1382.	0.1	0
220	Hemophilia Patient Experience in a Physical Therapy-Guided Health Education Intervention: A Mixed-Method Design. <i>Healthcare (Switzerland)</i> , 2021, 9, 1728.	1.0	0
221	Antecedents and Consequences of Patient Satisfaction in the Context of Private Hospitalization Services. <i>WSEAS Transactions on Business and Economics</i> , 2022, 19, 259-268.	0.3	2
222	Patient satisfaction with the Nigerian National Health Insurance Scheme two decades since establishment: A systematic review and recommendations for improvement. <i>African Journal of Primary Health Care and Family Medicine</i> , 2022, 14, e1-e10.	0.3	5
223	The satisfaction of healthcare consumers: analysis and comparison of different methodologies. <i>International Transactions in Operational Research</i> , 2023, 30, 545-571.	1.8	4
224	Psychosocial and clinical predictors of patient satisfaction with cancer care. <i>Saudi Pharmaceutical Journal</i> , 2022, 30, 414-420.	1.2	3
225	How does overall hospital satisfaction relate to patient experience with nursing care? a cross-sectional study in China. <i>BMJ Open</i> , 2022, 12, e053899.	0.8	6
226	Examining how physician factors influence patient satisfaction during clinical consultations about cancer prognosis and pain. <i>PEC Innovation</i> , 2022, 1, 100017.	0.3	2
227	Patient Satisfaction With Otolaryngology Care: Stratification by Race, Age, Gender, Income, and Language. <i>Otolaryngology - Head and Neck Surgery</i> , 2022, 166, 1055-1061.	1.1	4
228	Exploring characteristics of specialization as moderators of the link between specialization and patient experience of care. <i>Health Care Management Review</i> , 2022, Publish Ahead of Print, .	0.6	0
229	Evaluating patient-reported outcome measures in Peru: a cross-sectional study of satisfaction and net promoter score using the 2016 EnSuSalud survey. <i>BMJ Quality and Safety</i> , 2022, 31, 599-608.	1.8	5
230	The quality of childbirth in the light of research the new guidelines of the World Health Organization and Polish Perinatal Care Standards. <i>Medycyna Wieku Rozwojowego</i> , 2019, 23, 54-59.	0.2	1

#	ARTICLE	IF	CITATIONS
231	An Eâ€“Mental Health Solution to Prevent and Manage Posttraumatic Stress Injuries Among First Responders in Alberta: Protocol for the Implementation and Evaluation of Text Messaging Services (Text4PTSI and Text4Wellbeing). JMIR Research Protocols, 2022, 11, e30680.	0.5	8
232	CRITICAL FACTORS OF PATIENT SATISFACTION IN PRIVATE HEALTHCARE SECTOR OF LAHORE. , 2021, , 1-14.		0
233	A Systematic Review of Patient Satisfaction Scales and Their Applicability to Covid-19 Hospitalized Patients: Gaps and Emerging Needs. Journal of Patient Experience, 2022, 9, 237437352210791.	0.4	5
234	Perceived quality factors that discriminate parents of orthodontic patients according to their satisfaction. International Journal of Pharmaceutical and Healthcare Marketing, 2022, 16, 297-315.	0.7	1
235	Spatial Healthcare Accessibility: A District-Level Analysis of Travel for Outpatient Diabetology in Czechia. Healthcare (Switzerland), 2022, 10, 395.	1.0	2
236	EVALUATION OF SATISFACTION LEVEL OF HOSPITALIZED PATIENTS AT THE CITY TRAINING AND RESEARCH HOSPITAL LOCATED IN THE SOUTH OF TURKEY DURING COVID-19 PANDEMIC. International Journal of Health Management and Tourism, 0, , .	0.7	0
237	Treatment pattern, satisfaction, and productivity loss of patients with ankylosing spondylitis treated with tumor necrosis factor inhibitors in Korea: A multicenter crossâ€“sectional observational study. International Journal of Rheumatic Diseases, 2022, 25, 523-531.	0.9	11
238	The role of migration in mental healthcare: treatment satisfaction and utilization. BMC Psychiatry, 2022, 22, 116.	1.1	3
239	Influencia de las reclamaciones en la gestiÃ³n asistencial de un servicio de cirugÃ­a ortopÃ©dica y traumatologÃ­a. Revista EspaÃ±ola De CirugÃ­a OrtopÃ©dica Y TraumatologÃ­a, 2022, 66, 469-476.	0.1	0
240	The Effect of Physician Communication on Inpatient Satisfaction. Healthcare (Switzerland), 2022, 10, 463.	1.0	16
241	Dying in times of COVID-19: Experiences in different care settings â€“ An online questionnaire study among bereaved relatives (the CO-LIVE study). Palliative Medicine, 2022, 36, 751-761.	1.3	12
242	Social Media and Social Support: A Framework for Patient Satisfaction in Healthcare. Informatics, 2022, 9, 22.	2.4	4
243	What do nonprofit hospitals reward? An examination of CEO compensation in nonprofit hospitals. PLoS ONE, 2022, 17, e0264712.	1.1	1
244	Design Thinking: from Bibliometric Analysis to Content Analysis, Current Research Trends, and Future Research Directions. Journal of the Knowledge Economy, 2023, 14, 3097-3152.	2.7	7
245	Patientsâ€™ Satisfaction with Ophthalmology Clinic Services in a Public Teaching Hospital. Patient Preference and Adherence, 2022, Volume 16, 723-735.	0.8	4
246	Emergency Nursing-Care Patient Satisfaction Scale (Enpss): Development and Validation of a Patient Satisfaction Scale with Emergency Room Nursing. Healthcare (Switzerland), 2022, 10, 518.	1.0	1
247	Assessing service quality and the perceptual difference between employees and patients of public hospitals in a developing country. International Journal of Quality and Service Sciences, 2022, 14, 402-420.	1.4	4
248	Factors associated with bereaved family surrogatesâ€™ satisfaction with end-of-life care in intensive care units. Intensive and Critical Care Nursing, 2022, 71, 103243.	1.4	2

#	ARTICLE	IF	CITATIONS
249	Patient Satisfaction with Quality of Primary Care Health servicesâ€”findings from India. International Journal of Health Planning and Management, 2022, 37, 2256-2265.	0.7	5
250	Satisfaction of inpatients with health care facilities and medical services in Slovak Republic. Economic Research-Ekonomika Istrazivanja, 0, , 1-19.	2.6	2
251	A review of audiovisual telemedicine utilization and satisfaction assessment during the COVID-19 pandemic. International Journal of Technology Assessment in Health Care, 2022, 38, e2.	0.2	12
252	Satisfaction of elderly patients undergoing orthopedic surgery in terms of nursing care and affecting factors. Journal of Clinical Medicine of Kazakhstan, 2021, 18, 50-55.	0.1	1
253	A multidimensional study of public satisfaction with the healthcare system: a mixed-method inquiry in Ghana. BMC Health Services Research, 2021, 21, 1320.	0.9	3
254	User satisfaction with the secondary dental care services: Is there an association between structure and work process?. Community Dentistry and Oral Epidemiology, 2022, 50, 27-37.	0.9	3
255	User satisfaction with Dental Specialty Centers in Brazil: Proposal of satisfaction index and associated factors. Community Dentistry and Oral Epidemiology, 2022, 50, 67-73.	0.9	6
256	A Comparison of Patient Satisfaction When Using the Insured and Non-insured in Public Health Center (Puskemas Kasihan 1) Bantul, Indonesia. Open Access Macedonian Journal of Medical Sciences, 2022, 10, 1-4.	0.1	2
258	Effects of Hospital Decentralization Processes on Patientsâ€™ Satisfaction: Evidence from Two Public Romanian Hospitals across Two Decades. Sustainability, 2022, 14, 4818.	1.6	0
259	Assessing patient experience with patient safety in primary care: development and validation of the ASK-ME-questionnaire. BMJ Open, 2022, 12, e049237.	0.8	1
262	The relationship between patient safety culture with patient satisfaction and hospital performance in Shafa Hospital of Kerman in 2020.. Journal of Education and Health Promotion, 2021, 10, 455.	0.3	0
263	The Effects of Outpatientsâ€™ Experiences of Patient Participation on Patient Satisfaction in Korea. Journal of Korean Academy of Nursing Administration, 2022, 28, 88.	0.2	1
264	Rethinking Primary Care Delivery Models: Can Integrated Primary Care Teams Improve Care Experience?. International Journal of Integrated Care, 2022, 22, 8.	0.1	3
265	Development of a Quality Assessment Tool for Outpatient Infusion Clinics: A Literature Review and Pilot Survey. Journal of Infusion Nursing, 2022, 45, 165-175.	1.2	0
266	Drivers of paediatric inpatient experience: retrospective analysis of casemix factors for the Alberta Paediatric Inpatient Experience Survey in Alberta, Canada. BMJ Open, 2022, 12, e048207.	0.8	2
267	Quality of primary health care for quilombolasâ€™ Afro-descendant in Brazil: A cross-sectional study. Revista Da AssociaÃ§Ã£o MÃ©dica Brasileira, 2022, 68, 482-489.	0.3	2
268	Assessment of patientsâ€™ satisfaction through dietary services in government and private hospitals in India. International Journal of Health Sciences, 0, , 6536-6546.	0.0	0
269	Patient satisfaction with health care at a tertiary hospital in Northern Malawi: results from a triangulated cross-sectional study. BMC Health Services Research, 2022, 22, .	0.9	13

#	ARTICLE	IF	CITATIONS
270	Patient satisfaction with quality of care of a multidisciplinary thrombosis service – a cross sectional survey. BMC Health Services Research, 2022, 22, .	0.9	2
271	Identifying the determinants of patient satisfaction in the context of antenatal care in Kenya, Tanzania, and Malawi using service provision assessment data. BMC Health Services Research, 2022, 22, .	0.9	2
272	Assessment of the Level of Satisfaction with Medical Care of Patients Treated in Osteoporosis Clinics as an Indicator of the Quality of Medical Care. International Journal of Environmental Research and Public Health, 2022, 19, 7343.	1.2	3
273	Increased hope levels correlate with life satisfaction in cancer patients: A systematic review. Advances in Integrative Medicine, 2022, 9, 145-150.	0.4	4
274	Factors Associated With Patient Satisfaction Measured Using an Iterative Scale. Quality Management in Health Care, 0, Publish Ahead of Print, .	0.4	2
275	Creating value for patients through service encounter experiences: evidence from Turkey. Asia Pacific Journal of Marketing and Logistics, 2022, ahead-of-print, .	1.8	0
276	Exploring health-seeking behavior for non-communicable chronic conditions in northern Bangladesh. PLOS Global Public Health, 2022, 2, e0000497.	0.5	3
277	The barriers and facilitators of developing clinical competence among master’s graduates of gerontological nursing: a qualitative descriptive study. BMC Medical Education, 2022, 22, .	1.0	8
278	Health Services and Patient Satisfaction in IRAN during the COVID-19 Pandemic: A Methodology Based on Analytic Hierarchy Process and Artificial Neural Network. Journal of Risk and Financial Management, 2022, 15, 288.	1.1	7
279	“œl Got What I Came for” A Qualitative Exploration into Family Planning Client Satisfaction in Dosso Region, Niger. Open Access Journal of Contraception, 0, Volume 13, 95-110.	0.6	1
280	Conceptualization, use, and outcomes associated with empathy and compassion in physical medicine and rehabilitation: a scoping review. International Journal of Rehabilitation Research, 2022, 45, 291-301.	0.7	3
281	[Translated article] Influence of claims on the management of an orthopaedic surgery and traumatology service. Revista Espa±ola De CirugÃa OrtopÃ©dica Y TraumatologÃa, 2022, 66, T51-T58.	0.1	0
282	Patterns of Outpatient Service Satisfaction among Low-Income Adults in Rural China: A Latent Class Analysis. Healthcare (Switzerland), 2022, 10, 1380.	1.0	1
283	Patient satisfaction and its health provider-related determinants in primary health facilities in rural China. BMC Health Services Research, 2022, 22, .	0.9	8
284	Effect of Experiential Communication Skills Education on Graduate Medical Education Trainees’s Communication Behaviors: A Systematic Review. Academic Medicine, 2022, 97, 1854-1866.	0.8	5
285	Patient-Reported Experiences and Satisfaction with Rural Outreach Clinics in New South Wales, Australia: A Cross-Sectional Study. Healthcare (Switzerland), 2022, 10, 1391.	1.0	1
286	Accountability in <i>waqf</i> institutions: a meta-narrative review. Journal of Islamic Accounting and Business Research, 2022, 14, 181.	1.1	0
287	Can online health information sources really improve patient satisfaction?. Frontiers in Public Health, 0, 10, .	1.3	4





#	ARTICLE	IF	CITATIONS
308	Person-Centered Maternity Care and Health Outcomes at 1 and 6 Months Postpartum. <i>Journal of Women's Health</i> , 0, , .	1.5	3
309	Collaboration With Advanced Practice Registered Nurses to Improve Patient Satisfaction in Outpatient Clinic. <i>Journal for Nurse Practitioners</i> , 2022, , .	0.4	0
310	Satisfaction of psychologically impaired patients with health-care services: A Saudi Arabian perspective. <i>Frontiers in Public Health</i> , 0, 10, .	1.3	1
312	Understanding the Professional Care Experience of Patients with Stroke: A Qualitative Study Using In-Depth Interviews. <i>International Journal of Integrated Care</i> , 2022, 22, 2.	0.1	0
313	Drivers of patient perceptions of health system responsiveness in Germany. <i>International Journal of Health Planning and Management</i> , 0, , .	0.7	2
314	My Real Avatar has a Doctor Appointment in the Wepital: A System for Persistent, Efficient, and Ubiquitous Medical Care. <i>Information and Management</i> , 2022, 59, 103706.	3.6	5
315	Physicians' satisfaction with telehealth services among family physicians in Cluster 1 hospitals. <i>Journal of Family Medicine and Primary Care</i> , 2022, 11, 5563.	0.3	4
316	The Inpatient Experience of Emerging Adults: Transitioning From Pediatric to Adult Care. <i>Journal of Patient Experience</i> , 2022, 9, 237437352211336.	0.4	0
317	“To Be Treated as a Person and Not as a Disease Entity” Expectations of People with Visual Impairments towards Primary Healthcare: Results of the Mixed-Method Survey in Poland. <i>International Journal of Environmental Research and Public Health</i> , 2022, 19, 13519.	1.2	3
318	Effect of inpatient experiences on patient satisfaction and the willingness to recommend a hospital: The mediating role of patient satisfaction: A cross-sectional study. <i>Health Science Reports</i> , 2022, 5, .	0.6	3
319	Odds-ratio network for postoperative factors revealing differences in the 2-year longitudinal pattern of satisfaction between women and men after total knee arthroplasty. <i>Scientific Reports</i> , 2022, 12, .	1.6	1
320	“Looking for answers” Parent experiences of perinatal autopsy. <i>Death Studies</i> , 2023, 47, 773-783.	1.8	1
321	Harvesting anterior iliac crest or calvarial bone grafts to augment severely resorbed edentulous jaws: a systematic review and meta-analysis of patient-reported outcomes. <i>International Journal of Oral and Maxillofacial Surgery</i> , 2023, 52, 481-494.	0.7	4
322	Patient attitude and determinants toward chronic diseases control: A cross-sectional survey in rural China. <i>Frontiers in Public Health</i> , 0, 10, .	1.3	1
323	The influence of obesity on functional outcomes and patient satisfaction 8 weeks after total knee arthroplasty: results of the prospective FlNGK study. <i>BMC Musculoskeletal Disorders</i> , 2022, 23, .	0.8	5
324	Postsurgical Remote Patient Monitoring Outcomes and Perceptions: A Mixed-Methods Assessment. <i>Mayo Clinic Proceedings Innovations, Quality &amp; Outcomes</i> , 2022, 6, 574-583.	1.2	0
325	High Satisfaction With a Virtual Assistant for Plastic Surgery Frequently Asked Questions. <i>Aesthetic Surgery Journal</i> , 2023, 43, 494-503.	0.9	3
326	Patient-centered care and patient satisfaction: Validating the patient-professional interaction questionnaire in China. <i>Frontiers in Public Health</i> , 0, 10, .	1.3	1



#	ARTICLE	IF	CITATIONS
346	Psychometric evaluation of the Telenursing Interaction and Satisfaction Scale. <i>Scandinavian Journal of Caring Sciences</i> , 2023, 37, 687-697.	1.0	2
347	Determinants of maternal satisfaction with focused antenatal care services rendered at public health facilities in the West Shewa Zone, Central Ethiopia: A multicentre cross-sectional study. <i>Frontiers in Global Women S Health</i> , 0, 3, .	1.1	2
348	Facilidades e dificuldades na promo��o do direito � sa�de de crian�as com s�ndrome cong�nita do zika. <i>Avances En Enfermer�a</i> , 2022, 40, 214-227.	0.3	0
349	Seeking Help for Tinnitus and Satisfaction With Healthcare Providers Including Diagnosis, Clinical Services, and Treatment: A Scoping Review. <i>Evaluation and the Health Professions</i> , 2023, 46, 170-193.	0.9	2
350	Evaluating Drivers of the Patient Experience Triangle: Stress, Anxiety, and Frustration. <i>International Journal of Environmental Research and Public Health</i> , 2023, 20, 5384.	1.2	1
351	Translation and validation of the PPSC-PNP instrument to measure parental satisfaction with care from pediatric nurses in China. <i>Journal of Pediatric Nursing</i> , 2023, 70, 47-53.	0.7	1
352	Instilling the core tenets of hospitality in healthcare services: The role of service assurance and social presence. <i>International Journal of Hospitality Management</i> , 2023, 111, 103492.	5.3	0
353	Does voice matter? Investigating patient satisfaction on mobile health consultation. <i>Information Processing and Management</i> , 2023, 60, 103362.	5.4	5
354	Patient satisfaction among persons living with HIV/AIDS and receiving antiretroviral therapy in urban Uganda: A factor analysis. <i>PLoS ONE</i> , 2023, 18, e0280732.	1.1	0
355	The effect of transitions intervention to ensure patient safety and satisfaction when transferred from hospital to home health care��A systematic review. <i>Journal of Advanced Nursing</i> , 2023, 79, 2098-2118.	1.5	4
356	Patient Satisfaction with Healthcare Services and the Techniques Used for its Assessment: A Systematic Literature Review and a Bibliometric Analysis. <i>Healthcare (Switzerland)</i> , 2023, 11, 639.	1.0	15
357	Patient satisfaction impact indicators from a psychosocial perspective. <i>Frontiers in Public Health</i> , 0, 11, .	1.3	4
358	Acceptability of Australian prehospital care quality indicators: An explanatory sequential mixed methods study. , 2023, 20, 38-50.		0
359	Does continuity of care improve patient satisfaction? An instrumental variable approach. <i>Health Policy</i> , 2023, 130, 104754.	1.4	0
360	Prehospital emergency care patient satisfaction scale [PECPSS] for care provided by emergency medical teams: Scale development and validation. <i>AIMS Public Health</i> , 2023, 10, 129-144.	1.1	0
361	Patient satisfaction and associated factors towards surgical service among patients undergoing surgery at referral hospitals in western Amhara Regional State, Ethiopia. <i>Heliyon</i> , 2023, 9, e14266.	1.4	0
362	Age-related experiences of colorectal cancer diagnosis: a secondary analysis of the English National Cancer Patient Experience Survey. <i>BMJ Open Gastroenterology</i> , 2023, 10, e001066.	1.1	2
363	Measuring Patient Experience and Patient Satisfaction��How Are We Doing It and Why Does It Matter? A Comparison of European and U.S. American Approaches. <i>Healthcare (Switzerland)</i> , 2023, 11, 797.	1.0	6

#	ARTICLE	IF	CITATIONS
364	The Swedish version of <scp>EMPATHIC</scp>â€”30 translation and initial psychometric evaluation. Scandinavian Journal of Caring Sciences, 2023, 37, 805-811.	1.0	0
365	Original Research: Nurses' Self-Assessed Knowledge, Attitudes, and Educational Needs Regarding Patients with Substance Use Disorder. American Journal of Nursing, 2023, 123, 26-33.	0.2	2
366	Association between the nurse work environment and patient experience in Chilean hospitals: A multiâ€”hospital crossâ€”sectional study. Journal of Nursing Scholarship, 0, , .	1.1	0
367	How the use of an online healthcare community affects the doctor-patient relationship: An empirical study in China. Frontiers in Public Health, 0, 11, .	1.3	2
368	Satisfaction with the quality of outpatient care of medical students as an element of the assessment of the current system of medical care. Sibirskij Å¾urnal KliniÅšskoj I Åšperimental'noj Mediciny, 2023, 38, 181-185.	0.1	1
369	Photovoice to explore the patient experience of a relative motion orthosis following a hand injury. Journal of Hand Therapy, 2023, , .	0.7	1
370	Exploring writing a bachelor's thesis as a tool for studentsâ€™ learning in nursing: A qualitative interview study from an activity theoretical perspective. Nordic Journal of Nursing Research, 2023, 43, 205715852311676.	0.6	0
371	Experiences of Palestinian patients with hospital services: a mixed-methods study. BMJ Open Quality, 2023, 12, e002118.	0.4	2
373	Patientsâ€™ and health care providersâ€™ perspectives on quality of hemophilia care in the Netherlands: a questionnaire and interview study. Research and Practice in Thrombosis and Haemostasis, 2023, 7, 100159.	1.0	1
403	Patient Satisfaction of Brazilian Military Health-Care System: An Exploratory Study by Multivariate Analysis. Springer Proceedings in Business and Economics, 2023, , 475-488.	0.3	0