

## Client satisfaction survey on Tuberculosis services in Lalitpur & Kaski districts, Nepal

**Objective:** To explore the satisfaction of client's towards different aspects of TB services offered in the partnership modality in Lalitpur and kaski districts.

**Methods and Materials:** Cross sectional descriptive study design with a blend of qualitative and quantitative methods was used to get information regarding TB service satisfaction through semi structure interview by use of structure questionnaire among 308 TB patients. The study was supplemented by FGD with family members' of the TB patients.

**Findings:** Overall satisfaction of the patients with their treatment showed slightly lesser than half of them to be highly satisfied with the treatment (44%). Only half of them were highly satisfied with the DOTS strategy if treatment. Level of satisfaction was found to be significantly associated with the behavior of health workers, mode of information provision and counseling to the clients and family members, and other functional aspects of health services.

**Conclusion:** In conclusion, it needs to be adequately addressed to raise the level of satisfaction of clients and communities; ultimately contributing to reduce its transmission in the society and broader health sector goals.

