Data Article

Data on expectations, perceived quality, satisfaction with hospital care and financial ability of patients who suffer from acute and chronic respiratory diseases, in Central Greece

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\textbf{A B S T R A C T}

The research article presents the data collected from a questionnaire based survey that aimed to evaluate patients’ expectations, perceived quality, satisfaction with hospital care and financial ability of 202 hospitalized patients suffering from acute or chronic respiratory diseases. The anonymous and self-completed questionnaire was divided in two parts. The first part included questions to elicit information on social and demographic characteristics (gender, age group, education level, categorization of respiratory disease, evaluation of the current hospitalization, nationality and way of living with). The second part included the 26-items Elderly Patient Satisfaction Scale and the 12-items Financial Ability Scale, which are validated in the Greek language with a high internal consistency. Data were collected from February 2016 to December 2018.

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Specifications table

| Subject                      | Pulmonary and Respiratory Medicine |
|------------------------------|-------------------------------------|
| Specific subject area        | Patients suffering from chronic and acute respiratory diseases |
| Type of data                 | Tables, Word files |
| How data were acquired       | Questionnaire based survey |
| Data format                  | Raw, analyzed, descriptive |
| Parameters for data collection | Permission to carry out the research in the hospitals was provided by the Scientific Councils of the Public Hospitals in which the participants were hospitalized. A written consent was obtained from all the patients. The anonymity of the patients was guaranteed. They were given an introductory and information sheet for the purpose of the research and were informed that their participation was voluntary and that they were free to withdraw at any time without any consequence. |
| Description of data collection | An anonymous and self-completed questionnaire has been distributed to a sample of 202 hospitalized patients suffering from acute or chronic respiratory diseases. |
| Data source location         | Larissa, Greece |
| Data accessibility           | Data are hosted with the article |

Value of the data

- The data can be used for the evaluation of the expectations, perceived quality, satisfaction with care, and financial ability of patients who suffer from acute and chronic respiratory diseases in Central Greece.
- The data can be used from other researchers for comparison in different countries. These data add value to patient care especially in countries in which harsh austerity measures were enacted.
- The questionnaire and the validated scales can be used in other studies for the validation and cultural adaptation in their language and for benchmarking reasons [1,2].
- The data can be used for the improvement of the quality of care provided to patients with acute and chronic respiratory disease. Furthermore, the data are valuable for the development of a national policy for quality assurance of care provided to patients who suffer from respiratory diseases and for the improvement of their financial ability.

1. Data description

The dataset in this research article describes the data from 202 (57.4% men) hospitalized patients suffering from acute or chronic respiratory diseases. Raw data of the questionnaire include patients’ responses (Supplementary Excel file format) to its items. The questionnaire used in the survey is included in a separated file (Supplementary Word file “Questionnaire”). The labels in the raw data file (Supplementary Excel file format) are in accordance with the items of the questionnaire. The labeling of the variable in the Excel file corresponds to the variable at the “questionnaire”. Mean scores have been calculated and the relevant labels are in the Excel file. The “questionnaire” included 3 sections: Section 1 includes 7 social and demographic characteristics (gender, age group, education level, categorization of respiratory disease, evaluation of the current hospitalization, nationality and way of living with) that are presented in Table 1, showing the frequencies and the percentages of their answers. The section 2 includes the 12-items Financial Ability Scale (FAS) and the section 3 the 26-items Elderly Patient Satisfaction Scale (EPSS). The patients were called to reply three times at the same items: one for rating their expectations, one for evaluating perceived quality of care and one for assessing their level of satisfaction with hospital care.

The mean scores of the patients at the 26 statements of the expectations, perceived quality and satisfaction with care scales as well as the mean financial ability of the participants
Table 1
Sociodemographic characteristics of the patients who participated in the survey.

| Variable                  | N  | %   |
|---------------------------|----|-----|
| Gender                    |    |     |
| Men                       | 116| 57.4|
| Women                     | 86 | 42.6|
| Age group                 |    |     |
| <65                       | 66 | 32.7|
| >65                       | 136| 67.3|
| Education                 |    |     |
| Illiterate                | 26 | 12.9|
| Some primary              | 44 | 21.8|
| Primary                   | 82 | 40.6|
| Secondary                 | 31 | 15.3|
| Tertiary                  | 17 | 8.4 |
| MSc/PhD                   | 2  | 1.0 |
| Respiratory disease       |    |     |
| Chronic                   | 111| 55.0|
| Acute                     | 91 | 45.0|
| Current hospitalization   |    |     |
| Worse compared to the previous hospitalizations | 22 | 10.9 |
| As good as the previous hospitalizations | 86 | 42.6 |
| Better compared to the previous hospitalizations | 27 | 13.4 |
| Nationality               |    |     |
| Greek                     | 198| 98.0|
| Other                     | 4  | 2.0 |
| Living with               |    |     |
| Family                    | 172| 85.1|
| Partner                   | 3  | 1.5 |
| Institution               | 1  | 0.5 |
| Relatives                 | 1  | 0.5 |
| Parents                   | 2  | 1.0 |
| Alone                     | 23 | 11.4|

Table 2
Descriptive characteristics of EPSS and FAS.

|                      | Expectancies | Perceived quality | Satisfaction | Financial ability |
|----------------------|--------------|-------------------|--------------|-------------------|
| Mean                 | 3.78         | 5.33              | 4.83         | 2.25              |
| Median               | 3.84         | 5.50              | 4.84         | 2.00              |
| Standard deviation   | .43          | .61               | .52          | 0.82              |
| Variance             | .18          | .38               | .27          | 0.68              |
| Min                  | 2.46         | 3.35              | 2.62         | 1.00              |
| Max                  | 4.73         | 6.46              | 6.31         | 4.75              |
| Range of scoring     | 0–5          | 0–7               | 0–7          | 1–5               |

are presented in Table 2. High scores indicate high expectations, perceived quality, satisfaction with care and financial ability. Separated comparisons of the differences between the two genders (Table 3), between age groups (Table 4), between persons with different education level (Table 5), between persons with chronic and acute respiratory diseases (Table 6) and between patients’ rating of the current hospitalization compared with others in the past (Table 7) regarding their mean expectations, perceived quality and satisfaction with care scores and financial ability have been performed. Table 8 shows the spearman correlation coefficients of the expectations, perceived quality, satisfaction with care and financial ability scores.

2. Experimental design, materials, and methods

An anonymous and especially designed questionnaire was used to explore patients’ expectancies, perceived quality of care provided and satisfaction with hospital care, as well as their fi-
Table 3
Differences between men and women regarding mean expectations, perceived quality and satisfaction with care scores.

| Scale             | Gender | N  | Mean | SD  | p-value |
|-------------------|--------|----|------|-----|---------|
| Expectations      | Men    | 116| 3.78 | .40 | 0.842   |
|                   | Women  | 86 | 3.77 | .47 |         |
| Perceived quality | Men    | 116| 5.34 | .59 | 0.767   |
|                   | Women  | 86 | 5.32 | .65 |         |
| Satisfaction      | Men    | 116| 4.88 | .52 | 0.153   |
|                   | Women  | 86 | 4.77 | .51 |         |
| Financial ability | Men    | 116| 2.31 | .82 | 0.200   |
|                   | Women  | 86 | 2.16 | .82 |         |

Table 4
Differences between age groups regarding mean expectations, perceived quality and satisfaction with care and financial ability scores.

| Scale             | Age group | N  | Mean | SD  | p-value |
|-------------------|-----------|----|------|-----|---------|
| Expectations      | <65       | 66 | 3.88 | .39 | 0.025   |
|                   | >65       | 136| 3.73 | .44 |         |
| Perceived quality | <65       | 66 | 5.53 | .53 | 0.001   |
|                   | >65       | 136| 5.23 | .63 |         |
| Satisfaction      | <65       | 66 | 4.80 | .46 | 0.563   |
|                   | >65       | 136| 4.85 | .55 |         |
| Financial ability | <65       | 66 | 2.43 | .88 | 0.029   |
|                   | >65       | 136| 2.16 | .78 |         |

Table 5
Differences between persons with different education level regarding mean expectations, perceived quality and satisfaction with care and financial ability scores.

| Scale             | Education | N  | Mean | SD  | p-value |
|-------------------|-----------|----|------|-----|---------|
| Expectations      | Illiterate| 26 | 3.68 | .51 | 0.164   |
|                   | Some primary | 44 | 3.74 | .41 |         |
|                   | Primary   | 82 | 3.74 | .46 |         |
|                   | Secondary | 31 | 3.91 | .32 |         |
|                   | Tertiary  | 19 | 3.94 | .29 |         |
| Perceived quality | Illiterate| 26 | 5.09 | .70 | 0.001   |
|                   | Some primary | 44 | 5.26 | .55 |         |
|                   | Primary   | 82 | 5.25 | .65 |         |
|                   | Secondary | 31 | 5.64 | .45 |         |
|                   | Tertiary  | 19 | 5.70 | .35 |         |
| Satisfaction      | Illiterate| 26 | 4.82 | .67 | 0.134   |
|                   | Some primary | 44 | 4.87 | .51 |         |
|                   | Primary   | 82 | 4.90 | .52 |         |
|                   | Secondary | 31 | 4.80 | .44 |         |
|                   | Tertiary  | 19 | 4.53 | .32 |         |
| Financial ability | Illiterate| 26 | 2.04 | .85 | <0.001  |
|                   | Some primary | 44 | 2.10 | .71 |         |
|                   | Primary   | 82 | 2.02 | .60 |         |
|                   | Secondary | 31 | 2.55 | .75 |         |
|                   | Tertiary  | 19 | 3.41 | .92 |         |

financial ability. The patients were recruited on the basis of their availability and their willingness to participate. A written informed consent was obtained from all the patients. The anonymity of the patients was guaranteed. They were given an introductory and information sheet about the purpose and the aim of the research and were informed that their participation was voluntary and that they were free to withdraw at any time without any consequence. The data collection
Table 6
Differences between persons with chronic and acute respiratory diseases regarding mean expectations, perceived quality, satisfaction with care and financial ability scores.

| Scale                  | Respiratory disease | N   | Mean  | SD    | p-value |
|------------------------|---------------------|-----|-------|-------|---------|
| Expectations           | Chronic             | 111 | 3.65  | .50   | <0.001  |
|                        | Acute               | 91  | 3.93  | .23   |         |
| Perceived quality      | Chronic             | 111 | 5.02  | .65   | <0.001  |
|                        | Acute               | 91  | 5.71  | .27   |         |
| Satisfaction           | Chronic             | 111 | 4.95  | .56   | <0.001  |
|                        | Acute               | 91  | 4.69  | .42   |         |
| Financial ability      | Chronic             | 111 | 2.01  | .65   | <0.001  |
|                        | Acute               | 91  | 2.54  | .91   |         |

Table 7
Differences between patients' rating of the current hospitalization compared with others in the past and mean expectations, perceived quality, satisfaction with care and financial ability scores.

| Scale                  | Current hospitalization                      | N   | Mean  | SD    | p-value |
|------------------------|----------------------------------------------|-----|-------|-------|---------|
| Expectations           | Worse compared to the previous hospitalizations | 22  | 3.93  | .25   | 0.036   |
|                        | As good as the previous hospitalizations    | 86  | 3.67  | .47   |         |
|                        | Better compared to the previous hospitalizations | 27  | 3.66  | .44   |         |
| Perceived quality      | Worse compared to the previous hospitalizations | 22  | 5.69  | .34   | <0.001  |
|                        | As good as the previous hospitalizations    | 86  | 5.11  | .62   |         |
|                        | Better compared to the previous hospitalizations | 27  | 5.09  | .67   |         |
| Satisfaction           | Worse compared to the previous hospitalizations | 22  | 4.59  | .44   | 0.008   |
|                        | As good as the previous hospitalizations    | 86  | 4.89  | .49   |         |
|                        | Better compared to the previous hospitalizations | 27  | 5.01  | .46   |         |
| Financial ability      | Worse compared to the previous hospitalizations | 22  | 2.57  | 1.08  | 0.010   |
|                        | As good as the previous hospitalizations    | 86  | 2.19  | .74   |         |
|                        | Better compared to the previous hospitalizations | 27  | 1.88  | .56   |         |

Table 8
Correlation between expectations, perceived quality, satisfaction with care and financial ability scores.

| Scale                  | Perceived quality | Satisfaction | Financial ability |
|------------------------|-------------------|--------------|-------------------|
| Expectations           | .842 (p<0.001)    | .245 (p<0.001) | .230 (p<0.001)    |
| Perceived quality      | .073 (p = 0.299)  |              | .332 (p<0.001)    |
| Satisfaction           |                   |              | −0.193 (p = 0.006) |

has been conducted from February 2016 to December 2018 in one University hospital in the Central Greece. The eligible patients have been approached by the researcher.

The questionnaire was administered in the Greek language. The first part included questions to elicit information on social and demographics. The second part included the FAS and the EPSS which are validated in the Greek language with a high internal consistency [1,2].

The EPSS contains 26 statements that evaluate: (1) the patients' expectations in terms of what patients expect from their hospital care (they were called to answer to a 6-likert scale ranging from 0: indifferent to 5: strongly agree), (2) the patients' perceived quality of hospital care that assessed what they consider as quality of care components (they were called to answer to a 8-likert scale ranging from 0: indifferent to 7: very important) (3) the patients' satisfaction with hospital care that consisted of the same 26 statements asking from the patients to answer how they feel with the care provided (they were called to answer to a 8-likert scale ranging from 0: indifferent to 7: very satisfied). In this research, patients' expectations, perceived quality and satisfaction with hospital care were measured within the context of at least three days of hospitalization. The FAS contains 12 items that assess the financial ability of the patients as an indirect measure of the impact of economic crisis on their financial status. The participants
were called to answer to each question (how do you rate your ability to) by using a 5-point Likert scale (very good, good, moderate, little, no ability).

All the items were coded and scored, and the completed questionnaires were included in the data analysis set. IBM-SPSS-25 [3] was used to analyze the data.

Supplementary data associated with this article can be found in the online version at

CRediT authorship contribution statement

**P. Koutsimpou**: Conceptualization, Data curation, Methodology, Validation, Writing - original draft, Writing - review & editing. **K.I. Gourgoulianis**: Conceptualization, Supervision. **V. Raftopoulos**: Conceptualization, Methodology, Validation, Writing - original draft, Writing - review & editing.

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Conflict of Interest

The authors declare that they have no known competing financial interests or personal relationships that could have appeared to influence the work reported in this paper.

Supplementary materials

Supplementary material associated with this article can be found, in the online version, at doi: 10.1016/j.dib.2020.105564.

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