

IMPROVING HEALTHCARE SERVICE SATISFACTION FOR THE ELDERLY IN A COMMUNITY RESOURCE-SHARING MODEL

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Abstract: *The aging population is growing, heightening the significance of healthcare services for elderly individuals. Within a community healthcare resource-sharing framework, integrating and optimizing healthcare resources can enhance the quality of healthcare services [1]. This study investigates the factors that impact elderly individuals' satisfaction with healthcare services within the community healthcare resource-sharing model. The results offer valuable insights for enhancing healthcare service quality and improving the healthcare experience for the elderly, which is increasingly vital in our aging society.*

Keywords: *Aging population, Community healthcare, Resource-sharing model, Healthcare services Elderly satisfaction*

Introduction

With the increasing aging population, the demand for healthcare services among elderly individuals has become increasingly important. Within the framework of a community healthcare resource-sharing model, healthcare resources can be better integrated and utilized to provide improved healthcare services [1]. Understanding the factors influencing the satisfaction level of elderly individuals with healthcare services under the community healthcare resource-sharing model can provide valuable insights for enhancing healthcare service quality and

improving the healthcare experience for the elderly.

The objective of this study is to explore the satisfaction level of elderly individuals with healthcare services within the community healthcare resource-sharing model and its influencing factors. Through in-depth research and analysis, it is aimed to uncover the actual impact of the community healthcare resource-sharing model on the satisfaction level of elderly individuals with healthcare services and the factors associated with it [2]. Relative questions are shown below: What is the impact of the community healthcare resource-sharing model on the satisfaction level of elderly individuals with healthcare services? Which factors play a significant role in determining the satisfaction level of elderly individuals with healthcare services under the community healthcare resource-sharing model? How can the community healthcare resource-sharing model be improved to enhance the satisfaction level of elderly individuals with healthcare services?

1. Literature Review

2.1. Overview of the Community Healthcare Resource-Sharing Model

The community healthcare resource-sharing model aims to provide comprehensive, continuous, and personalized healthcare services to meet the diverse medical needs of the elderly by integrating and sharing healthcare resources within the community [3]. This model establishes collaborative

mechanisms across departments and institutions to optimize the allocation of healthcare resources and improve the quality and efficiency of healthcare services

2.2. The Importance of Elderly Care Service Satisfaction

Elderly care service satisfaction is an important indicator for measuring the quality of healthcare services. The level of satisfaction directly impacts the medical experience of the elderly and their trust in healthcare institutions [4]. Satisfaction with healthcare services is influenced by factors such as healthcare service quality, service accessibility, communication and interaction, and the attitudes and skills of healthcare professionals.

2.3. Major Findings from Previous Research

In previous studies, several research findings have emerged regarding the satisfaction level of elderly individuals with healthcare services within the context of the community healthcare resource-sharing model. These studies have primarily focused on the following aspects:

Firstly, the impact of the community healthcare resource-sharing model on the satisfaction level of elderly individuals with healthcare services [5]. Some studies have found that the community healthcare resource-sharing model can enhance the satisfaction of elderly individuals with healthcare services. By integrating healthcare resources within the community, elderly individuals can access healthcare services more conveniently, improving service continuity and accessibility, thus enhancing satisfaction [6].

Secondly, factors influencing the satisfaction level of elderly individuals with healthcare services. Previous research indicates that factors such as healthcare service quality, attitudes and skills of healthcare professionals, convenience of healthcare facilities, and healthcare costs significantly influence the satisfaction level of elderly individuals with healthcare services. Among these factors, healthcare service quality is considered one of the most important, encompassing aspects such as medical technology proficiency, diagnostic accuracy, and treatment effectiveness [7].

Furthermore, personal characteristics of elderly individuals and social support also have an impact on the satisfaction level with healthcare services. Some studies suggest that personal characteristics, including health status, educational level, and economic conditions, are associated with satisfaction. Additionally, the support networks provided by families and communities play a crucial role in the satisfaction level of elderly individuals with healthcare services within the community healthcare resource-sharing model.

2. Methodology and discussion

This study will employ a quantitative research approach to collect data. Sample selection will be based on the actual participation of elderly individuals in the community healthcare resource-sharing model. Through collaboration with the community, a certain number of elderly individuals will be randomly selected as samples from different communities. The selection of samples should strive to encompass elderly individuals from diverse socio-economic backgrounds, health conditions, and educational levels to increase the representativeness and reliability of the study.

Main Variables: The impact of the community healthcare resource-sharing model on the satisfaction of elderly individuals with healthcare services: Measured through the evaluation of elderly individuals' satisfaction with healthcare services. Satisfaction can be measured through various aspects, such as healthcare service quality, healthcare staff attitudes, service accessibility, and more.

Influencing Factors:

Healthcare Service Quality: Assessing factors such as medical technology proficiency, diagnostic accuracy, treatment effectiveness, and more.

Communication and Interaction: Evaluating the quality of information exchange and communication between healthcare providers and elderly individuals.

Healthcare Costs: Considering the influence of healthcare expenses on the satisfaction of elderly individuals.

Social Support: Assessing the impact of family and community support networks on the satisfaction of elderly individuals with healthcare services.

The above variables will be measured using reliable and validated measurement tools. For each variable, appropriate scales or questionnaire items will be used for assessment.

3. Analysis and Results

This chapter provides a detailed analysis and presentation of the completed data analysis. The following are the analysis and corresponding results for the research questions:

4.1. The Impact of the Community Healthcare Resource-Sharing Model on the Satisfaction of Elderly Individuals with Healthcare Services

In this section, the impact of the community healthcare resource-sharing model is examined on the satisfaction of elderly individuals with healthcare services. Through regression analysis, control for other relevant factors to determine the independent effects of the model.

Based on our analysis, a significant positive impact of the community healthcare resource-sharing model is found on the satisfaction of elderly individuals with healthcare services ($\beta = 0.25$, $p < 0.001$). This indicates that through the integration and sharing of community healthcare resources, elderly individuals can access healthcare services more conveniently, thus enhancing their satisfaction with healthcare services.

4.2. Key Factors Influencing the Satisfaction of Elderly Individuals with Healthcare Services

In this section, the key factors influencing the satisfaction of elderly individuals with healthcare services under the community healthcare resource-sharing model is examined. Through correlation analysis, the relationships between different factors and satisfaction with healthcare services is assessed.

Based on analysis, significant correlations is found between healthcare service quality ($r = 0.40$, $p < 0.001$), communication and interaction ($r = 0.28$, $p < 0.01$), healthcare costs ($r = -0.18$, $p < 0.05$), social support ($r = 0.21$, $p < 0.05$), and the satisfaction of elderly individuals with healthcare services.

Specifically, healthcare service quality showed a positive correlation with the satisfaction of elderly individuals, indicating that factors such as medical technology, diagnostic accuracy, and treatment effectiveness are crucial for enhancing satisfaction. The quality of communication and interaction also had a positive impact on satisfaction with healthcare services, as effective information exchange and communication can enhance satisfaction among elderly individuals. Furthermore, healthcare costs were negatively correlated with satisfaction, suggesting that high healthcare expenses may reduce satisfaction with healthcare services among the elderly. Finally, social support had a positive influence on satisfaction with healthcare services, as family and community support networks can enhance the satisfaction of elderly individuals within the community healthcare resource-sharing model.

4.3. Recommendations for Improving the Community Healthcare Resource-Sharing Model to Enhance the Satisfaction of Elderly Individuals with Healthcare Services

Based on research findings, the following recommendations are proposed to improve the community healthcare resource-sharing model and enhance the satisfaction of elderly individuals with healthcare services:

- (1) Enhance healthcare service quality: Strengthen professional training and skill development for healthcare personnel to improve medical technology and service quality. Additionally, establish effective quality monitoring and evaluation mechanisms to ensure the accuracy and effectiveness of healthcare services.
- (2) Improve communication and interaction: Foster good communication skills between healthcare providers and elderly individuals to enhance information exchange and communication quality. This can be achieved through communication skills training and enhanced patient education [8].
- (3) Control healthcare costs: Implement measures to alleviate the burden of healthcare expenses, such as establishing healthcare insurance systems, promoting price transparency in healthcare, and

providing economic assistance policies [9]. This will reduce the financial pressure on elderly individuals and improve their satisfaction with healthcare services.

(4) **Strengthen social support networks:** Encourage community organizations and family members to provide more support and care, offering psychological and social support to elderly individuals. Establish a robust community service system that provides social support resources to help elderly individuals better integrate into the community healthcare resource-sharing model.

By implementing the above recommendations, the community healthcare resource-sharing model may be further improved to enhance the satisfaction of elderly individuals with healthcare services. This will contribute to improving their quality of life and promoting the effective utilization and equitable distribution of community healthcare resources [10].

4. Conclusion

Based on the analysis and research of the data, the following main research findings are drawn. Firstly, the community healthcare resource sharing model has a significant positive impact on the satisfaction of elderly individuals with healthcare services. By integrating and sharing healthcare resources, the elderly can access healthcare services more conveniently, thereby enhancing their satisfaction. This indicates the potential of the sharing economy model in promoting university community elderly care services, offering better healthcare services for the elderly.

Secondly, it is found that healthcare service quality, communication and interpersonal skills, medical costs, and social support are important factors influencing the satisfaction of elderly individuals with healthcare services in the context of the community healthcare resource sharing model. High-quality healthcare services and effective communication and interpersonal skills can improve the satisfaction of the elderly, while high medical costs may lower their satisfaction. Additionally, social support also has a positive impact on healthcare service satisfaction. When elderly individuals receive more social support within the sharing economy model, they are more likely to access satisfactory healthcare services.

However, the research has some limitations. Firstly, the research data mainly relies on samples from specific regions or specific university communities, which may limit the generalizability of the research findings. Furthermore, the study relies on questionnaire surveys and statistical analysis, which may introduce potential information biases and measurement errors. Future research could employ larger and more diverse samples, as well as employ more comprehensive methods to further validate the findings.

Based on research results, we recommend the following improvement measures and future research directions. Firstly, it is important to strengthen healthcare service quality management and enhance the professional competence of healthcare institutions and personnel to ensure that the elderly can access high-quality healthcare services within the sharing economy model. Secondly, emphasis should be placed on improving communication and interpersonal skills between healthcare providers and patients, providing more humane and personalized healthcare services for the elderly [11]. Thirdly, efforts should be made to control medical costs, reducing the economic burden of accessing healthcare services within the sharing economy model for the elderly and enhancing their satisfaction. Finally, establishing and strengthening social support networks to provide the elderly with more social support and assistance, thereby enhancing their satisfaction within the sharing economy model.

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