

Table 6 Patients' satisfactory expectations about their glaucoma care before and after the educational programme (n = 50)

Items	Pre-programme		Post-programme		χ^2 -value	P-value
	No.	%	No.	%		
Communication						
Discussion of family history	6	12	30	60	59.7	< 0.001
Information about diagnosis and prognosis	18	36	45	90		
Information about medication	19	38	43	86		
Listening and addressing concerns	2	4	36	72		
Interpersonal manner						
Personal connection	4	8	47	94	54.3	< 0.001
Professionalism	6	12	43	86		
Courtesy	6	12	42	84		
Encouragement	5	10	40	80		
Patience	9	18	45	90		
Ophthalmologist and nurses' skills						
Competence	4	8	50	100	41.3	< 0.001
Health outcomes	3	6	48	96		
Access to advances in eye care	2	4	47	94		
Examination and testing	3	6	50	100		
Health service logistics						
Waiting time	4	8	37	74	46.6	< 0.001
Coordination of care	3	6	42	84		
Appointment access	2	4	30	60		
Other						
Time with physicians	5	10	40	80	4.9	< 0.001
Referral	0	0	42	84		

Responses were not mutually exclusive.