

Original Article**STUDY OF SATISFACTION OF PATIENTS ADMITTED IN A TERTIARY CARE HOSPITAL IN NAGPUR****M V Kulkarni¹, S Dasgupta², A R Deoke¹, Nayse³**¹Associate Professor, Department of Community Medicine, ²Dean, ³Statistician, Department of Community Medicine, NKP Salve Institute of Medical Sciences, Nagpur, Maharashtra**Correspondence:**

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ABSTRACT

The study was conducted with an objective to study satisfaction of patients admitted in a tertiary care hospital regarding behavior of hospital staff, cleanliness, and hospital services. Hospital based cross sectional study was carried out among indoor patients from Lata Mangeshkar Hospital which is a tertiary care hospital attached to NKPSIMS, Nagpur. Indoor patients (n=907) discharged during the study period of four months from February 2008 to May 2008 were interviewed on the day of discharge and pre-designed proforma was filled. Data was analyzed by using Epi- info statistical software. Level of satisfaction among patients was found to be better with behavior of doctors (87.76%) as compared to behavior of nurses and Class III & Class IV workers (70.01%, 59.09% respectively) and statistically it was found to be highly significant (P<0.0001). Dissatisfaction was found to be more with cleanliness in toilets (56.01%) as compared to the other hospital areas which was also statistically highly significant (P<0.0001). Approximately only half of the patients were satisfied with quality of food available in the hospital and 16.98% patients reported availability of insufficient quantity of drinking water. Most of the patients (75%) were satisfied with overall services available in the hospital.

Keywords: Patient satisfaction, behavior, cleanliness**INTRODUCTION**

Health care scenario is fast changing all over the world¹. Patient satisfaction is one of the established yardsticks to measure success of the services being provided in the hospitals². Improved socioeconomic status and easier access to medical care has led to high expectations and demands from consumers of hospital services³. For health care organization to be successful monitoring of customer's perception is a simple but important strategy to assess and improve their performance^{4,5}.

A patient is the ultimate consumer of the hospital. He is the person in distress. He expects from hospital comfort, care and cure². Patient forms certain expectations prior to visit. Once the patient come to the hospital and experience the facilities, they may become either satisfied or

dissatisfied. Human satisfaction is a complex concept that is related to a number of factors including lifestyle, past experiences, future expectations and the value of both individual and society¹. The goal of any service organization is creation of satisfaction among customers.

Very few studies carried out in India for measuring satisfaction of patient with hospital services. The purpose of present study is to carry out evaluation of hospital services by getting feedback from indoor patients.

AIMS AND OBJECTIVES

1. To study satisfaction of patients admitted in Lata mangeshkar Hospital regarding

- behavior of medical, nursing and supportive staff
- To study satisfaction of admitted patients regarding cleanliness in the hospital as well as food and drinking water facility available in the hospital
 - To study satisfaction of the patients regarding services provided in the hospital

MATERIALS AND METHODS

A hospital based cross sectional study was carried out in Lata Mangeshkar hospital, which is a 585 bedded tertiary care hospital attached to NKP Salve institute of Medical Sciences, Nagpur, Maharashtra. The study was conducted from February 2010 to May 2010 among patients admitted in all wards of Lata Mangeshkar hospital with a minimum hospital stay of 2 days. All the patients (n=907) discharged during the study period were included in the study but patients admitted ICU and casualty were excluded from the study.

On the day of the discharge, after taking informed consent the patients were interviewed. For pediatric patients, attendants of patients were interviewed. A pre- designed pre- tested "Indoor Patient Feedback Form" was filled up. A scoring system was used for finding satisfaction of the patient, with a minimum score of 1 and maximum score of 10. Depending on the score given by the patient, satisfaction was divided into 3 levels i. e. poor, average and satisfactory. The data was analyzed by using Epi-Info statistical software by calculating proportions and chi- square test.

RESULTS

Patients were more satisfied with behavior of doctors (87.76 %) as compared to the behavior of nurses and Class III & Class IV workers (70.01%, 59.09% respectively). It was found to be statistically significant ($P < 0.0001$). Better level of education among doctors may be the reason for present study finding.

Table 1: Satisfaction of the patients regarding behavior of hospital staff

Behavior of hospital staff	Doctors (%)	Nurses (%)	Class III & Class IV Workers (%)
Poor	27 (2.98)	45 (4.96)	99 (10.92)
Average	84 (9.26)	227 (25.03)	272 (29.99)
Satisfactory	796 (87.76)	635 (70.01)	536 (59.09)
Total	907 (100)	907 (100)	907 (100)

Table 2: Satisfaction of the patient regarding cleanliness in the hospital

Cleanliness in hospital	Patient area (%)	Wards (%)	Toilets (%)	Hospital Campus (%)
Poor	63 (6.95)	65 (7.17)	172 (18.96)	73 (8.05)
Average	226 (24.92)	281 (30.98)	336 (37.05)	236 (26.02)
Satisfactory	618 (68.13)	561 (61.85)	399 (43.99)	598 (65.93)
Total	907 (100)	907 (100)	907 (100)	907 (100)

Patient's level of satisfaction was found to be better regarding cleanliness in patients' area, wards and hospital campus (68.13%, 61.85% and 65.93% respectively). But dissatisfaction was found to be more regarding the cleanliness in toilets (56.01 %) which were statistically significant. ($P < 0.0001$). In Most of the places toilet is neglected area in the cleanliness.

51.93% were unsatisfied with quality of food and 16.98% patients were unsatisfied with availability of drinking water in the hospital. The study was carried out during summer season. That may be the reason for unavailability of water.

Table 3: Satisfaction of patients regarding quality of food and availability of drinking water in the hospital

Food and drinking water	Quality of food	Availability of drinking water
Satisfactory	436 (48.1)	753 (83.02)
Unsatisfactory	471 (51.9)	154 (16.98)
Total	907 (100)	907 (100)

Most of the patients' i.e. 3/4th patients were satisfied with the services available in the hospital. Maximum numbers of patients coming to the hospital are from low socio-economic status so their expectations from hospital services may be low.

Table 4: Satisfaction of the patients regarding hospital services

Hospital Services	Number of patients (%)
Poor	36 (3.97)
Average	190 (20.95)
Satisfactory	681 (75.08)
Total	907 (100)

DISCUSSION

In this study, patients were more satisfied with behavior of doctors (87.8%). Arpita Bhattacharya et al⁴ also reported 98.2% patients were satisfied with behavior of doctors which is similar with the present study. Most of the patients were satisfied with cleanliness in the wards. Few authors^{1,4} have findings similar to the present study. Waseem Qureshi et al⁶ reported 12% patients were dissatisfied with cleanliness in toilets which is comparable with the present study (18.96%). In present study, half of the patients were dissatisfied with quality of food available in the hospital which is in contrast to the findings of Arpita Bhattacharya et al⁴ and Aarti et al¹ who found 0.8% and 19.8% patients dissatisfied with quality of food.

Overall level satisfaction of the patients regarding hospital services was found to be good (75.08%). In a study conducted in Srinagar Waseem Qureshi et al⁶ reported only 6.7% patients were poorly satisfied with hospital services. In a study carried out in Ethiopia, Bima Abdosh⁷ reported 54.1 % patients were satisfied with services in the hospital. R Kumari et al⁸ found unsatisfactory availability of drinking water (45.7%) and toilet facilities (37.4%) as well as the cleanliness of the toilets (27.3%) in a study conducted in Lucknow.

CONCLUSIONS

Assessing satisfaction of patients is simple and cost effective way for evaluation of hospital services. The findings of the present study carried out for assessing satisfaction of indoor patients admitted in Lata Mangeshkar Hospital reveal patients were more satisfied with behavior of doctors. Most of the patients were satisfied regarding cleanliness in the patient area, wards and hospital campus but dissatisfaction was found to be more regarding cleanliness in the toilets. Half of the patients

were dissatisfied with quality of food and few patients with availability of drinking water in the hospital. 3/4th of admitted patients during the study period were satisfied with services available in the hospital.

RECOMMENDATIONS

There is a scope for improving services in the hospital. Behavior of hospital staff should be improved by conducting special sessions for behavior change communication. Emphasis should be given to improve cleanliness in the hospital especially in the toilets. Sufficient quantity of water should be made available at any time throughout the year.

LIMITATIONS OF THE STUDY

This is just a part of baseline study, which was carried out for evaluating hospital services. A continuous ongoing study is required for getting definitive results.

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