



Patient Satisfaction with Services in Out-Patient Department at Tertiary Care Hospital of Patan District, Gujarat

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ABSTRACT

Introduction: Patient satisfaction is a key determinant of quality of care it is a multidimensional healthcare issue affected by many factors. Patient satisfaction and healthcare service quality can be increased by using a multi-disciplinary approach.

Objectives: The study was done to find out satisfaction level of the patient; to study their bio-social characteristics; and to give recommendations regarding improvement in health center services.

Methodology: Study was conducted in GMERS Medical College Dharpur, Patan. Sample size of 151 was calculated Results

Results: A total of 151 patients visiting the OPD belonged to 7-75 age groups. Most of the patients (80%) felt that there was good cleanliness in waiting area. Only 50% patients knew about drinking facilities was present in OPD area. Regarding the Doctor-Patient Relationship 90%, patients felt that doctor was listening to them carefully and 79% felt that doctor gave them full information about their disease. Around 70% patients were fully satisfied by the treatment given by the doctor. More than 85% patients felt happy with the behavior of doctors and Nurses towards them. More than 80% patients want to come again.

Conclusion: Overall the study showed a good level of satisfaction of patients with OPD services obtained from this tertiary care centre.

Key Words: Patients Satisfaction, OPD, Cleanliness

INTRODUCTION

Patient satisfaction is a key determinant of quality of care and an important component of pay-for-performance metrics and it is a multidimensional healthcare issue affected by many factors. It is parameter for assessing the quality of patient care services.¹ Quality services increase the confidence of the patient about hospital care.

Patient satisfaction and healthcare service quality can be increased by using a multi-disciplinary approach that combines patient inputs as well as expert judgment.² It is difficult to measure the patient satisfaction level. Both clinical and nonclinical outcomes of care have influence on patient satisfaction.³ Patients carry certain expectations before

their visit and the resultant satisfaction or dissatisfaction is the outcome of their actual experience.^{4,5} Patients' perceptions about healthcare systems seem to have been largely ignored by health care managers in developing countries.^{7,8}

Outpatient department (OPD) is the first point of contact of the hospital with patients and serves as shop window to any healthcare service provided to the community. The care in the OPD is believed to indicate the quality of services of a hospital.⁹

It reflects the functioning of the hospital as OPD is visited by large section of community. OPD staff should be polite, cheerful, and cooperative.¹⁰ Thus, in recent times, health care quality has become a global issue. The health care industry is under-

going a rapid transformation to meet the ever-increasing needs and demands of its patient population.¹¹ Respect for patient's needs and wishes, is central to any humane health care system.¹² Quality of health services was traditionally based on professional practice standards, however over the last decade; patient's perception about healthcare has been predominantly accepted as an important indicator for measuring quality of health care and a critical component of performance improvement and clinical effectiveness.¹³ Patient satisfaction has been defined as the degree of congruency between a patient's expectations of ideal care and his /her perception of the real care he/she receives. Better appreciation of the factors pertaining to client satisfaction would result in implementation of custom made programs according to the requirements of the patients, as perceived by patients and service providers.¹⁴

Keeping this in view, the present study was conducted to assess profile of patients coming to GMERS Medical College & Hospital, Patan and their perception level towards OPD services.

OBJECTIVES

The objectives of the study was to find out satisfaction level of the patient and also to study bio-social characteristics of the patient

MATERIALS AND METHODOLOGY

The study was conducted at a tertiary care service hospital affiliated to a medical teaching institution to elicit the satisfaction level of patients utilizing the OPD Services of the hospital. The study was carried out over a period of seven days. Consent was taken from the patients.

On the basis of Pawar et al study on patient satisfaction and quality of care¹⁵ which was 96% of patients satisfaction and using statistical formula for estimating minimum sample size in descriptive health studies [$n=4pq/L^2$], a sample size of 151 was calculated to detect level of satisfaction among the study participants. The sample size was further inflated by 10% to take care of non-response, incomplete responses and refusals. Patients between the ages of 18 and 75 years attending the outpatient department (OPD) were included in the study.

A pre-structured bi-lingual questionnaire was developed as study instrument based on patient expectations, guidance being taken from questionnaires adopted in earlier studies in India and abroad. The surveyed questionnaires were collected and coded in a MS Excel database and analyzed by using the EPI-INFO software. Descriptive statistics were performed to obtain patients profile.

Inclusion criteria: all "new" or "referred" patient attending the different OPD of the respective health care facility were included in the study.

Exclusion criteria: Patients working in the health care facility and follow-up patients attending the OPD of the respective health care facility were excluded from the study. Those below 18 years of age were also excluded.

Definition of OPD: In this study, OPD is defined as the rural centre where patients received diagnosis and treatment services without overnight stay.

RESULTS

A total of 151 patients visiting outpatient departments were included in the study. A majority of the patients visiting the OPD belonged to 7-75 age groups. The mean age of the respondents was found to be 36 years with standard deviation of 13.9. Out of the total, 50.99% of the study population comprised of females. In our study, 24.5% illiterate patient was recorded; also a percentage of patients having a qualification of graduation & above were 15.23%.

Table 1: Socio-demographic detail of patients

Variables	Frequency (N=151) (%)
Age (years)	
≤20	11 (7.9)
21 to 40	92 (60.3)
41 to 60	39 (25.8)
≥61	9 (6.0)
Sex	
Male	77 (51.0)
Female	74 (49.0)
Education	
Illiterate	37 (24.5)
Primary	19 (12.6)
Secondary	53 (35.1)
High School	19 (12.5)
Graduate	23 (15.2)

Table 2: Difficulty to reach the Hospital

Indicators	Frequency (N=151) (%)
Did you face any difficulty to reach this hospital	
No	101 (66.9)
Yes	50 (23.1)
Mode of transportation to Hospital	
Walking	5 (3.3)
Private Vehicle	70 (46.4)
Bus	65 (43.1)
Other	11 (7.2)
Time taken to reach hospital	
Less than 30 minutes	72 (47.7)
30 to 60 minutes	32 (21.2)
More than 60 minutes	47 (31.1)
Affordability of transportation expenditure	
Yes	108 (71.5)
No	43 (28.5)

Table 3: Awareness about OPD services

Indicators	Frequency (N=151) (%)
Did you know about OPD timing	
Yes	80 (53.0)
No	71(47.0)
Did you satisfy about OPD timing	
Yes	116 (76.8)
No	34 (22.5)
Can't Say	1 (0.7)
Did you get any help of Signages' in OPD areas	
Yes	80 (53.0)
No	71(47.0)
If 'No' above. who helped you to reach OPD (n=71)	
Chokidar	12 (17.0)
Staff	56 (78.8)
Self	3 (4.2)

Around 23% patients feel difficulty to reach the hospital while 31% patients said that more than an hour is required to reach the hospital. Around 48% patients reach the hospital with the help of private vehicle which 43% patients took bus services to reach the hospital. About two third patients feel that the transportation was affordable.

Inquiry about awareness about OPD timing most of the patients were aware of OPD timing and feel that they were satisfied with OPD timing. Though the signage boards are present to guide patients and their relatives only 50 % of patients were utilized it. Forty-seven percents patients took help to reach respective OPD areas

Table 4: Satisfaction of patients regarding quality of services availability at OPD areas of Hospital

Indicators	Yes	No	Don't Know
Quality Of Services			
Waiting area cleanliness	134 (80.7)	17 (11.3)	
Overcrowding in waiting area	79 (52.3)	72 (47.7)	
Availability of drinking water	75 (49.7)	32 (21.1)	44 (29.2)
Availability of toilet facilities for Male and Females	107 (70.9)	10 (6.6)	34 (22.5)
Cleanliness of toilets	65 (43.1)	49 (32.5)	37 (24.5)
Doctor -patient relationship			
Doctor listen you carefully	136 (90.1)	15 (9.9)	
Did doctor gave you full information about your disease	119 (78.8)	32 (21.2)	
Satisfaction with given treatment information given by doctor	104 (68.9)	47 (30.1)	
Laboratory investigation	79 (52.3)	72 (47.7)	
Preventive steps about disease	109 (72.7)	42 (27.3)	
Satisfy with behavior of doctor towards you	139 (92.0)	12 (8.0)	
Satisfy with behavior of Nursing staff	129 (85.4)	22 (14.6)	
Overall satisfaction with OPD services	127 (84.1)	24 (15.9)	
Would you like to visit health centre again	122 (80.7)	29 (19.2)	
Would you motivate to your friends/relatives to visit this health centre	121(80.1)	30 (19.9)	

Satisfaction about OPD area cleanliness and other services most of the patients (80%) felt that there was good cleanliness in waiting area, but the waiting area was overcrowded. Only 50% patients knew about drinking facilities was present in OPD area. 70% patients knew that toilet facilities for male and female were available in OPD area but 50% cleanliness of toilets were a major issue

Regarding the Doctor-Patient Relationship 90%, patients felt that doctor was listening to them carefully and 79% felt that doctor gave them full information about their disease. Around 70% patients were fully satisfied by the treatment given by the doctor. More than 85% patients felt happy with the behavior of doctors and Nurses towards them. More than 80% patients want to come again.

DISCUSSION

The present study attempted to assess the satisfaction of the patients with regards to various aspects of health care services provided in a tertiary care hospital in Patan district. The results of the study

indicate that most of the respondents interviewed were satisfied with the services they received. Very few similar studies have been done and therefore there is lack of data for comparison. Measuring patient satisfaction has many purposes. Such interviews help to evaluate health care services from the patient's point of view, facilitate the identification of problematic areas and help generate ideas towards resolving these problems. Despite a good level of patient satisfaction, a small, but by no means insignificant, proportion of patients expressed least satisfaction towards certain OPD services. The fact that patients expressed least satisfaction with the services indicates that hospital administration needs to do more in the drive towards improving services.

GMERS Hospital and Medical College is situated around 6 km of patan district show one fourth patients find difficulty to reach the hospital

Present study noted around 84% patients was satisfying with hospital OPD services which is very close to the figures reported out in other study Aanchal Jain et al. to be 73%, SA Deva et al. in

Kashmir 80%, Kumari et al.^{16,17} in Lucknow, 81.6% and Qureshi et al in Kashmir 72% whereas it is lower than as 88% reported by Bhattacharya et al, SK Jawhar et al in India (90-95%) and Ofili and colleagues 83% in Benin city.^{17,18,19}

Majority of the patients (92%) were satisfied with doctor's behavior and they also felt that the doctor has given adequate time to see the patients. Similar finding was also reported by Jawahar SK (66%).¹⁸ Bhattacharya et al¹⁷ also reported that 98.2% patients were satisfied with behavior of doctors.

In present study, 80 % patients replied that they were satisfied with cleanliness of health centre. In another study done by Mahapatra P et al²⁰ found 65% satisfied patients with respect to cleanliness. The better cleanliness could be due to sufficient & trained class IV employee in this centre.

About 326 (92.1%) patients had to wait less than 30 minute before consulting doctors. Ranjeeta Kumari et al²¹ found 22.55% patient waited less than half-hours. This could be due to competent and better time management of health staffs at this centre.

Half of respondents felt that the drinking water facility available at OPD area was found to be low compared with 92.8% of Rasheed N et al study.²²

CONCLUSION

Overall the study showed a good level of satisfaction of patients with OPD services obtained from this tertiary care centre. The study found that patients were least satisfied by transport, pharmacy & canteen services. These least satisfied services should be considered as point for improvement of overall satisfaction level. These findings can be explained by the fact that increasing modern era demands and awareness of the health care seekers push the medical care providers to deliver quality medical care in package with quality hospitality and related facilities to succor them. Accessibility could be improved by increasing the frequency of running buses on paid basis. Appropriate and ongoing data collection and analysis could guide more efficient utilization of outpatient services to achieve better outcomes.

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