



A STUDY OF HOSPITAL SUPPORTIVE SERVICES WITH SPECIAL REFERENCE TO USER'S SATISFACTION

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ABSTRACT

The quality of care depends on both the clinical and supportive services of the hospital. The patients perceive the clinical (i-e) doctors, nurses and paramedic services directly and the supportive services like Radiology, Laboratory, Pharmacy, Blood bank, CSSD & Laundry and linen services both directly and indirectly.

The study has been done at 1140 bedded tertiary care Medical College Teaching Hospital with the objective to evaluate the significances and assess the user's satisfaction regarding these services for better utilization and improvement.

The departments were observed for a period of 8 weeks and a sample questionnaire is given to the staff (n=50) and patients (n=50) (Q=25 each). 58 % of patients felt that availability of the medicines in pharmacy is excellent and to their exportations 20% felt that good and 12% felt excellent and 10% feeling that the availability is poor. 60 % of patients felt that behavior of the staff is very good and to their expectations 28% felt that good and 12% opined that poor.

66% of the patients are felt that co-operation of the laboratory staff is very good 18% of the patients are good. 16% of the people is opined that poor. 62% of the patients are felt that timely of the report in laboratory is very good, 14% of the patients are good. 26% of the patients are opined that poor.

64% of the patients felt that co-operation of the blood bank staff is very good 12% of the patients is good. 12% of the patients opined is poor. 42% of the patients felt that changing of the bed sheets are excellent 42% patients are very good. 10% of the patients are good. Only 6% of the patients are opined that poor

68% of the patients felt that the issue of reports in Radiology is very good, 24% of the patients told good, only 8% of the patients are opined that poor.

74% of staff felt that they have received the correct quantity indented 26% of opined that that the quantity of medicines is not proper .

24 of the staff felt that co operation of the laboratory staff is very good, 62% of staff opined that good 7% of staff is poor. 28% of staff is felt that radiology staff cooperation is good, 62% of staff is opined that good only 10% of staff is poor

28% of staff is felt that cooperation of the blood bank staff is very good. 62% of staff is opined that good 10% of staff is poor.

28% of staff is felt that quality of washing is very good, 62% of staff is good. 10% of staff is opined that poor. 16% of the staff is felt that timely issuing of sterile material from CSSD is very good, 70% of staff is good. 14% of staff is opined that poor.

KEYWORDS : Supportive services, quality of services, satisfaction levels.

INTRODUCTION

It is now very essential that the departments providing support to the functioning of the hospital are identified and managed efficiently so as to optimize the output.

With the advancement of technology the laboratory and radiology department have acquired the role of diagnostic as well as therapeutic services. Both these diagnostic services form the backbone of any hospital.

The laundry and central sterile supply departments are useful adjuncts to the provision of hygienic and efficient patient care and hence the need for their proper management. Proper functioning of the laundry and the CSSD will not only increase patient satisfaction but also contain the hospital acquired infection within acceptable limits.

The hospital pharmacy also serves as the focal point in the management of the patient care , one of the cost centre for the hospital.

Due to increasing awareness about AIDS and hepatitis blood transfusion services has come to occupy the centre of attention among hospital support services. The donor selection ,the screening camps makes the staff as well as patients perceive the quality of care .

AIMS AND OBJECTIVES

- To find the significance of supportive services for efficient patient care
- To find out the facts for supplement the quality patient care
- Analyzing the focus on hygiene and control of infection
- To assess the users satisfaction on the provision of these services and their utilization for better patient care.
- To identify the bottlenecks (if any) and suggest the remedial measures for effective management.

MATERIALS AND METHODS

- The supportive services studied include Radiology and imaging services, blood bank, laboratory, CSSD, Pharmacy, Laundry & Linen services.
- The material available from the concerned area is gathered on day to day basis for a period of 6 months i.e December 2010 –to May 2011. Opinion survey from patients and from staff of the concerned departments and wards through pre tested questionnaire is obtained.

Prospective study:-

Observational study:

- For a period of 8 weeks to conform the work load working pattern, staff pattern and the process in the department and to identify the managerial issues by discussing with the staff of the department either by oral interviews or by the questionnaire method.

Questionnaire method:

- A sample questionnaire is given to the users of (Q=25) users i.e to the staff in the respective patient care areas (n=50), is collected and analyzed to assess the satisfaction level about the service departments.
- The findings are reviewed and remedial measures are suggested for effective utilization and management of these supportive services.

LIMITATIONS OF THE STUDY

- The perception by the users depends on their experience with the department staff expectations and the perception at that moment both present and past.
- The satisfaction level also depends on their ability to understand and diagnose for concluding remarks about the services.
- The variation in perception has got its own limitations and other bias at individual and group level.
- The study of reports is not absolute and is only relative and need follow-up for better evaluation of these services.

RESULTS & DISCUSSION**PATIENTS SATISFACTION- Data analysis**

Patients Satisfaction						
PHARMACY						
Q.No	EXCELENT	VERY GOOD	GOOD	POOR	VERY POOR	TOTAL
1	6	29	10	4	1	50
2	3	27	14	6	0	50
3	4	28	11	7	0	50
4	3	27	9	10	1	50
5	5	22	14	6	3	50
6	5	26	6	12	1	50
7	3	28	10	6	3	50
LABORATORY						
8	7	28	10	5	0	50
9	3	30	9	8	0	50
10	4	28	11	7	0	50
11	3	29	13	5	0	50
12	2	28	7	12	1	50
RADIOLOGY						
13	12	26	10	2	0	50
14	9	25	13	3	0	50
15	6	29	13	2	0	50
16	7	30	10	3	0	50
17	4	30	12	4	0	50
BLOOD BANK						
18	3	34	10	3	0	50
19	4	28	12	6	0	50
20	8	24	14	4	0	50
21	8	23	15	4	0	50
22	5	26	14	5	0	50
LANDURY & LINEN						
23	19	25	4	2	0	50
24	21	21	5	3	0	50
25	19	21	7	3	0	50

Patient opinion survey --- analysis**PHARMACY SERVICES****Q1: Availability of Medicines**

58 % of patients felt that availability of the medicines is excellent and to their expectations 20% felt that good and 12% felt excellent and 10% feeling that the availability is poor.

Q2: behavior of the staff

60 % of patients felt that behavior of the staff is very good and to their expectations 28% felt that good and 12% opined that poor.

Q3: Clarification for queries

64% of the patients are felt that clarification of queries is very good

22% of the patients is good, 14% of the patients is opined that poor. Q4: process of the billing

60% of the patients is felt that billing process is very good, 18% of patients are good 22% of patients are opined that poor

Q5: rates or charges for medicines

10% of patients are felt that excellent, 44% of the patients are very good, 28% of the patients are good. 18% of the patients are opined that poor that mean not their satisfaction.

Q6: timely issue of drugs

10% of the patients are felt that excellent, 52% of the patients are very good and 12% of the patients are good. 26% of the patients are opined that not to their satisfaction (poor)

Q7: process of returning drugs

62% of the patients are felt that drugs return is very good 20% of the patients are good. 18% of the patients are opined that poor.

LABORATORY SERVICESS**Q8: Behavior of the staff**

14% of the patients are felt that excellent of the behavior of the patients, 56% of the patients are very good 20% of the patients are good. 10% of the patients are opined that poor.

Q9: co operation from the staff

66% of the patients are felt that co-operation of the laboratory staff is very good 18% of the patients are good. 16% of the people is opined that poor.

Q10: Process of issue of reports

64% of the patients are felt that process of the issuing of the reports is very good, 22% of the patients are good. 14% of the patients opined that poor.

Q11: clarification of queries

64% of the patients are felt that clarification of queries in laboratory is very good 26% of the patients are good. 10% of the patients are opined that poor.

Q12: timely issue of reports

62% of the patients are felt that timely of the report in laboratory is very good, 14% of the patients are good. 26% of the patients are opined that poor.

Radiology services**Q13: behavior of the staff**

24% of the patients felt that the behavior of the radiology staff is excellent 52% of the patients are very good, 20% of the patients are good. Only 4% of the patients are opined that poor.

Q14: co operation of the staff

18% of the patients felt that the behavior of the radiology staff is excellent 50% of the patients are very good, 26% of the patients are good. Only 3% of the patients are opined that poor.

Q15: Process of issue of reports

12% of the patients felt that excellent, 58% of the patients is very good, 26% of the patients is good. Only 2% of the patients opined that poor.

Q16: clarification of queries

14% of the patients felt that excellent, 60% of the patients are very good 20% of the patients are good. Only 6% of the patients are opined that poor.

Q17: Timely issue of reports

68% of the patients felt that very good, 24% of the patients is good only 8% of the patients are opined that poor.

BLOOD BANK**Q18: behavior of the staff**

74% of the patients felt that behavior of the blood bank staff is very good 20% of the patients is good. Only 3% of the patients opined is poor.

Q19: co operation from the staff

64% of the patients felt that co-operation of the blood bank staff is very good 12% of the patients is good. 12% of the patients opined is poor.

Q20: clarification of queries

16% of the patients felt that excellent 48% of the patients are very good 28% of the patients are good. 8% of the patients opined are poor.

Q21: process of motivate donors

16% of the patients felt that motivation of the donors is excellent 46% patients are very good. 30 of the patients are good. Only 8% of the patients opined that poor.

Q22: Issue of blood during emergency

31% of the patients felt that issue of blood during in emergency is very good 28% patients are good. 10% of the patients is opined that poor.

LAUNDRY & LINEN**Q23: cleanliness of the bed sheets and pillow covers**

38% of the patients felt that cleanliness of the bed sheets are excellent 50% patients are very good. 8% of the patients are good. Only 2% of the patients are opined that poor

Q24: process of changing of changing of Linen

42% of the patients felt that changing of the bed sheets are excellent 42% patients are very good. 10% of the patients are good. Only 6% of the patients are opined that poor

Q25: Cleanliness of the wards and rooms

38% of the patients felt that cleanliness of the wards and rooms are excellent 42% patients are very good. 14% of the patients are good. Only 6% of the patients are opined that poor

STAFF SATISFACTION- DATA ANALYSIS

STAFF SATISFACTION						
Q.No	EXCELENT	VERY GOOD	GOOD	POOR	VERY POOR	TOTALS
PHARMACY						
1	0	6	38	3	3	50
2	2	8	27	11	2	50
3	0	7	19	19	5	50
4	1	12	29	5	3	50
5	5	12	25	5	3	50
LABORATORY						
6	5	10	33	2	0	50
7	4	8	33	4	1	50
8	2	10	32	5	1	50
9	2	10	31	7	0	50
10	1	12	35	2	0	50
RADIOLOGY						
11	3	12	29	6	0	50
12	1	11	30	7	1	50
13	3	11	31	4	1	50
14	6	8	33	3	0	50
BLOOD BANK						
15	2	12	31	5	0	50
16	6	14	26	3	1	50
17	7	6	31	6	0	50
18	11	8	24	7	0	50
LAUNDRY & LINEN						
19	8	10	31	1	0	50

20	1	13	31	5	0	50
21	4	13	25	6	2	50
22	3	11	32	4	0	50
CSSD						
23	1	9	32	7	1	50
24	4	4	35	5	2	50
25	5	10	30	4	1	50

Staff opinion survey -- analysis**PHARMACY SERVICESS****Q1.Availability of prescribed medicines**

12% of the staff opined that is very good 76% felt that the prescribed medicines are available. 12% opined that they might have not given the prescribed medicine i.e. may be due to not availability

Q2. Issue of correct quantity

74% of staff felt that they have received the correct quantity indented 26% of opined that that the quantity of medicines is not proper

Q3. Co operation from the pharmacy staff

14% of staff felt very good co operation from staff, 38% good. Another 48% of staff felt that co operation is poor to very poor

Q4.Process of returning drugs

24% felt that the process is very good 58% opined that good but 16% have problem in returning of drugs.

Q5.process of getting drugs in emergency

10% of patients is felt that excellent, 24% very good 25% of opined that good 16% is felt that process of getting emergency drugs is difficult that is poor.

LABORATORY SERVICESS**Q6.system of transport of the services**

10% felt excellent 20% are very good 66% good only 4% opined poor transport of the sample

Q7. Receiving of the sample at lab

8% felt that the excellent 16% very good 66% opined good only 10% felt poor to receiving the sample at lab.

Q8.Timely issuing of the report

24% of felt that the very good, 64% of good. 12% of people is opined that timely issuing of the report is poor.

Q9. Co operation from the laboratory staff

24 of the staff felt that co operation of the laboratory staff is very good, 62% of staff opined that good 7% of staff is poor.

Q10.Information about the emergency report

26% of staff is felt that information of the emergency drugs is very good, 70% of the staff is opined that good only 4% of staff is poor

RADIOLOGY**Q11.Timely issue of report**

24% of the staff is felt that very good, 60% of staff is opined that good 16% of the staff is poor.

Q12. Patient shifting process

24% of staff felt that very good 60% of staff is good. 16 of staff opined that patient shifting process is poor

Q13. Co-operation of radiology staff

28% of staff is felt that radiology staff cooperation is good, 62% of staff is opined that good only 10% of staff is poor

Q14. Preparation of the patient for radiology tests

12% of staff felt that excellent 16% of staff felt very good 66% of the staff felt good only 8% of opined that poor.

BLOOD BANK**Q15. Co-operation from staff**

28% of staff is felt that cooperation of the blood bank staff is very good

62% of staff is opined that good 10% of staff is poor.

Q16. Information about availability of blood

12% of staff is felt that information of availability of drugs is excellent
28% of staff is very good, 26% of staff is good, only 10% staff is opined that poor.

Q17. Receiving of the sample

14% of staff is felt that the excellent of the sample receiving 12% of very good 62% of staff is opined that good. 12% of staff is poor.

Q18. Quality of blood cross matching and blood report

22% of staff felt that excellent 16% staff is very good, 48% staff is good. 14% of staff is opined that poor to the quality of cross matching and blood report.

LAUNDRY & LINEN**Q19. Timely picking up of the linen**

16% of staff felt that excellent, 20% staff is very good 61% of staff is good only 2% of staff opined that poor.

Q20. Quality of washing

28% of staff is felt that quality of washing is very good, 62% of staff is good. 10% of staff is opined that poor.

Q21. Issue of right quantity of linen

34% of staff is felt that very good, 50% staff is good. 8% of staff is not satisfactory of their exportations.

Q22. care of washing

28% of staff is felt that care of washing is very good 64% of the staff is good. 8% of the staff is opined that poor.

CSSD SERVICES**Q23. Timely supply of sterile materials**

16% of the staff is felt that timely issuing of sterile material is very good, 70% of staff is good. 14% of staff is opined that poor.

Q24. Supply of required quantity

16% of staff felt that very good, 70% staff opined good, 14% of staff is opined that poor that mean not to their satisfaction. u

Q25. Process of sterilization

10% of staff is felt that sterilization process is excellent, 20% of staff is very good & 60% of staff is opined that good. 10% of staff is poor.

CONCLUSIONS AND RECOMMENDATIONS

- 12% of the staff opined that prescribed medicine are not available in pharmacy
- 26% of staff is felt that they have not received the indent staff have to check at the time of collecting the medicines accorcess the counter. To control the misuse
- Significant number 48% of nursing staff felt that the co-operations from pharmacy staff
- 16% of staff opined process of returns drugs is poor.
- 26% of patients felt that lab reports [process is not good hence the lab in charge needs to monitor regularly for satisfaction of patients and staff
- 10% of patients felt that their doubts are not cleared properly in the laboratory the technicians, the staff are required to answer foe the quires
- 72% of staff felt that the blood bank staffs behavior is very good
- 90% of the patients are comfortable with the cleanliness of the bed sheets and pillow cowers and also with the changing process of the linen
- 90% of staff appreciated the timely picking up of linen

- No patients rated "very poor" to the radiology, blood bank, laundry. For any of the parameters
- Issue of the reports in the laboratory and radiology is to be monitored
- 16% of staff felt that Timely supply of CSD material is not good hence transport of CSD material needs to be improved
- 96% of staff opined system of transport system is not good
- 90% of staff felt that the receiving of the sample at lab is good.

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APPENDIX-1

NARAYANA MEDICAL COLLEGE & HOSPITAL
CHINTHAREDDY PALEM, NELLORE.

STAFF FEED BACK FORM

Dear staff: The information given will be used for academic purpose only. you are not required to disclose your name.

You are requested to give the feedback in the following areas to the best of your knowledge.

Name (optional):

Designation:

Ward:

Qualification:

No of years of total experience:

No of years of experience in Narayana Hospital:

LAB

1. System of transport of the sample Excellent/Very good/ Good/ Poor/ very Poor
2. Receiving of the sample at lab Excellent/Very good/Good/Poor/ very Poor
3. Timley issue of report Excellent/Very good/Good/Poor/ very Poor
4. Co-operation from laboratory staff Excellent/ Very good/ Good/ Poor/ very Poor
5. Information about emergency report Excellent/ Very good/ Good/ Poor/ very Poor

PHARMACY

1. Availability of prescribed medicines Excellent/ Very good/ Good/ Poor/ very Poor
2. Issue of correct quantity Excellent/ Very good/ Good/ Poor/ very Poor
3. Co-operation from pharmacy staff Excellent/Very good/ Good/ Poor/ very Poor
4. Process of returning drugs Excellent/Very good/Good/Poor/ very Poor
5. Process of getting in emergency Excellent/Very good/ Good/ Poor/ very Poor

RADIOLOGY

1. Timely issue of report Excellent/Very good/ Good/ Poor/ very Poor
2. Patient shifting process Excellent/Very good/ Good/ Poor/ very Poor
3. Co-operation of radiology staff Excellent/Very good/ Good/ Poor/ very Poor
4. Preparation of the patient for radiology tests - Excellent/Very good/Good/ Poor/ very Poor
5. Quality of reporting Excellent/ Very good/ Good/ Poor/ very Poor

