



"ONE THING THAT MATTERS"- A CROSS-SECTIONAL STUDY TO ASSESS THE PATIENT SATISFACTION AT THE COMMUNITY HEALTH CENTRE, SANAND, AHMEDABAD, GUJARAT.

Dr. Shivangi Rajput*

Senior Resident, B.j.medical College, Ahmedabad *Corresponding Author

Dr. Ripal Panchal

Senior Resident, B.j.medical College, Ahmedabad

ABSTRACT

Background: In India, health services comprise of three tier structure; and Community Health Centre (CHC) is one of them. CHC required to act primarily as a referral centre for the patients requiring specialized health care services. Patient satisfaction surveys can be tools for learning; they can give proportion to problem areas and a reference point for making management decisions. So, this study aims to assess the level of satisfaction among the patients regarding the essential health services being provided at CHC. **Material & Methods:** This cross-sectional study was carried out over the course of a month among the patients at the CHC Sanad. Patient were selected using consecutive sampling technique and interviewed on the basis of Validated patient satisfaction scoring tool. Data was tabulated and analysed in MS excel & SPSS 26. **Results:** There were 115 patients interviewed in all, and the gender distribution was nearly equal. A majority of patients visited the medicine OPD. The mean age group distribution was 37.21.27. The overall satisfaction was 64% with mean 27.53.1. The highest satisfaction was in Communication i.e., 73% followed by 64% General satisfaction and lowest in Interpersonal manner. **Conclusion:** The mean score and percentage of satisfaction was high in CHC. Interpersonal skills and time spent with the doctor were important areas to work on. The study findings can help in improvement of health care delivery system.

KEYWORDS : Community Health Centre, Patient satisfaction, PSQ-18, regression.

INTRODUCTION

A patient is someone receiving medical treatment from a doctor and the hospital. To evaluate healthcare service usage, direct contact with these patients is necessary. Since patients are key stakeholders in the healthcare system, their satisfaction serves as a vital measure of healthcare quality¹. It reflects not only the quality of care but also the patient's happiness with their treatment. Patient satisfaction offers valuable insights into care effectiveness and understanding levels. So, the primary goal of any healthcare organization is to ensure satisfaction among users through service quality. Stable mental health during the pandemic not only enhances outcomes but also fosters coordination among workers and doctor-patient relationships.

Sanand, located in the western outskirts of Ahmedabad, hosts several private hospitals, resulting in fewer patients at government facilities compared to private ones. In Sanand taluk, there is one CHC and three PHCs^{2,3}, with the CHC seeing over 150 daily OPD patients across all departments.

Assessing patient satisfaction aids in problem identification, understanding patient experiences, and evaluating healthcare. Furthermore, higher patient satisfaction leads to increased patient retention within the healthcare system.

The Patient Satisfaction Questionnaire-18⁴ is a concise version of the PSQ-III, measuring seven dimensions: General satisfaction, Technical Quality, Interpersonal manner, communication, financial aspects, time spent with the doctor, and accessibility and convenience.

Therefore, this study aims to evaluate the satisfaction level of essential health services provided at Sanand CHC.

Methodology:

This cross-sectional study was conducted at the Community Health Centre in Sanand, Ahmedabad, Gujarat, over a duration of one month (August to September 2023). Patients were selected using convenient sampling, focusing on those attending the OPD during the study period. The patients were interviewed in the waiting area of the hospital.

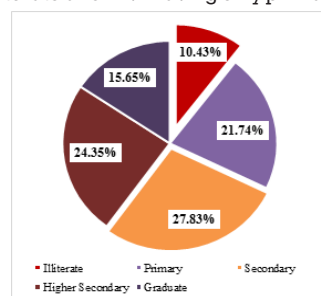
assessed patient contentment across 18 elements, categorizing them into seven areas: general satisfaction (inclusive of items 3 and 17), interpersonal manner (encompassing items 10 and 11), communication (encompassing items 1 and 13), technical quality (including items 2, 4, 6, and 14), financial aspects (embracing items 5 and 7), time spent with the doctor (covering items 12 and 15), and accessibility and convenience (comprising items 8, 9, 16, and 18)⁴. Each element featured a statement prompting opinion, coupled with five response options, spanning from strongly agree to strongly disagree.

Data were entered into MS Excel and analysed using SPSS 26. Satisfaction levels were determined based on mean scores. Additionally, linear regression analysis was performed to explore the relationship between the continuous dependent variable and other independent variables. Verbal consent was obtained from all participating patients.

RESULT:

The study comprised a total of 115 patients, with females accounting for 55% and males for 45%. Based on residential area, 60% of them resided in rural areas. Among the patients, 73% were in the age group of 18 to 45, while 21% were in the 45-60 age group, and 6% were over 60 years old.

In our study, 49% visited the medicine OPD, followed by Obstetrics & Gynaecology OPD (22%), Surgery (11%), Dental (10%), and Ophthalmology (8%). The graph depicts the literacy status of the study population, with approximately 10% being illiterate and 22% having only primary education.



Graph: Education status of the study population.

The PSQ-18 questionnaire utilized in this research extensively

Table 1: Population distribution based on satisfaction levels. (Different Domain)

	Mean $\pm$ SD	Percentage (%)
General Satisfaction	3.32 $\pm$ 0.93	66.52
Technical Quality	3.25 $\pm$ 0.85	65.04
Interpersonal Manner	2.96 $\pm$ 0.83	59.39
Communication	3.67 $\pm$ 0.61	73.48
Financial Aspects	3.23 $\pm$ 0.96	64.61
Time Spent With Doctor	3.02 $\pm$ 0.88	60.52
Accessibility And Convenience	3.11 $\pm$ 0.97	62.26
OVERALL	3.22 $\pm$ 0.86	64.35

Table 1 indicates that communication satisfaction had the highest mean score (3.67), followed by general satisfaction (3.32), technical quality (3.25), financial aspect (3.23), accessibility and convenience (3.11), time spent with the doctor (3.02), and interpersonal manner (2.96). The overall satisfaction score averaged at 64%, with a mean score of 3.22.

Table 2: Linear regression analysis showing relation of overall satisfaction with other variables

Variables	Unstandardized		t	Significant	R Squared Value
	B	SE			
Constant	57.231	2.36	24.189	0.00	R ² = 0.128 Adjusted R ² = 0.096
Age	-0.470	0.574	-0.818	0.415	
Gender	0.034	0.700	0.048	0.962	
Education	-1.227	1.126	-1.090	0.278	
Department	0.914	0.242	3.784	0.000	

Table 2 shows linear regression analysis between the overall satisfaction as the dependent variable and age, gender, education & department as the independent variables. The model could explain that the variation of the overall satisfaction was in only 9.6% of the cases.

DISCUSSION:

The current study specifically addresses the significance of patient satisfaction as a fundamental component of comprehensive healthcare excellence, amid the escalating need for elevated healthcare standards. In the study, 45% were males and 55% were females, which was nearly similar to the study conducted by Chakraborty, et al.⁵ & M.M. Alsayali et al.⁶, but different from the study conducted by Agarwal P et al.⁷ in which there was an equal gender-wise distribution.

Majority of the patients belong to the 18-45 years of age group, which is similar to the study conducted by Ahmad Ejaz¹ in the Unani medicine hospital, Bengaluru. In the study by M.M. Alsayali et al.⁶, the majority of the patients were more than 40 years of age-group.

In the present study, 49% visited the medicine OPD, followed by Obstetrics & Gynaecology OPD (22%), Surgery (11%), Dental (10%), and Ophthalmology (8%). The graph depicts the literacy status of the study population, with approximately 10% being illiterate and 22% having only primary education. 90% of the study population were literate, which was higher than in the study conducted by Harshawardhan M et al.⁸ and Chakraborty, et al.⁵, in which only 76% and 72% were literate, respectively.

The overall satisfaction among the patients was 64%, and the mean score was 3.22, which was similar to the study conducted by Agarwal P et al.⁷, in which the mean score was 3.57. So, in the present study, around 36% of the patients were not satisfied with the services provided at the Community Health Centre. In the study by Sharma A et al.⁹, they found that 73% of the respondents were satisfied with the services provided at the tertiary care hospital, Jabalpur, Madhya Pradesh. After applying linear regression in which overall satisfaction was a dependent variable and age, gender, and education were independent variables, it was found that there

was a variation of overall satisfaction in 9.6% of the patients, similar to findings in the study by Agrawal P et al.⁷. In the study by Chakraborty, et al.⁵, only 1.8% of the study population were affected due to variables such as age, religion, education, socio-economic class, and OPDs. As per the study conducted by Ziaei H et al.¹⁰, after applying multiple regression between overall satisfaction and other domains; Accessibility & convenience and technical quality had the strongest relation. The overall satisfaction was 60%.

According to the study findings, there was the highest satisfaction in the communication and general satisfaction domains, which was also found in the study conducted by M.M. Alsayali et al.⁶, in which the communication mean score was 3.59, and in the study by Ahmad et al.¹, the score was 4.94. In the present study, time spent with the doctor (3.02) and interpersonal manner (2.96) domains had the lowest mean score, which was lower than the study conducted by Chakraborty, et al.⁵. Work overload could be one of the reasons for the lower score; the health workforce needs to work on these domains to increase patient adherence and trust towards the government health facility.

The main limitation of the present study is its observational nature and smaller sample size. Also, the attitude of health workers towards the patients was not examined, which could affect the level of satisfaction of the patients, and also the reasons for dissatisfaction need to be considered in the future. In order to evaluate further, a detailed open-ended questionnaire would be helpful.

CONCLUSION:

Patient satisfaction was good at the CHC Sanand. On exploring the different domains of patient satisfaction, it was found that time spent with doctor and interpersonal manner was performing low, so these areas need to be assessed in order to improve the healthcare services. In the present study, it was found that the socio-demographic variables have no influence on determining patient satisfaction. The study findings can aid in the development of targeted, objectively prioritized programs for the improvement of health care delivery system.

REFERENCES:

- Ahmad E, Itrat M. Patient Satisfaction With Medical Services Provided at Unani Medicine Hospital, Bengaluru: A Cross-Sectional Study. *J Patient Exp* 2020;7:1432-7. <https://doi.org/10.1177/2374373520969001>.
- Gujarat- CHC; <https://gujhealth.gujarat.gov.in/images/pdf/2-310320.pdf>. 2020.
- PHC-Gujarat; <https://nhm.gov.in/images/pdf/nrhm-in-state/state-wise-information/gujarat/24x7-phc-gujarat-latest.pdf>. n.d.
- Grant N Marshall, Hays Ron. Patient satisfaction Questionnaire Short form-18. RAND n.d.
- Chakraborty SN, Bhattacharjee S, Rahaman MA. A cross-sectional study on patient satisfaction in an Urban Health Care Centre of Siliguri Municipal Corporation, Darjeeling, West Bengal. *Medical Journal of Dr DY Patil University* 2016;9:325-30. <https://doi.org/10.4103/0975-2870.182502>.
- Alsayali MM, Al-Sahafi A, Mandoura N, Shah HBU, Rashid OAA, AlSharif K, et al. Patients' satisfaction after primary health care centers' integration with Ministry of Health Hospitals, Jeddah. *J Epidemiol Glob Health* 2019;9:135-42. <https://doi.org/10.2991/jegh.k.190522.001>.
- Agarwal P Biswas R. Satisfaction of patients attending a rural hospital of Darjeeling district in West Bengal, India. *Int J Community Med Public Health* 2017;4:1932. <https://doi.org/10.18203/2394-6040.ijcmph201712152>.
- Harshawardhan M, Kalpana K, Nandkeshav A, Sunil C, Sameer T, Sachin J. Patient satisfaction regarding the services given in the inpatient department of a tertiary care hospital of Western Maharashtra. *IOSR Journal of Dental and Medical Sciences (IOSR-JDMS)* e-ISSN 2022;21:21-6. <https://doi.org/10.9790/0853-2103072126>.
- Sharma A, Kumar Kasar P, Kasar PK, Sharma R, Patient SR. Patient satisfaction about hospital services. A study from the outpatient department of tertiary care hospital, Jabalpur, Madhya Pradesh, India. *Article in National Journal of Community Medicine* 2014;5:199-203.
- Ziaei H, Katibeh M, Eskandari A, Mirzadeh M, Rabbanihkhah Z, Javadi MA. Determinants of patient satisfaction with ophthalmic services 2011. <https://doi.org/10.1186/1756-0500-4-7>.