



A Comparative Analysis of Health Care Services provided by the Leading Hospitals (With special reference to KIMS and Capital Hospital of Bhubaneswar, Odisha)

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ABSTRACT

In the present paper we tried to focus on the health care services provided by the leading hospitals in Bhubaneswar. The objective of this paper to understand the perception of the various patients and their friends and relatives on the health care services, provided by the hospitals under study. For this purpose 250 questionnaires distributed and out of which 169 responses received. To measure the satisfaction or perception level of respondents certain variables identified after the pilot study. It is found that services provided in KIMS and infrastructure facilities are better than the Capital Hospital.

Keywords : Perception, Satisfaction, Services, Kalinga Institute of Medical Sciences (KIMS)

Introduction

Human history is continuing saga of struggle for existence, a constant strive of man to maintain his physical well-being and a search for happiness. And a man being what he is, diseases and disputes are seen as an enduring part of life. Life, which manifest through the physical body has always been considered something sacred. The need to maintain, nurture and cherish life is the driving force of all human activity. The science of medicine has its roots in this philosophy. Dis-ease, as the term indicates is an unnatural state from which one tries to free oneself at the earliest. The quest for a means of relief from disease has resulted in the discovery and invention of drugs and health care services. Patient satisfaction related to health care services is increasingly focused of research and evaluation of medical treatments, services and interventions. Satisfactions is achieved when patient's perception of the service quality of care of services that they receive in health care setting has been positive, satisfactory and meet their expectations.

Objective of the study

- To understand the perception level of the patients, relatives and friends towards the study units.
- To provide suggestions for providing the quality services where ever necessary.

Limitations of the study

- The study is restricted to Kalinga Institute of Medical Sciences (KIMS) and Capital Hospital of Bhubaneswar.
- The sample size is limited to 169 only.
- The period of study was 4 months i.e. July 2011 to October 2011.

Methodology

In order to study fulfill the objects of the study primary data used. The data was collected through face to face structured

interaction with the patients and the visitors to the hospital. In order to test the instrument, a pilot study made. The data were analyzed to clarify the genuine questions. In total 250 questionnaires distributed 125 each at KIMS and 125 at Capital hospital. Out of this 169 response received which is 67.6%. This includes 78 women and rest is men. The response of 92 collected for KIMS of which 37 are females and similarly 77 responses collected from the Capital Hospital and it includes 41 female respondents. As the sample size is different for two hospitals, we tried to compare through percentage of perception for the various attributes considered. The total response consists of 93 are patients and rest are visitors to the hospital. For the perception level three broad categories made. This includes attitude of doctors, attitude of nursing staff and over all infrastructure and room services.

Analysis of Data

Table 1 : Opinion about doctors' attitude in KIMS (92 respondents including 37 females)

Variables	VG	%	G	%	F	%	P	%	VP	%
Communication with patients	48	52.17	16	17.39	7	7.61	10	10.87	11	11.96
Advice to the patients	41	44.57	10	10.87	11	11.96	12	13.04	8	19.56
Understanding patients emotions and problems	49	53.26	11	11.96	9	9.78	16	17.39	7	7.61
Understanding the medical terminology by the patients used by the doctors	16	17.39	19	20.65	8	8.70	18	19.57	31	33.69
Proper diagnosis for the disease	40	43.48	13	14.13	6	6.52	17	18.48	16	17.39

Source: Compiled from field survey, VG-Very Good, G- Good, F- Fair, P- Poor, VP- Very Poor

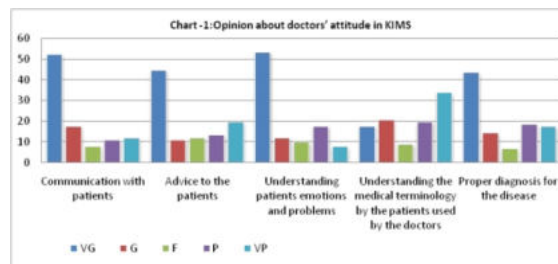
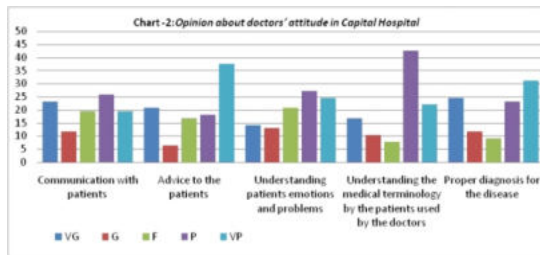


Table 2 : Opinion about doctors' attitude in Capital Hospital (77 respondents including 41 females)

Variables	VG	%	G	%	F	%	P	%	VP	%
Communication with patients	18	23.38	9	11.69	15	19.48	20	25.97	15	19.48
Advice to the patients	16	20.78	5	6.49	13	16.88	14	18.18	29	37.67
Understanding patients emotions and problems	11	14.29	10	12.99	16	20.78	21	27.27	19	24.67
Understanding the medical terminology by the patients used by the doctors	13	16.88	8	10.39	6	7.79	33	42.86	17	22.08
Proper diagnosis for the disease	19	24.68	9	11.69	7	9.09	18	23.38	24	31.16

Source: Compiled from field survey, VG-Very Good, G- Good, F- Fair, P- Poor, VP- Very Poor



In KIMS for the doctors' attitude variables like communication with patients, advice to patients, understanding patients, understanding of medical terminology by the patients and proper diagnosis having very good perception of 52.17%, 44.57%, 53.26%, 17.39% and 43.48%, the same for the Capital Hospital were 23.38%, 20.78%, 14.29%, 16.88% and 24.68% respectively. Incidentally, the perception is almost same for medical terminology understanding by the patients. The perception total of very good, good and fair taken together in KIMS for various variables considered for doctors attitude were 77.17%, 67.4%, 75%, 46.74% and 64.13% , the same for the Capital Hospital were 54.47%, 44.15%, 48.06%, 35.06% and 45.46%. From the above analysis it seems that the attitude of doctors' at KIMS comparatively better than the Capital Hospital.

Table 3: Opinion about the attitude of Nursing Staff at KIMS (92 respondents' including 37 females)

Variables	VG	%	G	%	F	%	P	%	VP	%
Behavior of nurses	39	42.39	15	16.30	8	8.70	18	19.57	12	13.04
Professional appearance	36	39.13	18	19.57	16	17.39	10	10.87	12	13.04
Knowledge about medical services	31	33.70	27	29.35	12	13.04	8	8.70	14	15.21
Skill and emotional support of the staff	47	51.09	18	19.57	9	9.78	8	8.70	10	10.87
Listening to the patients problems and needful support	43	46.74	16	17.39	11	11.96	14	15.21	8	8.70

Source: Compiled from field survey, VG-Very Good, G- Good, F- Fair, P- Poor, VP- Very Poor

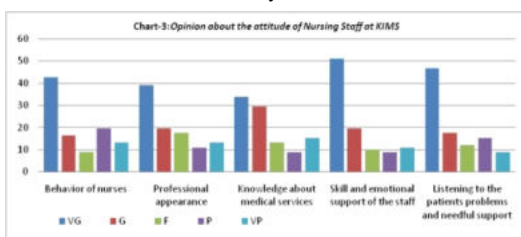
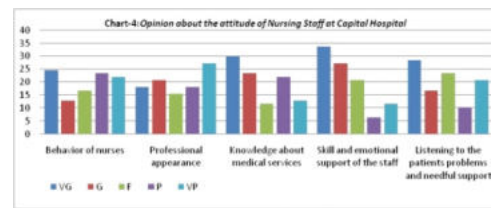


Table 4 : Opinion about the attitude of Nursing Staff at Capital Hospital (77 respondents including 41 females)

Variables	VG	%	G	%	F	%	P	%	VP	%
Behavior of nurses	19	24.68	10	12.99	13	16.88	18	23.38	17	22.08
Professional appearance	14	18.18	16	20.78	12	15.58	14	18.18	21	27.28
Knowledge about medical services	23	29.87	18	23.38	9	11.69	17	22.07	10	12.99
Skill and emotional support of the staff	26	33.77	21	27.27	16	20.78	5	6.49	9	11.69
Listening to the patients problems and needful support	22	28.57	13	16.88	18	23.38	18	23.38	16	20.78

Source: Compiled from field survey, VG-Very Good, G- Good, F- Fair, P- Poor, VP- Very Poor



As far as attitude of Nursing staff the variables like behavior, Professional appearance, Knowledge about medical services, skill and emotional support, listening to patients having very good perception in KIMS were 42.39%, 39.13%, 33.70%, 51.09% and 46.74%, same for the Capital Hospital were 24.68%, 18.18%, 29.87%, 33.77% and 28.57% respectively. The perception total of very good, good and fair taken together in KIMS were 67.39%, 76.09%, 76.09%, 80.74% and 76.09%, the same for the Capital Hospital these were 54.55%, 54.54%, 64.94%, 81.82% and 68.83% respectively. Here also perception about KIMS was better than Capital Hospital.

Table 5 : Opinion about the room services and supporting staff at KIMS (92 respondents including 37 female)

Variables	VG	%	G	%	F	%	P	%	VP	%
Attending to the patients requirement	63	68.48	15	16.30	4	4.35	7	7.61	3	3.26
Quality of bed and other basic facilities	67	72.83	18	19.57	4	4.35	2	2.17	1	1.08
Ventilation and cleanliness	61	66.30	13	14.13	10	10.87	8	8.70	0	-
Food quality provided to the patients	58	63.04	16	17.39	12	13.04	4	4.35	2	2.18
Response of the supporting staff and discipline in the room services	71	77.17	8	8.70	6	6.52	3	3.26	4	4.35

Source: Compiled from field survey, VG-Very Good, G- Good, F- Fair, P- Poor, VP- Very Poor

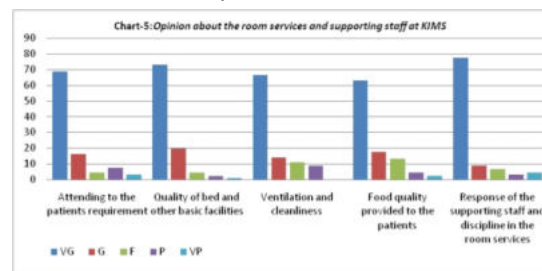
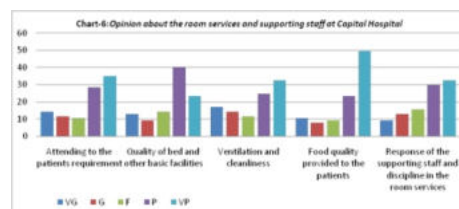


Table 6 : Opinion about the room services and supporting staff at Capital Hospital (77 respondents including 41 females)

Variables	VG	%	G	%	F	%	P	%	VP	%
Attending to the patients requirement	11	14.29	9	11.69	8	10.38	22	28.57	27	35.07
Quality of bed and other basic facilities	10	12.99	7	9.09	11	14.29	31	40.26	18	23.37
Ventilation and cleanliness	13	16.88	11	14.29	9	11.69	19	24.67	25	32.47
Food quality provided to the patients	8	10.38	6	7.79	7	9.09	18	23.38	38	49.36
Response of the supporting staff and discipline in the room services	7	9.09	10	12.99	12	15.58	23	29.87	25	32.47

Source: Compiled from field survey, VG-Very Good, G- Good, F- Fair, P- Poor, VP- Very Poor



In case of room services and supporting staff, the attributes like attending to the patients requirement, quality of bed and other basic facilities, ventilation and cleanliness, food quality, response of supporting staff and discipline having very good perception of 68.48%, 72.83%, 66.30%, 63.04%, 77.17% for KIMS and same for the Capital Hospital were 14.29%, 12.99%, 16.88%, 10.38% and 9.09%. The perception total of very good, good and fair taken together in Capital Hospital were 36.36%, 36.37%, 42.86%, 27.26% and 37.66%, whereas same for the KIMS were 89.13%, 96.75%, 91.3%, 93.47% and 93.39%. Here the standing of KIMS is better as compared to Capital Hospital.

Conclusion

Health care service important service to the mankind and service to the mankind is service to the God. Unfortunately after the commercialization of this more and more people

bound to depend on government hospitals. However the quality of service provided by the government hospitals specially this part of Odisha is very pathetic. In the present study KIMS Hospital was considered for the comparison purpose considering the contribution of in the field of health care services at most affordable cost to the common man. This is part of Corporate Social Responsibility of KIIT Group of institutions under the committed and dedicated leadership of Dr. Achyuta Samant. Patient satisfaction is an increasingly important issue, both in evaluation and shaping of health care. Therefore, patient satisfaction surveys should be carried out routinely in all aspects of health care to improve the quality of services. The service providers should take care some measures to improve in some weaker areas like language, medical terms used by the doctors, attitude and behavior of nursing staff, cleanliness and hygienic atmosphere etc.

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