



STUDY OF DEGREE OF PATIENT SATISFACTION BASED ON DONABEDIAN QUALITY MODEL IN OUTPATIENT SERVICES OF A TERTIARY CARE HOSPITAL

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INTRODUCTION

An outpatient department or outpatient clinic is the part of a hospital designed for the treatment of outpatients, people with health problems who visit the hospital for diagnosis or treatment, but do not at this time require a bed or to be admitted for overnight care. Modern outpatient departments offer a wide range of treatment services, diagnostic tests and minor surgical procedures.¹

Patients' perceptions about health care systems seem to have been largely ignored by health care managers in developing countries. Patient satisfaction depends upon many factors such as: Quality of clinical services provided, availability of medicine, behavior of doctors and other health staff, cost of services, hospital infrastructure, physical comfort, emotional support, and respect for patient preferences.² Mismatch between patient expectation and the service received is related to decreased satisfaction.³ Therefore, assessing patient perspectives gives them a voice, which can make health services more responsive to people's needs and expectations.⁴

AIM & OBJECTIVES

The aim was to study the degree of Patient Satisfaction with Donabedian quality model in Out Patient Services of a Tertiary Care Hospital.

The objectives were:

- To study the degree of Patient satisfaction with Structure Process Outcome criterion linked to Out Patient Services in a tertiary care hospital.
- To identify those factors where patient satisfaction is low with a view to develop strategies for improvement.

MATERIALS AND METHODS

This study is an questionnaire based study carried out over a period of two months (15 May 2017–15 July 2017) at Out Patient Department of tertiary care multi-specialty Government Teaching Hospital, where patients are investigated and treated without fee for service. The random sampling technique is used and Donabedian Structure Process Outcome model is applied to evaluate the quality of OPD services.

The OPD services has both clinical care model and a service innovation; accordingly, evaluation included

- the setting for delivery of OPD services (Structure)
- the clinical services provided through the OPD services (Process) and
- the influence of OPD services on patients (Outcome)

A sample size of 100 patients is taken and a semi structured questionnaire with fifteen questions was used. First fourteen questions are structured & close ended with five point Likert scale for responses ranging from 'Excellent' to 'Bad'. The last question was an open ended one where Patient's suggestion and complaints were asked.

OBSERVATIONS

Characteristics of the OPD patients It includes information on sex and age of the OPD patients. Table 1 shows that 47% patients were males and rest 53% were females. The maximum number of respondents (45%) belong to the age group of 16-40 years followed by age group of 31-50 years (31%).

Registration process

Regarding the registration process, 41.53% OPD patients said that their experience at registration counter was "Good" whereas only 4.5% and 6.8% described their experience as "Very Good" and "Excellent" respectively. However, 21.27% patients faced difficulties while getting themselves registered.

Staff Behaviour at Registration Counter

When asked about staff's behavior at the registration counter, 47.65% of the OPD patients explained it as "Good". Only 11% patients were exhilarated with the behavior of registration staff at the facility, describing it as 'Excellent' or 'Very Good'.

Basic amenities

It was observed that respondents were satisfied (Good, very good, excellent?) with the basic amenities such as seating arrangement for the patients and attendants (55.7%), cleanliness, fans, toilets (31.41%), drinking water (39.54%) at the facility.

Perception of OPD patients towards doctors

The number of doctors available for the consultation are reported satisfactory (32.44%) of the patient's. Regarding time given by doctors, 56.69% felt that the doctor has given adequate time to see the patients. 47.5% patients reported that the doctor explains about the disease properly.

Pharmacy

Out of 100 respondents, 80 had availed the pharmacy facility. Out of which, 34.47% of OPD patient's felt that the availability of drugs was satisfactory. 53.47% of patients responded that pharmacist explains the prescription (how a drug to be taken, how many times and also for how many days) while 16.18% of patients faced difficulty in this experience.

Blood collection centre

Out of 100, only 76 respondents utilized the blood collection facility. Out of which, 32.4% of the respondents were satisfied with the promptness in providing service at blood collection centre. A large proportion (15.21% and 13.18%) were dissatisfied with waiting time, 46.6% of the patients perceived the behavior of the blood collection centre staff as good.

Civil OPD signage & Way finding

32.31% patients described the signage and wayfinding as satisfactory, as they could easily find the concerned departments, pharmacy & blood collection centre which reiterates the fact that the signage and wayfinding is prominent and well placed.

Will you recommend the hospital to others

40.54% of patients have given satisfactory remarks, for the facilities provided by the OPD services. They said that they will recommend the hospital to others.

Any Suggestion and complaints about OPD

38% of the respondents said medicines are not available which is to be made available for better functioning of the OPD, whereas 15% of the respondents ask for clean toilet facilities. Further, 47% of the patients said that the treatment given by doctors and their behavior towards patient is "Very Good".

The result of this study is in congruence with study by Kudra et al.⁵, Athar et al.⁶, Narinder et al⁷ and Sodani et al⁸ which states that 56% of the patients are satisfied by overall services provided by the OPD, out of which 83% say that they will recommend the hospital to others.

CONCLUSION

Securing high satisfaction of patients attending the hospital is utmost important for a hospital management team. The study findings suggest that following measures may be taken by the policy makers and hospital administrators to increase the patient satisfaction at public health facilities:

1. Queuing theory should be applied and arrangements should be made to manage the patient load so that doctors and other staff can give more attention and time to the patients for which number of doctors at OPD should be increased.
2. More water coolers to be provided to be provided in patient care areas during waiting and treatment process.
3. Cleaning of toilets should be done twice during OPD timings.
4. It is suggested that adequate drugs should be available in the Pharmacy. Selective inventory control techniques to be used to calculate EOQ, Safety stock, reserve and working stock for proper functioning of the facility. ABC and VED analysis to be done to prevent stock out of essential and commonly prescribed drugs.
5. Pharmacists should be trained so that they explain to the patients about the prescription properly and also educate patients about the frequency, dosage and quantity of the drugs prescribed.
6. Automation of Blood collection centre needs to be done which will help in providing the clinical test reports well in time and saves the time and prevent the overcrowding at the time of report collection.
7. More phlebotomists should be provided at the Blood Collection Centre to reduce patient waiting time.
8. Methods of getting daily feedback from the patients such as creating feedback/suggestion box, patient information center, and hospital official website should be increased.
9. Patients often have high expectation about the services they would receive from clinical staff. Therefore, a proper training, code of conduct and courtesy should be taught to both clinical and administrative staffs.

The main objective of this study is to share the findings on patients' satisfaction about various components of out-door patient department (OPD) services so that action can be taken for better and fruitful management of patient services at health facilities.

Table 2: Patient's Perception of the quality of services available (n=100)

Questions	Satisfied (%) (Good, Very good, Excellent)	Dissatisfied (%) (Not good, bad)
Structure		
Q1. Seating arrangement is adequate	86%	14%
Q2. Drinking water available	74%	26%
Q3. Condition of toilet is satisfactory	55%	45%
Q8. No of doctors available is adequate	65%	35%
Q10. Medicines are available in hospital	45%	55%
Q12. Easy to find way for OPD & BCC	64%	36%
Process		
Q4. Waiting time at registration counter is adequate	85%	15%
Q5. Staff behavior at registration counter is polite	55%	45%
Q6. Consultation time by doctors is adequate	65%	35%
Q7. Doctors explains about disease	85%	15%
Q9. Pharmacist explains about medicine	55%	45%
Q11. Waiting time at blood collection centre is adequate	65%	35%
Q13. Staff behavior at BCC is polite	40%	60%
Outcome		
Q14. Will you recommend this hospital to others	57%	43%

Table 1 : Social demographic Profile of Patients

Sex	
Male	47%
Female	53%
Age (in Yrs)	
0-15	04%
16-30	47%
31-50	31%
>50	18%
OPD (Speciality wise)	
Medicine	18%
Surgery	18%
Gynaecology & obstetrics	12%
ENT	10%
EYE	10%
Neurosurgery	12%
Neuromedicine	10%
Paediatrics	10%

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