



## PATIENT SATISFACTION AT OUTPATIENT DEPARTMENT OF TERTIARY LEVEL HEALTH CARE FACILITIES.

### Nursing

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### ABSTRACT

Patient satisfaction is deemed to be one of the important factors which determine the success of health care facility. The real challenge is not getting ready with mere requirements, but also delivers services ensuring good quality. The overall opinion about the efficiency of hospital Technical skills was satisfactory in 82% of patients. 68% respondents said that the time of coming to hospital and consulted by doctor waiting time was too long. 67% of them expressed satisfaction with comfort and neatness of the clinic/OPD environment. 75.56% expressed Satisfaction with physician's explanation, 82.22% expressed that Nurse/staff were helpful and good communication skill. Health care managers should commence appointment system to reduce the number of patients who turn out at the same time.

### KEYWORDS

Patient satisfaction; general outpatient clinic.

### INTRODUCTION

The hospital industry is an aggregation of sectors within the economic system that provides goods and services to treat patients with curative, preventive, rehabilitative, and palliative care. Major services include inpatient hospital care (60 %) and outpatient services that typically don't require an overnight stay (40%).

Over the last several decades, independent private medical practice has become widespread but has remained stubbornly urban with polyclinics, nursing homes and hospitals proliferating often through doctor entrepreneurs. At tertiary level hospitals in major cities are in many cases run by business houses and use corporate business strategies and hi-tech specialization to create demand and attract those with effective demand at increasing costs.

Patients satisfaction depends on many factors such as hospital infrastructure, wait time before seeing the doctors, quality of clinical services provided, physical comfort, availability of medicine, behaviour of doctor and other health staff, emotional support and respect for patients' preferences (Jawahar S K 2007). Measurement of patients' satisfaction is increasingly playing important role towards accountability among healthcare providers, it established as indicator of quality of care (Andaleeb S, 2001).

Patients' satisfaction refers to patients' value judgments and subsequent reactions to what they perceive in the health environment just before, during, and after the course of their inpatient stay or clinical visit. These dimensions, Reliability, Responsiveness: Assurance, Empathy & Tangible represent how consumers organise information about service quality in their minds. (Zeithaml and Berry, 1995).

In 2011, Otani et al. surveyed 32 different large tertiary hospitals in the USA to identify the relationship of nursing care, physician care and physical environment to the overall patient satisfaction and the results showed that all attributes were statistically significant and positively related to overall satisfaction; however, nursing care was the most critical to increase overall patient satisfaction.

### METHODOLOGY

A descriptive cross sectional survey conducted in outpatient department of private tertiary level hospitals in Mumbai city. 115 patients were included in the study by convenient non probability sampling technique. The data was collected by using pre-structured questionnaires and patients interviewed at the end of their OPD visits.

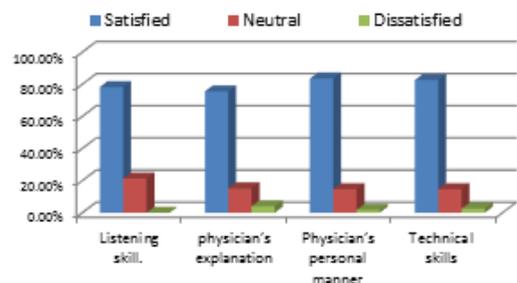
### RESULT

The ages of the participants with of highest proportion (39.11%) of patients were from age 16 to 30 years, (54.22%) of them were females. The majority of (45.33%) had self employed vocational jobs as their main occupation from, upper /middle income group and (88.%) residing in the urban area.

**Table 1: Respondent's satisfaction with OPD services**

S N	Variable	Satisfaction Level (%)		
		Satisfied	Neutral	Dissatisfied
1	Getting through appointment by phone	72.89	20.89	6,22
2	Registration process fast, simple and trouble free for patients	61.33	34.67	14
3	Reception they received on arrival to the clinic (Professionalism and helpfulness)	75	21	4
4	Coordination between different sections of OPD department	70	25	5
5	Your wait time in the waiting area	55.11	23.11	49.7
6	Physical condition, waiting and consulting room	86.2		5.7
7	The comfort, cleanliness and amenities of clinic area	67.11	22.6	10.2
8	The extent to which staff respected your privacy	83.1	13	3.9
9	Keeping you informed if your appointment time was delayed	25.4%	63%	11.6%
10	Other staff's personal manner (courtesy, respect, sensitivity, friendliness) in waiting area.	67%	24%	9%
11	Generally satisfied with the overall performance (services) of the OPD clinic/staff.	72%	17%	11%

The participants expressed dissatisfaction with getting through appointment by phone reason expressed by them was most of communication done with computerized which was very time consuming and boarding.



**Graph1. Respondent's satisfaction with clinic service**

The total level of satisfaction with OPD services at private tertiary level health facility was found (86.67%) high level of satisfaction.

Other studies have also reported high level of patient satisfaction with courtesy of nursing staff (Patavegar BN, Shelke,2012). The average degree of satisfaction secured by patients in private health care sectors is far greater than the government health system (Sharma and Chahal, 1995).

The relationship of age with satisfaction was found that all age groups had almost same level of satisfaction. It was concluded that age and gender had no significant association with satisfaction. The respondents with high income group had highest proportion with high satisfaction.

### CONCLUSION

The study showed that the overall satisfaction with outpatient clinic services at the private hospital was at moderate level. The patient oriented approach will help the private health service provides in linking their technological and non-technological factors to the unnerved needs of the patients which, will help in enhancing the degree of patient satisfaction.

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