



A STUDY OF PATIENT SATISFACTION LEVEL IN OUTPATIENT DEPARTMENT OF A MULTISPECIALITY HOSPITAL IN PUNE, MAHARASHTRA

Clinical Research

**Dr Anteshwar
Birajdar**

Assistant Professor, Dept of Orthopaedics, Dr. D Y Patil Hospital And Research Centre
Pimpri Pune- 19

**Dr. Santosh Kumar
Singh ***

Assistant Professor, Dept of Pharmacology, AFMC Pune - 40
* Corresponding Author

ABSTRACT

Background: One of the important purposes of health care services is to improve the health status of the population. This not only comprises of a holistic approach to patient care but also proper ethical treatment. The scope of health services varies widely from region to region and influenced by general and ever changing national, state and local health problems, needs and attitudes as well as the available resources to provide these services

Methodology: A cross-sectional study was carried out in 100 patients attending outpatient department of a Multispecialty Hospital in Pune, Maharashtra, India. The patients were selected randomly from different specialty department. The study was conducted for 10 days. It assessed the different services provided by the hospital.

Result: overall satisfaction level of patients for availability of services in hospital was good. As it was 95% for seating arrangements in OPD, 96% about cleanliness in OPD, 96% for OPD timing, 88% regarding services provided by the paramedical staff and 91 % for availability of sufficient doctors in hospital; while 78 % of respondents were having some kind of difficulty in finding the specialists in the department in OPD.

Conclusion: patients were satisfied with most of the facilities and their implementation in the hospital. However some scope for improvement were noted and implemented.

KEYWORDS

Background: One of the important purposes of health care services is to improve the health status of the population. This not only comprises of a holistic approach to patient care but also proper ethical treatment. The scope of health services varies widely from region to region and influenced by general and ever changing national, state and local health problems, needs and attitudes as well as the available resources to provide these services. It is now uniformly and broadly agreed that health services should be comprehensive, accessible, acceptable, provide scope for community participation and available at a cost the community and country can afford. (1) Patient satisfaction is deemed to be one of the important factors which determine the success of health care facility. It is easier to evaluate the patient's satisfaction towards the services provided than to evaluate the quality of medical services that they receive. Therefore, a research on patient satisfaction can be an important tool to improve the quality of services. (2) Health care consumers today are more sophisticated than in the past and now demand increasingly more accurate and valid evidence of health plan quality. Adding to that currently health care organizations are operating in an extremely competitive environment, and patient satisfaction has become a key to gaining and maintaining market share. The health care system depends on availability, affordability, efficiency, feasibility and other factor. (3)(7) Consumer satisfaction regarding medical care organization like a multispecialty hospital is important in the provision of services to patients. This study was therefore undertaken with the aim to find out the level of patient satisfaction related to different parameters of quality of health care provided by the organization. Nowadays, studying patient satisfaction becomes one of the integral components of any health care services. Patient satisfaction is a concept that has been receiving increasing attention reflecting an evolving focus in the service-oriented health care market. (4)

Patient attending each hospital are responsible for spreading the good image of hospital and therefore satisfaction of patients attending the hospital is equally important for hospital management. The customer image of the hospital still desired better quality of services appropriately throughout whole country. The quality of services plays a primary role in achieving patient satisfaction. Traditionally, service quality is assessed by certain measures, such as morbidity or mortality. Thus, the patients' perception of the service quality contributes critically to achieving satisfaction. In some studies, the positive assessment of service quality is considered as satisfaction, and these terms are used interchangeably; however, patient satisfaction is only

one of several measures of care quality. (5) (6) (7)

AIM: Attempt to identify the key factors that affect patient satisfaction regarding health care services among the outpatient department at a multispecialty Hospital in Pune, Maharashtra.

MATERIALS AND METHODS

A cross-sectional study was carried out in 100 patients attending outpatient department of a Multispecialty Hospital in Pune, Maharashtra, India. The patients were selected randomly from different specialty department. The study was conducted for 10 days. The questionnaires included in this study were replied in choices like satisfactory/ unsatisfactory, adequate/inadequate, yes/no. In case of pediatric (below 12 year) patients, the opinions of care taker or parents were taken for the satisfaction. Consent of each patient was taken orally. All patients were interviewed by using pre-structured questionnaires which included: Socio-demographic characteristics of patients, time required for locating the hospital, finding the department, registration process, consults by the doctor, investigations and taking medicines from dispensary.

RESULTS

Our study consists of total 100 patients, Out of these 100 patients, the male-female ratio was 52:48. Table 1 revealed that of the total 100 patients interviewed, majority of patients were adult i.e., above 20 years of age. A major load of OPD patient consisted of 65 Yrs or older patient. While only 1/5th patients were either children or adolescents. Patient from productive age group i.e. 20- 40 yrs of age consist of approx 25 % of patient reporting to OPD. Literacy status of the patients shows that around 52 % of patients were either illiterate or educated up to primary level. Patient educated until higher secondary were 26 %, graduate patient consisted of 10 % of population (n=100). Table 1 shows on categorizing the patients by their occupation, it was shown that 35 % patients were housewife/retired, 20% were labourer, 14 % were unemployed, 14% were students, 12% were having some kind of business and 14% were on job. Regarding to the distribution of visiting departments (Figure 1), it was seen that 34 % of patients were consulted by medicine department, which is followed by 19 % by Surgery, 10% by skin, 09 % by pediatric, 5% by orthopedic, 7% each by Obstetrics & gynecology and ENT (7%) and only 4% by ophthalmology department. Data in table 2 reveals that the overall satisfaction level of patients for availability of services in hospital was good. As it was 95% for seating arrangements in OPD, 96% about cleanliness in OPD, 96% for OPD timing, 88% regarding services

provided by the paramedical staff and 91 % for availability of sufficient doctors in hospital; while 78 % of respondents were having some kind of difficulty in finding the specialists in the department in OPD. Figure 1 show that majority of patient reported in medical OPD followed by surgical OPD along with majority of consultation from dermatology and OBS/GYN dept.

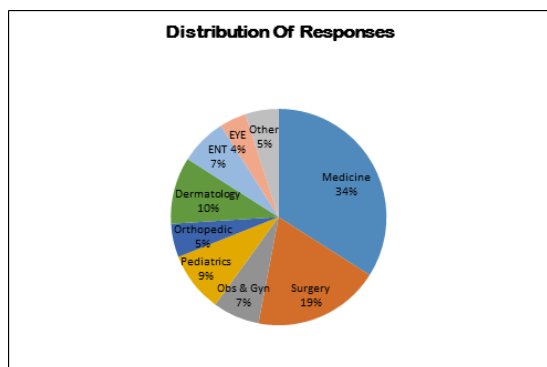
Table-1: Distribution of Respondents Socio-Demographic Characteristics (n = 100)

Characteristics	No of patients	
Age	0-5 Yrs	05
	5-20 Yrs	15
	20- 40 Yrs	25
	40- 60 Yrs	20
	60 Yrs And Above	35
Literacy Rate	Illiterate	32
	Primary	20
	Secondary	26
	Higher Secondary	12
	Graduate And Above	10
Occupation	House Wife/Retired	35
	Student	14
	Jobs	12
	Own Business	05
	Labourer	20
	Unemployed	14

Table-2: Distribution of Responses according to Availability of Service (n = 100)

Availability of service	Response	No. of Patients
Seating Arrangement	Satisfactory	95
	Unsatisfactory	05
Cleanliness in OPD	Satisfactory	96
	Unsatisfactory	04
OPD Timing	Satisfactory	96
	Unsatisfactory	04
Services by Paramedics	Satisfactory	88
	Unsatisfactory	12
Finding the Specialist	Easy	78
	Difficult	22
Availability of Doctor	Adequate	91
	Inadequate	09

Figure-1: Distribution of Respondents Based on Concern Departments visited (n = 100)



- Patients' compliance in respect to clinical care (table 3) was more towards satisfactory side. As it was 95% for approach by the doctor, 92% for good communication by the doctor and 88% for clinical care provided by the doctor. Explanation of the disease by the doctor was satisfactory in about 90% of patients. As many as 95% of the patients replied that Interpretation of Investigation Report by the Doctor to the Patient was satisfactory. 95% of patients were satisfied with the instruction given for taking medication by pharmacist.

Table-3: Distribution of Responses from the Respondents Regarding Clinical Care

Clinical Care		No. of Patients
Approach by the Doctor	Satisfactory	95
	Unsatisfactory	5
Communication by the Doctor	Satisfactory	92
	Unsatisfactory	08
Explanations about the Disease to the Patient	Satisfactory	90
	Unsatisfactory	10
Clinical Care	Satisfactory	88
	Unsatisfactory	12
Interpretation of Investigation Report	Satisfactory	95
	Unsatisfactory	05
Instruction for Taking Medication by Pharmacist	Satisfactory	95
	Unsatisfactory	05

- Patient waiting in outpatient clinics is often the major reason for patients' complaints regarding their experiences in outpatient clinics. Therefore, patient satisfaction with waiting time plays a crucial role in the overall satisfaction with services. In the present study (table 4) around 91 % of the patients were satisfied regarding conveniences for locating the hospital. 83 % patients were satisfied with registration process. 92% of the respondents were found their departments conveniently. 88 % patients were satisfied with the time devoted to them by the doctor. 85 % patient were satisfied with the time taken for investigation. 92 % patient responded satisfaction with time required to locate the pharmacy. 95 % patients were satisfied with time spent in pharmacy.

Table-4: Distribution of Responses from the Respondents Regarding Waiting Time

Waiting Time		No. of Patients
Time Require to Locate the Hospital	Satisfactory	91
	Unsatisfactory	09
Time Require to Getting Registered	Satisfactory	83
	Unsatisfactory	17
Was time Required to Find the Concern Department	Satisfactory	92
	Unsatisfactory	08
Time Devoted by the Doctor	Satisfactory	88
	Unsatisfactory	12
Time Taken for Investigation	Satisfactory	85
	Unsatisfactory	15
Time Require to Locate the Pharmacy	Satisfactory	92
	Unsatisfactory	08
Time Spent in Pharmacy	Satisfactory	95
	Unsatisfactory	05

- In general, as it was a civil hospital, the registration & medicines were chargeable at a cost from the patient, regarding the expenses for the various medical needs, majority of the patients were satisfied with the cost of registration (92%) majority of the patient were satisfied with the cost of investigation (86%) majority of the patients were satisfied with the cost of medication (72%) however 28 % patient were not completely satisfied with the overall cost of the medication. (Table 5).

Table-5: Distribution of Responses from the Respondents Regarding Cost

Cost of Services		No. of Patients
Cost of Registration	Satisfactory	92
	Unsatisfactory	8
Cost of Investigation	Satisfactory	86
	Unsatisfactory	14
Cost of Medicine	Satisfactory	72
	Unsatisfactory	28

In this study, dependent variable of concern was patient satisfaction towards the hospital services which were considered according to component of care such as convenience, courtesy, quality of care, out of pocket cost and physical environment. Overall the patients were satisfied with the services provided by the hospital in most aspects with some scope of improvements.

Recommendations

- There is a need to appoint more doctors, specialists and paramedical staff to decrease the waiting time of patients in the OPD as well as to improve the standard of health care. The waiting period of patients for the time of arrival to the time of examination by the doctor must be reduced as far as possible by making the hospital procedure simpler and by guiding them with a signboard towards different departments. The cost of investigation can be decreased to a level, so that the poor patients can also afford it by liasoning with private laboratories

BIBLIOGRAPHY

1. Park K. Park's text book of preventive and social medicine. 21st ed. Jabalpur: Banarsidas Bhanot Publishers; 2011. p. 838
2. Kumari R, Idris M, Bhushan V, Khanna A, Agarwal M, Singh S. Study on patient satisfaction in the government allopathic health facilities of Lucknow district, India. *Indian J Community Med.* 2009;34(1):35-42.
3. Sing MM, Chadda RK, Bapna SJ. Assessment of hospital services by consumers: A study from a psychiatric setting. *Indian J Public Health.* 2003;47(1):14-21
4. Song, Q. Outpatient satisfaction and its associated factors in a general hospital in Guangzhou: a cross-sectional study. (Thesis). University of Hong Kong, Pokfulam, Hong Kong SAR. 2009. Retrieved from http://dx.doi.org/10.5353/th_b4299772
5. Margaritis E, Katharaki M, Katharakis G. Exceeding parents' expectations in Ear-Nose-Throat outpatient facilities: The development and analysis of a questionnaire. *Evaluation and program planning.* 2012;35(2): 246-55.
6. Choi KS, Cho WH, Lee S, Lee H, Kim C. The relationships among quality, value, satisfaction and behavioral intention in health care provider choice: A South Korean study. *Journal of Business Research.* 2004; 57(8): 913-21
7. White B. Measuring patient satisfaction: how to do it and why to bother. *Family Practice management [serial online].* January 1999;6(1):40-44.