



PATIENT SATISFACTION IN OPD OF TERTIARY CARE CENTER

Community Medicine

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ABSTRACT

BACKGROUND: Patient satisfaction encapsulates the patient's perceived need, health-care expectations, and health-care experience. This multifaceted notion encompasses medical as well as non-medical components of health care. A person's experience of joy or disappointment as a result of a services perceived. Patient satisfaction surveys will not only assist hospital managers in revising their patient-care methods, but they will also provide information on the patients' health-related behavior.

METHODS: It is a hospital based, Descriptive cross-sectional study to find out Patient Satisfaction in OPD at tertiary care center over a period of 3 months. A total of 500 patients included in the survey after inclusion and exclusion criteria. The patients attending the OPD of the respective health care facility were selected for the interview by random sampling where Exit Interview was used as a tool to assess the quality of health services and felt needs of community by asking the patients some of the pre-defined questions in order to get their review about the hospital, physician and other selected healthcare delivering dimensions.

RESULTS: Out of 500 patients 67.4% of patients are male and 32.6% are female. Three percent patient and their attendant were highly satisfied with drinking water facility, 30% satisfied, 32% unsatisfied and 7% highly unsatisfied with the facility of drinking water.

CONCLUSION: It was found that most patients and their attendants were neutral with the services of the hospital like focusing on their problem, behavior of staff (nursing orderlies, doctors and nurses) providing them homely atmosphere etc.

KEYWORDS

Patient satisfaction, attendant satisfaction, outpatient department

INTRODUCTION

Patient satisfaction encapsulates the patient's perceived need, health-care expectations, and health-care experience. This multifaceted notion encompasses medical as well as non-medical components of health care.¹ Patients have specific expectations before to their visit, and their pleasure or discontent with that encounter is the result of that experience.^{2,3} A person's experience of joy or disappointment as a result of a service's perceived performance or outcome in accordance to his or her expectations is referred to as patient satisfaction. Satisfaction is influenced by expectations and perceived performance.⁴ The patient feels disappointed if the performance falls short of expectations. The patient is happy if the performance meets his or her expectations.⁵

Today's patient is more informed and educated, has more access to information, and has higher expectations of the health-care system. As a result, it is now more necessary than ever to address service delivery challenges in this context.⁶ The outpatient department is the hospital's initial point of contact with patients and acts as a shop window for any healthcare services offered to the public. Outpatient treatment is seen to be a good indicator of a hospital's overall service quality.⁷

Patients' perceptions of healthcare have increasingly been acknowledged as an essential indicator for assessing quality of treatment and a vital component of performance improvement and clinical efficacy during the last decade.⁸

Individuals in Africa did not attend their local primary health care clinics, even for serious illnesses, due to a perception of inadequate quality of care at these facilities.⁹ Patient satisfaction is a crucial objective for any health system, but measuring satisfaction and assessing responsiveness of health systems is challenging since not only clinical but also nonclinical outcomes of treatment impact consumer satisfaction.¹⁰

It has become one of the most important drivers of hospital performance, as well as a globally recognized element that must be examined on a regular basis to ensure the smooth operation of hospitals and healthcare systems.¹¹ Its evaluation can aid in the development of health care services and delivery by incorporating patient feedback.¹² Patient satisfaction surveys will not only assist hospital managers in revising their patient-care methods, but they will also provide information on the patients' health-related behaviour.¹³

OBJECTIVE

The objective of the study was to find out patient satisfaction, factors

affecting patient satisfaction, cause of dissatisfaction and measures for the improvement of services in OPD

METHODOLOGY

It is a hospital based, Descriptive cross-sectional study to find out Patient Satisfaction in OPD at tertiary care center over a period of 3 months. A total of 500 patients fulfilling the inclusion criteria (A "new" or referred patient attending the OPD of the hospital) were enrolled in the study after rule out of exclusion criteria (Patients working in the health care facility and follow-up patients attending the OPD of the respective health care facility were excluded from the study, age below 18 years).

The patients attending the OPD of the respective health care facility were selected for the interview by random sampling where Exit Interview was used as a tool to assess the quality of health services and felt needs of community by asking the patients some of the pre-defined questions in order to get their review about the hospital, physician and other selected healthcare delivering dimensions. A pre-defined questionnaire and their satisfaction level was measured by Likert scale from Highly unsatisfied, Unsatisfied, Neutral, Satisfied and Highly Satisfied. The questionnaire had covered all the major information related to patient, how the registration process was conducted, and the behavior of the staff that comes in direct contact with the patients and also it covered the various facilities available in the hospital. Proper analysis of the study was done using appropriate statistical tools in accordance with the study conducted.

RESULT

A total of 500 patients or attendants were selected by random sampling and their results were analyzed. The data was collected with the assistance of questionnaire. it was found that patients were satisfied/dissatisfied in tertiary care center on different levels during their visit in the hospital. Many patients kept waiting for their turn and due to which they even left the hospital.

Table 1: Distribution of Patient on the basis of gender

| Gender | No. of respondent | Percentage (%) |
|--------|-------------------|----------------|
| Male | 337 | 67.4 |
| Female | 163 | 32.6 |
| Total | 500 | 100 |

It is clear from the above table that 67.4% of patients are male and 32.6% are female. So, we came to know that patient within the tertiary care center is male dominant

Table 2: Distribution of patients on the basis of questionnaire

| s.no | Question | Score: 4 no. of patient or attendant | Score: 3 no. of patient or attendant | Score: 2 no. of patient or attendant | Score: 1 no. of patient or attendant | Score: 0 no. of patient or attendant |
|------|---|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|--------------------------------------|
| 1 | OPD registration process at hospital | 165 | 315 | 20 | 0 | 0 |
| 2 | Waiting time at the OPD registration Counter | 90 | 410 | 0 | 0 | 0 |
| 3 | Behavior of OPD registration staff | 50 | 240 | 135 | 75 | 0 |
| 4 | Able to find a place to sit in the waiting area | 135 | 280 | 25 | 60 | 0 |
| 5 | Seats in waiting area | 90 | 225 | 125 | 60 | 0 |
| 6 | Easy to get through main entrance and move around in the OPD? | 300 | 125 | 65 | 10 | 0 |
| 7 | Clean OPD | 50 | 250 | 75 | 100 | 25 |
| 8 | canteen facility in OPD | 0 | 85 | 140 | 245 | 30 |
| 9 | easy to find the way to diagnostic area in the hospital | 165 | 260 | 25 | 50 | 0 |
| 10 | waiting time in OPD | 75 | 100 | 200 | 65 | 60 |
| 11 | waiting area ventilation | 150 | 265 | 55 | 30 | 0 |
| 12 | drinking water facility | 15 | 150 | 140 | 160 | 35 |
| 13 | hygiene condition of toilets | 0 | 80 | 70 | 90 | 260 |
| 14 | communication at the hospital | 60 | 155 | 180 | 75 | 30 |
| 15 | behavior of the nursing orderly | 50 | 100 | 250 | 100 | 0 |
| 16 | behavior of the doctors | 50 | 300 | 100 | 50 | 0 |
| 17 | communicate about the test reports | 125 | 160 | 60 | 150 | 15 |
| 18 | Questions about the test answered properly | 280 | 150 | 70 | 0 | 0 |
| 19 | Privacy during consultation | 250 | 150 | 70 | 15 | 15 |
| 20 | medicine time explained properly | 175 | 275 | 50 | 0 | 0 |

OBSERVATION

The study on patient safety in OPD of tertiary care hospital showed various results in different levels and section.

Registration and Reception: - At this section there were twenty-one registration counters divided into male, female, staff and senior citizens. Staff members were available to solve and handle patient's queries and their attendant's complaint. There was a proper procedure to get appointment for a particular specialty. Overall, 33% of the patients are highly satisfied, 63% were just satisfied, 4% were neutral and 0% was unsatisfied.

Waiting Time: - Overall 18% of patient are highly satisfied and 82% were just satisfied with the waiting time in OPD registration counter. Nursing orderly behavior: - only 10% of patients and attendants felt that highly satisfied, 20% just satisfied, 50% of patients and their attendants said it was neutral, 20% is not satisfied with the behavior of nursing orderly.

Cleanliness: - Only 16% of patients felt that the toilet services were satisfying, 14% replied in neutral, 18% were unsatisfied and 52% were highly unsatisfied with the hygienic conditions of toilets. Only 10% of patients were highly satisfied with cleanliness of OPD, 50% of patients were satisfied, 15% were neutral and 20% were unsatisfied and 5% were highly unsatisfied with cleanliness of OPD.

Quality of Doctors: - 10% of patients and their attendants were highly satisfied from the doctors, 60% satisfied, 20% neutral, and 10% were unsatisfied from the doctor

Canteen Services: - 17% patients and their attendants were satisfied with the canteen services in the OPD, 28% were neutral, 49% were unsatisfied and 6% were highly unsatisfied.

Drinking water: - 3% patient and their attendant were highly satisfied with drinking water facility, 30% satisfied, 28% neutral, 32% unsatisfied and 7% highly unsatisfied with the facility of drinking water.

Behavior of hospital staff: - On the whole 82% patients and their attendants were highly satisfied with the behavior of the nursing staff, reception staff and doctors. 18% of patients and their attendants were just satisfied. As on whole behavior of hospital staff was graded excellent

CONCLUSION

Through my study on patient satisfaction in outpatient department (OPD) of Tertiary Care Hospital. It was found that most patients and their attendants were neutral with the services of the hospital like way finding, focusing on their problem, behavior of registration staff,

nursing orderlies, doctors and nurses in providing them homely atmosphere etc.

Through observation and the conversation with the follow up patients, I found that earlier they were many complaints regarding inadequacy of staff, no proper attention to the queries and lack of proper hygiene. But, through proper observation, analysis and management skills many improvement measures have been taken over few years resulting in patient satisfaction.

Major satisfiers were during the observation

- 1) Behavior of OPD registration staff.
- 2) Finding Sitting place in waiting area.
- 3) Waiting area sets comfortable.
- 4) Easy to get through main entrance and move around OPD.
- 5) Communication in the hospital.
- 6) Behavior of doctors.
- 7) Solving queries.

Major dissatisfiers were during the observation.

- 1) OPD registration process.
- 2) Waiting time OPD registration counter.
- 3) Cleanliness of OPD and toilets.
- 4) Ventilation in OPD.
- 5) Drinking water facility.
- 6) Canteen facility
- 7) Behavior of nursing orderly staff

RECOMMENDATIONS

During my study though, everything was nice but still on interaction with patients there were some suggestions that came in my mind:

For bringing down the waiting time at the OPD registration counters addition of more counter and properly digitalizing the registration process. I have observed that the waiting area in always crowded and the patients are always standing. Waiting time in some departments is also in months. Additions to the waiting seats and also some non-structural changes can make a good change in OPD waiting area. Daily OPD of departments where foot fall is high will reduce the waiting time for patients. Proper canteen facility for patients and their attendants. A proper separate space for canteen will also make a good change in crowd at waiting area outside OPD. Toilets need better maintenance. Proper timely cleaning of the toilets and outlets hoses of the toilets will make them hygienic.

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