

THE STUDY WAS CARRIED OUT TO ASSESS THE LEVEL OF SATISFACTION REGARDING STAY IN HOSPITAL AMONG PATIENTS ADMITTED AT MMIMS&R HOSPITAL MULLANA AMBALA.



Nursing

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ABSTRACT

Background: Patient's satisfaction or contentment is considered an important out-come principle to health services. This ostensible utility rests on a number of implied assumptions regarding the nature and meaning of expressions. The study aims to assess and find out association of level of satisfaction among patients with selected variables. **Methodology:** A non – experimental research with descriptive survey research design was used. 150 patients were selected for the study by Convenient sampling technique. Data was collected by using 5 point likert scale to assess patients level of satisfaction through telephonic interview technique, thus the data was incorporated by using SPSS 16 version. **Result:** The significant finding of the study was that majority of the patients (66%) had high satisfaction, followed by moderate satisfaction (34%) with the stay in hospital. None of the patients have the low satisfaction. Whereas patients level of satisfaction when assessed by selected variable the characteristics i.e. any previous hospital stay and age was found to be ($x^2=16.0$, $p=0.01$), and ($x^2=15.2$, $p=0.02$), statistically significant at 0.05 level of significant. **Conclusion:** The study inferred that overall patients are satisfied by the services provided by the hospital and behavior of staff nurses and doctor that gives good result.

KEYWORDS

INTRODUCTION

Patient's satisfaction or contentment is considered an important out-come principle to health services. This ostensible utility rests on a number of implied assumptions regarding the nature and meaning of expressions of satisfaction "Patient satisfaction is based on patient's own opinion and appraisal of the care services they receive.

Patient's satisfaction with nursing care has been reported as the most important interpreter of the overall satisfaction with hospital care and an important goal of any health care organization. For, this region, many researchers have acknowledged that patient's satisfaction is not simply a measure of quality, but the goal of health care delivery.

Patient satisfaction is as important as other clinical health measures and is a primary means of measuring the effectiveness of health care delivery. It denotes the extent to which general health care needs of the people are met to their requirements. Patients carry certain expectations before their visit and the resultant satisfaction or dissatisfaction is the outcome of their actual experience.

It is easier to evaluate the patient's satisfaction towards the services provided than to evaluate the quality of medical services that they receive. Satisfied patients are more likely than the unsatisfied ones to continue using the health care services, maintaining their relationships with specific health care providers.

Patient's perspectives include physical complication and discomforts in the immediate post operative period. Patients and providers have different values and perceptions of quality care. On the contrary, nurses over rated emotional needs of patients as indicators of caring other investigators reported that patients value nurses caring and that it is positively correlated with patient's satisfaction.

Nursing is a profession, which calls for certain special qualities. "Nurse should be strictly sober and honest; she must be devoted woman, she must have respect for her calling, she must be a sound, a close and a quick observer, and she must be a woman of delicate and decent feeling".

"Nursing practice is a direct service, goal directed and adaptable to the needs of the individual, the family and community during health and illness. Nursing care has a prominent role in patient satisfaction; patient satisfaction is an important indicator of quality of care and healthcare. During hospitalization patient's satisfaction represents a balance between Patient's perception and exceptions of their nursing care as the standard measure of quality of care.

Satisfaction with nursing care is considered as an important factor in explaining patient's perception of service quality. It is an indispensable aspect of quality nursing care in any health setup today. Dignity, love, safe delivery and care were expectation of most clients.

MATERIAL AND METHODS

The study was carried out from April 2020 - May 2020 to assess the level of satisfaction regarding stay in hospital among patients admitted at MMIMS&R Hospital Mullana Ambala. Total 150 patients has participated in the Quantitative Non Experimental Research study. Sampling technique was convenient sampling technique.

Inclusion Criteria

The study included the participants who were age 18 years and above, willing to participate, able to understand and respond in Hindi or English, alert, oriented, and comprehend to respond.

Procedure

Screening was done with by using selected variables and 5 point likert scale (Patients satisfaction scale) tool after checking validity and reliability of the tool. Telephonic interview of patients was done in which self – introduction and overview of the nature of the study was explained to the patients. The average time taken to interview satisfaction survey tool was 20-25 minutes.

Data Analysis

In sample characteristics data showed the comparison of hospital stay among patients. In age group out of 150 subjects more than one third patients (33.3%) were in the age group of 26-35 years, least number of

patients i.e (16.6%) were at the age group of 36-45 years of age. Most of the patients (64.6%) were females patients belongs to Hindu religion (63.6%). As per accordance to ward, nearly one third (36.6%) were admitted at Obstetrics & Gynecology & (34%) in medicine ward and very fewer patients were admitted at orthopedics ward (9.3%). Majority of patients were living in rural area (80.6%). In regard to educational status (27.3%) were having primary level education and very few patients were having graduate (6%) and (2.6%) post graduate level of education. In terms of occupation more than one third (40%) patients were in the others category (housewives) and (20%) patients were having private services. More than half of the patients (50.6%) were having Rs1001-5000 family income. More than one third patients (38.6%) got information about hospital from relatives and (34.6%) neighbor/friends. Majority of patients (79.3%) were admitted at hospital for more than 72 hours-10 days. In regard to previous hospital stay nearly half of the patients (44%) were hospitalized first time in MMIMS&R hospital. Approximately half of the patients (49.3%) have taken help from hospital staff to reach certain diagnostic areas like X-ray, Ultra sound, Laboratory, and Blood Bank.

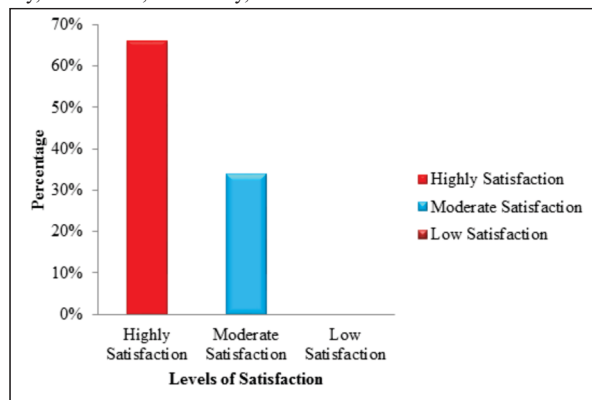


Figure 1: Bar Diagram Showing Distribution Of Levels Of Satisfaction Among Patients Admitted At MMIMS&R Hospital Mullana, Ambala.

Table 1: Mean, Standard Deviation, Mean Difference, Standard Error Of Mean Difference And 't' Value In Term Of Levels Of Satisfaction Among Patients Admitted At MMIMS&R Hospital Mullana, Ambala
N=150

Variables	Mean±S.D	M _D	SE _{MD}	't' value	df	p value
Level of satisfaction	71.1 ± 9.6	71.14	0.78	90.14	149	0.00*

This table shows Mean, Standard deviation, standard error of mean difference in term of level of satisfaction among patients admitted is hospital where it shows mean score of level of satisfaction among patients was 71.15 and the calculated 't' value was 90.14 and p=0.00 which was significant at 0.05 level of significance.

Table 2: Chi Square Showing Association Of Levels Of Satisfaction Regarding Stay In Hospital Among Patients Admitted At MMIMS&R Hospital Mullana, Ambala
N=150

S. NO.	SAMPLE CHARACTERISTICS	LEVEL OF SATISFACTION			χ^2	df	P value
		Low satisfaction	Moderate satisfaction	High satisfaction			
1	AGE(YEARS)						
1.1	18-25	0	20	17			
1.2	26-35	0	20	30	15.2	3	0.02*
1.3	36-45	0	5	20			
1.4	>45	0	6	32			
2	GENDER						
2.1	Male	0	10	43	8.3	1	0.04*
2.2	Female	0	41	56			
3	RELIGION						
3.1	Hindu	0	34	61			
3.2	Muslim	0	13	13	8.5	3	0.36 ^{NS}
3.3	Sikh	0	4	23			
3.4	Christian	0	0	0			
3.5	Any other specify	0	0	2			

4	WARD						
4.1	Medicine ward	0	18	33			
4.2	Surgical ward	0	8	22	2.6	3	4.53 ^{NS}
4.3	Ortho ward	0	3	11			
4.4	TB Chest ward	0	0				
4.5	Obstetrics & Gynecology ward	0	22	33			
5	Place Of Living						
5.1	Rural	0	42	79	.14	1	7.07 ^{NS}
5.2	Urban	0	9	20			
6	Educational Status						
6.1	Non literate	0	7	23			
6.2	Primary	0	11	30			
6.3	Secondary	0	9	27	12.9	5	0.24 ^{NS}
6.4	Senior secondary	0	17	13			
6.5	Graduate	0	5	4			
6.6	Post graduate	0	2	2			
7	Occupational Status						
7.1	Government service	0	1	5			
7.2	Private service	0	13	17	13.2	5	0.21 ^{NS}
7.3	Laborer	0	4	20			
7.4	Unemployed	0	11	6			
7.5	Self employed	0	5	8			
7.6	Other	0	17	43			
8	Family Income Per Month						
8.1	<Rs 1000	0	8	19			
8.2	Rs1001-5000	0	32	44	5.5	3	1.35 ^{NS}
8.3	Rs5001-10,000	0	10	28			
8.4	>10,000	0	1	8			
9	Where Did You Get The Information About The Hospital						
9.1	Relatives	0	24	33			
9.2	Neighbour/Friends	0	19	33	6.6	3	0.85 ^{NS}
9.3	Health care professional	0	08	28			
9.4	Other	0	0	5			
10	Duration Of Hospital Stay In Days						
10.1	72hours -10days	0	45	74			
10.2	11-20 days	0	5	11	5.8	2	0.54 ^{NS}
10.3	21-30 days	0	1	14			
11	Any Previous Hospital Stay						
11.1	Once	0	11	55			
11.2	Twice	0	29	30	16.0	3	0.01*
11.3	Thrice	0	10	13			
11.4	More than thrice	0	1	1			
12	How Did You Reach The Following Facility X-ray, Ultra Sound, Lab, Blood Bank						
12.1	By asking hospital staff	0	31	43			
12.2	By following direction	0	10	32	4.3	2	1.16 ^{NS}
12.3	By asking others	0	10	24			

^{NS}-Not significant (p>0.05)

*-significant (p≤0.05)

$$\chi^2(1)=3.84, \chi^2(2)=5.99, \chi^2(3)=7.82, \chi^2(4)=9.44$$

The findings revealed that there was no any significant association of levels of satisfaction among patients with selected variables. It infers that all the selected variables are not significantly associated (level of satisfaction is not dependent on selected variables) as calculated p value was higher than 0.05.

Further this table indicates that level of satisfaction is only associated with Age ($\chi^2=15.2$, $p=0.02$), Gender ($\chi^2=8.3$, $p=0.04$) and any previous hospital stay ($\chi^2=16.0$, $p=0.01$).

Table 3: Item Wise Analysis Showing Patient Level Of Satisfaction Score Regarding Stay In MMIMS&R Hospital Mullana, Ambala N=150

S. NO	Statement	Highly Satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
1.	Transport facility for reaching the hospital	59(39.3)	73(48.6)	17(11.3)	1(0.6)	0(0)
2.	Registration facility by the hospital	43(28.6)	83(55.3)	23(15.3)	1(0.6)	0(0)
3.	Drinking water and electricity facility available in hospital	73(48.6)	52(34.6)	21(14)	3(2)	1(0.6)
4.	Waiting time for seeing the doctor	46(30.6)	56(37.3)	25(16.6)	16(10.6)	7(4.6)
5.	Cleanliness of hospital/laboratory/ward/OPD	72(48)	60(40)	13(8.6)	0(0)	0(0)
6.	Investigation (laboratory/x-ray/ultrasound/CT-Scan/MRI) and treatment done in hospital	49(32.6)	59(39.3)	17(11.3)	18(12)	7(4.6)
7.	Affordability of hospital charges (tests/bed charges/medicines)	18(12)	61(40.6)	31(20.6)	24(16)	16(10.6)
8.	Latest techniques used towards diagnostic procedure	24(16)	72(48)	42(28)	7(4.6)	5(3.3)
9.	Timely intimation about scheduled medicine and investigation	49(32.6)	76(50.6)	19(12.6)	5(3.33)	1(0.6)
10.	Availability of medicine in medical stores	39(26)	77(51.3)	28(18.6)	6(4)	0(0)
11.	Opinion regarding attention and attitude of the staff	48(32)	68(45.3)	26(17.3)	7(4.6)	1(0.6)

12.	Affordability and availability of canteen services for family	23(15.3)	50(33.3)	28(18.6)	33(22)	16(10.6)
13.	Co-operative behavior of the nurses	52(34.6)	72(48)	20(13.3)	5(3.3)	1(0.6)
14.	Doctor's listening to patient's queries and explaining condition during doctor visit	53(35.3)	63(42)	24(16)	16(10.6)	2(1.3)
15.	Availability of nurses in ward during doctor visit	54(36)	75(50)	11(7.3)	9(6)	1(0.6)
16.	Explanation of procedure before performing	37(24.6)	63(42)	29(19.3)	17(11.3)	4(2.6)
17.	The consideration shown towards family and visitors by hospital staff	40(26.6)	70(46.6)	33(22)	7(4.6)	0(0)
18.	Readiness of room (bed) at time of your admission	63(42)	64(42.6)	16(10.6)	5(3.3)	2(1.3)

Item wise analysis in the term of selected variable showed. Approximately half of the patients i.e. 48.6% were satisfied with the transport facility for reaching the hospital. More than half of patient i.e. 55.3% patients were satisfied with the registration facility provided by the hospital. Approximately half of the patients i.e. 48.6% were satisfied with the drinking water and electricity facility available in hospital. More than one third of patients i.e. 37.3% were satisfied with the waiting time for seeing the doctor. Approximately half of the patients i.e. 48% were satisfied with the cleanliness of Hospital, laboratory, ward, OPD, in Hospital. More than one third of patients i.e. 39.3% were satisfied with the investigation (laboratory/x-ray/ultrasound/CT-Scan/MRI) and treatment done in hospital. More than one third of patients i.e. 40.6% were satisfied with the affordability of hospital charges (tests/bed charges/medicines). Approximately half of the patients i.e. 48% were satisfied with the latest techniques used towards diagnostic procedure in hospital. More than half of patient i.e. 50.6% were satisfied with the timely intimation about scheduled medicine and investigation by the hospital. More than half of patient i.e. 51.3% patients were satisfied with the availability of medicine in medical stores. Nearly half of the patients i.e. 45.3% were satisfied with the opinion regarding attention and attitude of the staff. Nearly one third of the patients i.e. 33.3% were satisfied with the affordability and availability of canteen services for family. Approximately half of the patients i.e. 48% were satisfied with the co-operative behavior of the nurses. Nearly half of the patients i.e. 42% were satisfied with the doctor's listening to patient's queries and explaining condition during doctor visit. Half of patient i.e. 50% were satisfied with the availability of nurses in ward during doctor visit. Nearly half of the patients i.e. 42% were satisfied with the explanation of procedure before performing. Nearly half of the patients i.e. 46.6% were satisfied with the consideration shown towards family and visitors by hospital staff. Nearly half of the patients i.e. 42.6% were satisfied with the readiness of room (bed) at time of your admission.

DISCUSSION

In the present study, (24.6%) were in the age group of 18-25 years, whereas more than one third patients (33.3%) were in the age group of 26-35 years, least number of patients i.e (16.6%) were at the age group of 36-45 years of age, (25.3%) were in the age group of more than 45 years. Most of the patients (64.6%) were females and less than half i.e

(35.3%) was male patients. Majority of patients (79.3%) were admitted at hospital for more than 72 hours-10 days. These findings are partially consistent and contradictory to a descriptive study conducted by rafat M., Hana, H, Ameneh B., Sima R. (2016) on patients perception towards quality of service and level of satisfaction among patients admitted at hospital of Iran. Where they found that majority of the patients (60.5%) belong to the age group of 18-35 years of age in which 73.8% patients were female and rest were male patients. Furthermore, among the studied patients (98%) were hospitalized between 1 day and 5 days.

CONCLUSION

Majority of the patients had high level of satisfaction regarding stay in hospital among patients. Whereas less than half of the patients were having moderate level of satisfaction. The overall level of patients' satisfaction was relatively high. Satisfaction towards dimensions of nursing care showed moderate level of satisfaction. Patient should be informed about their disease conditions in the best language understood by them while environmental aspects of care should be maintained as well. Patient dissatisfaction was found to be higher among those previously admitted indicating their bad experience in the previous admission. Concerned authorities should work on improving the caring environment in the usual classes for making patients more satisfied.

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Ethical Approval:

The ethical clearance was obtained from the Medical Superintendent and Nursing Superintendent of MMIMSR & Hospital, Mullana, Ambala (MMC/N/PO/2020/37) and the study was carried out in accordance with the guidelines laid by Indian Council for Medical Research ICMR (2006). The Consent was prepared and filled from the study subjects regarding their willingness to participate in the research study. The purpose for carrying out research project was explained and assurance of confidentiality was given to the participants.

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