



ORIGINAL RESEARCH PAPER

Surgery

A STUDY OF PATIENT CARE SATISFACTION IN THE DEPARTMENT OF SURGERY AT SHKM GMH NALHAR MEWAT.

KEY WORDS: Patient Satisfaction.

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ABSTRACT In this paper patient satisfaction is measured. Patient satisfaction describes how content an individual is with his or her patient. It is a relatively recent term since in previous centuries the patients available to a particular person were often predetermined by the staff and Doctors. There are a variety of factors that can influence a patient's level of satisfaction. Patient satisfaction has been defined as a pleasurable emotional state resulting from the appraisal of Staff and doctor.

Introduction

Many authors have argued that Patient satisfaction is an attitude but points out that researchers should clearly distinguish the objects of cognitive evaluation which are affect (emotion), beliefs and behaviors. This definition suggests that we form attitudes towards our patients by taking into account our feelings, our beliefs, and our behaviors. Some argue that Maslow's hierarchy of needs theory, a motivation theory, laid the foundation for Patient satisfaction theory. This theory explains that people seek to satisfy some specific needs in life.

3.Objective

1. To Measure patient satisfaction in OPD
2. To find out satisfaction in IPD/ Surgery Ward

Methods

Study Design- Descriptive study.
Sampling Methods- Purposive sampling.
Study Area- SHKMG Hospital
Study Population- OPD/IPD patients
Sample Size- $Z^2PQ/e^2=3.84 \times 90 \times 10/5 \times 5=138.24$ ---- 140

Data is collected from SHKM G hospital by purpose sampling and Simple Random Sample techniques. This data provide the information relating to patients satisfaction.

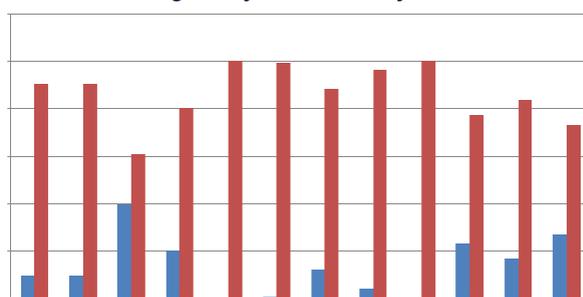
Table-1 Distribution of Patient Satisfaction % level of patients

Satisfaction	Male	Female	TOTAL (N=140)
	No. %	No. %	No. %
	14 (20)	39 (55.7)	53 (37.8)
Yes	40 (57.1)	27 (38.5)	67 (47.9)
No	16 (22.9)	4 (5.08)	20 (14.3)
TOTAL	70 (100)	70 (100)	140 (100)
Chi-square test	p < 0.05; df = 1		

Table-2 Distribution and correlates of Satisfaction

Sl. No.	Patients	Nature/ Behavior	Satisfy No.	Not satisfy No.	p - value
1		Bad (09)	04	05	p < 0.001
		Good (26)	9	17	
		Polite (90)	89	01	
2	Sex	Male (80)	20	60	p > 0.05
		Female (60)	41	19	
5	Religion	Hindu (8)	4	4	P< 0.05
		Muslim (131)	29	102	
		Sikhs (1)	00	01	
6	Caste	OBC (70)	23	47	p < 0.05
		Gen. (50)	16	34	
		SC (20)	7	13	

Bar Chart showing Satisfy and Not Satisfy Status of Patients



Discussion and Result

In this section, The results summarized in (Table1,Table 2) of the Patients Satisfaction. Some patients are satisfy with staff. But some are not satisfy with the doctors.

70 % patients out of 140 showed interest and 10% showed no response. Common Patient Satisfaction is positive.

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