

Original Research Article

ASSESSMENT OF PATIENT SATISFACTION AT TERTIARY CARE HOSPITAL INDORE

Rahul Naroliya¹, V.P. Goswami², Deepa Raghunath³, Sanjay Silawat⁴, Shivam Dixit⁵

¹PG Resident, Department of Community Medicine, MGM Medical College & MY Hospital, Indore, Madhya Pradesh, India.

²Assistant Professor, Department of Community Medicine, MGM Medical College & MY Hospital, Indore, Madhya Pradesh, India.

³Associate Professor, Department of Community Medicine, MGM Medical College & MY Hospital, Indore, Madhya Pradesh, India.

⁴Demonstrator, Department of Community Medicine, MGM Medical College & MY Hospital, Indore, Madhya Pradesh, India.

⁵Assistant Professor (Statistics & Demography), Department of Community Medicine, MGM Medical College & MY Hospital, Indore, Madhya Pradesh, India.

Received : 09/03/2024
Received in revised form : 06/05/2024
Accepted : 23/05/2024

Corresponding Author:

Mr. Shivam Dixit
Assistant Professor (Statistics & Demography), Department of Community Medicine, MGM Medical College & MY Hospital, Indore, Madhya Pradesh, India.
Email: dixit.shivam2007@gmail.com

DOI: 10.5530/ijmedph.2024.2.82

Source of Support: Nil,
Conflict of Interest: None declared

Int J Med Pub Health
2024; 14 (2); 420-423

ABSTRACT

Background: Patients perceptions of the quality of care and services they receive at a healthcare practice offers practitioners and staff the valuable information and data. Which is a valuable tool for building improvement efforts. One method for collecting information about patient experiences is patient satisfactions surveys. Patient satisfaction also serves as a performance measure for quality of health care. **Objectives:** (1) To study level of patient satisfaction at Tertiary Care Hospital. (2) To study the different factors affecting patient satisfaction. (3) To recommend the measures for improvement of services.

Materials & Methods: A cross-sectional study conducted out in Tertiary Care hospital in Indore district M.P. over 3 months. The subjects included 200 OPD patients selected by simple random sampling. Pre designed semi structured questionnaire were administered to the study participants. Data was entered into Microsoft Excel and analyzed by using SPSS Software 25.0. Necessary appropriate statistical tests were applied.

Results: 67% patient were completely satisfied with behavior of consultant however 28.9% were partially satisfied. While with hospital staff only 54.5% patients were satisfied with their behavior. As for as supply of medicine only 58% of patients think that they got all the medicine from hospital. Regarding investigations 77.2 % patients think that investigations recommended by the doctor are available in hospital but only 59.3% patient received their report timely and 68 % patient got relief from the medicine provided by the hospital.

Conclusion: As per the study results majority of patients were satisfied with the hospital services like behavior of consultant, investigations and diagnostic facilities as well as relief from the medicine supplied by but only half of the study subjects were satisfied with medicine availability and staff behavior hence efforts should be made in this area to improve patient satisfaction.

Keywords: Patient satisfaction, Quality of health care, Tertiary Care Hospital.

INTRODUCTION

Patient satisfaction is one of the most important parameters of quality care. The measurement of patient satisfaction is an important tool for research, administration, and planning.^[1] Client satisfaction is a crucial index for determining the quality services and the way in which they are provided by medical staff. Satisfaction with the physicians, staff,

treatment, investigation facilities and availability of medicine were the main determinants of overall satisfaction in patients.^[2] The patient satisfaction is of paramount importance in ensuring better quality on the way to total quality management, because the patient (customer) is the one who decides the quality, who accepts the goods/services, who makes the other to accept it, who decides your market strategies, who gives correct feedback about the

performance of the hospital and makes success the program of total quality management.^[3]

A person's perception of health service quality depends on his or her expectations and priorities. If the perception of care is good, then it eventually enhances future health service utilization, adherence to treatment and desired outcomes. Understanding a patient's perspective is key for delivering a better-quality patient-centred health care service.^[4,5]

Tertiary care institutes in the public sector are the referral centres for specialized services and assessment of patients' satisfaction becomes crucial for improving the quality of health care at this level. Hence this study was planned to assess patient satisfaction at tertiary care hospital Indore and to study different factors affecting patient satisfaction.

MATERIAL AND METHODS

This Cross-sectional study was carried out in Indore the state of Madhya Pradesh by the Department of Community Medicine MGM Medical College & MY Hospital, Indore, M.P. over a period of 3 months. The study participants were patients arriving in OPD at Tertiary Care Hospital (Maharaja Yashwantrao hospital) in Indore district.

Based on the formula $n = Z^2pq / d^2$ taking expected prevalence (p) as 50% and margin of error (d) as 7%, the sample size was calculated to be 195.92 \approx 200 using the simple random sampling method.

After taking informed consent from the patients, interpersonal interview using a pre-designed semi-structured questionnaire was carried out. Data were entered into Microsoft Excel spread sheet and analyzed by using SPSS (Statistical Package for Social Sciences) Software 25.0. Appropriate statistical tests were applied wherever necessary. Results were expressed as percentages and proportions. Chi-square test was applied to test gender difference in perceived quality and satisfaction among study subjects. P value < 0.05 was considered statistically significant.

Ethical Consideration

The study protocol was reviewed and approved by the Institutional Ethics Committee at MGM Medical College, Indore.

RESULTS

The present study was conducted among 200 participants including 118 males and 82 females to assess the quality of services rendered at a tertiary care hospital and utilizing this information for the improvement in the quality of care. In addition, this study also tried to identify factors associated with perception of quality of services and overall satisfaction level of responders.

Table 1 shows out of total 200 subjects covered in the study 191 subjects were below 60 years of age and rests 9 were above 60 years. Among all the study subjects 143 were literate and 57 were illiterate. Marital status suggests that 157 subjects were married and rest 43 were unmarried. Regarding occupation 154 were engaged in any kind of occupation and 46 were non-working (unemployed, students or housewives).

From Table 2 it was observed that 67% patients were completely satisfied with behavior of consultant. While only 54.5% patients were satisfied with the behavior of the other hospital staff. 58% of patients think that they got all the medicine from hospital. 76.9 % patients think that investigations recommended by the doctor are available in hospital. 59.6% patient received their report timely. 67.9 % patient got relief from the medicine provided by the hospital. Reasons behind the lack of satisfaction of the OPD attenders were also investigated and it was found that poor medicine availability was the main reason behind the lack of satisfaction of (47.7%) respondents followed by poor investigation facilities (40.9%), poor doctor behavior (34.1%), time consuming process in hospital (27.3%).

Table 3 shows that current study observed 87.5% of the respondents were satisfied with the services rendered at the hospital whereas remaining 12.5% were not satisfied with the service delivery of the hospital.

From Table 4 it was observed that the overall perception of quality of health services was considered as good by 87.5% of the respondents.

Table 1: Sociodemographic characteristics of study subjects

	Frequency	Percentage
Gender		
Male	118	59%
Female	82	41%
Age		
<20	28	14%
21-30	86	43%
31-40	43	21%
41-50	22	11%
51-60	12	6%
61 year & Above	9	4.5%
Literacy Level		
Illiterate	57	28.5%
Literate	143	71.5%
Marital status		
Married	157	78.5%

Unmarried	43	21.5%
Occupation		
Working	154	77%
Non-working	46	23%

Table 2 Reasons behind satisfaction and dissatisfaction regarding the services rendered in the hospital

Questions	Frequency	Percentage
Reason behind the satisfaction		
Availability of investigations	120	76.9%
Relief from the medicine	106	67.9%
Consultant behaviour	105	67.3%
Less time-consuming process	93	59.6%
Medicine availability	91	58.3%
Good staff behaviour	85	54.5%
Nearer to the residence	46	29.5%
Total	156	
Reason behind the dissatisfaction		
Poor medicine availability	21	47.7%
Poor investigation facilities	18	40.9%
Poor doctor behaviour	15	34.1%
Time consuming process in hospital	12	27.3%
Total	44	

Table 3 Overall satisfaction among study subjects

Gender	Overall satisfaction		Total	p-value
	Present	Absent		
Male	12 (10.2%)	106 (89.8%)	118 (100.0%)	0.699
Female	7 (8.5%)	75 (91.5%)	82 (100.0%)	
Total	175 (87.5%)	25 (12.5%)	200 (100.0%)	

Table 4 Overall perceived quality among study subjects

Gender	Overall perceived quality among study subjects		Total	p-value
	Good	Bad		
Male	109 (92.4%)	9 (7.6%)	118 (100.0%)	0.438
Female	78 (95.1%)	4 (4.9%)	82 (100.0%)	
Total	187 (87.5%)	13 (12.5%)	200 (100.0%)	

DISCUSSION

In the present society, patients have a number of options to choose hospitals for health issues. Thus, hospitals need to be aware of the patients' needs and comforts. Patient satisfaction surveys are thus useful for an understanding of user's needs and their perception of the service received. It is an important indicator in evaluating the quality of the patient care.

Level of satisfaction is an important measurement according to World Health Organization (WHO), as far as patient care is concerned.^[6] In our study 59% were males and 41% females.

A patient satisfaction study conducted by Kumar P et al, in Tertiary Care Hospital in west Bengal India also revealed predominance of male (59.2%) over females (40.8%).^[7] However, similar study done by Iloh et al, in Nigeria showed that the female prevalence was 54.7% and male was 45.3%.^[8] The present study was conducted to evaluate the level of satisfaction of the patients with the various aspects of the health care delivery system in a MGM Medical College Indore & MYH Hospital. In this study overall level of satisfaction with OPD services was high (87.5%). A similar finding was observed by Pawaskar et al where overall satisfaction with OPD services was 88.7% and study done by Bhatt et

al noted a total satisfaction of 74.8%.^[9,10] Contrary findings seen in a study carried out by Kshatri JS et al where 65% patients were unsatisfied with the OPD services.^[11]

In present study the overall perception of quality of health services was considered as good by 87.5% of the respondents. Another study conducted by Goyal p et al demonstrated the overall perception of quality of health services was considered as good by 93.9% of the respondents.^[12] In our study 67% patient were completely satisfied with behavior of consultant While only 54.5% patients were satisfied with the behavior of the hospital staff. Study done by Singh et al observed 71.6% patients were satisfied with behavior of doctors, Sharma RK et al also noted patients were satisfied with the time given for discussion with consultant doctors and doctors explanation about the treatment as well as procedure that would be done. In a Similarly study conducted by Kumar et al 76.7% of patients are satisfied with the time given for discussion with consulting doctors, 87.3% of patients were satisfied with doctors explanation about the treatment and procedures that would be done, 93.3% patients are satisfied while interacting with doctors for clearing their doubts and 96.7% of patients has full confidence and trust upon the consultant and response of participants regarding staff behavior

only 8% of patients were satisfied by the behavior of the staff ,while explaining regarding test and treatment however 88.7% of patients were satisfied to some extent and 3.3% of patients were not at all satisfied.^[13,14,15] Study done by Sharma et al noted 78% respondent were satisfied with behavior of consultant it was observed that most of respondents were satisfied with examination by doctors ,doctors explanation about treatment following doctor advice doctor tried to know everything about patients and doctor really knew what patient was thinking about.^[16] Our study revealed 76.9 % patients think that investigations recommended by the doctor are available in hospital while 58.3% patients were satisfied with medicine availability and 47.7% are dissatisfied with medicine availability. In another study carried out by Abaalkhayl et al observed 51.7% were found satisfied with availability of prescribed medicine and 16% were not, Kaur et al noted availability of diagnostic facilities and availability of medicine were rated good by majority of the participants.^[17,18]

CONCLUSION

Patients attending hospital are messenger of spreading good image of the hospital and therefore patients' satisfaction is equally important for hospital management to improve the health care quality. In the present study majority of the patients were satisfied with the hospital services like behavior of consultant, investigation and diagnostic facilities, treatment but only half of the study subjects were satisfied with the staff behavior and medicine availability. The findings of the study will help us to educate the staff about improving their behavior which will go a long way to develop a consistent relationship between the providers and the beneficiaries.

Recommendation: The study finding suggests that following measures should be taken by Hospital to increase the patient satisfaction.

- Effort should be made to adequate & sufficient availability of medicine.
- There is need to improve Staff behavior and especially their way of dealing & counselling of patients.
- Doctors should make all possible efforts to explain the dosing pattern and schedule of medicines. Also, explanation for investigations should be given to the patients and checking their understanding.
- The hospital administration should make continuous efforts to improve certain areas in the service based on satisfaction level.

Limitations: Those who denied consent & those who were not present on the day of study.

Conflict of Interest: None

Funding Required: Non

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