



**PERCEPTIONS OF SATISFACTION SERVICES OF PATIENTS AT MEDICAL OPD
SERVICES AT AYAAN INSTITUTE OF MEDICAL SCIENCES, HYDERABAD**

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ABSTRACT

Background: In spite of progress of information and technology, establishment of many medical and para medical institutes are coming up during these days throughout the globe. On the other hand population is increasing tremendously. Still there is a need of demand and supply of population versus service parameters in terms of satisfaction of patients at medical out patients and in patients departments is lacking in many places, especially in developing countries. **Objectives:** To find the perception of satisfaction services at Medical outpatient services of Ayaan Institute of Medical sciences. 2. To determine the demographic and other associated factors with Satisfaction services. **Methodology:** A cross sectional institutional based study conducted at outpatient Medical department during the period from May to July 2019. Sample size was estimated based on the prevalence of satisfaction of services at tertiary care centre was 80% in previous study, required sample was 119. Necessary statistical tests like simple proportions and chi square tests were applied for categorical variables. **Results:** In the present study, majority of the patients between 41-60 years. Regarding infrastructure facilities in the hospital, 95% of patients given response as average and above. Near to 85% of the patients given response as overall satisfaction of services as average and above. Approximately 90% and 91% of the patients given good satisfaction as average and above in the domains of diagnosis and treatment aspects of doctors respectively. **Conclusions:** Based on the study results, little less satisfaction observed by the patients at lab and housekeeping services. Good satisfaction noticed by the patients at infrastructure facilities and doctor treatment and advise to the patients.

KEYWORDS: Age, sex, occupation, reception services, pharmacy services, infrastructure facilities, treatment services.

INTRODUCTION

Outpatient department (OPD) is the first point of contact of the hospital with patients and serves as first window to any healthcare service provided to the community. The care in the OPD is believed to indicate the quality of services of a hospital.^[1,2] It reflects the functioning of the hospital as OPD is visited by large section of community. OPD staff should be polite, cheerful, and cooperative.^[3] Thus, in recent times, health care quality has become a global issue. Recently this year World Health Organization theme also focused on "Universal Health Coverage: everyone, everywhere".

Patient's feedback is necessary to identify problems that need to be resolved in impending the health service. Even if they still do not use this information systematically to improve care delivery and services, this type of feedback triggers a real interest that can lead to a change in their culture and their perception of patients.^[4]

Its primary concern is for the improvement of the present health condition of the people and the ethical concept of promoting life itself due to which, significant efforts and concerns are always given for the quality of healthcare services. With this idea, society constantly monitors and evaluates the quality of healthcare services being rendered by institutions regarding its promoting, implementation and improvement.^[5] However, level of satisfaction is difficult to measure, as it is very subjective and there is always possibility that different level may be regarded as the same level. Thus, some tools and techniques need to be standardized and then employed among the patient to know the quality of services provided.^[6]

The World Health Organization (WHO) has similarly created a performance system based on five composite measures in which health system 'responsiveness' (patient satisfaction) and its distribution in the population are key components. However, the measures are based

on surveying public health experts on the assumption that the performance of a health system is too complex for the general public to understand. In this regard, Blendon et al. (2001) show that the WHO ratings differ substantially for 17 industrialized countries when compared with the perceptions of their citizens.^[7] Typically majority of the out patients and generally 50% of the problems can be solved in medical outpatient departments and also people can visit this centre right from headache to any other major problems initially acts like a front door of the any hospital.

In view of the above problems with population needs and its service demands from the public as well as private health care organizations, we made an attempt to identify the level of satisfaction of patients at medical OPD services like infrastructure facilities, doctor services, lab services, pharmacy services, housekeeping services and it indirectly further improve the delivery services in the future at our hospital settings.

OBJECTIVES

1. To find the demographic factors among the study population
2. To find the satisfaction services of different domains among the study population.

METHODOLOGY

Study Design: Institutional based cross sectional study

Target population: Patients who are visiting to the outpatient medical department.

Study period: 3 months from May 2019 to July 2019.

Study participants: all the patients whose age above 20 years of age group people.

Sample size: 119 individuals based on previous prevalence study (80% satisfaction), relative precision 0.09 and 95% confidence interval.

Sampling method: systematic sampling method, every alternative patient visiting to the medical OPD. Perceptions of satisfaction of patients in some domains were classified into three categories as disagree, average and agree by 3 pointlikert scale.

Ethical Considerations: After obtaining institutional ethical committee, execution of the study will be started. confidentiality of patient information will be maintained at all levels. There is no major ethical issues involved in this study.

Statistical analysis: Simple proportions, Fisher exact test (any cell <5) and chi square tests will be used for the categorical analysis.

RESULTS

Table 1: Socio demographic characteristics among the study population.

| Variables | Number of the Patients | Percentage |
|-------------------------|------------------------|------------|
| Age | | |
| 20-40 yrs | 40 | 33.6 |
| 41-60 yrs | 70 | 58.8 |
| > 60 yrs | 9 | 7.6 |
| Total | 119 | 100 |
| Sex | | |
| Male | 52 | 43.6 |
| Females | 67 | 56.4 |
| Total | 119 | 100 |
| Occupation | | |
| Employed | 46 | 38.6 |
| Unemployed | 73 | 61.4 |
| Total | 119 | 100 |
| Education status | | |
| Illiterate | 33 | 27.8 |
| Literate | 86 | 72.2 |
| Total | 119 | 100 |

Table 1 shown that in the study population, majority of the patients between 41-60 years and it accounts 58.8%, 60 years and above patients were about 7.6%. About 43.6% were males and 56.4% were females reported in the study. In the present study about 38.6% were from employed people and 27.8% were from illiterate people. Approximately 28% were from illiterate group.

Table: 2 Patients perceptions of satisfaction services of different parameters at Medical OPD station.

| Different parameters | Disagree | Average | Agree |
|--|------------|------------|------------|
| Reception services (n-116) | 11 (9.4%) | 55 (47.4%) | 50 (43.2%) |
| Lab Services (n-115) | 20 (17.4%) | 49 (42.6%) | 46 (40.0%) |
| Pharmacy Services (n-117) | 18 (15.4%) | 44 (37.6%) | 55 (47.0%) |
| Infrastructure facilities (n-119) | 6 (5.0%) | 50 (42.0%) | 63(53.0%) |
| Housekeeping Services (n-117) | 25 (21.4%) | 45 (38.5%) | 47 (40.1%) |
| Satisfaction on cost of the care (n-116) | 15 (13.0%) | 41 (35.3%) | 60 (51.7%) |
| Overall satisfaction (n-116) | 18 (15.5%) | 40 (34.5%) | 58 (50%) |

Table 2 depicts that in the study population, regarding reception services, about only 9.4% of the patients disagreed, approximately 82.6% were given and average and above satisfaction on lab services. Similarly, regarding infrastructure facilities in the hospital 95% of patients given response as average and above. Near to

85% of the patients given response as overall satisfaction of services as average and above satisfaction in the hospital.

Table 3: Perceptions of patients satisfaction on Doctor services.

| Doctor services | Disagree | Average | Agree |
|--|------------|------------|------------|
| Welcoming, history & sympathetic ear (n-118) | 9 (7.6%) | 50 (42.4%) | 59 (50%) |
| Diagnosis (n-118) | 12 (10.2%) | 45 (38.1%) | 61 (51.7%) |
| Treatment (n-118) | 11 (9.3%) | 42 (35.6%) | 65 (55.1%) |
| Advise (n-118) | 15 (12.7%) | 46 (38.9%) | 57 (48.4%) |

Table 3 revealed that out of 119 patients, about only 7.6% of the patients revealed as disagree satisfaction in the areas of welcoming and history listening of doctors. Approximately 90% and 91% of the patients given good satisfaction as average and above in the domains of diagnosis and treatment aspects of doctors respectively.

Table 4: Sex in relation to Housekeeping services in study population (n-117).

| Sex | Disagree | Agree | Total |
|--------|------------|------------|------------|
| Male | 15 (30%) | 35 (70%) | 50 (100%) |
| Female | 10 (14.9%) | 57 (85.1%) | 67 (100%) |
| Total | 25 (21.3%) | 92 (78.7%) | 117 (100%) |

χ^2 - 3.87, 1df, P- 0.04.

Table 4 revealed that in the study population, approximately 30% of the males disagreed about the house keeping services and 70% agreed. Similarly among the females, about 14.9% patients were disagreed and near to 85% were agreed about satisfaction of housekeeping services.

Table 5: Sex in relation to Doctor services of treatment (n-118).

| Sex | Disagree | Agree | Total |
|--------|-----------|-------------|------------|
| Male | 8 (15.7%) | 43 (84.3%) | 51 (100%) |
| Female | 3 (4.5%) | 64 (95.5%) | 67 (100%) |
| Total | 11 (9.3%) | 107 (90.7%) | 118 (100%) |

χ^2 - 4.30, 1df, P- 0.03.

Table 5 stated that in the present study population, approximately 15.7% of the male patients disagreed about the doctor services of treatment and 84.3% were agreed. Similarly among the females, about 4.5% of patients were disagreed and near to 95% were agreed about satisfaction of doctor treatment services.

DISCUSSION

A institutional based cross sectional study was conducted during the period from May to July 2019 among 119 patients to determine the perceptions of patient satisfaction at medical outpatient services which is major OPD services at any hospital. In the present study out of 119 patients, about 56.4% were females. Another study conducted in Jabalpur revealed a greater proportion of respondents (66%) were male, and the mean age was 39 years. Narinder K Saini *et al.*^[8,9] also found that 72.3% of the responders were male, and the mean age of the responders was 35.90 years in a tertiary care hospital.

In the current study, Approximately 90% and 91% of the patients given good satisfaction as average and above in

the domains of diagnosis and treatment aspects of doctors respectively. About only 7.6% of the patients revealed as disagree satisfaction in the areas of welcoming and history listening of doctors. Similar study findings were observed with studies conducted in Mangalore private hospital, India stated conducted by Prahlad Rai Sodani *et al.*^[10] found that the majority of the respondents (above 85%) observed doctor's behaviour as good, and they also felt that the doctor has given adequate time to see the patients.

Regarding satisfaction about doctors, Prasanna KS *et al.*^[11] also recorded 81% of the respondents saying that the communication by the doctor was good. Several studies conducted in India, Of them some authors namely, Kumari *et al.*^[13,14] in Lucknow, 81.6% and Qureshi *et al* in Kashmir 72% whereas it is lower than as 88% reported by Bhattacharya *et al*, SK Jawhar *et al* in India (90-95%) Ofili and colleagues 83% in Benin city.^[14-16]

Near to 30% of the males disagreed about the house keeping services and 70% were agreed. Similarly among the females, about 14.9% patients were disagreed and near to 85% were agreed about satisfaction of housekeeping services. Other studies conducted in different places about patient satisfaction versus housekeeping department personnel, relatively less satisfaction was noticed with the patients and housekeeping persons services and it could be due to many factors like their literacy, their daily wages and their attitude towards patient care.

CONCLUSIONS

Based on the study results, perceptions of patients satisfaction on infrastructure facilities of the hospital and patients satisfied on the domains of welcoming by the doctor, diagnosis and treatment of the doctors. Overall satisfaction in all other domains are 82%. Little less satisfaction was noticed among the house keeping department persons.

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