



PATIENT'S SATISFACTION LEVEL AMONG THE PATIENTS IN THE IN-PATIENT DEPARTMENTS OF THE SELECTED HOSPITAL OF PUNE CITY

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ABSTRACT

Background & Objective: Hospital an organisation that is construct, staffed, and equipped for the diagnosis and treatment of disease of the ill and the injured; and for their stayed during this process. Patient satisfaction is an essential and commonly used measure for evaluating the standard in health care. Our aim is to assess the patient satisfaction level in the inpatient department. **Methods:** Quantitative research, Non-experimental exploratory research design was adopted involving 50 patients who were admitted in the various wards. After obtaining informed consent from the patient a self-structured questionnaire was given by using the Non-probability convenience sampling technique. **Results:** The result shows that 24(48%) of the patient have satisfied regarding the facility provided by the hospital. 23(46%) of the patient have neither agree nor disagree, 2(4%) of the patient have very satisfied, 1(2%) of the patient have dissatisfied regarding the facility provided by the hospital. **Conclusion:** The majority of the patients are satisfied with the care provided by the hospital.

KEYWORDS: Patient satisfaction level, in-patient, patient.

INTRODUCTION OR BACKGROUND

Hospitals have developed gradually from being a unique infirmary to a place with five star facilities. The patients and the relatives coming to the hospital believe a standard treatment and also other facilities to make them safe in the hospital.^[1] Enhancing patient care has become a preference for all health care giver with the overall aim of fulfilling a high level of patient satisfaction. The standard of patient care is decided by the standard of framework, standard of practice, proficiency of personnel and effectiveness of operational systems. The basic necessity is the promotion of a system that is 'patient orientated'.^[2] Patient satisfaction is an essential and commonly used measure for evaluating the standard in health care. Patient satisfaction influence clinical results, patient confinement, and medical malpractice state. It control the timely, structured, and patient-centred delivery of standard health care.^[3] Patient-focused care takes the best points from each of these models and divided into broad areas of intervention: communication with patients, partnerships, health promotion, and physical care (medications and treatments). Patient-focused care, therefore, requires an appreciation of a variety of issues: patients' expectations, beliefs, and concerns regarding their disease and an understanding of

their personal circumstances; the motivation to provide information regarding diagnosis, pathology, treatments, and prognosis; the ability to find a common ground on what the problem is and agreeing on management; and the knowledge to utilize the best medical evidence to inform treatment decisions.^[4]

MATERIAL AND METHODS

Quantitative research, Non-experimental exploratory research design was adopted involving 50 patients who were admitted in the various wards. After obtaining informed consent from the patient a self-structured questionnaire was given by using the Non-probability convenience sampling technique.

RESULTS

Section-I: It deals with the demographic data of the samples.

TABLE No: 1.

n=50

Sr.No.	Characteristics	Frequency	Percentage
1.	Age:		
	20-30 years	12	24%
	31-40 years	17	34%
	41-50 years	9	18%
	Above 50 years	12	24%

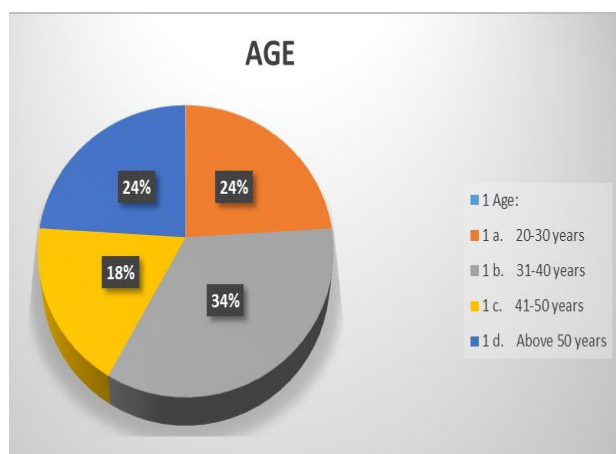


Fig.1.1: Figure shows that out of 50 patients, 17 (24%) were found to be highest frequency under 20-30 years and above 50 years of age.

TABLE No: 2.

n= 50

Sr.No.	Characteristics	Frequency	Percentage
2.	Gender:		
	Male	28	56%
	Female	22	44%
	Others	0	0%

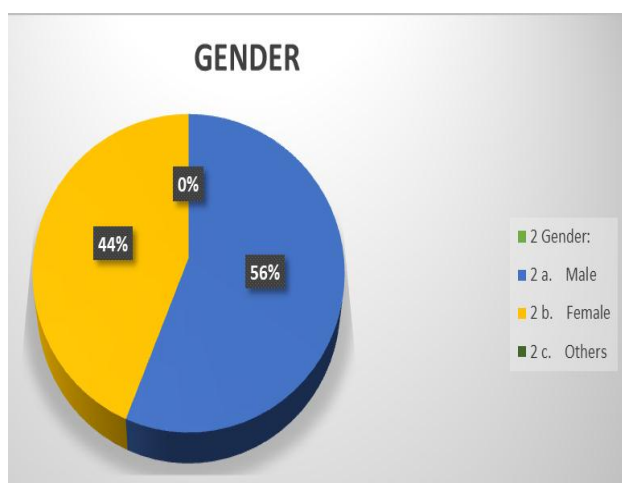


Fig.1.2: Figure shows that out of 50 patients, 28(56%) were found to be highest frequency of male under the gender category.

TABLE No: 3.

n=50

Sr.No.	Characteristics	Frequency	Percentage
3.	Qualification:		
	Illiterate	5	10%
	Primary Education	10	20%
	Secondary Education	16	32%
	Graduate	11	22%
	Post Graduate	8	16%

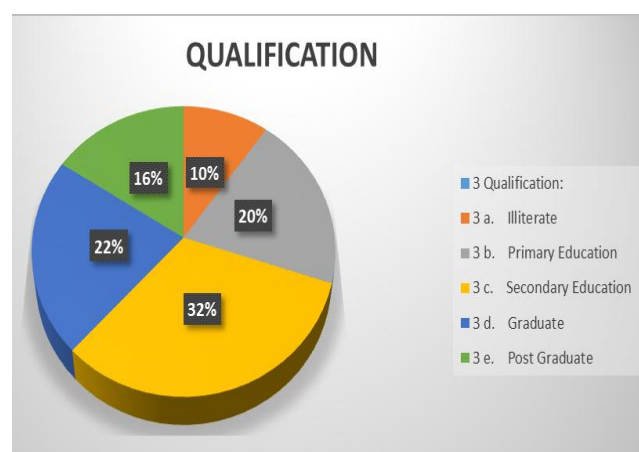


Fig.1.3: Figure shows that out of 50 patients, 16(32%) were found to be the highest frequency under secondary education of qualification.

TABLE No: 4.

n=50

Sr.No.	Characteristics	Frequency	Percentage
4.	Occupation:		
	Unemployed	20	40%
	Employed	11	22%
	Self-employed	19	38%

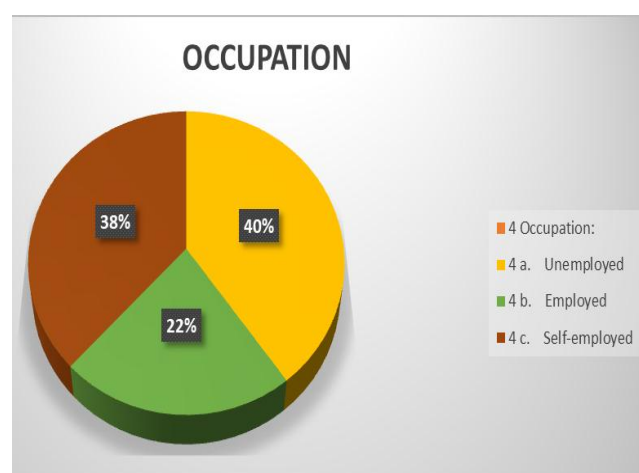


Fig.1.4: Figure shows that out of 50 patients, 20 (40%) were found to be the highest frequency under unemployed of occupation.

SECTION-II: It deals with the analysis of data related to patient's satisfaction level.

TABLE No: 5.

n=50

Sr.No.	Scoring	Frequency	Percentage	Mean	S.D
1.	Very Dissatisfied (0-10)	0	0%	45.4	8.1
2.	Dissatisfied (11-20)	1	2%		
3.	Neither agree nor disagree (21-30)	23	46%		
4.	Satisfied (31-40)	24	48%		
5.	Very satisfied (41-50)	2	4%		

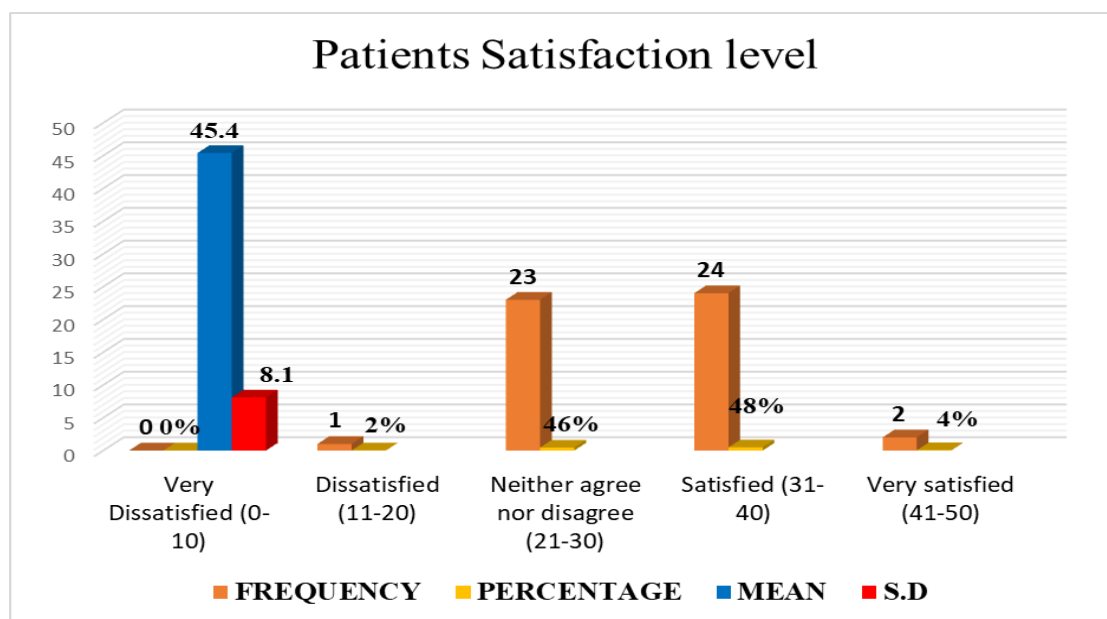


Fig. 2: Figure shows that.

- 24(48%) of the patient have satisfied regarding the facility provided by the hospital.
- 23(46%) of the patient have neither agree nor disagree regarding the facility provided by the hospital.
- 2(4%) of the patient have very satisfied regarding the facility provided by the hospital.
- 1(2%) of the patient have dissatisfied regarding the facility provided by the hospital.
- The mean score is 45.4 and standard deviation is 8.1.

CONCLUSION

As evidence by this project, several factors influence the patient's satisfactory level. After the detailed analysis this project leads to the following conclusion that the majority of the patients are satisfied with the care provided by the hospital.

CONFLICT OF INTEREST – Nil

SOURCE OF FUNDING – Self

CODE OF CONDUCT – No ethical issue was there in the study

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