



PATIENT'S SATISFACTION ABOUT SERVICES IN TERTIARY CARE CENTER, JAIPUR, RAJASTHAN

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ABSTRACT

Background: Patient's satisfaction is very important factor for health care providers. Their aim is to provide the best quality of health care service to the patient. The purpose of health care services is to improve the health status of the population. **Methods:** Hospital based cross-sectional observational study carried out among patients attending tertiary care center Jaipur, Rajasthan, during the period from 01/01/2022 to 31/03/22. **Result:** Most affected participants are Hindu and low socioeconomic status. Most of participants replied average and good condition of clinic. **Conclusions:** Most of respondents showed overall satisfaction was average & above based on their experience related to skill and medical expertise of health care providers whereas it was poor for environmental factors and amenities at hospital.

KEYWORDS : Patient satisfaction, Quality, Services, Improvement.

INTRODUCTION:

Patient's satisfaction is factor of importance for health care providers. Their aim is to provide the best quality of health care service to the patient. It is now a worldwide trend in the healthcare system to include subjective user satisfaction into the evaluation of quality of health care service provided. Satisfaction can be defined as the amplitude of an individual's experience compared with his expectations.¹ In health care services patient satisfaction denotes the extent to which general health care needs of the clients 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. Patient satisfaction is as important as other clinical health measures and is a primary means of measuring the effectiveness of health care delivery system.

The purpose of health care services is to improve the health status of the population. Health services should be comprehensive, accessible and acceptable, provide scope for community participation and available at a cost the community and country can afford.³ Quality of services of hospital is very crucial for survival of a person who suffers from animal bite. These services also reflect the functioning of the hospital as OPD is visited by large section of community. Health care providers should be polite, cheerful, cooperative & efficient. The health care industry is undergoing a rapid transformation to meet the increasing needs and demands of its patient.^{4,5} patient's satisfaction and quality health services are essential for preventing the disease.⁶ Unfortunately, In India measurement of patient satisfaction toward public health care services is still very much at infancy level. It is a performance indicator to know the quality of health care services.⁷

OBJECTIVES:

To assess the patient's satisfaction who are attending the Tertiary care center.

MATERIALS AND METHODS:

It was the hospital based cross-sectional observational study carried out among 160 patients who had visited Tertiary care center during the period from 01/01/2022 to 31/03/2022. New patients whose age was more than 18 years were interviewed after taking informed consent with the help of predesigned and pretested questionnaire of three point graded scale good,

average and bad. The patients were told that the purpose of the study was to assess the patient satisfaction of provided services for further improvement in services. Patient participation was voluntary. They were assured that anonymity and confidentiality will be maintained and participating in this study would have no effect on their treatment. Statistical analysis was done by using MS Excel software.

Inclusion criteria:

New patients whose age was more than 18 years and receiving treatment at Tertiary care center,

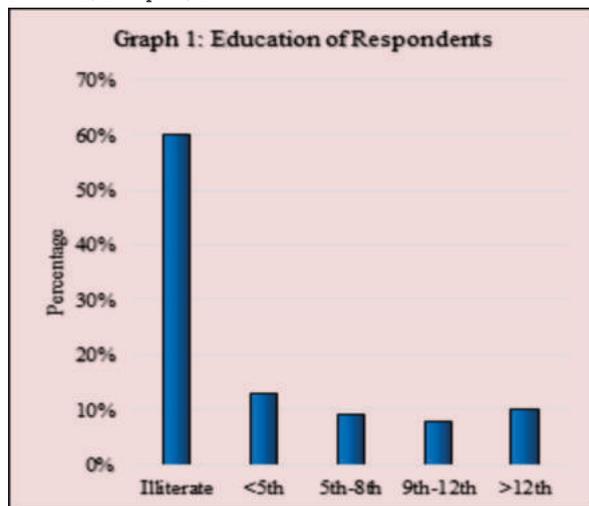
Exclusion criteria:

Patients not willing to participate and follow up patients were excluded from the study.

RESULTS:

All respondents were interviewed for various factors like environmental factors, amenities, skill of health care workers and medical expertise to know the respondent's satisfaction.

Among 160 respondents, mostly respondents were of >25 years age (66%), Hindu (96%), respondents OBC Category (24%), illiterate (60%), lower socio economically class (34%) [Table 1], [Graph 1,2].



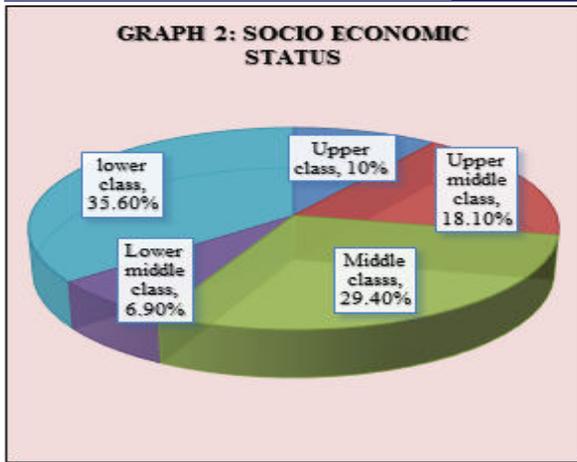


Table 1: Socio demographic distribution of respondents attending Tertiary clinic center

Socio demographic profile		N	%
Age	<25	58	34%
	>25	102	66%
Religion	Hindu	152	96%
	Muslim	8	4%
Category	General	31	19%
	OBC	38	24%
	ST	3	2%
	SC	43	27%
	Others	45	28%
	Education	Illiterate	80
Education	<5th	18	13%
	5th-8th	12	9%
	9th-12th	10	8%
	>12th	14	10%
Earning status	yes	28	17%
	no	132	83%
Socio Economic Status	Upper class	16	10%
	Upper middle class	29	18.10%
	Middle classes	47	29.40%
	Lower middle class	11	6.90%
	Lower class	57	35.60%

48.13% respondents experienced bad about condition of building, 32.5% experienced good about cleanliness, 50% experienced average ease of moving around, 53.75% respondents felt examination room comfortable [Table 2, Graph 3].

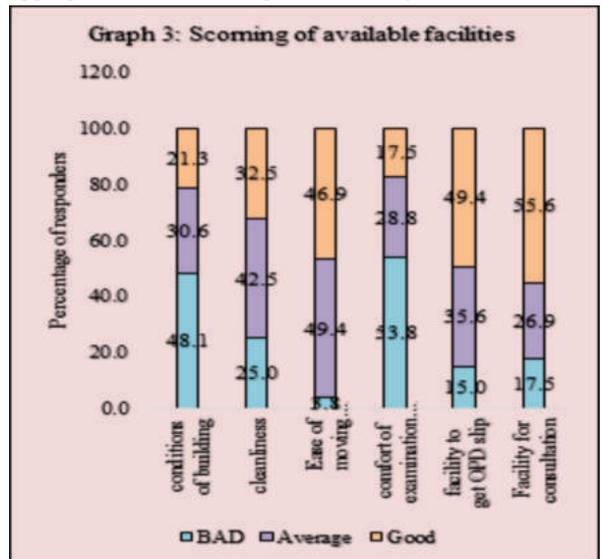
Table 2: Scoring of available facilities

	BAD		Average		Good	
	n	%	n	%	n	%
Conditions of building	77	48.125	49	30.625	34	21.25
Cleanliness	40	25	68	42.5	52	32.5
Ease of moving around	6	3.75	79	49.375	75	46.875
Comfort of examination room	86	53.75	46	28.75	28	17.5
Facility to get OPD slip	24	15	57	35.625	79	49.375
Facility for consultation	28	17.5	43	26.875	89	55.625

DISCUSSION:

Patient satisfaction is an important tool to measure the quality of care provided to the patient. In this study, patient satisfaction was assessed in relation to services of immunization and treatment with respect to environmental

factors, amenities, skill and medical expertise on 3 point graded scale good, average and bad. A study done by Kasunee C Kalubowila et al⁸ among 422 out-patients at Base Hospital Panadura Sri Lanka only 38 (14.67%) patients were less satisfied with location and study done by Jadhav S.B. et al⁹ had reported 31.4% participants reported inconvenience in finding concerned department. Study done by Joshi S et al¹² among 200 patients attending the OPD in Jaiprakash Hospital in Bhopal, India revealed that of the 78% patients were satisfied with the availability of good seating facilities whereas study done by Jadhav S.B. et al⁹ reported that 70.57% were found that seating arrangement in OPD was not good. Study done by Mandokhail A. K. et al¹³ at the OPD in Banphaeo Community Hospital in Samut Sakhon Province, Thailand summarized satisfaction of patients on the registration services provided in the OPD. In another study done by Joshi S et al¹² at the OPD in Jaiprakash Hospital in Bhopal, India revealed that 80% of patients were satisfied with the services delivered at the reception area and study done by Arvind Sharma et al² in outpatient department of tertiary care hospital, Jabalpur, Madhya Pradesh, India 92% of respondents were satisfied with time require to get OPD slip. Similar findings were observed in present study majority (74.82%) of the respondents felt that time taken to get OPD slip average & above. So necessary action should be taken to reduce the time spent by patients in waiting areas for consultation so patient satisfaction could improve. It may be improved by separate queues for old, new patients because new patients need more time for history and examination and appropriate distribution of patients among doctors.



CONCLUSION:

Assessing satisfaction of patients is a simple and cost effective way for assessment of hospital services. The present study was carried out for measuring satisfaction of patients of immunization and treatment. Most of respondents showed overall satisfaction was average & above based on their experience related to skill and medical expertise of health care providers.

Recommendation:

services are an important part of health care services in hospital and there should be good quality services. Location and condition of building should be improved by constructing a new building following appropriate guideline. Kayakalp yojna should be implemented to improve cleanliness and raise patient's satisfaction. Waiting time for consultation is more than adequate and should be reduced by developing an app based online appointment system and increasing the OPD hours from the present 6 hours to 10 hours. Hospital should develop patient feedback system which is vital for good quality of services and will served as an important tool for improving the health services.

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