



Original Research Paper

Study of Satisfaction Level of Admitted Patients of Medicine Wards in Tertiary Care Teaching Hospital in Central India

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Abstract

The measurement of patient satisfaction is important tool of Hospital Market Research. Therefore this study was conducted with an objective to study satisfaction levels of admitted patients, regarding behavior, work culture, professional conduct of hospital staff (both clinical and non clinical) in tertiary care hospital.

This is an ongoing activity in this hospital. This hospital based, cross sectional study was carried out amongst indoor patients of 780 bedded teaching, tertiary care hospital.

This data based study was conducted with brief, easy to understand questionnaire in language of local population of central India.

Admitted patients (N=384) discharged during study period 2016 to 2017 were interviewed (face to face) at time of discharge and were requested to fill their answer to 20 questions, in questionnaire, in language which they understand namely Hindi or Marathi. Data of satisfaction level was analyzed using Epi- info statistical software version – 6 : 86.3% patients were satisfied with behavior and work of non clinical staff and 95.4 % Patients were satisfied with behavior and work of clinical staff (Doctors, Nurses and para medical staff)- Dissatisfaction level was found to be more with cleanliness of toilets and bathroom (25.34% of patients) and quality of free food (22.7 % of patients studied). Patients were more satisfied with behavior and work of clinical staff as compared to work of non-clinical staff and this difference was statistically significant (P value <0.001).

Keywords: *Patient Satisfaction, behavior, food, cleanliness.*

Introduction

The service providers have been paying attention to customer satisfaction since Ages. Hospital cannot ignore inputs from its customers i.e. patients.

The patient's perspective is becoming more and more important to improve health care in hospital.^[2,9] Measuring patient satisfaction is an important component in assessing quality health care service (young 2000 et al).

It is obvious now that patient satisfaction survey help us to find ways of improving our existing practices.³ It also provokes a thought about organizational culture of caring for its customers i.e. patients and looking for steps to improve quality of health care provided.^[4,5,9]

Patient's satisfaction is based on clinical and non clinical factors like medical care, nursing care, staff behavior, diagnostic facility and its promptness, housekeeping and ambience. Patients demand higher quality of health care standards and comfort provided in hospital due to their improved education and improved paying capacity.

Patients are under distress whenever they get admitted in Hospital and therefore expect quick relief/ cure from disease. Patient satisfaction also depends upon their lifestyle, past experiences and future expectations.¹ If patient gets expected health care from hospital, he / she will be more satisfied.

As compared to large population of India, the data available on this subject is relatively less.⁹

Therefore this study was aimed to evaluate patient satisfaction regarding health care provided to them during their stay in hospital as admitted patient.

Aims and Objectives

To study satisfaction levels of admitted patients of medicine wards of Lata Mangeshkar Hospital, Hingna Road, Nagpur regarding behavior and work of doctors, nurses, paramedical staff and other non-clinical class III & IV employees working in hospital.

Inclusion Criteria

All willing admitted patients in five medicine wards of this hospital, who remained admitted in wards for two or more days.

Exclusion Criteria

- i. Admitted patients in casualty
- ii. IPD stay of less than 2 days
- iii. Patients who are not oriented to time, place and person and not stable enough to

understand various queries in questionnaire

- iv. Patients who have any associated psychiatric disease.

Material & Methods

This hospital based, cross sectional study was carried out in medicine wards of Lata Mangeshkar Hospital, Hingna Road, Nagpur. Five medicine wards of this have capacity to accommodate 150 beds (30 beds in each ward in this hospital) & this hospital is affiliated to NKP Salve Institute of Medical Sciences, Hingna Road, Nagpur. This study was carried out between 2016 to 2017. Total 384 patients gave willingness to participate in study and therefore were included in study: Permission of Ethical committee of NKP Salve Institute of Medical Sciences was obtained before starting study.

The written consent of each patient was obtained before inclusion in study.

At the time of discharge patients were requested to write their answer to 10 Non clinical parameters and ten clinical parameters, in feedback forms in language of their choice. The feedback form was prepared in Hindi, Marathi and English. The ten Non clinical parameters and ten clinical parameters in feedback forms were based on various parameters discussed by Yadav: P & Mangwana S. et al. (2014). and Prasanta Mahapatra et al. (1999).¹⁰

These parameters were prepared in easily understandable language for patients in Marathi, Hindi and English in a hospital setting, so that even relatively less educated patients can understand parameters.

The printed feedback proforma with ten non clinical & ten clinical parameters were given to patient during face to face interview at time of discharge. Each feedback form had the questionnaire covering 20 parameters related to hospital experience namely medical care, nursing care services, behavior of staff, and diagnostic services & promptness of reporting, quantity & quality of free food provided to admitted patients,

housekeeping, security, admission and discharge and billing procedure. Patients were requested to judge these parameters in a four points scale viz, Excellent (A1), Good (A), Bad (C) and worst (D). Grading of satisfaction level in these four points scale helped patients to quickly make their mind and put their remark [tick] against these 20 parameters.

Participating patients were those admitted patients, who were fully conscious and oriented and stable enough to understand feedback form.

The data was analysed by using Epi-Info statistical software version six by calculations proportion.

Results

In non clinical parameters, overall 331 patients out of 384 were satisfied with behavior and performance of Non clinical Class III & Class IV staff (86.3%). Comparatively more patients, 357 out of 384 (93%) were satisfied with “May I Help You Counter”.

Satisfaction level of Admission process indicated that during routine working hours (8 am to 6pm), 341 out of 384 , Patients (88.72%) were satisfied with the performance of staff deputed for admitting patients. Level of satisfaction was almost same when satisfaction levels were compared between procedure for emergency admission between 6 pm to 8 am next day, as compared to admission process during routine (8 am to 6 pm).

Standard of environmental sanitation and cleanliness of hospital maintained by class IV employees and supervised by Class III employees of Hospital, gave satisfaction to 287 out of 384 patients (74.66%) and their behavior gave satisfaction to 324 out of 384 patients (84.49%).

Rating given in feed back forms showed that 279 out of 384 patients (77.29) were satisfied with quantity & quality of free food provided by Hospital. 355 patients out of 384 patients (92.48%) were satisfied with security services provided to them by hospital to admitted patients.

Billing procedure satisfied 328 patients out of 384 patients studied (85.52%). The quality of services provided by medico social workers during hospitalization satisfied 364 patients out of 384 patients studied (94.71%).

In clinical parameters, overall satisfaction level given by patients to behavior and work of clinical staff (Doctors, Nurses& Paramedical staff) was 96.22%, which indicates that 366 patients out of 384 patients studied, were satisfied with performance of clinical staff.

Behavior of Doctors during understanding and listening to problems & symptoms of patients, satisfied 369 patients out of 384 patients (96.29%). Availability of doctors during emergency hours satisfied 362 patients out of 384 (94.18%): Performance of doctors during routine rounds during working hours satisfied 382 patients out of 384 patients. (99.57%).

Information given about diagnosis by doctors and treatment given by them satisfied 370 patients out of total 384 patients (96.41%). Favourable feedback was given by patients about treatment decisions taken by treating doctors in 370 patients out of 384 patients (96.41%). 364 patients out of 384 patients (95.08%) indicated that investigations advised by treating doctors were carried out in time & reports were given in time.

Care given by Nurses & their behavior satisfied 364 patients out of 384 patients (94.8%).

Advise given by doctors and nurses about treatment and follow up after discharge, satisfied 366 patients out of 384 patients (97.21%).

Behaviour and work of staff working in clinical field resulted in satisfaction of 95.44% patients as compared to behavior and work of class III/IV staff working in Non clinical field, which satisfied 86.3% patients. It was found to be statistically significant (CH19 square = 19.01 & P value , 0.01 and or = 3.25).

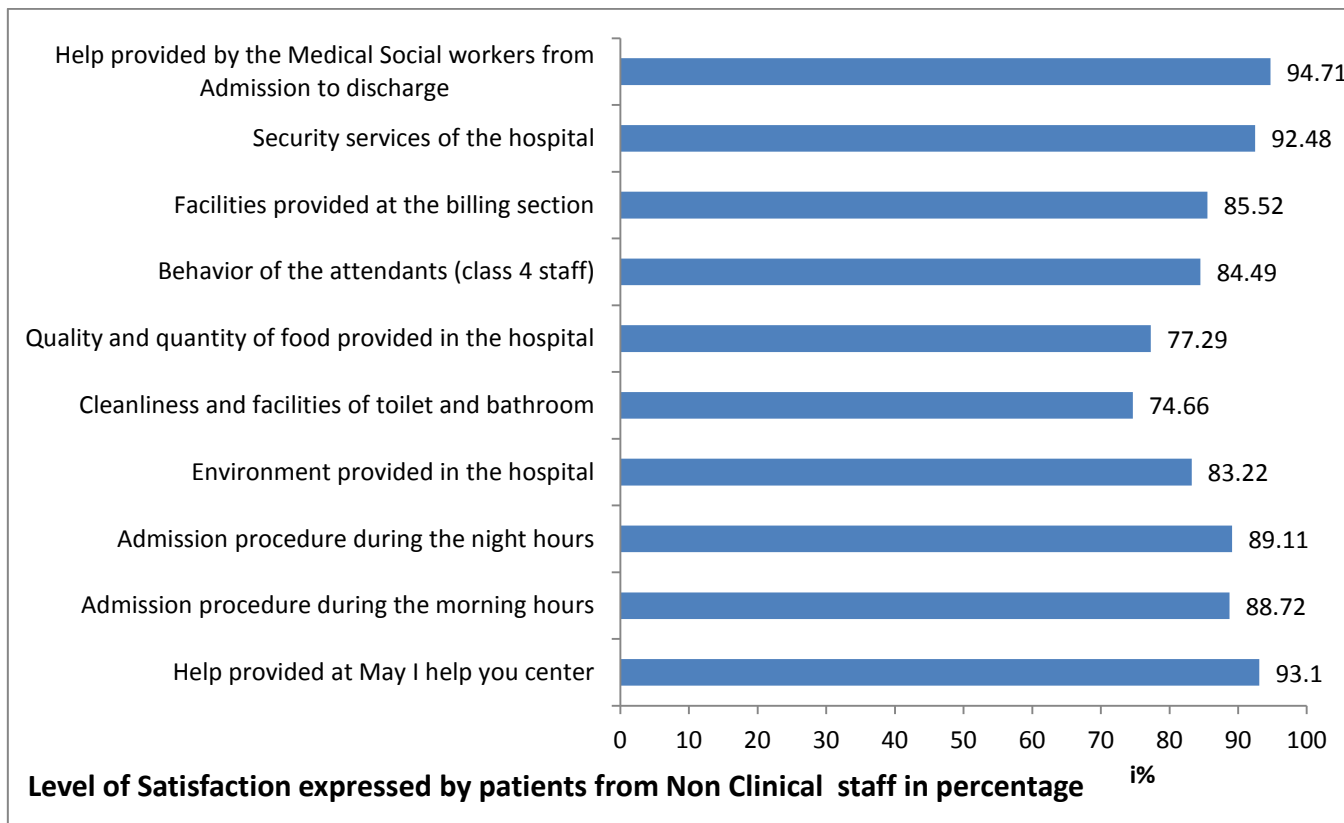


Diagram - 1

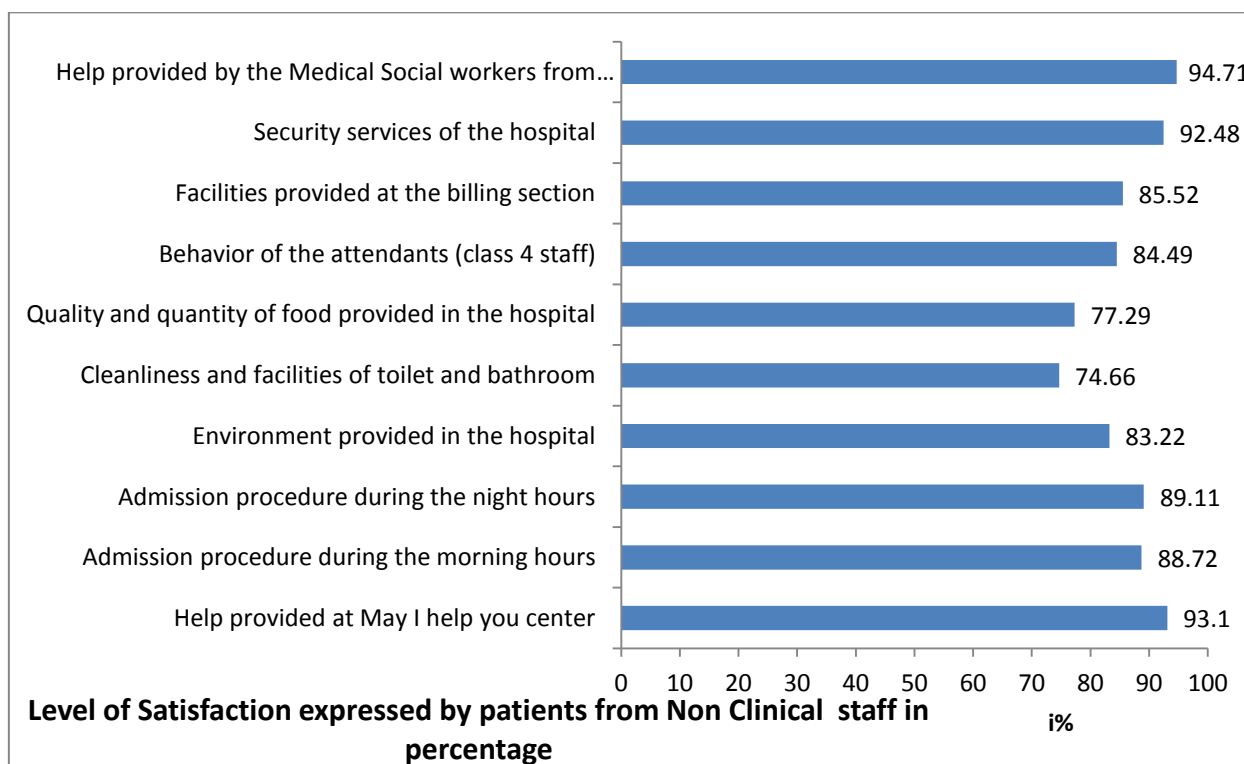


Diagram - 2

Discussion and Conclusions

Validity of study also depends upon number of responses analyzed. A minimum of 200 responses has been recommended by experts beyond which

margin of errors becomes unacceptable (white, 1999).¹⁰

Review of literature showed that responses analysed over a range of 200 to 3985 have been

reported. Wolosin et al. 2006.¹⁰ Have undertaken a study with 3985 Responses. Garman et al (2004)¹⁰ have reported 1485, ketefian et al (2004)¹⁰ reported 619 and Santuzzi et al (2009)¹⁰ reported 446, Ogunfowokan et al [2012]¹⁰ reported 270 responses and Georgiious et al (2009)¹⁰ have reported study with 200 Responses. P. Mahapatra et al¹³ reported patient satisfaction survey conducted in 25 District Hospitals in Andhra Pradesh. in year 1994. They reported altogether 1179 Responses, out of which, 942 were patients and 239 were attendants of patients & Actual responses were at rate of about 40-50 patients per hospital. Our study includes 384 Responses, who were exclusively patients only. Lata Mangeshkar Hospital is preparing for accreditation process since 2017 and therefore regular collection of feedback from patients has gained momentum.

Satisfaction levels of admitted patients of Lata Mangeshkar Hospital, Hingna Road, Nagpur was studied by M.V. Kulkarni et al (2012)⁹ & in our study [2016-2017]. In both studies [our study & study by M.V. Kulkarni et al [2012]⁹, corresponding & co-author and statistician is same. Georgiious et al 2000,¹⁰ has reported satisfaction levels of 86.43% for nursing care, and 89.72% for medical care and 75.12% for overall satisfaction and their study included 200 responses. P. Mahapatra et al (1999)¹³ reported overall 65%, patient's satisfaction from total of 1179 responses from 25 District Hospital of Andhra Pradesh -[approximately 40-50 patients per hospital].

Our study has 384 Responses and detected satisfaction levels of 94.83% from Nursing Care 94.18 to 99.57 from medical care and overall satisfaction from Non clinical workers was 86.3% and overall satisfaction from clinical workers was 96.22%. The higher rating detected in this study is possibly due to the fact that our study was conducted in a teaching hospital and for 24 hours sufficient PG students [with MBBS degree] and at most of times, nursing students are available for patient care.

Patient satisfaction studied by M.V. Kulkarni et al in [2008]⁹ in this hospital & reported in 2012, showed satisfaction levels of 87.8% of patients in their study and overall satisfaction in our study [2016 -2017], is 95.44%. This indicates significant improvement of professional, conduct and behavior of staff of this hospital.

Statistically significant levels of satisfaction amongst admitted patients of this Hospital is noticed in almost all parameters (Both Clinical and Non clinical fields) except cleanliness of toilet and bathroom (74.66% patient satisfied) and quality & quantity of free food (77.29% patients satisfied).

Recommendations

Importance of patient satisfaction feedback is being acknowledged by Hospital Administrators and stake holders in health care industry. The opinion of patients cannot be kept secret in health care industry, because feedbacks given to hospital by patients, about hospital, is likely to be discussed socially & at other forum in society, by patients & their relatives with their social contacts. Level of expectation of patients and their relatives from Hospital staff has increased due to (i) Higher paying capacity of patients (ii) Their higher education standard:

Quantum of patients getting treated on cashless basis or through various insurance agencies or through empanelment agencies is increasing. Many hospitals are included by various insurance companies & empanelment agencies in their panel, so that their customers [patients] can choose hospital with best reputation. Patients have many choices of Hospitals for treatment & are likely to choose hospital with Best Feedbacks. Therefore every hospital should obtain feedback from patients so that Administrator of Hospital become aware of area which need improvement. Such data from feedback should be analysed on once in a 3 month basis or more frequently.

Limitations of study

Quantum of patients who were willing to participate in our study was less than initially expected by authors.

Acknowledgement

We acknowledge participants patients who spared their valuable time to participate in our study.

Conflict of Interest: Nil**References**

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