

ASSESSMENT OF THE QUALITY OF SERVICES PROVIDED BY TERTIARY CARE CENTER IN NORTHERN MAHARASHTRA THROUGH THE PATIENTS PERSPECTIVE.**Dr. Borde A. N¹., Dr. Pagar Vikrant^{2*}, Dr. Bawa Mukesh S³. and Dr. Vyas Parth H⁴**¹Associate Prof. Department of Community Medicine, SBHGMC, Dhule.^{2,3,4}Asst. Prof. Department of Community Medicine, SBHGMC, Dhule.***Corresponding Author: Dr. Pagar Vikrant**

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ABSTRACT

Background- Health care scenario is fast changing all over the world. Patient satisfaction is one of the established yardstick to measure success of the services being provided in the hospitals **Aim-** To study various reasons for patients' dissatisfaction; also to ascertain the suggestions from patients for improving the quality of services if any. **Setting & design-** The present cross sectional study was carried out at government medical college in Northern Maharashtra. **Methods & material-** The research was carried out from February 2010 to May 2010 among patients admitted in all wards of Sarvopchar Rughalaya with a minimum hospital stay of 2 days. Universal sampling was done. Total 355 patients were interviewed. At the time of discharge patients were interviewed using predesigned, pretested semi structured proforma [exit campus interview] for the present study to assess their satisfaction with the hospital services. **Statistical analysis-** Percentage and chi Square test. **Results-** 33.4% of the clients were between the age group of 25-34 years, 62% patients belonged to lower socioeconomic class. 77% patients preferred Govt hospital because it was economical & nearby. 95% patients found services provided by doctors to be satisfactory. The important reason for dissatisfaction with ward servant was the rude behavior. **Conclusion-** The present study shows that patient satisfaction with doctors was generally very good & main reason for dissatisfaction with hospital services was behavior of hospital staff. The communication skill of hospital staff needed to be improved.

KEYWORDS: Quality of services, patient satisfaction, Hospital services.**INTRODUCTION**

Health care scenario is fast changing all over the world.^[1] Patient satisfaction is one of the established yardstick to measure success of the services being provided in the hospitals.^[2] Improved socioeconomic status and easier access to medical care has led to high expectations and demands from consumers of hospital services.^[3] For health care organization to be successful monitoring of customer's perception is a simple but important strategy to assess and improve their performance.^[4,5] A patient is the ultimate consumer of the hospital. He is the person in distress. He expects from hospital comfort, care and cure.^[2] Patient forms certain expectations prior to visit. Once the patient come to the hospital and experience the facilities, they may become either satisfied or dissatisfied. Human satisfaction is a complex concept that is related to a number of factors including lifestyle, past experiences, future expectations and the value of both individual and society. The goal of any service organization is creation of satisfaction among customers. Very few studies carried out in India for measuring satisfaction of patient with hospital services. The purpose

of present study is to find out various reasons for patients' dissatisfaction & to ascertain the suggestions from patients for improving the quality of services.

MATERIALS AND METHODS

A hospital based cross sectional study was carried out in Sarvopchar Rughalaya Which is a 545 bedded tertiary care hospital attached to SBH Govt. medical college, Dhule. The study was conducted from February 2010 to May 2010 among patients admitted in all wards of Sarvopchar Rughalaya with a minimum hospital stay of 2 days. Universal sampling was done, a total of 355 patients were interviewed. The patients admitted in all the wards at the time of discharge was interviewed using predesigned, pretested semi structured proforma [exit campus interview] for the present study to assess their satisfaction with the hospital services.

The patients who are critically ill & Discharge Against Medical Advice (DAMA) were excluded. The close relative or immediate caretaker was interviewed for patients admitted in pediatric wards included in the

study. The data was analyzed by using Epi-Info statistical software by calculating proportions and chi-square test.

RESULTS

Socio demographic profile of patients

A total of 355 clients were enrolled in the study and there was comparable gender distribution with slight male

predominance 51.7% and 33.4% of the clients were between the age group of 25–34 years. Occupationwise 53% patients were from labour class (Fig. 1). 62% patients belonged to lower socioeconomic class. Farmers account for 48.6% and 60% of the clients were from the rural areas. Considerable number of clients (41%) were not able to read and write.

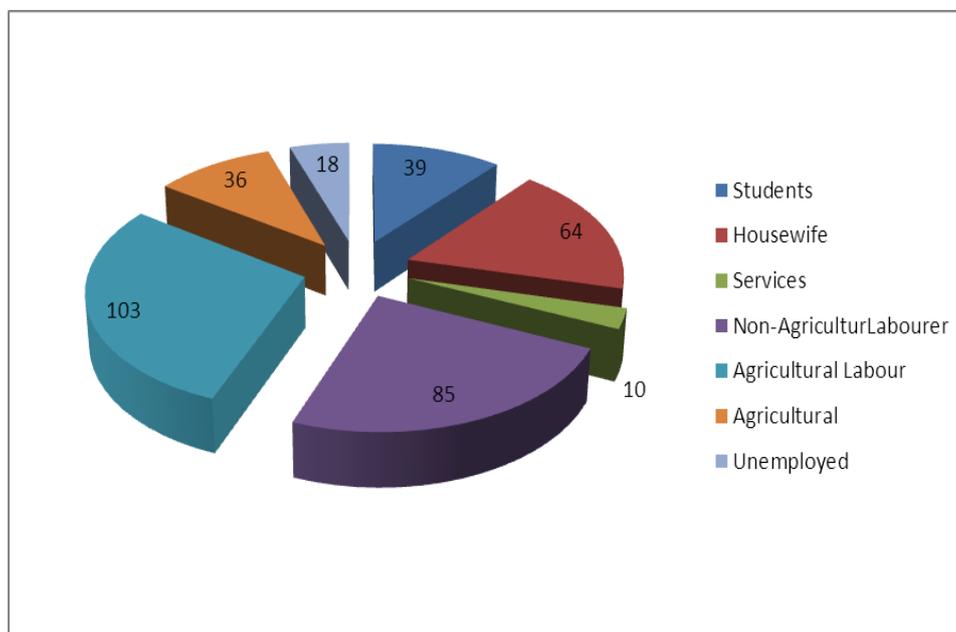


Fig. 1: Distribution of patients as per Occupation.

Reasons for preference for Govt hospital & time taken by the hospital for providing inpatient services to the patients.

73% patients were admitted for the first time. 77% patients preferred Govt hospital because it was economical & nearby (Table no. 1), only 5% preferred it

because of good results. 94% patients were registered within 30 minutes after entering into hospital campus, 57% patients reached into admitted wards within 10 mins of admission. Significantly 83% patients started on treatment in admitted wards after 30 mins.

Table No. 1: Reasons for preferring Hospital amenities.

Sr. No.	Reasons	Frequency	%
1	Nearby	8	2
2	Nearby & economically affordable	275	77
3	Cannot affordable private	40	12
4	Referred by private practitioner	8	2
5	Some good name of doctors	8	2
6	Trust due to good results	16	5
Total		355	100

Patient Satisfaction level & Reasons for non satisfactions regarding health care staff

95% patients found services provided by doctors to be satisfactory (Table no. 2), while 82% find staff nurses services satisfactory, only 61% find ward boys services satisfactory. Regarding behavior of hospital staff 95% felt doctors behavior was satisfactory (Table no. 2), also only 62% felt ward boys behavior is satisfactory. Commonest reason for non-satisfaction with doctors was inadequate time they gave for patient care, for staff nurse & ward boy was rude behavior.

Table no. 2: Satisfaction about services provided by staff & behavior of staff.

Variable	Patient satisfaction level	Doctor	Nursing	Ward boy
Services (N= 355)	Satisfactory	339 (95.5)	291 (81.97)	219 (61.69)
	Non-satisfactory	16 (4.5)	56 (15.77)	20 (5.63)
	No opinion	Nil	8 (2.2)	116 (32.67)
Behavior	Satisfactory	339 (95.5)	299(84.2)	223(62.8)
	Non-satisfactory	16 (4.5)	48 (13.8)	28 (7.9)
	No opinion	Nil	Nil	104 (29.3)

Patient satisfaction & reasons for non satisfaction regarding hospital services

45% patient found laboratory services satisfactory, while 55% had no opinion on it (Table 3). Linen services satisfactory to 69% patients & for 29% patients they were non satisfactory. 47% patient found dietary services satisfactory, while 40% patient had no opinion on it. Regarding cleanliness in the hospital Toilet cleanliness was unsatisfactory for 50% patients. 88% found overall hospital cleanliness satisfactory. Among unsatisfied patients regarding laboratory services 50% thought that long report waiting period was reason for non-satisfaction. Significantly 92% patients were un-satisfied regarding linen services were due to dirty linens. The

food provided by Diet service was found non tasty, non-nutritious & of not good quality to unsatisfied patients. Regarding cleanliness of hospital most of the non-satisfaction was due to non-cleanliness of toilets.

77% patients graded hospital as average performing. Regarding doctor's and staff nurse's behavior and service rendering was highly satisfactory, majority i.e. greater than 80% clients were satisfied with this, but because with other services by the hospital such as toilet facility, laboratory facility etc majority of clients were un-satisfied; so current study hospital was graded by majority of patients as averagely performing.

Table no. 3: Satisfaction about services provided by hospital.

Sr. no	Services	Satisfactory	Non satisfactory	No opinion	
1	Laboratory	160 (45.1)	32 (9)	163 (45.9)	
2	Linen service	247 (69.6)	104 (29.3)	4 (1.1)	
3	Dietry service	167 (47)	44 (12.4)	144 (40.6)	
4	Cleanliness service	Hospital	315 (88.7)	32 (9)	8 (2.3)
		Ward	275 (77.5)	80 (22.5)	0 (0)
		Toilet	163 (45.9)	180 (50.7)	12 (3.4)

DISSCUSSION

Health care scenario is fast changing all over the world.^[1] Patient satisfaction is one of the established yardstick to measure success of the services being provided in the hospitals.^[2] The purpose of present study was to find out various reasons for patients' dissatisfaction & to ascertain the suggestions from patients for improving the quality of services. In present study most of the patient in age group 25- 45 years & considerable number of clients were illiterate. Also occupationwise labor class dominated. Study conducted by Prahlad et al shows that maximum number of respondents (45%) belongs to the age group of 16-30 years and minimum respondents (6%) to 0-15 year age group. The education level of the respondents was very poor as most of them were either illiterate (39%) or primary passed (18%).^[6]

In present study 77% patients preferred Govt hospital because it was economical & nearby. Contrain to this study conducted by Prahlad et al observes that inexpensiveness and good infrastructure was one of the most cited reasons(83%) for choosing the public health facilities by the OPD patients. In present study 95%

patients found services provided by doctors to be satisfactory & 95% felt doctors behavior was satisfactory. Reports from other studies conducted in Jimma Hospital and in a Mozambique Hospital which shown the overall client satisfaction regarding health services rendered by hospital was 77%, satisfaction was reported to be 82.7% with the way doctors examined them (patients) and dissatisfaction regarding time spent to see a doctor was 46.9%^[7,8] and it is comparable with our study. The level of satisfaction is also higher in study conducted by Mitike G et al in the hospitals of the Amhara region which showed satisfaction level of 22.0% to 50%.^[9,10] In comparison with our study (91% satisfaction) above hospitals shown less overall satisfaction this might be because better availability of services n doctors round the clock in teaching hospital like ours. Likewise, a report from Tigray zonal hospitals revealed satisfaction level of 43.60%.^[11] Here also comparatively less overall satisfaction level attributed probably being non-teaching hospital comparable to our study setting.

CONCLUSION

The present study shows that patient satisfaction with doctors was generally very good & main reason for dissatisfaction with hospital services was behavior of hospital staff. The communication skill of hospital staff needed to be improved. The study findings suggest that following measures may be taken by the policy makers and hospital administrators to increase the patient satisfaction at public health facilities: 1) Change in behavior of nursing staff and servant towards patients. 2) Scope to improve laboratory, linen, general cleanliness. The findings of the present study can be utilized to improve the services at public health facilities of the state resulting in the more satisfaction of patients availing such public health facilities.

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