

## A Cross-Sectional Study on Patient Satisfaction with Hospital Services From The Outpatient Department of Tertiary Care Hospital, Adilabad, Telangana State

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### Original Research Article

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**Abstract:** Patient satisfaction is an important means of measuring the effectiveness of health care delivery and quality of medical care. It denotes the extent to which general health care needs of the patient are met with their requirements. These studies provide the ability to identify and resolve potential problems before they become serious. This study was designed to assess the patient satisfaction regarding the services provided in the out-patient department. Methods: A cross-sectional study was carried out in 400 randomly selected patients. They were interviewed at the exit point of the outpatient department during the September 2017. The data were collected on predesigned and pretested questionnaire. Results: Most of the respondents were satisfied with the availability of services, professional care, waiting time, the behavior of consultant, nurses, paramedical staff and other staff. Most (78-90%) of study subject were satisfied with services at OPD and are poor illiterate and labor respondents and 94% respondents answered 'yes' to the question - 'would you recommend this hospital to friends and family'. Out of total 17%, respondents were unsatisfied with toilet facility and 31% were unsatisfied with drinking water facility. Conclusion: OPD services in a hospital need to be improved by developing a patient feedback system.

**Keywords:** Patient Satisfaction, Health Care Services, Outpatient Department, Professional Care.

### INTRODUCTION

The purpose of health care services is to improve the health status of the population [1]. The shop window of any hospital is the Outpatient Department [2]. Patient satisfaction is a primary means of measuring the effectiveness of health care delivery and is as important as other clinical health measures. The scope of health services varies widely from country to country and influenced by general and ever-changing national, state and local health problems, needs and attitudes as well as the available resources to provide these services. There is now broad agreement that health services should be comprehensive, accessible, and acceptable, provide scope for community participation and available at a cost the community and country can afford [1]. Patient satisfaction is deemed to be one of the important factors which determine the success of a healthcare facility. It is easier to evaluate the patient's satisfaction towards the services provided than to evaluate the quality of medical services that they receive [3]. Therefore, a research on patient satisfaction

can be an important tool to improve the quality of services. Health care consumers today, are more sophisticated than in the past and now demand increasingly more accurate and valid evidence of health plan quality [4]. Consumer satisfaction regarding medical care organization like our tertiary care hospital is important in the provision of services to patients. This study was therefore undertaken with the aim to find out the level of patient satisfaction related to different parameters of quality of health care [5]. We in this study tried to identify the key factors that affect patient satisfaction regarding health care services in the hospital and to study the patient satisfaction among the outpatient departments after their interaction with the system in the different phase of services.

### MATERIALS AND METHODS

Study design: A cross-sectional study was carried out among patients attending the outpatient department of tertiary care hospital, Adilabad, Telangana state during September 2017. Sample size:

The sample size was calculated by using the formula  $n=Z^2 pq/d^2$  (where  $Z=1.96$  at 95% confidence;  $p$ = prevalence of patient satisfaction;  $q=1-p$ ;  $d$ = absolute allowable error. For this study we presumed  $p=0.5$ ;  $q=0.5$ ;  $d=5\%$  of  $p$ . Sample size thus yielded is 386 which is rounded off to a figure as 400. Simple random sampling technique was used to select patients attending different specialty department of the hospital. Inclusion criteria: All patients visiting hospital OPD. Exclusion criteria: Patients not willing to participate were excluded from the study. The patients and accompanying persons either parents or relatives for

pediatric age less than 15 years were interviewed at the exit point of the hospital after taking informed consent with the help of predesigned and pretested questionnaire.

**RESULTS**

Out of 400 respondents 54% male, 46% female, a majority of patients belonged to the age group 20-30 years. The participants were asked about their occupation, education, religion, type of visit, concerned department shown in the table (Table1).

**Table-1: Distribution of respondents according to socio-demographic variables and concerned departments**

Age groups	No. of Patients	Percentage
<20yrs	71	18
20-30yrs	129	32
31-40yrs	83	21
41-50yrs	56	14
>50yrs	61	15
<b>EDUCATIONAL PROFILE</b>		
Illiterate	155	39
Primary	104	26
Secondary	83	21
higher Secondary	32	8
Graduate and above	26	7
<b>OCCUPATION</b>		
Housewife	108	27
Student	81	20
Business	23	6
Labor	151	38
Clerk	15	4
Unemployed	16	4
Professional	7	2
<b>TYPE OF VISIT</b>		
Follow up	190	48
1st	193	48
Referral	16	4
<b>DEPARTMENT VISIT</b>		
Medicine allied depts.	265	66
Surgery and allied depts.	85	21
OBGY	50	13

Regarding availability of services (Table 2), it was found that most(78-90%) of the respondents were satisfied with sitting arrangement, cleanliness, OPD

timings, services by paramedical staff, the finding of consultant in OPD and availability of specialist in the hospital.

**Table-2: Distribution of responses from the respondents according to the availability of services**

Availability of services	Satisfactory	%	Unsatisfactory	%	Total
Seating arrangement in OPD	310	78	90	22	400
Cleanliness in OPD	360	90	40	10	400
OPD Timings	337	84	63	16	400
Services by paramedical staff	337	84	63	16	400
Finding the specialist in OPD	340	85	60	15	400
Availability of Doctors in the hospital	328	82	72	18	400

Regarding professional care and depth of relationship (Table 3), it was observed that most (82-

92%) of respondents were satisfied with the approach and examination by doctors, doctor’s explanation

about the disease. But only 54-63% of the respondents were satisfied with the explanation about the need/interpretation of investigation and about the

instructions given by the pharmacist about the drug intake.

**Table-3: Distribution of responses from the respondents according to professional care and depth of relationship**

Response to clinical care	Satisfactory	%	Unsatisfactory	%	Total
Approach by the doctor	366	92	34	8	400
Explanation about the disease to the patient	336	84	64	16	400
Clinical care (Examination & Spent)	327	82	73	18	400
Explaining the need for investigation /assessment to the patient	215	54	185	46	400
Interpretation of the investigation report by the doctor to the patient	252	63	148	37	400
Instructions for taking medication by the pharmacist	220	55	180	45	400

With regard to waiting time (Table 4) 76% of the respondents were satisfied with the time taken to for registration, 85% of the respondents were satisfied with time to reach consultation room. Respondents told that 16% of respondents were not all examined by consultants, 74% of consultants take less than 5 min. for

examination and 7% take 5- 10 min. Only 59% respondents were satisfied with the time taken in getting medicine from the pharmacy and 68% of respondents were not asked for any investigation and 11% were satisfied with the time taken in getting an investigation done from OPD.

**Table-4: study subjects based on the satisfaction of waiting time at OPD**

	Number of patients	Percentage
The time required to get OPD registered		
Satisfactory	303	76
Unsatisfactory	97	24
The time gap between coming to the hospital and consult by Doctor		
<1hr	338	85
1-2hr	53	13
2-3hr	6	2
>3hr	3	1
Time (in minutes ) devoted by the Doctor for an examination		
Not Examined	64	16
0-5	297	74
05 -10	29	7
10 -15	6	2
>15	4	1
Time is taken for investigation		
<1 day (satisfied)	45	11
> 1day(not satisfied)	84	21
no investigation advised	270	68
Time (in minutes taken to locate the pharmacy		
<10(satisfied)	316	79
>10 (not satisfied)	84	21
Time spent at the pharmacy		
satisfactory	165	41
Unsatisfactory	235	59

Respondents were recommending for the toilet (17%) and drinking water (31%) facility in OPD.57% of the respondents were satisfied with 75-100 % availability of drugs prescribed free of cost within the hospital and 84% of the respondents do not have any

Out-of-Pocket expenditure. Most (67%) of the respondents know the hospital on their own and from mass media. Most (93%) of the respondents recommend this hospital to their friends and relatives and 96% of them return to the hospital for future references.

**Table-5: shows the satisfaction of the respondents depending on**

	Satisfactory	%	Unsatisfactory	%	Total
<b>Occupation</b>					
Housewife	89	20.2	24	5.4	113
Student	69	15.6	12	2.7	81
Business	16	3.6	8	1.8	24
Labor	132	29.9	19	4.3	151
Clerk	11	2.5	4	0.9	15
Unemployed	15	3.4	2	0.5	17
Professional	5	1.1	2	0.5	7
<b>Education</b>					
Illiterate	139	32	16	4	155*
Primary	81	18	24	5	105*
Secondary	74	17	8	2	82*
higher Secondary	26	6	5	1	31*
Graduate and above	24	5	3	1	27*
<b>Department Visit</b>					
Medical and allied	220	55	45	10	265
Surgery	75	17	10	2	85
OBGY	45	10	5	1	50

\* Significant

In the study, 30% of respondents who were satisfied with the OPD timings at the hospital are labor, 32% of respondents who were satisfied with the services at the hospital are illiterate and 55% of respondents who were attending medicine and allied Departments were satisfactory about the time devoted for examination of patient by doctors.

## DISCUSSION

Rajiv Gandhi Institute of Medical Sciences (RIMS) is a tertiary care hospital located at Adilabad, Telangana state. Adilabad is district town located 5kms to the border of Maharashtra. So, this hospital is visited not only by Telangana population but also a large number of Maharashtra people visit the hospital daily. In the present study majority (67%) of respondents belonged to the age group of 20-50year age, which is a productive age group. Patel R *et al.* shows that majority patients attending the OPDs belonged to 20 to 40 years of age group (54.08%) followed by 0-20 years of age group (23.70%), and 40-60 years of age (17.04%)[6]. Sharma A *et al.* Showed majority of patients belonged to age group 15- 45 years [7] In the present study majority (54%) of respondents were men and 46% were women compared to Patel R *et al.* Of which female patients are more (54.07%) than the male patient (45.93%) [6]. While Sharma A *et al.* in their study showed that 52% were male patient, 48% were female [7].

Level of education may affect the respondents reaching time to OPD. Most of the respondents were Illiterate (39%), 96% both first and referral visit patients attending medicine and allied departments (68%) and OBGY (13%). Patel R *et al.* 40.74% are having primary education, 20.74% have a secondary level of education followed by illiterate (16.3%), higher

secondary (11.85%) and graduate and postgraduate (8.14%) [6]. Bashaier Fathi Tawfeq Al-Sharif, in his thesis, observed that 15.3% from OBGY department which is similar to the present study. Apart from it, 36.7% from the surgery department, 36.7% of cases were from internal medicine. And 9.6% of cases were from the orthopedic department [8]. A study conducted by Prasanna KS *et al.* showed that Out-patients visits their private hospital were fully satisfied with the seating arrangement and cleanliness in their hospital [9]. In present study, satisfaction of respondents was 78% for seating arrangements in OPD, 90% about cleanliness in OPD, 84% for OPD timing, 84% regarding services provided by the paramedical staff and 82% for availability of sufficient doctors in their hospital; while 85% of respondents were having some kind of difficulty in finding the specialists in the department in OPD compared to 97%, 95%, 93%, 83%, 85% and 41% respectively in Krupal Joshi *et al.* study [10] and this reveals that the overall satisfaction level of patients for availability of services in this hospital was good. Patients' compliance with respect to clinical care was more towards the satisfactory side (up to 90%). As it was 92% for approach by the doctor, 84% for good communication by the doctor and 82% for clinical care provided by the doctor. 54% for the explanation of the disease by the doctor, 60% of the patients were agreed with the doctor for the necessity of the investigation suggested by them and 55% respondents were fully satisfied with the interpretation of the investigation report explained by the doctor. 97% of respondents were satisfied with the instruction given for taking medication by the pharmacist. Krupal Joshi et al; study reported that 94%, 80%, 98%, 91%, 91%, 96%, 97% respectively [10]. With regard to waiting time, in the present study, the respondents told that 16% of respondents were not all examined by consultants, 74%

of consultants take less than 5 min for examination and 7% take 5- 10 min. In a study conducted by Sharma A *et al.* found that 56% were examined for less than 5 min, 34% were examined for 5-15 min, 4% examined for 15-30 min and 6% were examined more than 30 min [6]. While a study conducted by Jadhav SB *et al.* time is taken for consultation & examination by the doctor was found to be satisfactory in case of 68.82% participants [11]. Patel R *et al.* showed that (70.37%) were waited up to 10 minutes, while 40 (29.63%) patients waited more than 20 minutes outside the OPD while seeking for medical care in concern OPDs [6]. In the present study, most (68%) of respondents were not asked for any investigation and 11% were satisfied with the time taken in getting the investigation done from OPD and 85% respondents could easily find the concerned department while 79 % could find easily pharmacy. Jadhav SB *et al.* had reported 83.71% of respondents could easily find the concerned department while 77.71 % could find easily pharmacy or laboratory [11].

In the present study, respondents were recommending for the toilet (17%) and drinking water (31%) facility in OPD. Jadhav SB *et al.* had reported that 46.54% of total participants were not satisfied with the available toilet facility and 68.41% respondents satisfied with drinking water facility in the hospital [11]. Sharma *et al.* study reported that 68% respondent unsatisfied with toilet facility in hospital, 56% respondent unsatisfied with drinking water facility and 50% respondent said there was inconvenient to reach pharmacist and were unsatisfied [7]. In the present study, most (93%) of the respondents recommend this hospital to their friends and relatives and 96% of them return to the hospital for future references. Sharma *et al.* showed that 94% of respondents answered 'yes' to the question -would you recommend this hospital to friends and family' [7].

## CONCLUSION

Patient satisfaction is an increasingly important issue both in evaluation and shaping of health care. So it should be carried out routinely in all aspects of healthcare to improve the quality of health services. The study highlighted that overall the patient satisfaction was good regarding the quality of health care services except in some areas like waiting time, availability of specialists, communication of doctors with patients, time spent by the doctors in examining the patients, toilet, and drinking water facility.

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