

# Client Satisfaction among Patients Admitted at Associated Hospitals of Government Medical College, Srinagar

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## Abstract

**Background:** Patient satisfaction is an important parameter for assessing the quality of patient care services.

**Objective:** To assess the perception of health care quality among indoor patients. Design: A Cross Sectional study.

**Study Period:** November 2012 to December 2012

**Material and Method:** Data collection was done through interview of 102 admitted Patients at associated hospitals of government medical college, Srinagar. The participants were selected randomly. The questionnaire included three parts i.e., background characteristics of patients, 22 items regarding availability of facility at the hospital and 10 items about physician care, staff care and nursing care. Data was analyzed using appropriate statistical software. Results were expressed in proportions.

**Results:** Availability of specialists and inexpensiveness were the reason for choosing public health facilities by 85.5% of respondents. Waiting time was inconvenient for 91.2 % of respondents. 95.1% were satisfied with cleanliness of ward but dissatisfaction was reported regarding availability of clean water by 91.2%, poor toilet facility by 87.5% and lack of clean and good food services by 71.6% of the patients. Satisfaction was highest for behavior of doctors (95.1%) and lowest for Class four employees (89.3%). Only 28.4 % liked the food being served. Overall impression about the hospital was good for 68.5 % of respondents.

**Conclusion:** Facilities that were lacking need to be addressed and can be corrected by implementing the various suggestions given by the patient.

**Keywords:** Behavior, Cross Sectional Study, Patient Satisfaction, Quality of Health Care

## Introduction

Like other services, Health care today is emerging as competitive market. Patient in today's world is becoming more aware about the services being rendered at particular health facility. Satisfaction has been defined as consumer's emotional feelings or perception about a specific consumption experience. Incorporating patient's views into quality assessment can help in improving health services making it more responsive to people's need.<sup>1</sup> Health care quality is a global issue<sup>2</sup> Health care scenario is changing all over the world.<sup>3</sup> A critical challenge for health

services in developing countries is to find way to make them client oriented.<sup>4</sup> Health care consumer today now demands increasingly more accurate, adequate and valid evidence of health plan quality. Patient forms certain expectations prior to visit at health facility.<sup>5</sup> Both clinical as well as non-clinical care influence the consumer satisfaction. Mismatch between patient expectation and service provision is related to dissatisfaction.<sup>6</sup> Patient satisfaction is an important parameter for assessing the quality of patient care services. Effective functioning of health care system depends on availability, affordability, efficiency, feasibility and many

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other factors.<sup>7</sup> The present study has been conducted at Associated Hospitals of Government Medical College, Srinagar to assess patient satisfaction by evaluating hospital services.

### Objective

- To assess the perception of health care quality among indoor-patients.
- To identify the reason for low satisfaction.

### Material and Method

A Descriptive cross - sectional study was conducted among patients admitted at Associated Hospitals of Government Medical College, Srinagar from 1<sup>st</sup> November 2012 to 30<sup>th</sup> November 2012. There are six associated Hospital under Government Medical college, Srinagar namely, S.M.H.S Hospital, Lal Ded Hospital for Obstretics and Gynaecology, Chest Disease Hospital, G B Pant Children's Hospital , Psychiatric Hospital, and Bone and Joint hospital. 50% of hospitals were selected randomly. Thus, three hospitals were selected for the study. Prior permission was obtained from Medical Superintendent of respective Hospitals. A total of 102 patients were interviewed as per the devised Performa. 5% of Patients who were admitted from 1<sup>st</sup> November to 30<sup>th</sup> November was selected randomly from each hospital. Informed consent was obtained from the patient and the patients were explained about the purpose of the study. Patients were told to express their views freely. Admitted patients in all the wards with a minimum of 2 days were interviewed on the basis of semi - structured questionnaire containing Background characteristics and 40 items regarding perception of patients covered under 9 dimensions such as admission process, services provided in the ward, physician care, staff care, nursing care, food, additional facilities, satisfaction about the behavior of staff and suggestions for further improvement. Responses regarding the behavior of the staff were rated depending on the score given by the patient into three levels i.e., 1-5 for Poor, 5-10 for Average and 10-15 for Satisfactory. Critically ill Patients and patient attending OPD were excluded from the study. The data collected from different health care units were clubbed together for analysis on the basis of similarity in perception of patients. The data was analyzed using Microsoft Excel and SPSS 16.0. The responses were expressed in proportions.

### Result

A total of 102 patients were interviewed among which 42 were males and 60 were females. Maximum number of respondents were in the age group of 20- 30 yrs and most of them were illiterate (66.7%).

Availability of specialists and affordability were the main reason for choosing public health facility by 85% patients.

Table 1 depicts patient satisfaction regarding availability of facility at the hospital. 91.2% of the respondent had to

wait for more than half an hour, which according to them was expected in a government health facility. 12.7 % of the patient got Counseling and help on enquiry by an NGO known as Help the Poor Voluntary Trust at the time of registration.

73.5 % were escorted to ward by hospital staff and few of them by staff members of NGO, who were discharging their duty round the clock .But dissatisfaction was reported regarding availability of clean water by 91.2%, poor toilet facility by 87.5% and lack of clean and good food services by 71.6% of the patients. 80.4 % has to arrange extra blankets.41 % felt deficiency of class IV employee and inability to maintain cleanliness round the clock. 52 % reported of changing linen cover and bed sheets on daily basis while 32 % were dis- satisfied as they had to request for changing linen cover and bed sheets many times.72.5% stated that all medicine should be available from hospital itself and free of cost especially to the poor patients. Canteen facility was available but 79.5% reported that they had to pay more than the amount they were supposed to pay at market. Regarding sitting arrangement in waiting room, it was inconvenient for 51.5% of patients as most of them had to sit in corridors and shed which becomes more difficult during winter time.

**Table 1. Patient Satisfaction regarding availability of facility at hospital (n= 102)**

Item	Yes (%)	No (%)
Had to Wait for long time for consultation.	91.2	8.8
Help desk was available and you were helped at the time of admission.	12.7	87.3
Staff at registration counter were courteous.	95.1	4.8
You were accompanied by hospital staff to ward.	73.5	26.5
Bed sheet and linen cover are changed on daily basis.	72.5	27.5
Bed sheets and blanket cover are of good quality	12.7	87.3
Had to bring additional bedding from home	80.4	19.6
Availability of clean Drinking water.	8.8	91.2
The toilet facility is clean and satisfactory.	12.5	87.5
Food being served is clean, nutritious and good	28.4	71.6
Have done all the tests in the hospital.	93.1	6.9
You are provided all the medicines from hospital.	27.5	72.5
Cleanliness is maintained round the clock in ward	95.1	4.9

Signboard is available in every part of hospital.	91.2	8.8
The Canteen provides clean food and water	69.6	30.4
The canteen provides items at reasonable cost	20.5	79.5
Complaint box is available	7.8	92.2
Sitting arrangement is proper and adequate in waiting room.	48.5	51.5
Cleanliness is maintained in the hospital premises.	41.5	58.5
Availability of adequate Space for Parking	43.1	56.9

Table 2 and 3 reveal that most of the patients i.e, more than 80% patients were satisfied with services provided by the doctor and 69.6% with services provided by staff and nurses. Regarding nursing care, maintenance of privacy was reported by 80.4 %, promptness of service was shown by 69.6 %. Nurses explained the attendants about self care and day to day activity in (69.6%) that the patient was suppose to do undergo such as laboratory investigation, x- ray, USG etc. This was found to be very convenient to the patients as well as the attendants as most of them were illiterate and never had experience of being admitted previously. Highest satisfaction (95.1%) was observed with the behavior of doctor and least satisfaction with class iii and class iv workers as they had to make informal payment from time- to-time.

**Table 2.Satisfaction of Patients Regarding Physician Care, Staff Care and Nursing Care**

Items	Yes (%)	No (%)
Availability of doctor round the clock	98	2
Doctor gave complete information about your illness	94.1	5.9
Doctor gave complete information about your treatment	87.3	12.7
The doctor gave you adequate time for examining	96.1	3.9
Doctors maintain confidentiality about your illness.	80.4	19.6
The doctor listen carefully to you	97.1	2.9
Staff promptly respond and solve your problem	69.6	30.4
You are provided medicine on time.	87.3	12.7
Nurses Explain hospital routine regarding treatment, tests etc	69.6	30.4
Nurses Explain you about self care and care at home.	5.9	94.1

**Table 3.Satisfaction of Patients Regarding Behavior of Hospital Staff**

Behavior of hospital Staff	Doctor (%)	Nurses (%)	Class III & Class IV Workers (%)
Poor	2.3	6.9	73.9
Average	2.6	10.3	15.3
Satisfactory	95.1	82.8	10.8
<b>Total</b>	<b>100</b>	<b>100</b>	<b>100</b>

**Table 4.Suggestions Given By the Patients**

SUGGESTIONS (n=102)	no.	%
Availability of Power supply round the clock	22	21.5
Clean toilet facility, Clean drinking water facility	20	19.6
Provision of Extra blankets during winter	18	17.6
Strict checking on class iv employee demanding money	17	16.6
Sign board to be written in local language	15	14.7
Adequate space for Parking , Availability of medicine and all the tests within hospital	5	4.9
Additional security guards at every ward to prevent unnecessary entry of salesman, beggars and theft and Accommodation facility for attendants from far flung areas	3	2.9
Renovation of bath rooms and separate bath room for males and females	2	1.9

Most of the respondents felt satisfied with additional facility like availability of canteen, display of signboard and complaint box, waiting area, parking space and cost of investigation. Few of them suggested that there should be lodging facility for attendants of patients from far flung area and availability of free medicine, exemption from user charges for very poor patients in SMHS and children Hospital. Respondents at gynecology and obstetrics were already getting benefit under NRHM Scheme, Maa Tujhe Salam - Janani Shishu Suraksha Karyakaram (JSSK). Overall experience about service delivery was good for 68.5% and most of them were willing to recommend the Hospital to others in future.

## Discussion

The present study was done to assess the perception and satisfaction of quality care among patients admitted at three associated hospital of Government medical college, Srinagar. The findings would help in knowing the factors which affect patient level of satisfaction in a public health facility. Improvement in quality of services can be made by incorporating the suggestions while planning.

Inexpensiveness/ affordability were the reason for choosing the public health facilities (85.5 %) which is comparable to the study done by Prahlad raj sodani<sup>6</sup> where inexpensiveness was one of the most cited reasons (83 %) for choosing public health facilities.

The waiting time in the present study is consistent with the results of KS Prassana<sup>7</sup> et al where 57% of patients had to wait for 30-60 minutes. In the present study, more than half of the patients were dissatisfied with availability of drinking water and cleanliness of toilet facility. The findings mimics the study done by R Kumari et al<sup>8</sup> in Lucknow where dissatisfaction regarding availability of drinking water (45.7%) and toilet facilities were reported, While it contradict the findings of Srilatha Sivlenka.<sup>9</sup> As per the study by Acharya and Acharya,<sup>10</sup> 93.2% felt satisfied with examination by doctor which is almost similar to the findings of present study. Arpita Batacharya et al<sup>11</sup> reported that 98.2% patients were satisfied with behavior of doctors which is consistent with the results of present study. Overall satisfaction of the patients regarding hospital services was found to be good (75.08 %). Similar to the study done by Waseem Qureshi et al<sup>12</sup> where only 6.7% were poorly satisfied with hospital services.

### Conclusion

The findings of the present study reveal that patients were satisfied with behavior of doctors. Dissatisfaction was reported regarding cleanliness of toilets, quality of food and drinking water and behavior of class iv employee. Most of them were satisfied with overall services provided at the hospital.

### Recommendations

Emphasis should be given to improve cleanliness in the toilets and provision of clean drinking water. Behavior of class iv employee needs improvement by strict implementation of rules. The findings of the present study and suggestions can be utilized to improve the services at public health facilities.

### Limitation

The study has been restricted to three hospitals of Government medical college, Srinagar due to time constraint. Thus the generalization of the results to other areas may be limited. Replicated study involving private health facility and at different level of health care such as PHC, CHC, SDH and DH is further needed.

The findings reveal several non medical aspects of services at the health facility that contribute to increased satisfaction.

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