



PATIENTS SATISFACTION REGARDING CARE PROVISION IN MEDICAL OPD OF A TEACHING HOSPITAL OF SIALKOT

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ABSTRACT

OBJECTIVE:

The aim of the study is to evaluate the level of patient satisfaction about medical OPD services and accessibility of SMC Teaching Hospital and to find out the factors affecting patient satisfaction.

METHODOLOGY:

A cross-sectional study was conducted at medical OPD of SMC Teaching Hospital Sialkot during the month of October, 2021 on 200 patients who were registered in medicine outpatient department of Imran Idrees Teaching Hospital over a period of one month. The research instrument for data collection was "structured questionnaire" for assessing the level of patient satisfaction. The experiences of patients were categorized into 05 criteria 1. extremely satisfied, 2. satisfied, 3. neutral, 4. dissatisfied and 5. extremely dissatisfied. Convenient sampling was done for selection of patients registered in medical OPD. The data was analyzed on statistical software SPSS 26.

RESULTS:

Patients described their experience about medical OPD; doctors' attitude towards the patient's; 21% were extremely satisfied, 59% satisfied and remaining were dissatisfied. Availability of medicines from hospital pharmacy 71% said yes and 29% said No. Cleanliness of OPD, Sitting area and Washrooms 22% were extremely satisfied, 39% satisfied and 39% were dissatisfied. Behavior of OPD supporting staff; 13% were extremely satisfied, 57% were satisfied and 30% were dissatisfied. Overall medical care which patients received; 17% were extremely satisfied, 55% were satisfied and 28% were dissatisfied.

CONCLUSION:

Maximum number of respondents had good experience and were satisfied with doctors' attitude and time given by doctors for patient care, waiting time before checkup and services provided to them.



INTRODUCTION

Hospital is an institute that provides a broad range of medical services to sick and needy people. It employs paramedical, nursing, supporting staff and doctors in order to provide proper care to people who requires close medical monitoring and outpatient care to people who need ambulatory care. Hospital provides diagnostic and medical treatment for health problems.

Outpatient department is one of the departments of hospital which care for the ambulatory patients who come for the diagnosis and treatment but do not stay overnight in hospital.¹

Patient satisfaction constitutes a significant indicator of the health care quality. Patient satisfaction survey can be a tool for learning as this point out the problem area and makes a reference point for management during taking the decisions. This also serves as a mean of holding physicians' accountability and physicians can be compelled to show that they have acceptable level of patient satisfaction. Patient satisfaction data can be used to document health care quality in order to provide and improve the weakened areas of hospital.²

Patient is the person in distress and he expects comfort, care and cure from the hospital. Patients come to hospital with certain expectations and once they come to hospital and experience the facilities, they may become either satisfied or unsatisfied. Different treatment, unofficial payment, inadequate medicine, lack of patient privacy and longtime waiting are the major problems that are faced by the patients.³

Health care consumers today are more sophisticated and now they demand more accurate and valid evidence of health plan

quality. Facilities provided to patients have taken central stage as primary mean of measuring the effectiveness of health care delivery.

With this intention we have evaluated patient satisfaction level in medical OPD of Imran Idrees Teaching Hospital affiliated with Sialkot Medical College, Sialkot. Outpatient department are the main point of dealing and a prime source of interaction with patients and serve as a mirror to any health care services provided in the community.

SATISFACTION WITH MEDICATION:

Patients' satisfaction is one of the indices to examine the accomplishment of its services from patients' perspective. Besides this, it helps patient to have trust on doctors. It also helps the patient to respect the norms and value the procedures of hospitals. The efficiency and quality of care should be examined through patients' opinion and experiences. As a matter of fact, satisfied patient will always share experiences only to the people of his concern where as a doctors dissatisfied patient always criticize about the hospital services publicly with everyone and it is noted that spread of bad experience is always greater in number.³

In Pakistan patients' satisfaction has enumerated many factors which includes: Quality of services, proper patient appointment system, limited waiting time for doctor, maintenance of patient's confidentiality and dignity, responsible attitude of receptionist and staff, availability of labs and diagnostic facilities, safe and clean environment, clean washrooms and sitting area, availability of proper pharmacy services, comfortable seating and availability.

According to research done in 2009 Jan (Int.J Qual health care), Doctor's technical skill is



the most critical attribute of primary care quality for both overall satisfaction and recommendation, followed by doctor's interpersonal skill. Staff care and access are associated with improved overall satisfaction but not related to increasing the likelihood of recommending a clinic to relatives and friends. Doctor's technical and interpersonal skills rather than staff care and access can be the essence of quality competition in the primary care market. Providing patient education during the visit on how to prevent or control diseases may also relate to improved patient satisfaction and recommendation.⁴

A study of NCR 2020; quality in healthcare services is the major determinant of patients' satisfaction in government and private hospitals. In general, it is understood that the quality of treatment, medicines and medical equipment's affect the level of patient satisfaction. The results of factor analysis reported that clinical care, personal attention, physical structure and technical capabilities are the main determinants of patient satisfaction towards government hospitals of NCR. The results of regression analysis reported personal attention to have maximum effect on patient satisfaction.⁵

In a research of a tertiary hospital in South east Nigeria (2018): patients' views of the services they receive in a healthcare service help identify critical areas that may need improvement. This survey set out to determine patients' satisfaction with quality of general services and specifically with staff attitude and the hospital environment.⁶

OBJECTIVE

- To evaluate patients' level of satisfaction at OPD regarding services provided by

hospital and to find out the factors affecting patients' satisfaction in Imran Idrees Teaching Hospital, Sialkot.

METHODOLOGY

This study was conducted at medical OPD of Imran Idrees Teaching Hospital, during the month of October, 2021 on 200 patients with convenient sampling, however non-willing and patient in emergency were excluded. It was cross-sectional and descriptive study. A structural questionnaire was designed for this purpose.

Data analysis was performed manually. Percentage was collected for different factors and presented in the form of tables and figures. After taking the consent from the patients exiting out of OPD, we individually went to the patients and presented before them our questionnaire. Mostly we ourselves narrated the questions and they answered them orally. The language of questionnaire was both English and Urdu as per convenience.

RESULTS:

Among the patients of Imran Idrees Teaching Hospital, Sialkot male to female ratio was 3 : 2. 60% were females and 40% were males. Overall satisfaction level of patient was good.



Table 1:
Demographic details of Subjects.

AGE GROUP	Frequency	Percentage
20-30	90	45
30-40	38	19
40-50	22	11
51-60	32	16
61-70	12	6
71-80	06	3
Total	200	100
GENDER		
Males	80	40
Females	120	60
Total	200	100
RESIDENCE		
Urban	126	63
Rural	74	37
Total	200	100
FAMILY INCOME		
Below average	64	32
Average	78	39
Above Average	68	29
Total	200	100

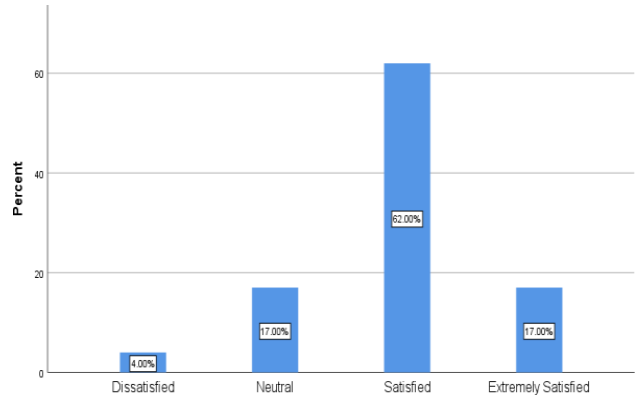


Figure-1;
Patients' satisfaction about complain listening by physician:

- Out of 200 patients 17% patients were extremely satisfied, 62% patients were satisfied, 17% patients were neutral and 4(%) patients were dissatisfied that doctor listened to their complain.

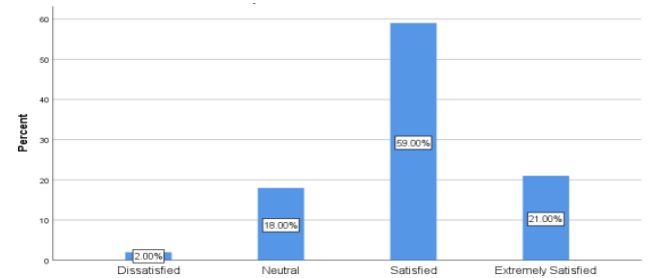


Figure-2,
Patients' satisfaction about behavior of the doctor:

- Out of 200 patients 21% patients were extremely satisfied, 59% were satisfied, 18(%) were neutral and 2% patients were dissatisfied with the behavior of the doctor.

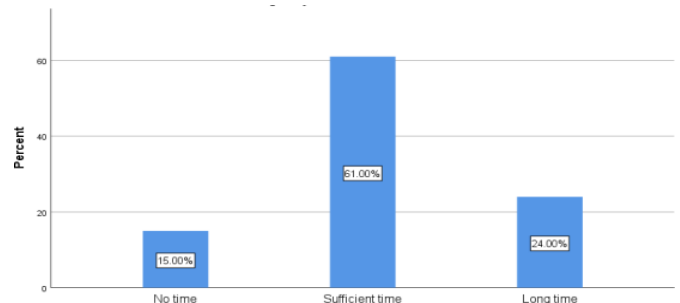




Figure-3, Patients' satisfaction with reference to waiting time:

- Out of 200 patients 15% patients did not wait for the doctor while 61% patients waited for sufficient time and 24% patients waited for long time.

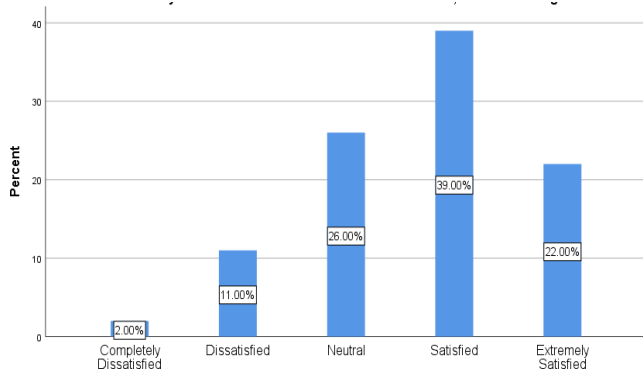


Figure-4, Patients' satisfaction regarding confidentiality/privacy of patient:

- Out of 200 patients 22% were extremely satisfied, 39% was satisfied, 26% were neutral and 15% patients were dissatisfied that the doctor guarded their privacy.

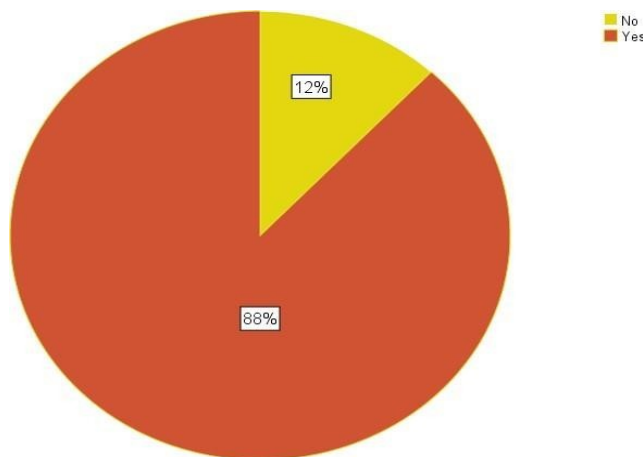


Figure-5, Patients' satisfaction about the guidelines of prescribed medicines by consultant:

- Out of 200 patients 88% patients said that doctor provided complete guideline about the medicines he prescribed while 12% patients said that doctor didn't provide complete guideline about the medicines he prescribed.

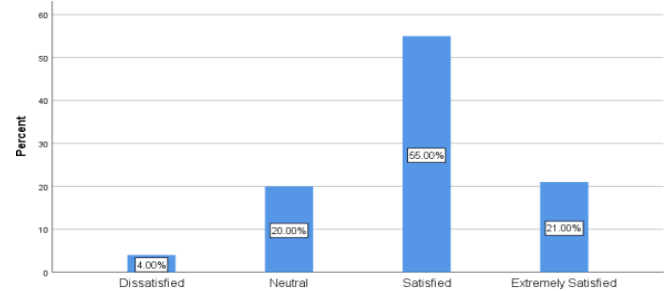


Figure-6, Patients' satisfaction with reference to cleanliness:

- Out of 200 patients 20% were extremely satisfied with the cleanliness of washrooms, OPD and waiting area, 46% were satisfied, 20% were neutral, 12% were dissatisfied and 2% were completely dissatisfied with the cleanliness of washrooms OPD and waiting area of the hospital.

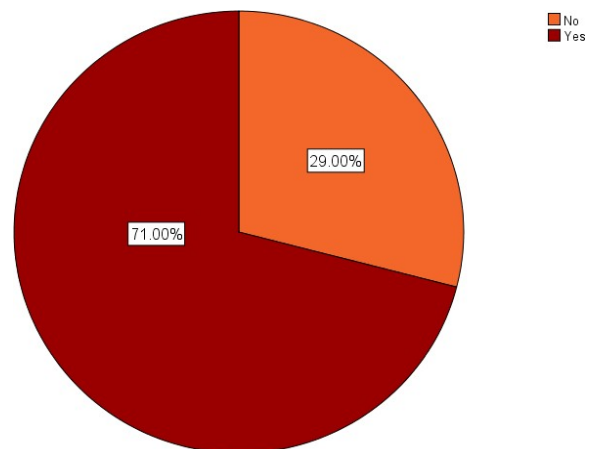




Figure-7, Patients' answer whether prescribed medicines were available from the hospital pharmacy:

Out of 200 patients 71% patients were able to find the prescribed medicines from the hospital pharmacy while 29% patients were not able to find the prescribed medicines from the hospital pharmacy.

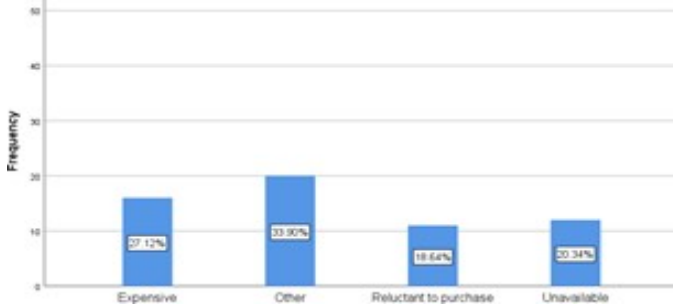


Figure-8, Reason of dissatisfaction on non-availability of medicine:

27.1 % found them expensive, 18.6% were reluctant to purchase medicines from pharmacy, 20.34% said medicines were unavailable and 33.90% had other reasons of not purchasing the medicines from hospital pharmacy.

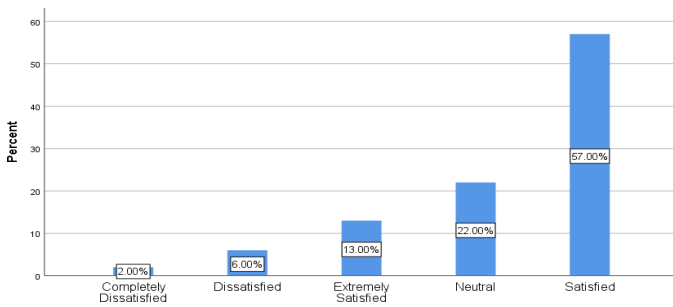


Figure-9, behavior of supporting staff and patients' satisfaction:

- Out of 200 patients 57% were satisfied with the behavior of supporting staff of OPD, 22% patients were neutral, 6% were dissatisfied and 2% were completely dissatisfied with the behavior of supporting staff of OPD.

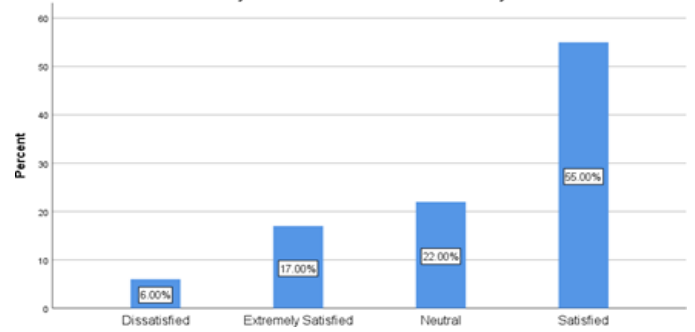


Figure-10, Distribution of overall satisfaction among respondents:

- Out of 200 patients 17% were extremely satisfied with the overall medical care they received, 55% were satisfied, 22% were neutral and 6% patients were dissatisfied with the overall medical care they received.

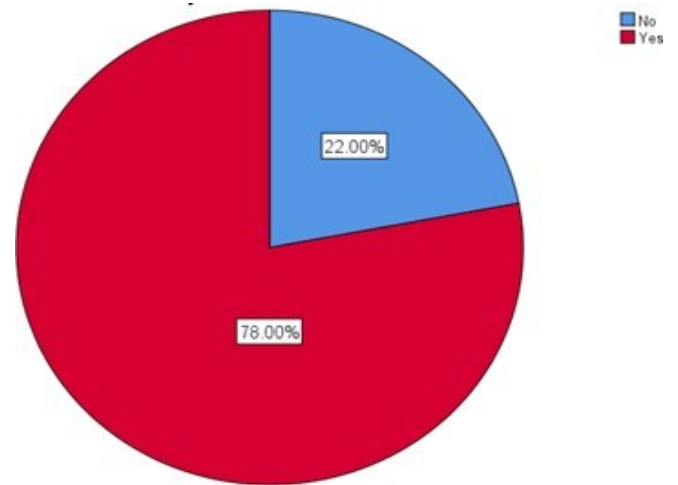


Figure-11, Answers of query whether you want to recommend this hospital for others.

- Based on their experience 78% patients out of 200 patients will recommend this hospital to their relatives and friends while 22% will not recommend this hospital to their friends.



DISCUSSION

Total experience of 200 patients was computed to determine their experiences regarding different services provided by the OPD of the medical department.

The patients with good experience showed higher proportion as compared to those who had poor experience. Females are found to be more satisfied as compared to males may be due to lack of awareness which is more seen in females. . Similar findings were observed in the study conducted by Galhotra et al in which the respondents were satisfied with basic amenities.³ The cause of poor experience was the high prices of the medicines and hospital expenditures.

Component wise dissatisfaction of patients was; almost majority had good experience from all components but for doctors' services for the patient had highest level of satisfaction while pharmacy service showed poor satisfaction. This is likewise to the study conducted by a Bacondale et al in which overall participants were quite satisfied with other services as well and cleanliness received highest satisfaction level.⁷

After analysis it was found that more than half 61% of patients agreed that waiting time for them was appropriate. Whereas 24% didn't agree with above statements. So, this area needs attention by the hospital administration. Similar, findings were observed in study conducted by Andrati and Syed Arshad to measure the satisfaction of patients attending the OPD in tertiary care hospital in Srinagar.⁸ A large number of the patients were satisfied by the cleanliness of the waiting area and OPD and only 11% were dissatisfied.

Majority of the patients consider registration and receptionist process satisfactory.

Maximum number of patients agreed that required medical staff and supporting team were available during working hours of OPD. Majority of the patients i.e., 78% were willing to recommend the hospital to their friends and family.

Similarly in a study conducted by Amin Khan et al, they described patient satisfaction towards OPD services provided by medicine department in Banphees Autonomous Hospital, Samutsakhon Province, Thailand in which 225 respondents were interviewed and showed similar results that behavior of receptionist and paramedical staff was partially satisfying. This showed that educational status matters a lot while dealing with patients.⁹

CONCLUSIONS

After the experiences of the patients, the study indicated that the patients had good satisfaction level from all items like cleanliness of OPD, waiting time, the examination by the doctors and paramedical staff and overall medical care provision. While some patients complained about the high price of medicines. Maximum number of respondents had good experience while only few had bad experience.

In accessibility, the highest proportion of the respondents agrees that the required medical staff was available during working hours of OPD, schedule of working hours was adequate. Majority of patients had good satisfaction regarding time, service process and working hours. The major satisfaction level among the patients was due to the good behavior of the doctor and the time provided by him to listen the complaints. The major issue of disapproving the recommendation of this



hospital was its high fee and expenditure otherwise the responses were satisfactory.

RECOMMENDATIONS

- This study recommended that there is a need for patients' instruction regarding facility utilization, this should be upgraded.
- Attitude of paramedical staff and doctors was satisfactory but the biased attitude shouldn't be kept between a regular patient and a protocol patient. All must be dealt equally and fairly.
- A training of receptions/admission, OPD staff be conducted for dealing with patients particularly.
- It is recommended that strategic marketing of OPD is needed (inside and outside hospitals).
- Proper information should be provided regarding consultations, OPD timing and should be displayed in various places like information counter and OPD areas for the convenience of the patients.
- Quality control in areas of cleaning procedure requires a bit attention.
- It seems patients are unaware about their rights. This fact must be dealt immediately

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