



## PATIENTS SATISFACTION REGARDING CARE PROVISION IN MEDICAL OPD OF TWO HOSPITALS OF SIALKOT

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### ABSTRACT:

#### Objective:

The aim of this comparative study was to evaluate the level of patient satisfaction of medical OPD services of different hospitals of Sialkot.

**Method:** A Structured Questionnaire based Comparative, cross sectional study was conducted at medical outpatient departments of two (2) Hospitals, first, Allama Iqbal Memorial Teaching Hospital (Public Private partnership (MTI) hospital) Sialkot and second Imran Idrees Teaching Hospital Sialkot (Private sector limited hospital) Pakistan. Informations related to patient's evaluation about health care service delivery, and level of satisfaction were collected from 600 patients (300, Allama Iqbal Memorial Teaching Hospital + 300, Imran Idrees Teaching Hospital Sialkot) attending the OPD from 1<sup>st</sup> April, 2022 to 10<sup>th</sup> August 2022. The experience of patients was categorized accordingly.

**Results:** The overall patients mean satisfaction score was significantly higher in the Imran Idrees Teaching Hospital Sialkot than Allama Iqbal Memorial Teaching Hospital with regards to the complaint listening (89%), privacy (98%), cleanliness of washrooms (68%), availability of medicines (80%), behavior of supporting staff (77%), Medical care of patients (70%).

#### Conclusion:

Imarn Idrees Teaching Hospital, Sialkot had a significant edge on Allama Iqbal Memorial Teaching Hospital, Sialkot.

#### Key words:

Public Private Partnership, satisfaction, score, privacy, cleanliness.

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### INTRODUCTION

Patient satisfaction is an important parameter of evaluating health care services from a patient's perspective. Patient satisfaction is the extent to which the patients feel that their needs and

expectations are being met by the services provided<sup>1</sup>.

It can be defined as a subjective evaluation of the service received as compared to the individual's expectations. Patient satisfaction surveys are therefore instrumental in continuous



monitoring and evaluation of the quality of different domains which constitute health care in health facilities<sup>2</sup>.

A public hospital, or government hospital, is a hospital which is government owned and is fully funded by the government and operates solely off the money that is collected from taxpayers to fund healthcare initiatives<sup>3</sup>.

A private hospital is a hospital not owned by the government, including for-profits and non-profits. Funding is by patients themselves ("self-pay"), by insurers, or by foreign embassies. Private hospitals are commonly part, of the majority healthcare systems around the world<sup>4</sup>.

Of 1,178 potentially relevant unique citations, data were obtained from 102 articles describing studies conducted in low- and middle-income countries. Comparative cohort and cross-sectional studies suggested that providers in the private sector more frequently violated medical standards of practice and had poorer patient outcomes, but had greater reported timeliness and hospitality to patients. Reported efficiency tended to be lower in the private than in the public sector, resulting in part from perverse incentives for unnecessary testing and treatment. Public sector services experienced more limited availability of equipment, medications, and trained healthcare workers<sup>5</sup>.

A study of NCR 2020 Jan; 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<sup>11</sup>.

In research conducted in South east Nigeria; published in Malawi medical journal 2018; determine the patients' satisfaction with quality of general services and specifically with staff attitude and the hospital environment<sup>12</sup>. This study is based on evaluating the patient's perception about medical OPDs and their working criteria. According to previous studies and literature majority of patients are satisfied by health care facilities and management of OPDs while few were unsatisfied mainly with cleanliness and good pharmacy facilities.

### **Objective**

To evaluate the level of patient's satisfaction of medical OPD services of two teaching hospitals of Sialkot.

### **OPERATIONAL DEFINITIONS**

#### **OPD:**

Imran Idrees Teaching Hospital is a private teaching hospital attached with Sialkot Medical College, Sialkot. Allama Iqbal Memorial Teaching Hospital, Sialkot is a private-public joint venture attached with Govt. Khawaja M. Safdar Medical College, Sialkot. OPD is a part of the hospital with allotted physical facilities and medical and other staffs, with regularly scheduled hours, to provide care for patients who are not registered as in patients, a hospital department where patients receive diagnosis and/ or treatment but do not stay overnight.

#### **Patient Satisfaction**

Patient satisfaction is the extent to which the patients feel that their needs and expectations are being met by the services provided. Our patient satisfaction Criteria was based on Questionnaire.



## Study Methodology

This study was conducted at medical OPD of Imran Idrees Teaching Hospital and Allama Iqbal Memorial Teaching Hospital Sialkot during 1<sup>st</sup> April 2022 to 10<sup>th</sup> August 2022 over 600 patients by convenient sampling. All patient exiting from medical OPD were included while non-willing patients were excluded from this study. Data was collected through a structured questionnaire and its analysis was performed on SPSS version 23.

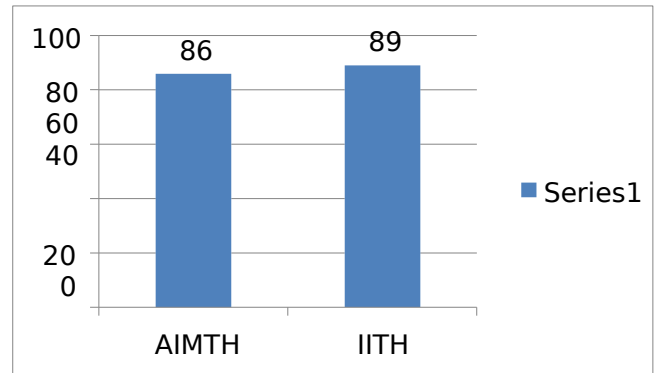
## Data Collection Procedure:

After taking the consent from the patients coming out of OPD, we narrated the questions and answers were recorded accordingly. The language of questionnaire was in English which was translated into Urdu as per convenience of the patient.

**Table 1: Demographic details of Subjects**

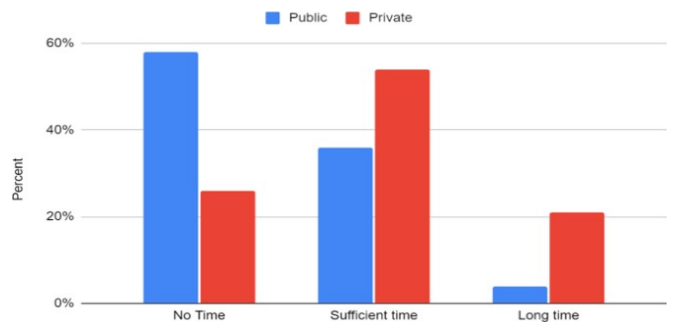
## RESULTS

Gender	AIMTH	IITH
Male	190	175
Female	110	125
Marital Status		
Married	201	156
Unmarried	99	144
Education		
Illiterate	126	37
Under matric	75	99
Matric	50	63
Matric-Graduation	49	101
Age		
Minimum	20	18
Maximum	70	75
<b>Total</b>	<b>300</b>	<b>300</b>



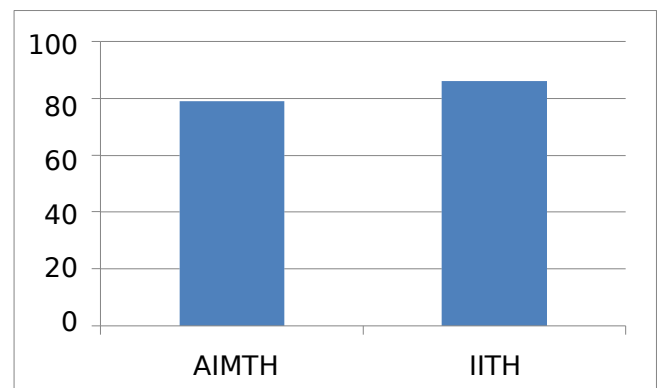
**Fig:1 Patient satisfaction regarding complaint listening**

In Allama Iqbal Memorial Teaching Hospital, 86% were satisfied while in Imran Idrees Teaching Hospital, 89% were satisfied.



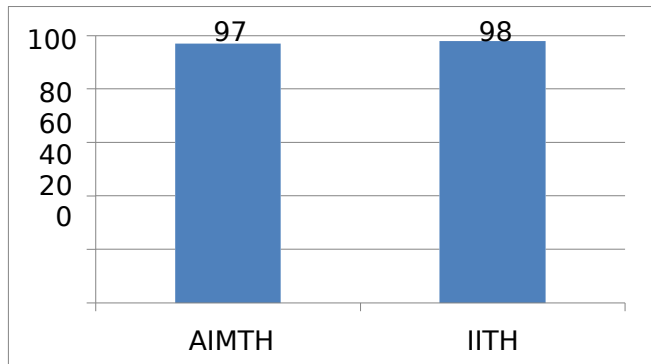
**Fig: 2 Patient's satisfaction regarding waiting for the doctor**

In Allama Iqbal Memorial Teaching Hospital, 58% of patients responded that it took no time for the doctor, 36% responded that it took sufficient time and 4% answered that it took a long time. In Imran Idrees Teaching Hospital, 26% of patients responded that it took no time, 54% of patients responded that it took sufficient time and 21% of patients responded that it took a long time.



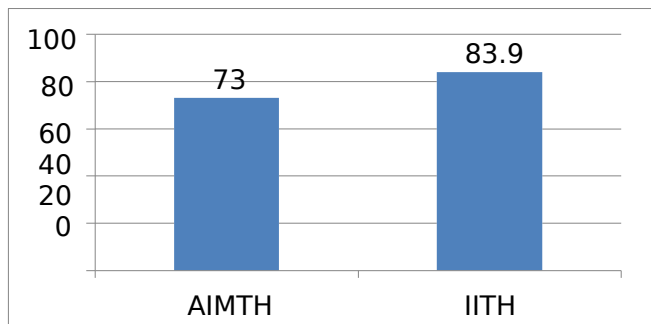
### Fig:3 Patient satisfaction regarding the behavior of the doctor

In Allamalqbal Memorial Teaching Hospital, 79% were satisfied while in Imran Idrees Teaching Hospital, 86% were satisfied regarding the behavior of the doctor with the patient.



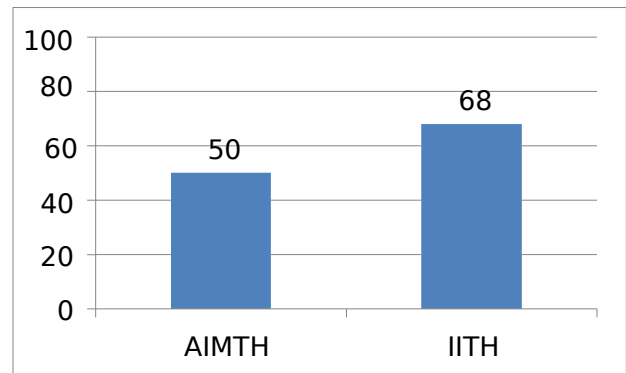
### Fig:4 Patient Satisfaction regarding privacy

In Allamalqbal Memorial Teaching Hospital, 97% of patients were extremely satisfied. However in Imran Idrees Teaching Hospital, 98% of patients were extremely satisfied.



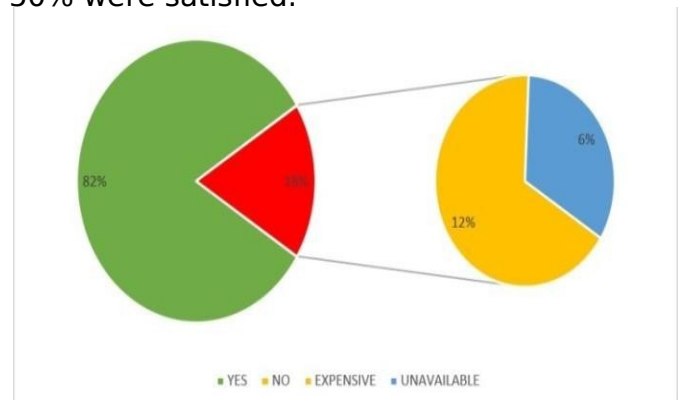
### Fig.5, provision of complete guidance about medicine and tests (investigations)

In Allamalqbal Memorial Teaching Hospital, 73% of the patients were satisfied while in Imran Idrees Teaching Hospital, 83.9% of patients were satisfied regarding guidelines about the medicine and test.



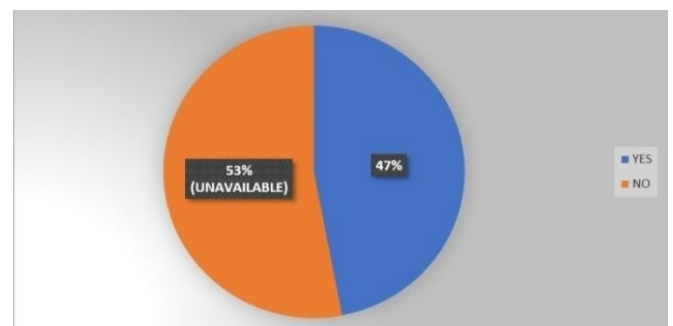
### Fig. 6 Patient satisfaction regarding the cleanliness of washrooms

In Imran Idrees Teaching Hospital, 68% were satisfied regarding the cleanliness of washrooms and wards. However in Allamalqbal Memorial Teaching Hospital, 50% were satisfied.



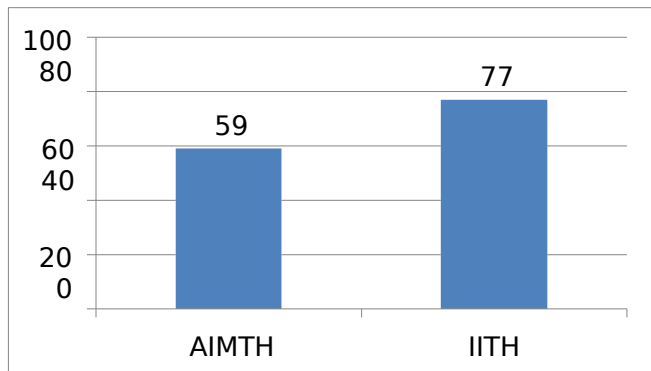
### Fig .7 Patient satisfaction regarding the availability of medicines

In Imran Idrees Teaching Hospital, 80% of people were agreed that medicines were available and 18% said no. Out of which 12% said that medicines were expensive and 8% said that doctors prescribed only those medicines which were not available in hospitals pharmacy.



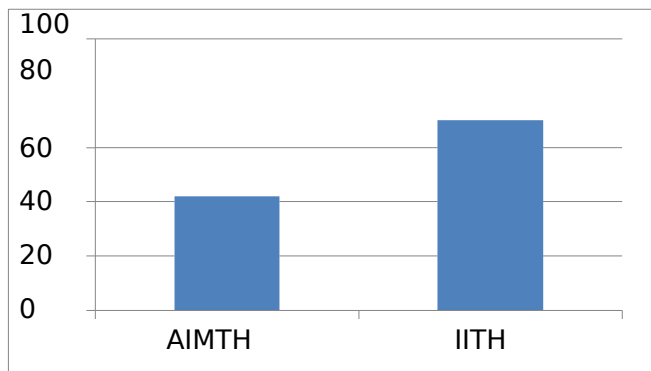
### Fig.8 Patient satisfaction regarding the availability of medicines

In Allama Iqbal Memorial Teaching Hospital, 47% of people were agreed while 53% of people showed disagreement and responded that medicines were unavailable at AllamaIqbal Memorial Teaching Hospital pharmacy.



### Fig. 9 Patient satisfaction regarding the behavior of supporting staff

In Allama Iqbal Memorial Teaching Hospital, 59% were satisfied. In Imran Idrees Teaching Hospital, 77% were satisfied.



### Fig. 10 Medical care of patients

In Allama Iqbal Memorial Teaching Hospital, 42% of the patients were satisfied. In Imran Idrees Teaching Hospital, 70% were satisfied, regarding the medical care of the patients.

## DISCUSSION

Studies have shown that Pakistan's private sector healthcare system is outperforming the public sector healthcare system in terms of service quality and patient satisfaction,

with 70% of the population being served by the private Health sector<sup>6, 7</sup>.

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.

According to Kunder's 'The Outpatient department in any hospital is considered to be a shop window of hospital.'

The objective of determining patient satisfaction is to assist patients and to address their needs. Today, around the globe patient's opinion are being given more value in policy making. "Shikiar and Rentz (2004) have suggested a three-level hierarchy of satisfaction, which are given below:

1. Satisfaction with health care delivery (i.e., the clinic or services, including issues of accessibility, clinician patient communication, quality of facilities)
2. Satisfaction with treatment (i.e., With medication and other aspects of treatment e.g., dietary and exercise recommendations).
3. 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 satisfied patient always criticize about the hospital services publicly with everyone and it is noted that spread of bad experience is always greater in number<sup>8</sup>.

The overall mean satisfaction score was significantly higher in the Imran Idrees



Teaching Hospital which was with regards to the complaint listening (89%), privacy (98%), cleanliness of washrooms (68%), availability of medicines (80%), behavior of supporting staff (77%), Medical care of patients (70%), guidance about medicines (83%), Medical care of patients (77%).

Majority of the patients considered registration process difficult and time consuming due to the rush of the patients and attendants. Majority of patients agreed that required medical staff were available during working hours of OPD. Majority of the patients were satisfied by the supporting staff of the OPD.

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<sup>9</sup>.

Similarly in Mando Khail A.K. et al described that patients satisfaction towards OPD services provided by medicine department in Thailand, in which 225 respondents were interviewed and showed similar results that behavior of receptionist and paramedical staff was partially satisfying. This showed that high educational status matters a lot while dealing with patients<sup>10</sup>.

In Pakistan patients' satisfaction has enumerate with 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.

## CONCLUSIONS

Imarn Idrees Teaching Hospital, Sialkot had a significant edge on private-public partnership hospital like Allama Iqbal Memorial Teaching Hospital, Sialkot.

## LIMITATIONS:

The study was carried out only in Sialkot and therefore we may not be able to generalize its conclusions to the whole country. Furthermore, convenience sampling was employed. The time frame of the study was short and lack of manpower and resources was a constraint. Moreover, we were unable to define a cut-off score above which we could label a patient as satisfied.

## NOTE:

In western countries the public hospitals are state of the art hospital with all treatment free for citizens through social security/ insurance while in Pakistan the private hospitals which are having all tertiary care facilities have an edge on public hospitals where most of the staff is permanent government servants, so they have no threat of hire and fire which in private hospitals the staff knows that if they will not work properly they would be fire and new staff shall be inducted.

The second most important point is this that government ensures that treatment in government hospital is free which is practically not possible because government doesn't provide all the medicine and equipment which are required in these



hospitals that's why peopled beat the hospital staff and there is time and again fight between them.

## 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 should be conducted how to deal with patients particularly.
- Proper information should be provided regarding consultations, OPD timing and should be displayed in various places like information counter and OPD areas so that information patient can get easily.
- Quality control in areas of cleaning procedure requires a bit attention.

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