



LEVEL OF SATISFACTION OF THE PATIENTS WHO GOT TREATMENT IN NEW HOPE MEDICAL CENTRE, KILPAUK , CHENNAI.

Health Science

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ABSTRACT

Introduction:

Background: Patient satisfaction is an important measure of quality of services in a healthcare organization. Other than the medical care issues, the satisfaction and experience involves personal relationships, attention to pain and health education, and the status of hospital environment. Patient's opinion is an important because dissatisfaction suggests opportunities for improvement of health services in the hospital. This study was done with the aim to assess the satisfaction levels in inpatients of New Hope Medical centre, Kilpauk, Chennai and to compare interdepartmental satisfaction scores in the same hospital.

Methods: This cross-sectional survey was done in inpatients of the New Hope Medical Centre, Chennai for two consecutive days. A total of 100 adult patients were included in the study. Structured questionnaire was developed from previously used survey tools, and validated in present patients group, and patient satisfaction was checked.

Results: The demographic data of patients showed that majority of respondents were belonged to age group 20-30 years (50.7%) followed by less than 20 years (20%), more than 40 years (15.3%) and 30-40 years (12%). About 2% respondents were uneducated followed by primary level (5.33%), senior secondary level (14.63%) and graduation (80%). 90% respondents belonged to Hindu religion. 14.63% of the respondents were either technicians or doing a clerical job. Almost equal numbers (35.3%) were unemployed/House wife and 4% belonged to the labour class. 46% were either professionals or on managerial posts.

Conclusions: This study highlighted overall patient satisfaction was good regarding the quality of health care services of New Hope Medical Centre, Chennai.

KEYWORDS

Health services, Health education, Hospital environment, Patient satisfaction

INTRODUCTION

Patient satisfaction is an important element in care of patient and its management.^{1,2} So assessment of patient satisfaction related to the services provided by the hospital is an important determinant to take measures in improving health care. Outcome data of such studies help in planning strategies for the patient care by the hospital. The quality of care given by any hospital can be assessed and monitored in a number of ways.^{3,4} Major determinant of inpatients satisfaction are the physical comfort during admission, communication skills, courtesy and respect shown to them and timely care given by nursing staff and doctors.⁵ An important and valid way is to ask the patient themselves about the quality and level of health care given to them, as assessment and perception of healthcare services provided may often differ completely from the patient's perception of the same services.⁶

This study was done with an objective to assess in patient satisfaction level in our hospital and to know about the shortcomings of the care given by nursing staff and doctors, where we need to improve upon. This will also serve the purpose of providing information to the administrators, if there is some scope to adopt and implement some changes in policy in order to provide effective health care services.

Aims and objectives of study

- To assess the satisfaction levels in inpatients of New Hope Medical centre, Chennai.
- To compare interdepartmental satisfaction scores in the same hospital.

METHODS

This cross-sectional survey was done in inpatients of the New Hope Medical Centre, Kilpauk, A total of 100 in patients, who gave consent for the study and who were admitted for a minimum of 3 days, at the time of discharge from the hospital, were included in the study.

Structured questionnaire was developed from previously used survey tools, and validated in our patients group, and patient satisfaction was checked in different domains related to the communication skills, care given to them, hospital environment and cleanliness and patient's overall evaluation of the hospital.⁷ Patients demographic details was also collected. In order to avoid bias in study, the survey was done inpatients at their time of discharge, the questionnaire was distributed and collected by a housekeeping staff and not by doctors or nursing staff or medical students.

RESULTS

The demographic data of patients showed that majority of respondents were belonged to age group 20-30 years (50.7%) followed by less than 20 years (20%), more than 40 years (15.3%) and 30-40 years (12%). About 29.33% respondents were uneducated followed by primary level (5.33%), senior secondary level (14.63%) and graduation (80%). 90% respondents belonged to Hindu religion. 4.63% of the respondents were either technicians or doing a clerical job. Almost equal numbers (35.3%) were unemployed/House wife and 4% belonged to the labour class. Only 15 patients (46%) were either professionals or on managerial posts.

Table 1: Socio-demographic characters.

Variable	Percentage
Age	
Less than 20	22%
20 to 30	50.7%
30 to 40	12%
More than 40	15.3%
Literacy level	
Uneducated	1%
Primary education	5.33%
Senior secondary education	14.63%
Graduate	80%
Religion	
Hindu	90%
Muslim	6.6%
Other	3.33%
Occupation	
Professionals/Managers	46%
Clerical/Technical Jobs	14.63%
Labour class	4%
Unemployed	35.3%

Table 2: Overall score (out of 4).

DOMAIN OF CARE	MEAN	S.D
Satisfaction with Nursing care	3.80	0.44
Satisfaction with doctor's care	3.97	0.17
Hospital Care	3.79	0.55
Hospital experience	3.86	0.39
Insurance section Care	3.85	0.41

Table 3: Faculty wise mean satisfaction scores (Score out of 4).

	Medicine	All Surgery	pediatrics	Overall mean
Score for Nurse	3.81 (0.46)	3.81 (0.42)	3.78 (0.45)	3.80 (0.44)
Score for Doctor	3.99 (0.11)	3.97 (0.16)	3.95 (0.21)	3.97 (0.17)
Score for Hospital environment	3.84 (0.39)	3.80 (0.58)	3.73 (0.61)	3.79 (0.55)

Table 4 Hospital assessment (Score out of 10).

Score	Number (Percent)	Mean score (SD)
8	4	9.83 (0.46)
9	10	
10	86	

CONCLUSION:

The overall satisfaction with the hospital services in our study was found to be good (90%) which matches with the study by Shahzadi et al. Peshawar Hospital, which showed that overall satisfaction with treatment was 90% which is similar to 89.1% as reported by Qadri.¹⁷ The rating for the overall services of the King Abdulaziz University of Health Sciences, Saudi Arabia was high (94%) with 71.8% of the respondents rating it as excellent and almost 99% saying they would recommend it to others and would use it again even if they had the resources to seek treatment anywhere else inside or outside the country.

Regarding the satisfaction score in difference departments, in the study by Salih A et al, at a hospital of Saudi Arabia, the obstetrics service scored the highest followed by medicine. Surgical services scored the lowest in all three domains, but reached significant level for center score only. But in present study more or less all departments had good scores and surgery patients satisfaction score is more.

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