



PATIENT SATISFACTION TOWARDS OUT PATIENT DEPARTMENT SERVICES

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ABSTRACT

A descriptive study was conducted on patient satisfaction towards outpatient department services of armed forces hospital. It was aimed to assess the patient satisfaction levels and to associate with the selected demographic variables. Using a self constructed questionnaire, data were derived from 100 patients using the OPD services. Descriptive statistics were used to describe satisfaction level and independent variables while the relationships between these factors were determined by Chi-square test.

Study findings revealed majority (55%) of the patients had high satisfaction, around 33% of the patients had low satisfaction and less than half (22%) of the patients had dissatisfaction towards OPD services. Patients with younger age and higher ranks who visited more times to OPD had high levels of Satisfaction. Strategies emphasizing improving the image of the hospital should be continuously implemented. The attitude of the patients could change with good reputation of hospital as well as health seeking behaviours. Patient satisfaction surveys can be conducted in each unit to get the real picture for further strategies to improve patient care services.

Key Words:

Patient Satisfaction, Out patient department, Patient care services

INTRODUCTION

Quality patient service is undoubtedly a significant element of Health care industry. This results in the fact that service quality is achieved when patient's expectations are satisfied, or exceeded. Measuring patient satisfaction is a way of assessing the process of care, describing the patient's viewpoint, and evaluating care by reflecting patient views back into the system and through comparing facilities. Also measuring patients' satisfaction has become an integral part of hospital management strategies for quality assurance and accreditation process.

Patient satisfaction is a multi-dimensional concept, which is not only influenced by physician related factors but also aspects of patient's experience with the health facility. Fatima Mukthar, (2013)

Out Patient department is the mirror of the hospital, which reflects the functioning of the hospital being the first point of contact between the patient and hospital staff. It is a stepping stone of health promotion and disease prevention. The services rendered are called as ambulatory care services. It is a shop window for the patients.

Indian Armed forces are the military forces of the Republic of India. It consists of three uniformed services: the Indian Army, Indian Navy and Indian Air force. Military hospitals are owned and operated by the armed forces for the different personnel of Indian armed forces and their dependents. Patient satisfaction levels were assessed from the armed forces personnel with different ranks and were associated with the selected demographic variables to enhance the quality services.

OBJECTIVES

To assess the patient satisfaction level towards the outpatient department services.

To associate the level of patient satisfaction with the selected variables.

MATERIALS AND METHODS

A descriptive study was considered to be the most appropriate to achieve the objectives of the study. The study was conducted in the outpatient department of Armed forces hospital. Convenient sampling technique has been chosen and the sample size was 100. This study assessed and associated the level of satisfaction among three different groups, namely Officers (Offrs), Junior Commissioned Officers (JCOs) and Other Ranks (ORs). A Self

constructed Patient Satisfaction level scale was developed for data collection. The patients were asked about their experiences with the health services provided. There were twenty five questions in five sections, including accessibility of services, quality of services, waiting time, physical environment and knowledge dissemination.

The pilot study was conducted before the main study and it elicited that the study was feasible. The tool was found to be highly reliable and valid. During the data collection, the researcher introduced herself to each subject and they were informed about the purpose of the study and an informed consent was taken. Ethical clearance for the study was taken from the institutional ethical committee.

Results

Table:1 Description of demographic variables

S.No	Demographic variables	Categories	Samples N=100	Percentage
1.	Age	a.)20 to 30yrs b.)31 to 40yrs c.)41 to 50yrs d.)> 51yrs	26 24 35 15	26% 24% 35% 15%
2	Gender	a.)Male b.)Female	50 50	50% 50%
3.	Educational Status	a.)Primary Education b.)Secondary Education c.)Under graduation d.)Post Graduation	15 50 25 10	15% 50% 25% 10%
4.	Service Area	a.)Army b.)Airforce c.)Navy	50 50 -	50% 50% -
5.	Rank	a.)Officers b.)JCOs c.) Other Ranks	25 25 50	25% 25% 50%
6.	Years of Service in Armed forces	a.)< 5 years b.) 6-15 years c.)16-25 years d.) > 26 years	20 30 30 20	20% 30% 30% 20%
7.	Number of Visits to the OPD	a.) < 5 times b.) 6-10 times c.) > 10 times	39 51 10	39% 51% 10%
8.	Nature of illness	a.)Acute b.)Chronic	45 55	45% 55%

Figure:1

Patients Satisfaction levels towards OPD Services



Majority (55%) of the patients had high satisfaction, around (33%)of the patients had low satisfaction and less than half (22%)of the patients had dissatisfaction towards OPD services.

Table: 2

Patients Satisfaction levels associated with the selected demographic variables

Variables	Person ChiSquare test	Level of Significance
Educational Status	$\chi^2=6.37$ P=0.04* DF=2	significant at P≤0.05
Rank	$\chi^2=13.01$ P=0.001*** DF=3	very high significant at P≤0.001
Number of Visits to the OPD	$\chi^2=6.49$ P=0.01** DF=1	highly significant at P≤0.01

* significant at P≤0.05 ** highly significant at P≤0.01 *** very high significant at P≤0.001

Patients with younger age and higher ranks who visited more times to OPD had high levels of Satisfaction.

DISCUSSION

Majority (55%) of the patients had high satisfaction, around (33%) of the patients had low satisfaction and less than half (22%) of the patients had dissatisfaction towards OPD services. Study conducted by Athar Mohd, Surg Lt Cdr and Abhijit Chakravarty, Brig revealed most of the respondents rated overall feeling about visit to hospital OPD services towards higher side of satisfaction level. Mean satisfaction level of 2.56 (64%) was lower among JCOs followed by 3.10 (77%), the level being almost equal among Officers and ORs.

Similar kind of studies can be conducted in larger scale and can be compared with different settings for extensive outcome. Staffs needs to be motivated to join hands together to move towards the excel quality care.

CONCLUSION

Patients are consumers in the health care industry. High satisfaction Level will indicate that hospital is functioning efficiently. Hence it is each hospital and their staff's responsibility to provides quality health care services. Present study elicited about inconvenience mostly stressed on long waiting time to consult doctors and non availability of drugs and shortage of specialist doctors and lack of computerization in OPD. Patient satisfaction is the key factor for hospital's quality care. So lots of stress needs to be placed in achieving higher satisfaction levels.

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