

Patient Satisfaction in In-patient Department in a Tertiary Care Hospital in Odisha

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Abstract

Introduction: The satisfaction of patients admitted to the inpatient department (IPD) of healthcare facilities is a crucial factor in determining the overall quality of care and patient outcomes. Patient satisfaction is a crucial measure of healthcare quality and a key determinant of the overall patient experience. In the context of inpatient departments (IPDs), understanding and addressing patient satisfaction is essential for improving outcomes, enhancing safety, and ensuring the delivery of high-quality care. As hospitals face increasing pressure to improve outcomes and enhance patient safety, greater attention and scrutiny have been placed on the role of patient satisfaction scores and their integration into overall measures of clinical quality

Objective: This research paper aims to examine the various aspects that contribute to patient satisfaction in the inpatient setting, such as access to care, the effectiveness of the services provided, and the overall patient experience.

Materials and Methods: This cross-sectional study was conducted between the month of March 2024 to May 2024 among patients admitted to the IPD of Utkal Hospital and Institute of Medical Sciences. A stratified sampling technique was used for selection of the patients from various IPD. A total of 332 patients admitted to the various IPD were taken as sample for the study.

Results: Satisfaction regarding process like billing ,discharge ranged between(90% to 91%), front office (96.27%), house keeping (92.71%) , nursing procedures (96.14), doctor related procedures and services(95%), dietary services(86.28%),maintenance services (88.27%) were areas requiring improvement.

INTRODUCTION

Health care quality is a global issue. The health care industry is undergoing a rapid transformation to meet the ever-increasing needs and demands of its patient population. Hospitals are shifting from viewing patients as uneducated and with little health care choice, to recognizing that the educated consumer has many service demands and health care choices available. Respect for patient's needs and wishes, is central to any humane health care system. Quality of health services was traditionally based on professional practice standards, however over the last decade; patient's perception about healthcare has been predominantly accepted as an important indicator for measuring quality of health care and a critical component of performance improvement and clinical effectiveness.

For managers of healthcare facilities, it has been a significant problem.

Here, the client evaluates their level of happiness with the services received rather than their actual health status after obtaining care.

Numerous criteria have a direct correlation with excellent patient satisfaction in IPD. First and foremost,

it is critical that patients receive high-quality medical care that includes precise diagnosis, suitable treatment, and attentive supervision. The quality of patients' health is closely linked to the skill of medical practitioners. Furthermore, effective communication between patients and healthcare providers—both in terms of information sharing and attentive listening to patient concerns—has a substantial impact on patients' satisfaction levels.

As competition rises and consumerism becomes more prevalent, monitoring health care performance of health plans has made patient satisfaction a crucial metric. Patients provide accurate assessments and valuable inputs, making them the best judges and enabling the overall improvement of quality health care provision by identifying and rectifying system weaknesses through the efforts of the concerned authorities.

Material and Methods

Setting and study design

This was a cross sectional study conducted in a tertiary care centre situated in the sub-urban part of Bhubaneswar, Odisha. The hospital is a centre for specialized tertiary and oncology care and has an operational strength of 453 beds. The hospital has 17 departments and provides outpatient consultations and inpatient services to patients presenting to the hospital from other levels of care or on self referral. Patients are mainly seen in the General Outpatient Department, Specialty clinics, Emergency Pediatric Unit and Accident and Emergency unit. It receives patients from within Odisha, and the neighboring states of India. A mixed demographic and occupational background individuals such as farmers, traders, service class and students avail the super-specialty health care facility.

Sample size and data collection

The study was carried out between March 2024 to May 2024. On the basis of previous studies of patient satisfaction and quality of care and using an appropriate statistical formula for estimating minimum sample size in descriptive health studies [$n = Z^2 pq/d$], a sample size of 332 was calculated to detect level of satisfaction among the study participants. The prevalence used for sample size calculation was 80%. The sample size was inflated by 10% to take care of non-response, incomplete responses and refusals. Patients between the ages of 18 and 80 years admitted in various specialties of indoor patient departments (IPD) were included in the study. However, patients referred or advised for or admitted to the Intensive care unit / cardiac care unit / emergency with conditions related to psychiatry or maternity and those with severe acute or chronic illness were excluded from the study since these were considered to be exceptional circumstances.

A random stratified sampling technique was used to select study population. Every 5th patient admitted in the IPD was taken for the study purpose.

Questionnaire

A semi-structured questionnaire was designed to examine several aspect of hospital care. Questions to be included in the instrument were devised on the basis of a literature review and in depth interviews of the patients attending the hospital. The questionnaire was standardized by a small scaled pilot test on 50 patients. It is comprised of 26 items which measures 9 core dimension of patient satisfaction-front office services, nursing services and communication, effectiveness of house keeping facilities, relationship between patient and doctors, accessibility and timely managerial services, promptness of billing and discharge process. The questionnaire consisted of five points Likert scale items, with 1 and 5 indicating

the lowest and highest levels of satisfaction, respectively. Patients indicated their level of satisfaction by selecting responses ranging from poor=1, fair=2, good=3, very good=4 and excellent=5. Those who chose poor and fair were considered dissatisfied while those who selected good, very good and excellent were considered satisfied. Patients were also asked if they had specific complaints or recommendations regarding their encounter in the hospital. The prescribing doctor and the supporting staff were largely kept unaware of the survey, except in unavoidable circumstances, to avoid the bias in their behavior with the patient. The questionnaire was administered by trained individuals after obtaining verbal consent from all subjects. In order to maintain complete confidentiality no names were recorded on the questionnaire. Prior approval of the ethical board was obtained before beginning the survey.

Analysis

The surveyed questionnaires were collected and coded in a MS Excel database and analyzed by using the SPSS statistical package. Descriptive statistics were performed Pearson’s chi-square test was used to examine the relationship between satisfaction with health services, behavior of doctor and other staff, satisfaction with clinic services and satisfaction with pharmacy services and others. Furthermore, stepwise nominal regression model was used to identify the predictors of satisfaction with health care services.

Result

A total of 352 patients admitted in the indoor departments of Medicine and allied, Surgery and Allied Oncology and Super-speciality care were included in the study. The satisfaction levels of the studied patients in different aspects of hospital care areas are as described. Satisfaction levels of various departments such as billing ,discharge ranged between(90% to 91%), front office (96.27%), house keeping (92.71%) , nursing procedures (96.14), doctor related procedures and services(95%), dietary services(86.28%),maintenance services (88.27%) were areas requiring improvement.

