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Original Research Article

Level of Patient's Satisfaction in a Government Medical College Hospital in a Rural Area of Haryana**Rajendra Singh¹, Yogender Malik^{2*}, Pushendra Malik³**¹*CMO, BPS GMC, Khanpur Kalan*²*Associate Professor, Forensic Medicine Deptt, BPS GMC Khanpur Kalan, Haryana, India*³*Associate Professor, General Surgery Deptt, BPS GMC Khanpur Kalan, Haryana, India*

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ABSTRACT

Patient satisfaction level is an important and commonly used indicator for knowing the quality of health care in any hospitals. In private hospitals it is vital for survival and in government institutes it affects patient recovery, patient retention, and utilisation of funds. Patient satisfaction is thus an indirect but a very effective indicator to measure the success of doctors and hospitals. The objectives of this survey were: to estimate the Patients' satisfaction score for the patients of Bhagat Phool Singh Government Medical College for Women and Hospital (BPSGMC), Khanpur Kalan and to identify and report on the strengths and weaknesses of the services provided by this Hospital, to patients, so as to present data to measure performance of this Hospital; in the arena of providing medical care to patients in this state. The data was collected using questionnaire with structured and semi-structured queries and was analyzed using SPSS (version 9) software. It was found that the patient satisfaction here was very high and very few patients pointed out deficiencies. It is boon to the rural society and concept of opening rural medical college should be encouraged.

Key words : Patient Satisfaction indicators, Rural center

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INTRODUCTION

Patient is the most important person for any hospital. All the network of hospital is designed to benefit patient. The Government of India launched the National Rural Health Mission (NRHM) in April 2005. The goal of the NRHM was to provide effective Medical Care to rural people with a focus on 18 states which have poor public health indicators and weak infrastructure. Rural India contains over 68% of India's total population with half of it living below poverty line, struggling for better and easy access to health care and services. Medical Care confronted by rural people are diverse and many and is a serious problem in resource-poor settings and contributes to mortality and morbidity particularly in rural India. B.P.S. Govt. Medical College for Women, Khanpur Kalan is the first college post independence in the medical field meant only for girls not only in Haryana but India. The college has the modern infrastructure and is located between the two highways the G.T. Road (NH1) & NH 71(A).

The Medical College Hospital is having capacity of 450 beds with modular operation theatres, state of art ICU, air conditioned OPD block, Blood Bank & Central laboratory. This is a teaching institute and maiden batch of 100 girl's students was admitted to pursue MBBS education in 2012. All the departments are functional. The hospital at the college became operational on September 1, 2011 to provide quality medical services to the rural public of this area of Haryana. The institution is working with a motto of "committed to make a difference".

MATERIAL AND METHODS

A questionnaire was prepared containing structured and semi-structured queries. Using this questionnaire, 250 patients admitted in different departments were surveyed. The questionnaire were filled interviewing patient himself / herself or from the attendant. Patients at the time of discharge were selected for the interview and were selected randomly. This study was conducted from 25th of March 2013 to 20th of October 2013. A patient satisfaction score (P.S.S.) was calibrated and calculated for each patient. Data analysis was done with the help of charts and percentage method by the computer. Statistical calculations were made, by

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utilising SPSS Software Package on the computer. SPSS version 9 was used.

Demographic data

1. Contribution of patients from different wards in the Survey

The survey was done involving 250 patients from all 15 wards of hospital. It was done on patients ready for discharge to let them speak their feelings. 143 males and 107 females responded to the survey.

2. Age

The survey included patients of all ages. For minors and paediatrics patient opinion from their attendants was taken. Maximum contribution was from 21 to 41 years age group.

3. Occupation

The survey was done involving people from all social segments. This hospital is in a rural area of India. Most of patients were from agricultural families.

Patient's responses with questions

1. **Waiting time to see the doctor:** 63 % of patients who visited the hospital were attended immediately. 19 % of patients were attended within half hour. 14 % of patients were attended within 1 to 2 Hours. 4% of patients were attended within 2 to 3 Hours.
2. **Frequency of visits and revisits to the hospital:** Frequency of visiting the hospital is itself an indicator of patient satisfaction. 65 % visited the hospital in last 6 months for first time. 27 % had visited the hospital for 2 – 4 times in last 6 months and 8 % had visited the hospital for 5 or more times.
3. **Communication skills of the doctors:** 56 % of patients found communication skills of the doctors were very good. 41% of patients found communication skills of the doctors were good. 3% of patients found communication skills of the doctors were average.
4. **Care of nurses in the ward:** 57 % of patients found medication and care that were given in the wards by nurses were very good. 41% of patients found medication and care that were given in the wards by nurses were good. 2 % of patients found medication and care that were given in the wards by nurses were average.
5. **Effect of the treatment:** Those patients who are cured are more satisfied and are more tolerant towards the deficiencies of the hospital. 51 % of patients were improved very much after taking the treatment. 41 % of patients observed some improvement after taking the treatment. No Improvement was observed by 7% of the

patients. 1% of the patients became worse after taking treatment.

6. **Confidence in the doctor after treatment:** Level of confidence in the doctor became more in 71% of patients after the treatment. Level of confidence in the doctor remained same as before in 25% of patients after the treatment. Level of confidence in the doctor was lower in 4% of patients after the treatment.
7. **Ease of finding various departments of hospital:** 25% of patients found various departments of hospital very easily. 64% of patients found various departments of hospital easily. 6% patients found various departments of hospital with little difficulty. 5% of patients found difficult to locate various departments of hospital.
8. **Pantry services in the hospital:** 11 % of patients didn't take food from hospital kitchen. 28 % marked the service as very good; 51 % marked it good; 8% marked it average and 8% marked it below average.
9. **Seating arrangements in hospital:** 13% patients felt seating arrangement as very good; 60% as good and 9% felt as average.
10. **Cleanliness in this hospital:** 62 % of patient gave very well for cleanliness; 36% gave well, however, 2% felt as average.
11. **Pharmacy services:** Patient who comes to a Govt. institution is normally poor and expects that he'll get all medicines from the hospital. 3% of patients didn't take medicines from hospital. 31 % marked the service as very good; 52 % marked it good; 12% marked it average and 2% marked it below average.
12. **Blood Bank services:** 64% patients didn't needed blood. 16% patients considered service of blood bank as very good. 17% patients considered service of blood bank as good. 3% patients considered service of blood bank as average.
13. **Elevators (Lifts) Services in the hospital:** 46% patients considered lift service of hospital as very good. 48% patients considered lift service of hospital as good. 6% patients considered lift service of hospital as average.
14. **Will you recommend this Hospital?** 89% patients considered to recommend the hospital among their family and friends. 8% patients were in dilemma. 2% patients expressed negatively and 1% wanted to stop patients coming here.
15. **Improvements in hospital needed or not:** This question was to get negative feedback and suggestions from patients and their attendants. 83% patients gave No comments. 11% patients gave Suggestions and 6% patients Complained. All the

suggestions and complaints were sent to the authorities to do the needful.

RESULTS AND DISCUSSION

Worldwide studies have shown that patient satisfaction is a required outcome in a hospital.[1]Patients attending each hospital are responsible for spreading the good image of the hospital and therefore satisfaction of patients attending the hospital is equally important for hospital management. Various studies about outpatient services have elicited problems like overcrowding, delay in consultation, proper behaviour of staff etc. Patients' satisfaction leads to drift in both new and old patients, which hinders the sustainability of any hospital in long run.[2]In this study 56 % of patients found communication skills of the doctors were very good. 41% of patients found communication skills of the doctors were good. So, total 97% of patients said that they are treated with respect and dignity by the doctors. While the same was found as 83 % at PGIMS Rohtak in a study conducted by doctors of Maharaja Aggarwal Medical College, Agroha (Hissar), Haryana. [3] This shows that doctors of the B.P.S.G.M.C. Hospital Khanpur Kalan scores better in Respect parameter.82% of patients were attended here in half hour.Waiting time here is lesser compared to other study by Dr Sona Bedi, Dr Sanjay Arya, Prof RK Sharma.[4] This is due to easy availability of doctors and use of latest technology patient is quickly attended everywhere in the B.P.S.G.M.C. Hospital Khanpur Kalan.31% of patients who got all the medicines from the hospital pharmacy termed it very good and 52% of patients who got most of the medicines from the hospital pharmacy termed it good. This situation is better than hospital dispensary services in Government Hospitals in Haryana as pointed by the study results by Rajinder Singh et. al.[5]This study has shown that majority of patients have expressed overall satisfaction without expressing negatively to any given question. 94% of patient ranked the hospital as good or very good. Chances of recommending the hospital were 89%. This is at par with the survey done report by Ketaki Pujari at the Apollo Clinic, East of Kailash, New Delhi .[6]

Overall, patients satisfaction was at par with the Assessment of Patients Satisfaction with Services Obtained From a Tertiary Care Hospital in Rural Haryana by Department of Community Medicine, MMIMSR Mullana, Ambala, India.[7] The overall satisfaction of patients with the services provided by B.P.S.G.M.C. Hospital Khanpur Kalan was (94%) which is better than the figures reported by SA Deva et al. in Kashmir (80% [8]), (81.6%) and Qureshi et al. [8]

in Kashmir (72%), by Bhattacharya et al (88%)[9], SK Jawhar et al. in India (90-95%) and Ofili and colleagues (83%)in Benin city[13], but ,much higher than those reported from Mahapatra et al. in Andhra Pradesh (63%). [11]

CONCLUSION

After this study, we can conclude that if the whole staff and Doctors are motivated and committed to make a difference then even a newly set up Hospital and medical college can provide quality health care to patients. Use of latest technology and equipments is essential to keep talented doctors and patients satisfied. Better communication can lessens the chaos in emotionally charged environment.

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