

**Internship Training  
At  
Park Hospital**

**LEVEL OF PATIENT SATISFACTION IN O.P.D  
PARK HOSPITAL**

**By  
Yashmeen kaur  
Under the guidance of  
Ms. Anupama Sharma**

**Post Graduate Diploma in Hospital and Health Management  
2012-2014**



**International Institute of Health Management Research  
New Delhi**

*The certificate is awarded to*

***Dr Yashmeen Kaur***

*In recognition of having successfully completed her Internship  
in the department of- Operation.*

*She has successfully completed her Project on*

***Study On Patient Satisfaction in OPD of Park  
Hospital, Gurgaon***

*From 10<sup>th</sup> Jan - 10<sup>th</sup> April 2014*

*Park hospital, Gurgaon*

*She comes across as a committed, sincere & diligent person  
who has a strong drive & zeal for learning*

*We wish her all the best for future endeavors.*

  
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### Certificate of Approval

The following dissertation titled **"LEVEL OF PATIENT SATISFACTION IN O.P.D SURVEY"** at **"PARK HOSPITAL GURGAON"** is hereby approved as a certified study in management carried out and presented in a manner satisfactorily to warrant its acceptance as a prerequisite for the award of **Post Graduate Diploma in Health and Hospital Management** for which it has been submitted. It is understood that by this approval the undersigned do not necessarily endorse or approve any statement made, opinion expressed or conclusion drawn therein but approve the dissertation only for the purpose it is submitted.

Dissertation Examination Committee for evaluation of dissertation.

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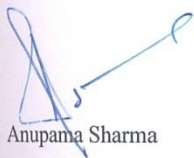
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### **Certificate from Dissertation Advisory Committee**

This is to certify that **YASHMEEN KAUR**, a graduate student of the **Post- Graduate Diploma in Health and Hospital Management** has worked under our guidance and supervision. He/ She is submitting this dissertation titled **“LEVEL OF PATIENT SATISFACTION IN O.P.D”** at **“PARK HOSPITAL, GURGAON”** in partial fulfillment of the requirements for the award of the **Post- Graduate Diploma in Health and Hospital Management**.

This dissertation has the requisite standard and to the best of our knowledge no part of it has been reproduced from any other dissertation, monograph, report or book.



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**TO WHOMSOEVER MAY CONCERN**

This is to certify that Yashmeen Kaur , student of Post Graduate Diploma in Hospital and Health Management (PGDHM) from International Institute of Health Management Research, New Delhi has undergone internship training at Park hospital, Gurgaon from 10<sup>th</sup> Jan 2014 to 10<sup>th</sup> April 2014.

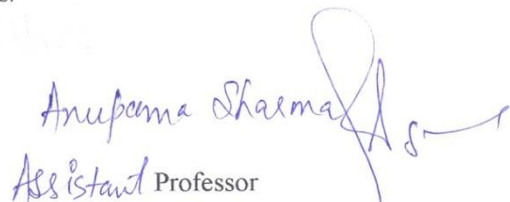
The Candidate has successfully carried out the study designated to him during internship training and his approach to the study has been sincere, scientific and analytical.

The Internship is in fulfillment of the course requirements.

I wish him all success in all his future endeavors.



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**INTERNATIONAL INSTITUTE OF HEALTH MANAGEMENT RESEARCH,  
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**CERTIFICATE BY SCHOLAR**

This is to certify that the dissertation titled Patient satisfaction in O.P.D at park hospital and submitted by Yashmeen Kaur Enrollment No. PG/12/107 under the supervision of Ms.Anupama Sharma for award of Postgraduate Diploma in Hospital and Health Management of the Institute carried out during the period from 10<sup>th</sup> Jan 2014 to 10<sup>th</sup> April 2014 embodies my original work and has not formed the basis for the award of any degree, diploma associate ship, fellowship, titles in this or any other Institute or other similar institution of higher learning.

  
Signature



**Park Hospital**

Super Speciality Hospital

**FEEDBACK FORM**



Name of the Student: Dr Jashveen Kaur

Dissertation Organisation: Park Hospital

Area of Dissertation: Operation


Attendance: 97%

Objectives achieved: Patient Satisfaction in OPD of the hospital

Deliverables:

Strengths: Good Communication  
Zeal to learn

Suggestions for Improvement: keep up the good quality in you.

  
Signature of the Officer-in-Charge/ Organisation Mentor (Dissertation)

Date: 6/5/2014

Place: Gurgaon

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Faridabad J-Block, Sec-10, Faridabad, Haryana [www.parkhospital.in](http://www.parkhospital.in)

## **Organization Profile**

Park Hospital was founded by Dr. Ajit Gupta who believes in taking up challenging assignment where he can continue to apply his Social, Administrative & Hospital management skills in a wide exposure of medical services keeping a positive and committed & targeted attitude.

Park Hospital is a Multi super specialty tertiary care hospital which has attained supremacy in the field of health care services. Park hospital is religiously dedicated to provide latest, ultramodern and sophisticated medical care. The Hospital follows its principle of improving Health Care Processes via adopting exclusive equipments and technology in order to enhance the success rate & patient gratification. Park also has a team of highly proficient and veteran doctors & efficacious paramedical staff that link together to provide the most sophisticated & highest standard of care in all penchant of Health in conjunction with super specialties.

## **Park Hospital Units**

### **1. Park Hospital, West Delhi**

Location: Keshopur Mandi, West Delhi

Promoters: Park Group of Hospitals

Total number of beds: 305 beds

Multi-specialty hospital

### **2. Park Hospital, Gurgaon**

Location: Q Block, South City 2, Sec 47

Promoters: Park Group of Hospitals



Total number of beds: 250 beds (Proposed to Make 400)

Multi-Super specialty hospital

**3. Park Hospital, Faridabad**

Location: Sec.10, opposite court Faridabad

Promoters: Park group of hospitals

Total no. of beds: 250 beds multi specialty hospital

**4. Park Hospital, Hodal**

Location: Opening shortly 200 bedded hospital

Promoters: Park group of hospitals

Total no. of beds: 200 bedded multispecialty hospital

**Upcoming projects**

1. Park hospital, Panipat
2. Park medical college, Gwalior

## **Park hospital, Gurgaon**



*Park Hospital Gurgaon is an ambitious initiative from the house of Park. Fully-equipped with all state-of-the-art medical facilities, this 250 bed super-specialty hospital is the beginning of a new era in taking healthcare services in Gurgaon to a new level. Park Hospital Gurgaon envisions of providing a comprehensive spectrum of advanced medical & surgical interventions with a perfect mix of inpatient and outpatient services to people of all social and economic backgrounds. It is the onset of a new experience where patients not only get medical services as per international standards but also receive an empathetic and humane treatment by the professionals attending to them. It is about pursuing a dream called 'wellness for all'*

**Various departments in Park hospital**

1 **IVF**

2 **Ophthalmology**

3 **Pediatrics**

4 **General / Minimally invasive surgery**

5 **Blood Bank Services**

6 **Critical Care**

7 **Internal Medicine**

8 **Park Mother`s Nest**

9 **Physiotherapy**

10 **Gastroenterology**

11 **Dental Care**

12 **Cardiology Department**

13 **Nephrology & Urology**

14 **ENT**

15 **Orthopedics**

16 **Neurosciences**

17 **Radio Diagnosis**

## **MISSION**

“To deliver state-of-the-art personalized healthcare services to people of all social and economic background and achieve highest level of patient satisfaction.”

## **VISION**

“To be a leading name in the healthcare sector by providing holistic healthcare at affordable cost.”

## **QUALITY PARAMETERS**

- The hospital has been designed for maximum safety and comfort of the patients and healthcare providers. It complies with national & International standards for hospital accreditation.
- Clinical governance is an integral part of our practice.
- Robust quality and infection control practices are in place.
- Best in class modular OT's and ICU's with HEPA filters, laminar air flow & complete air changes per hour & access control minimize the risk of infection.
- Isolation rooms have been earmarked in the ICU to treat critically ill infectious patients thus preventing threat to other patients
- Green building: The hospital is designed to allow sunlight in most of the ICUs and patient rooms as it minimizes stress on the patients and gives them proper orientation of time.
- Stringent “Biomedical Waste Management” practices for segregation, storage, transport & disposal of hospital waste are in place.
- The hospital has one of the most advanced infrastructures which help in patient & employee safety & reduce the excessive burden on the environment.
- The “Hospital Information System” used is most advanced and user-friendly and helps to reduce medical errors as well as contributes to faster and better patient management.

## **Duties and responsibilities**

- **Area of dissertation:** Operations
- **Duration:** 10<sup>th</sup> January to 10<sup>th</sup> April
- **Designation:** Management trainee

## **Tasks performed:**

During the internship period, I was given the responsibility to coordinate and communicate various tasks like:

- Coordinate workforce management objectives with focus on individual, departmental and hospital wide initiatives and team concepts.
- Focus on patient satisfaction
- Facilitating admission and discharge process
- Supervision of housekeeping staff and looking after inventory management
- Coordinating with Front desk, MRD, Billing, Pharmacy, laundry and other departments.

## **ACKNOWLEDGEMENT**

I take this opportunity to express our profound gratitude and deep regards to my mentor at IIHMR New Delhi for her exemplary guidance, monitoring and constant encouragement throughout the course of this project on “**The level of patient satisfaction in Out Patient Department** “. The blessings, help and guidance given by her time to time will carry us a long way in the journey of life on which I am about to embark.

We are highly obliged to staff members of **PARK HOSPITAL**, for the valuable information provided by them in their respective fields.



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## **EXECUTIVE SUMMARY**

This descriptive study was conducted to assess the patient satisfaction towards out patient health services provided at the O.P.D of park hopsital, gurgaon from ...10<sup>TH</sup> JAN 2014....to ..10<sup>TH</sup> APRIL 2014..

The study population consists of 200 respondents who were interviewed to collect data regarding patient management , supportive services and behaviour of staff and doctors through interview schedule by convenience random method. Primary data was used to analyze the data with the help of SPSS software.

The result showed that all most all patients were satisfied with the time spent by doctor , doctor's behaviour , cleanliness etc . Dissatisfaction causing factors were unclean toilets, drinking water was not of good quality , glasses were only 2 -3 which were not cleaned , disposable glasses were not there.

The study recommends that hospital management should take necessary steps to increase satisfaction level that includes more focus on hygiene of hospital.

These all measures will increase the satisfaction level of the patients as well increase the positive word of mouth hence increasing the market share of the hospital. These measure will involve same investment but implementing them will ultimately bring more profit to the hospital.

## **INTRODUCTION**

-

### Patient satisfaction

Patient is a person receiving or registered to receive medical treatment. Satisfaction means Fulfillment of expectations. Patient satisfaction is If the performance of the hospital matches the expectation of the patient. Patients are the foundation of our medical practice so it is very obvious that they must be satisfied in or out of the hospital.

Now the hospitals have adapted patient centered attitude as patient satisfaction is the integral part of healthcare. With increase in awareness among people , their expectations have also increased from healthcare. Mindset of people have changed with time as now they not only look for clinical services but also for many other services in hospital.

Patient satisfaction is an important indicator in assessing the quality of care provided by the Hospital. It is a Relevant tool to measure performance of a hospital. Thus helps in improvement of services and meet the expectation of the patient.

### Problem statement

Patients are the foundation of our medical practice so it is very obvious that they must be satisfied in or out of the hospital .OPD is the first point of contact with a patient and serves as the window to any healthcare services provided to the community. The care in O.P.D. indicates the quality of services of hospital and is reflected by patient's satisfaction and their perception about the time spent. This evaluation will serve the two purposes: identifying the areas of improvement in quality of services offered and highlighting the need for corrective action where patients 's perception exceed what the hospital could afford to offer and what a particular service was meant to provide. There are the various problems which are faced by patients in the out patient department of a hospital. Patient many times found a problem in navigating and experience rude behavior from the staff. Patients are not given needed time for the treatment as well as don't get convinced by the way doctor explain about the treatment and the disease. There are various other problems which bothers the patients like non availability of drinking water , unhygienic toilets and the long waiting time in hospital.

## **RATIONALE**

During the past few decades, there has been reawakening that health is fundamental human right and a worldwide social goal; that it is essential to satisfaction of human basic need and to improve the productivity of the nation. The assessment of level of patient satisfaction is a tool for determining the level of health care delivery to analyze the existing situation and work out strategies to improve it. By identifying the source of dissatisfaction, an organization can address system weakness, thus improving its risk management. Patient's satisfaction measurement adds important information on system performance, thus contributing to the organization's total quality management. Patient satisfaction surveys are instrument in monitoring the hospital's quality of care in relation to cost and services. Assessing satisfaction is not one time action, instead it needs continuous monitoring and evaluation. Therefore it is important that regular internal audits should be conducted to assess the patient behavior and satisfaction. Satisfied patients are asset to hospital, which will induce the sense of belonging and could improve autonomous participation on hospital development. This survey data will be useful for program planning and evaluation as well as identification of potential areas of improvement. O.P.D. is the first point of contact with patients generally so care given here reflects the quality of services of the hospital and this is reflected by patients satisfaction level and perception about the time spent !!

### **LIMITATIONS OF RESEARCH STUDY**

- ⦿ Time-limited time period of 2.5 weeks to conduct a study.

### **LITERATURE REVIEW**

#### **Need for patient satisfaction**

As now patients have got many choices and more awareness regarding standards to be maintained in a hospital so their expectations have also risen thus their satisfaction is of core importance. So a satisfied patient can increase number of referral patients and also decrease negative word of mouth. Measuring level of patient satisfaction can be used as a guide for improvement in quality of services.

### **Factors influencing patient satisfaction**

There are number of factors which influence patient satisfaction and some of them are as follow:

- Patient management – it includes time spend by doctor, Explanation about treatment and disease by doctor , Waiting time for consultation and at billing counter.
- Infrastructure – maintenance of building , toilets , drinking water , proper sign boards for directions , sitting arrangement
- Supporting services – lab , pharmacy
- Staff behavior – behavior of the doctor and other hospital staff

Dr. S. K Jawahar (2006) conducted a study to evaluate the performance of services in patient's prespective and to identify the problems of the patients and to suggest measures for improved. They evaluated 200 patients of Chitra Tiruval Institute for medical sciences and technology, Thiruvanthapuram, Kerala. This study showed that 60% of the patients were guided by the staff , 59% were guided by medical social worker and 40% by the security staff. The waiting time in the enquiry and Medical Record Department is less than 30 minutes for more than 70% of patients but waiting time for consultation extends to more than 3 hours . patient. With regard to cleanliness in hospital, 50% of patients were highly satisfied whereas 15.5% said that cleanliness needs improvement. 96.5% of the patients were satisfied by the time spent by doctors . However , 56% were satisfied with their behaviour while 35.5% felt that they are well behaved but would have been better if they were more patient.<sup>(7)</sup>

Amin Khan Mandokhail(2007) did a study on patient satisfaction towards OPD services in Banphaeo Autonomous Hospital samut Sakhon Province, Thailand shown that



patients were satisfied with majority of the services but except diagnostic space, number of doctors and expense of drugs. Regarding the availability of required medical staff during working hours of OPD , more than two third of patients (77.3%) agreed that required medical staff were available and majority (76%) of patients agreed that schedule of working hours of OPD was adequate for them. 75.56% of patients agreed that doctor spent enough time during examining them, 78% agreed that doctor listened carefully to what they said and understand their concern. About three fourth of patients agreed that waiting time for getting out patient appointment was appropriate for them so the accessibility for getting out patient appointment was good. <sup>(8)</sup>

Patavegar Bilkish et al (2010) conducted a cross sectional study to assess the patient satisfaction in OPD of a tertiary care hospital and also to determine the relationship between different factors and patient satisfaction. Study was conducted on 450 patients attending OPD which were selected using systemic random Sampling. According to the study findings 44.5 % patients were unsatisfied with hygiene of waiting area, 91% were satisfied with O.P.D timings, 77% were satisfied with explanation of treatment given by pharmacy. So according to study patient were satisfied with Registration services, doctor services, lab services pharmacy services but unsatisfied with unclean waiting area and improper sitting arrangement. The study helped in identifying the weaker areas of services at OPD which needs improvement in order to work effectively to satisfy the patient. So appropriate actions should be taken to keep hospital area clean, to provide adequate sitting arrangements. <sup>(6)</sup>

John Paul T. Cuevas conducted a descriptive cross sectional study to determine the satisfaction of patients about the services provided in the Out Patient Department of the Zamboanga City Medical Center. The patients/respondents were consecutively selected and a questionnaire was developed to evaluate their satisfaction regarding the availability, accessibility and convenience of the Out Patient Department services, including their perception about the behavior of staff, including a list of the amenities that they feel are important to them as clients. The study

showed that most of the patients/respondents were satisfied with the current services offered by the out patient department. However, it also showed that there are some areas that need to be improved like comfortabilty of the waiting area, provisions of toilet facility, processing in retrieving records, and availability of medicines in the pharmacy. The clients perceived needs include: improve lighting, cleanliness of the OPD area, toilet facility, adequate chairs, clean

potable drinking water, canteen, play area for their children and directory maps to name a few.

There were a total of 300 respondents who answered the questionnaire. Most of the respondents were female with 62.3% preponderance. Most of the respondents were unemployed, followed by self employed, 36 were government employee, 30 were private employee and 6 other professions. As for educational attainment majority or 58.3% have at least attended or graduated college followed by high school (28.0%), elementary (8.4%) and no formal education 5.3% respectively. A good number of the respondents or 66.7% were for follow up consult and only 33.3 % came for first time consultation. The Internal medicine patients made up the bulk of the respondents with 32.3% followed by OB-Gyne (25.7%), Surgical (23.3%) and Paediatrics (18.7%) respectively. This study concludes that the patients are generally satisfied in terms of accessibility, availability and convenience with the services provided by the Out Patient Department of Zamboanga City Medical Centre. It also showed that majority of the respondents are satisfied with the health personnel's who attend to their consulting medical needs. However, this study also showed some gray areas (such as: process of getting securing the records, comfortability of waiting areas, toilet facilities, and availability of medicines) in the system which can be changed for the improvement of the service.<sup>(5)</sup>

Ranjeeta Kumari, et al (Jan 2009) did a cross-sectional study to determine the areas and causes of low satisfaction among the patients and suggest methods for improvement in Government Allopathic Health Facilities of Lucknow District, India. Multistage stratified random sampling was used to select the government allopathic health facilities of Lucknow district and systematic random sampling for the selection of the patients for the interview. The present study was conducted among the patients attending the outpatient department (OPD) of government health facilities of Lucknow district. The period of survey was from May 2006 to August 2006. The sampling frame consisted of all the allopathic public health facilities of Lucknow district at the tertiary level, secondary level, and the primary level. The "public health facilities" in the present study implies all the Government health facilities. The data was analyzed for 1625 patients only who had provided the complete answers. Patients working in the health care facility and follow-up patients attending the OPD of the respective health care facility were excluded from the study. The satisfaction was graded as

unsatisfactory (0-20%), satisfactory (20-40%), good (40-60%), very good (60-80%) and excellent (80-100%). We observed in the present study that, the primary level health facilities were the most easily accessible (88.3%), affordable (76.1%), required less travel time. About one third of those attending the tertiary health facility were unsatisfied with the duration of the OPD. The accessibility was difficult in 42% patients and waiting time more than 30 min for 62.5% of those attending the tertiary level health facility. The satisfaction with the duration of the outpatient department (OPD) (64.6%) and the presence of signboards (46.6%) was also found to be low. The overall satisfaction regarding the doctor-patient communication was more than 60% at all the levels of health care facilities but that with the examination and consultation was less than 60% at the primary level as compared to more than 80% elsewhere. The most important motivating factor for the visit to the tertiary (48.2%) and secondary level (71.9%, 67.1%) of health facilities was the faith on doctors or health facility. This study concluded that the level of patient satisfaction is severely deficient in several areas and needs improvement for the achievement of optimal health of the people.<sup>(4)</sup>

Fekadu Assefa, and Andualem Mosse (July 2011) conducted a study to assess the perceived levels of clients' satisfaction with health services rendered at Jimma University Specialized Hospital. A cross sectional study was conducted from March 1–8, 2010 on a sample of 422 service users of the hospital using systematic random sampling technique. Data was collected using structured questionnaire. The questionnaire was administered to a total of 422 clients, of which, 51.7 % were male, about 33.4% of the respondents were between the age group 25–34, 41.% of the clients were illiterates, 60% were from the rural areas and 57.8 % received the service free of charge. The findings of the study showed that the overall client satisfaction level with the health services rendered at the hospital was 77%. Satisfaction was reported to be highest (82.7%) with the way the doctors examined them and on the other hand dissatisfaction was reported to be highest (46.9%) by respondents with the time spent to see a doctor. This study showed higher clients' satisfaction level in the University Specialized Hospital when compared to previous studies in the same hospital as well as other similar studies in the country. Lack of drugs and supplies, poor information provision, long waiting time, poor cleanliness, lack of privacy and inadequate visiting hours, were found to be the major causes of dissatisfaction. This study has revealed that the overall satisfaction level of the clients with the services rendered at JUSH was 77.0 %. and this is higher than reports from other studies conducted in Jimma Hospital and in a Mozambique Hospital which showed 57.1% and 55%, respectively. The study has revealed that lack of

drugs and supplies in the hospital pharmacies was the major problem, where about 70% of the clients with prescription paper for drugs did not get some or all of the ordered drugs from the Hospital's Pharmacy. Twenty percent of the clients in the present study were dissatisfied with the provision of information about the hospital services and their health problems. , 37.2% of the clients were dissatisfied by the overall waiting time to get the services. This study concludes tha the hospital management needs to understand the extent of the problem with drugs and supplies and plan to look for different mechanisms to keep adequate stock of essential drugs and supplies, fulfill human resource and standard medical equipment, establish an information desk at a convenient corner of the hospitals which would particularly be helpful for the majority of the clients who are illiterates, and avoid long waiting time and lack of privacy.<sup>(9)</sup>

Prahlad Rai Sodani, et al 2010) conducted a study to measure the satisfaction of OPD (Outpatient Department) patients in public health facilities of Madhya Pradesh in India. Data were collected from OPD patients through pre-structured questionnaires at public health facilities in the sampled eight districts of Madhya Pradesh. A set of well structured questionnaire containing close-ended questions was developed. Data were collected with the help of trained field investigators during the months of September and October 2007. A total of 561 OPD patients were included in the study to know their perceptions towards the public health facilities, choosing health facility, registration process, basic amenities, perception towards doctors and other staff, perception towards pharmacy and dressing room services. It was found that most of the respondents were youth and having low level of education. The major reason of choosing the public health facility was inexpensiveness, infrastructure, and proximity of health facility. Measuring patient satisfaction were more satisfied with the basic amenities at higher health facilities compared to lower level facilities. It was also observed that the patients were more satisfied with the behavior of doctors and staff at lower health facilities compared to higher level facilities. The study findings suggest that following measures may be taken by the policy makers and hospital administrators to increase the patient satisfaction at public health facilities: 1) Efforts should be made to reduce the patient load at the higher level facilities so that doctors and other staff can give more attention and time to the patients; 2) Efforts are also needed to strengthen infrastructure and human resources at the lower level health facilities.

## Summary

These studies have shown that patients are more attracted as well as feel more comfortable in a hospital with good infrastructure and facilities. The major areas which bothers the patients most are waiting time and the cleanliness of OPD. The time spent by a doctor with a patients is also a major issue to be taken in account . These studies stated that patients need to communicate effectively about their disease and treatment to remove the misconception and develop confidence in the health system for achieving the standards of good health. Taking feedback from the patients at regular time intervals helps to keep check on the strengths and the weaknesses of the services provided in the hospital.

## **RESEARCH OBJECTIVES**

### General Objective

- To assess the patient satisfaction towards health services provided in O.P.D of Park hospital, gurgaon.

Specific objectives

- To assess the level of patient satisfaction towards facilities provided by management.
- To determine satisfaction level of patient in terms of infrastructure and treatment given.
- To assess the experience of patients with hospital staff and the level of satisfaction towards supporting services.
- Suggesting recommendation for improvement of services.

**RESEARCH QUESTION**

- Are the patients satisfied with health services provided in the OPD of Park hospital, gurgaon?



- What are the factors and the causes leading to patient satisfaction as well as patient dissatisfaction?
- What are the needed steps to be taken by the management to improve the quality of the OPD in the Park hospital, Gurgaon?

## **RESEARCH DESIGN**

This cross sectional descriptive study was conducted in Park hospital, gurgaon to determine patient satisfaction of the out patient department. The interview schedule was the tool used in collecting data from the patients as well as staff for assessing the patient satisfaction towards the health services provided in the O.P.D. There was one checklist prepared by the research team to do the observation of the facilities provided at the O.P.D .

The interviews were held at the hospital outpatient department where the patient receives medical care.

## **STUDY POPULATION**

Park hospital, gurgaon was selected as the health facility and the target population was the patients attending the out patient department of this hospital, available at the time of data collection and who were willing to give information.

## **SAMPLE SIZE AND SAMPLING TECHNIQUE**

The sample size is calculated by this formula:

$$n = Z^2pq/d^2$$

where

n = estimated sample size

Z =

p =

q =

d =

But due to limited time period and lack of resources, the sample size taken was 200 patients attending O.P.D services in park hospital

Sample size;

Patients attending O.P.D= 200

## **RESEARCH TOOL**

The research instrument used for data collection was the interview schedule for the patients as well as the staff and the observation checklist for the research team. The data was collected by the pretested research instrument.

## **STUDY FINDINGS**

### Demographic Profile of the respondents

The respondents consisted of 200 patients (108 Males & 92 Females) as shown in table 1.

**Table 1:**

<b>Variable</b>	<b>Frequency(Percentage)</b> <b>N=50</b>
<b>AGE</b>	
<=20	1(.5)
21-30	15(7.5)
31-40	24(12)
cx41-50	58(29)
=> 51	102(51)
<b>GENDER</b>	
Male	108(54)
Female	92(46)

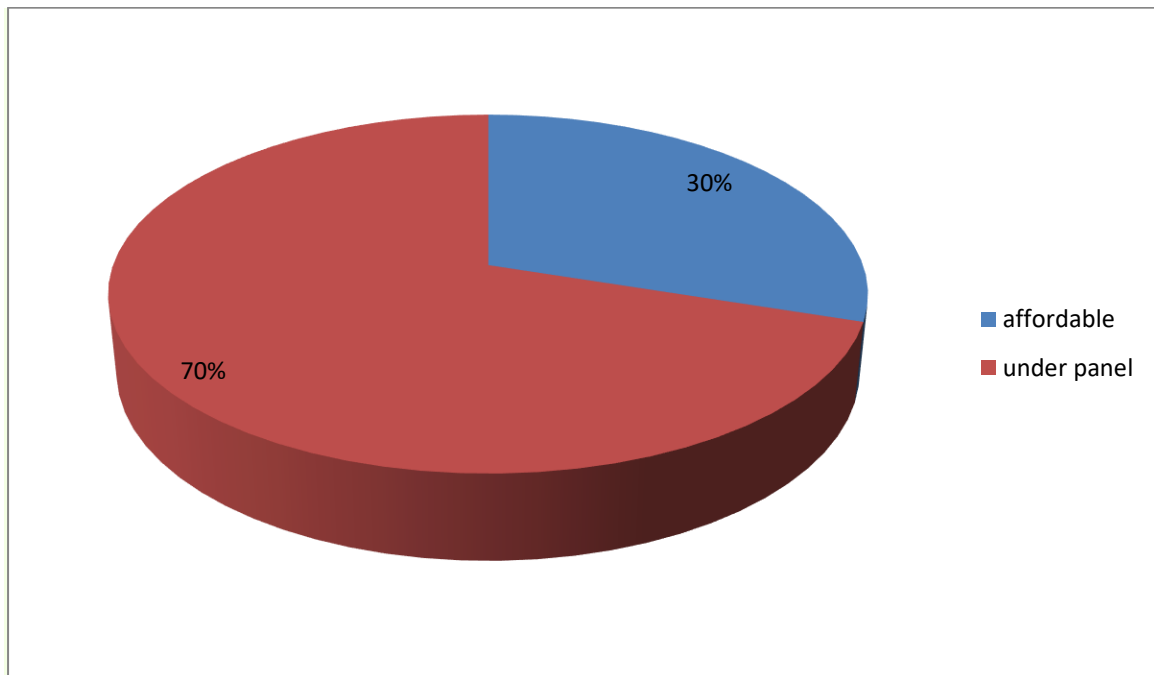
### 4.2: Perceptions of the respondents

Respondents were asked to answer questions regarding different services available in O.P.D and their perceptions regarding the same. Questions asked were mainly under the four broad categories containing reasons for choosing hospital, infrastructure, staff behaviour, management of patient. Observation was also done by research time on some of these factors like seating arrangement, toilets ,drinking water,cleanliness to see if the responses of the patients match with the observation done by researchers.

**1.Reason for choosing this hospital\***

Respondents were asked about the reasons for choosing the particular hospital over other available hospitals in same region. Most popular reason was under panel as shown in graph 1, which was stated by 70% of respondents, second being the affordability (30%)

**GRAPH 1.**



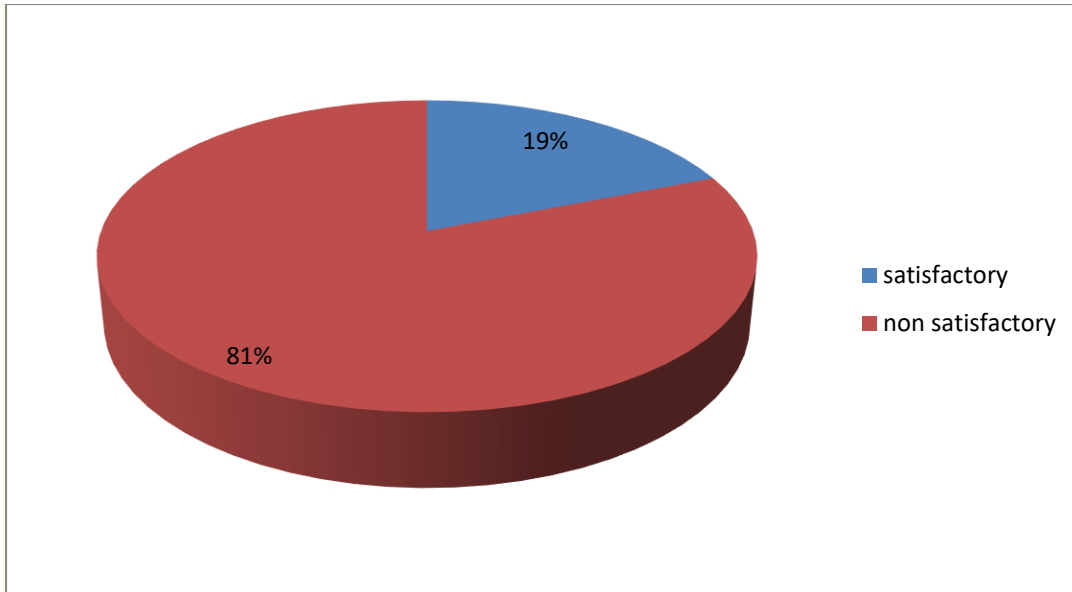
## **2. INFRASTRUCTURE**

Regarding infrastructure mainly questions were focused on cleanliness, signage, seating arrangements. Results gathered were arranged in percentage.

### **2.a.Neat and Clean Building**

Graph shows 81% of the respondents rated cleanliness as non satisfactory and remaining 19% rated it satisfactory

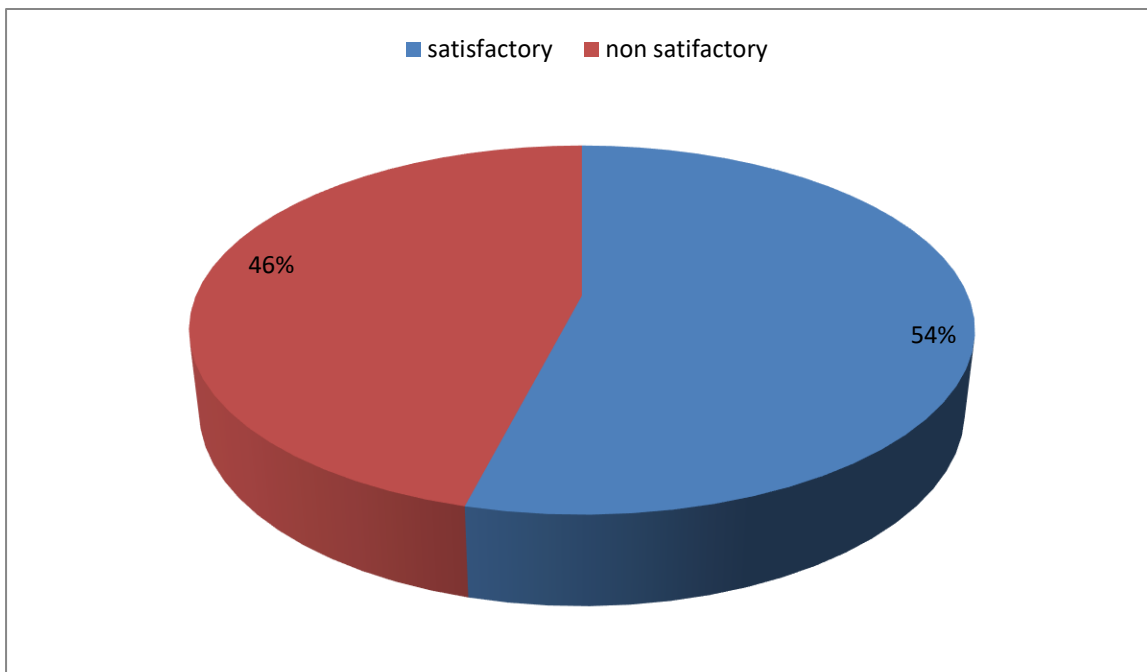
**GRAPH 2.**



## 2.b. Signboards

Regarding signage half of respondents rated it satisfactory and 46% rated it non satisfactory

**GRAPH 3.**

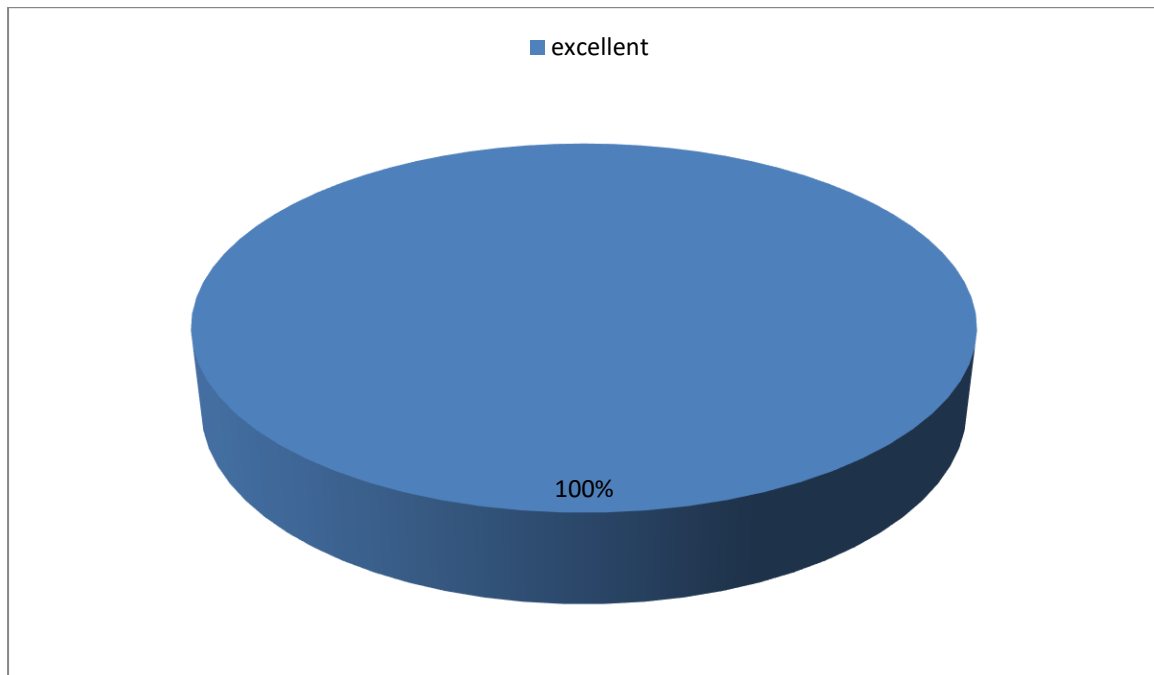




### 2.c.Seating Arrangement

As shown in graph below shows 100% satisfactory rate which shows that all the patients were highly satisfied with Seating arrangement of O.P.D.

**GRAPH 4.**



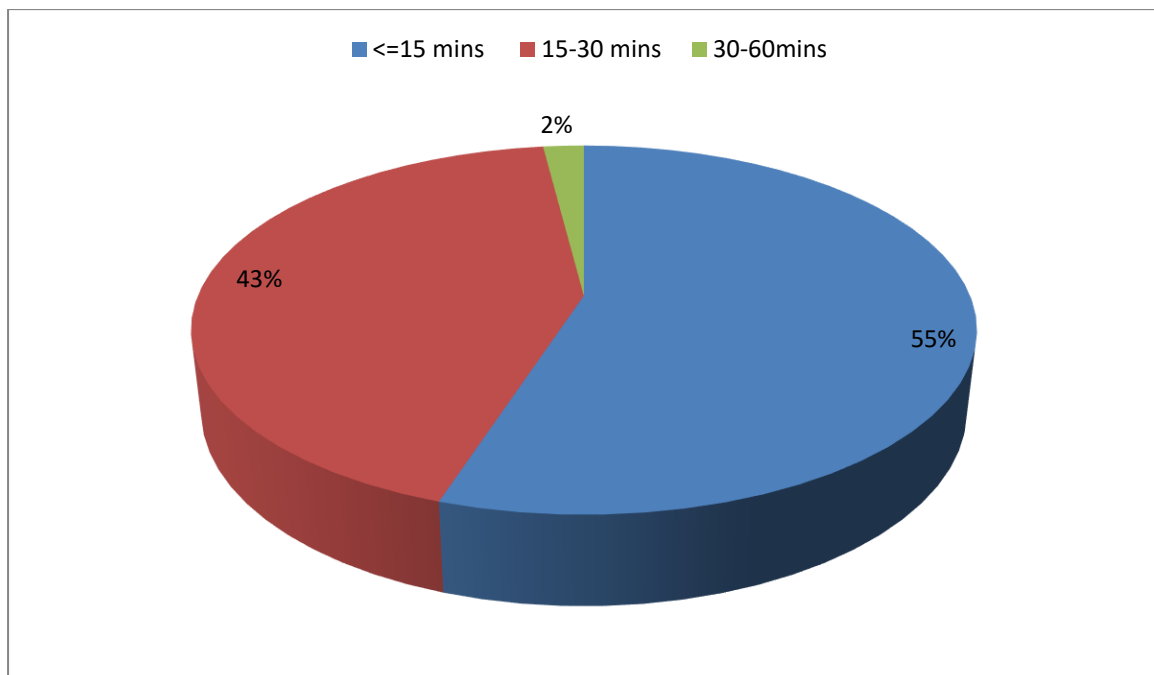
## **3. PATIENT MANAGEMENT**

In patient management time for billing, time for consultation, doctor services were considered and result was arranged in percentage

### 3.a. Time for billing/Registration

As shown in graph , approximately half of respondents it took less than 15 minutes at billing counter, for 43% of the respondents it took nearly 30 minutes or less and for only 2% it took more than 30 mins

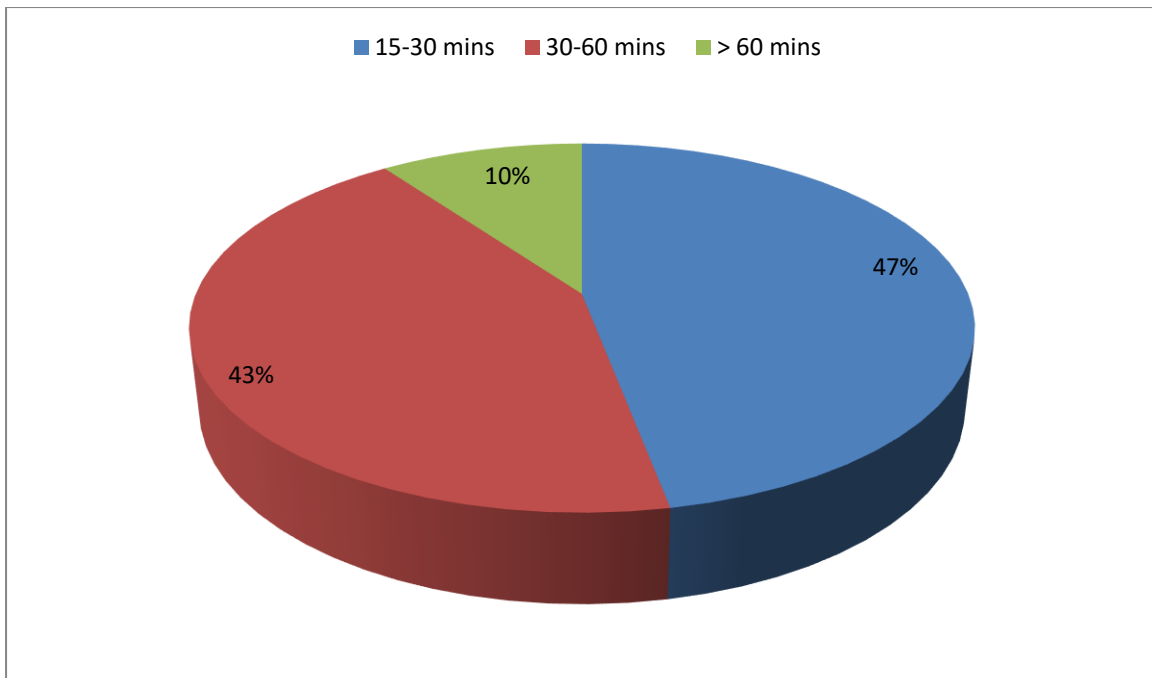
**GRAPH 5.**



**3.b. Time for consultation**

Waiting time for consultation when analyzed it was found that more than half of respondents had to wait for more than 60 mins, 20% of respondents had to wait for more than 15 mins but less than 30 mins and equal number of respondents had to wait for more than 30 mins but less than 60 mins.

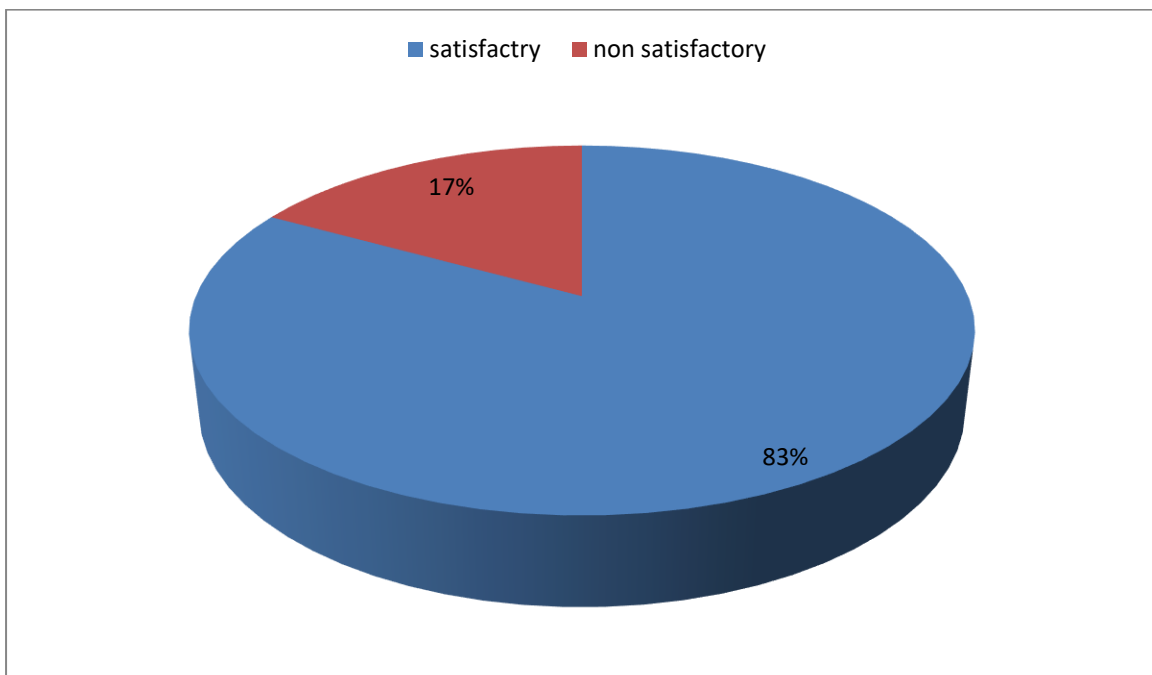
**GRAPH 6.**



### 3.c. Time spend by doctor

Results regarding time spend by doctor as shown in graph , showed that almost all respondents were satisfied while 17% were not satisfied

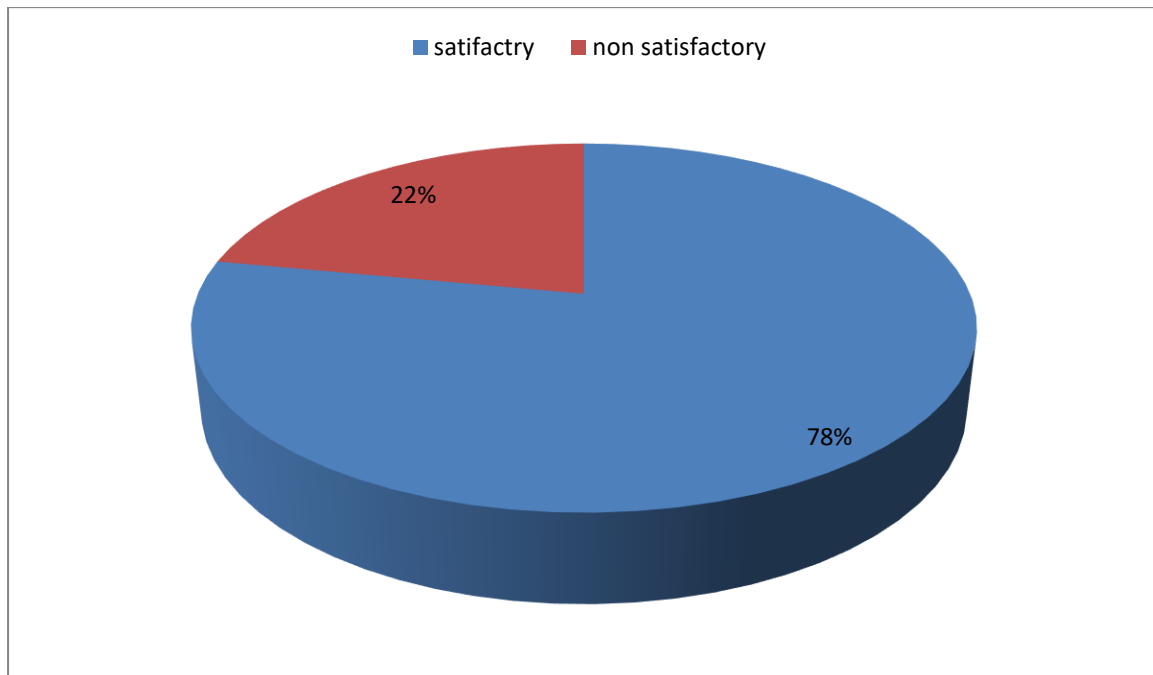
**GRAPH 7.**



### 3.d. Doctor's explanation about treatment and disease

**Almost** three fourth of patients were satisfied with Doctor's explanation about treatment and disease and nearly one fourth of patient were not satisfied

**GRAPH 8.**

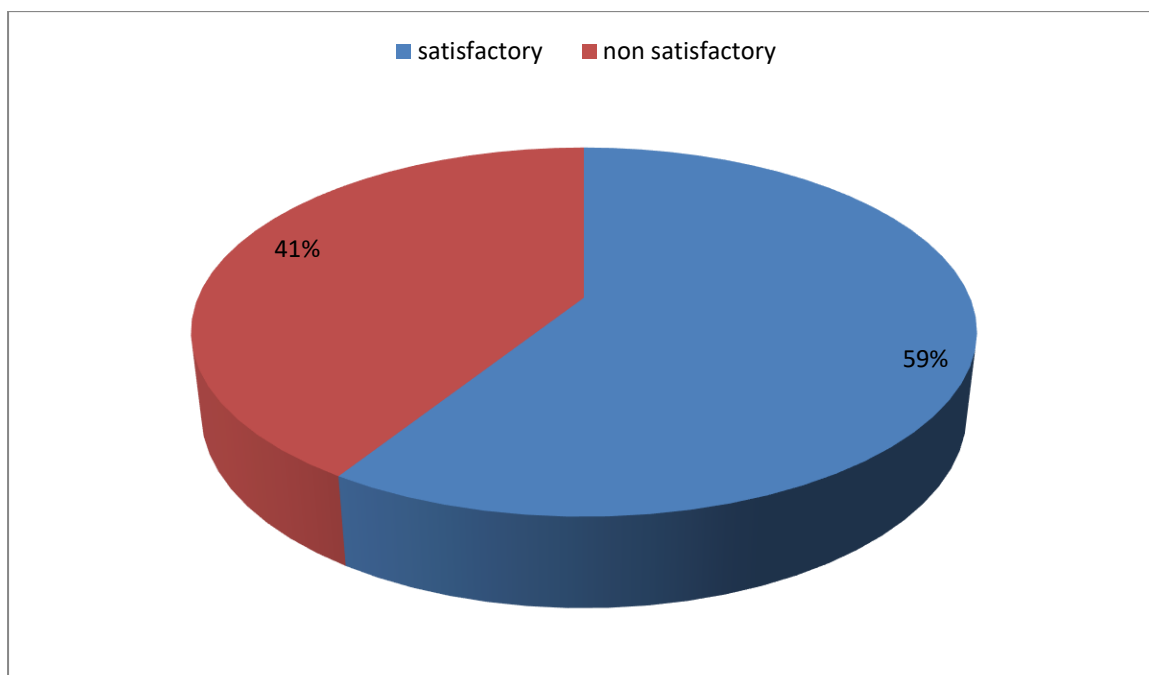


#### **4.BEHAVIOUR OF HOSPITAL STAFF**

##### **4a. Behaviour of the doctor**

Respondents were asked about the behaviour of doctor more than half of respondents were satisfied with behaviour and 41% of respondents were not satisfied

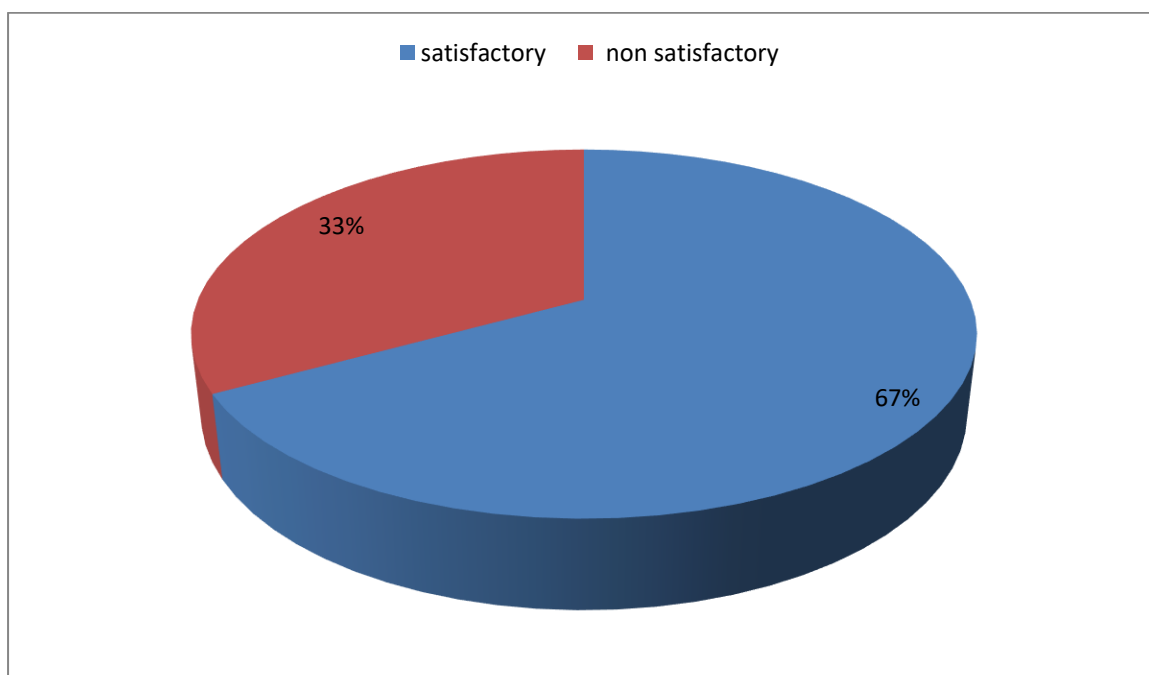
**GRAPH 9.**



#### **4b. Behaviour of the staff**

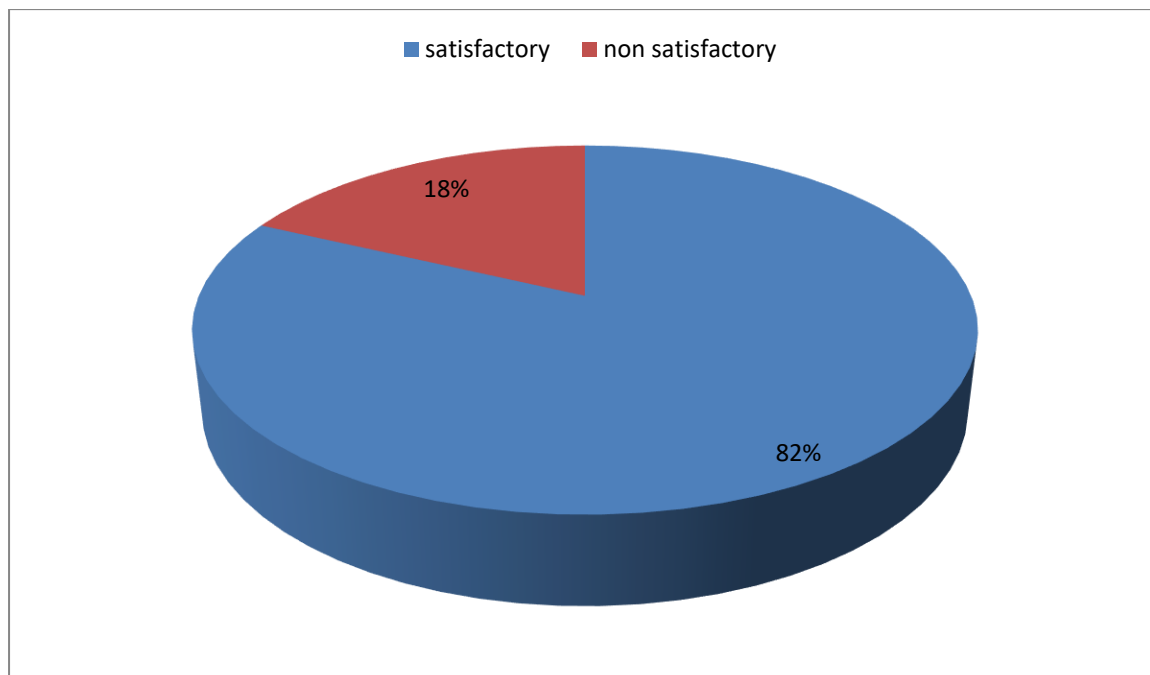
Respondents were asked about the behaviour of other staff 67% were satisfied while 33% were dissatisfied

**GRAPH 10.**



#### **4c. Answers the queries**

**GRAPH 11.**



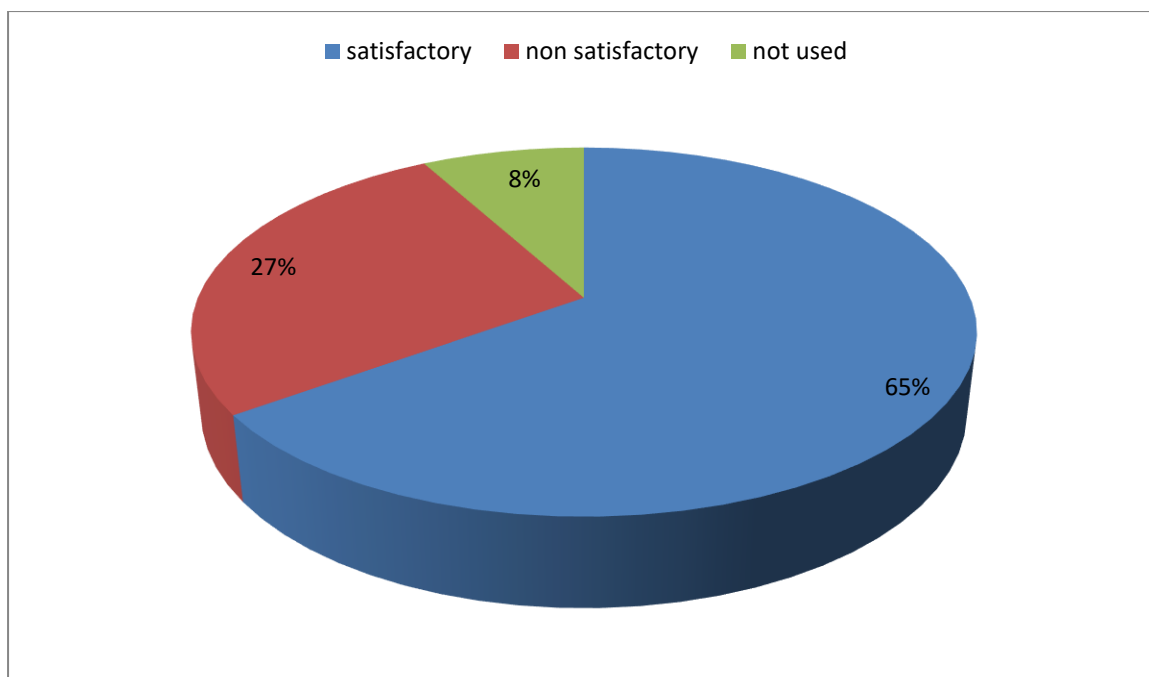
## **5. SUPPORTING SERVICES**

In supporting services facilities like lab , radiology ,canteen , drinking water, toilets were considered

### **5a.Radiology facility**

Results regarding radiology facility showed that more than half of respondents were satisfied with facility while nearly one fourth of them were not satisfied and remaining 8% had availed the service

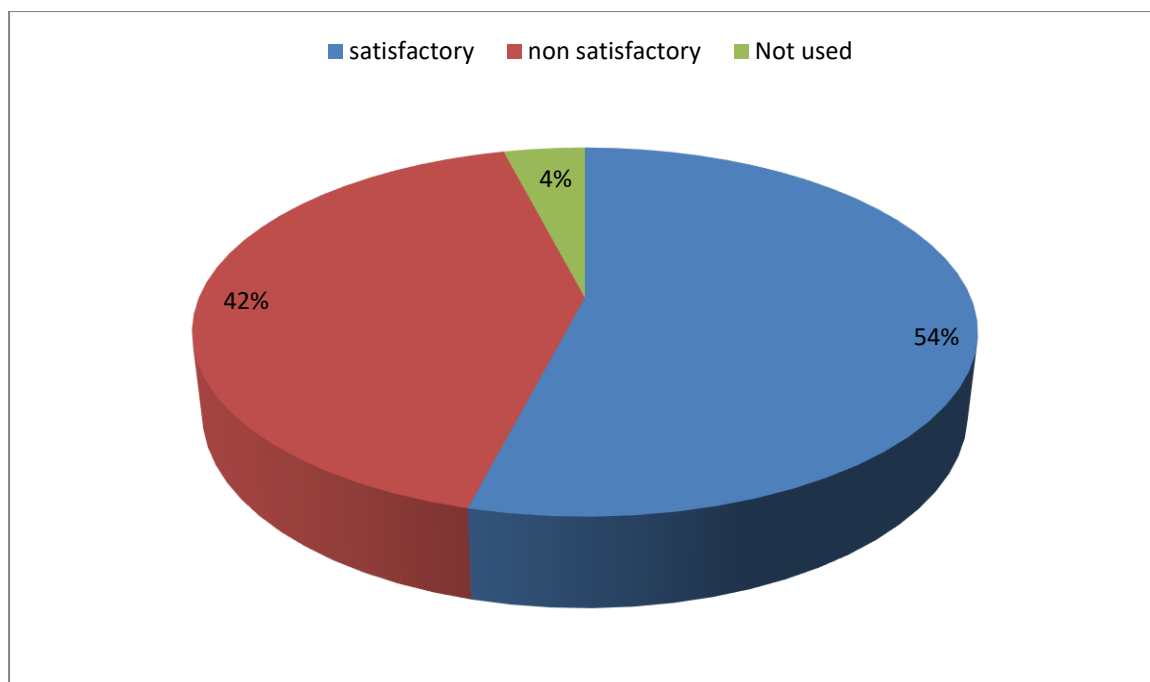
**GRAPH 12.**



### 5b. Lab Facility

Results for lab facility showed that almost half of the respondents agreed that lab facilities were satisfactory , less than half the respondents were dissatisfied while 4 % of them had not availed the lab service.

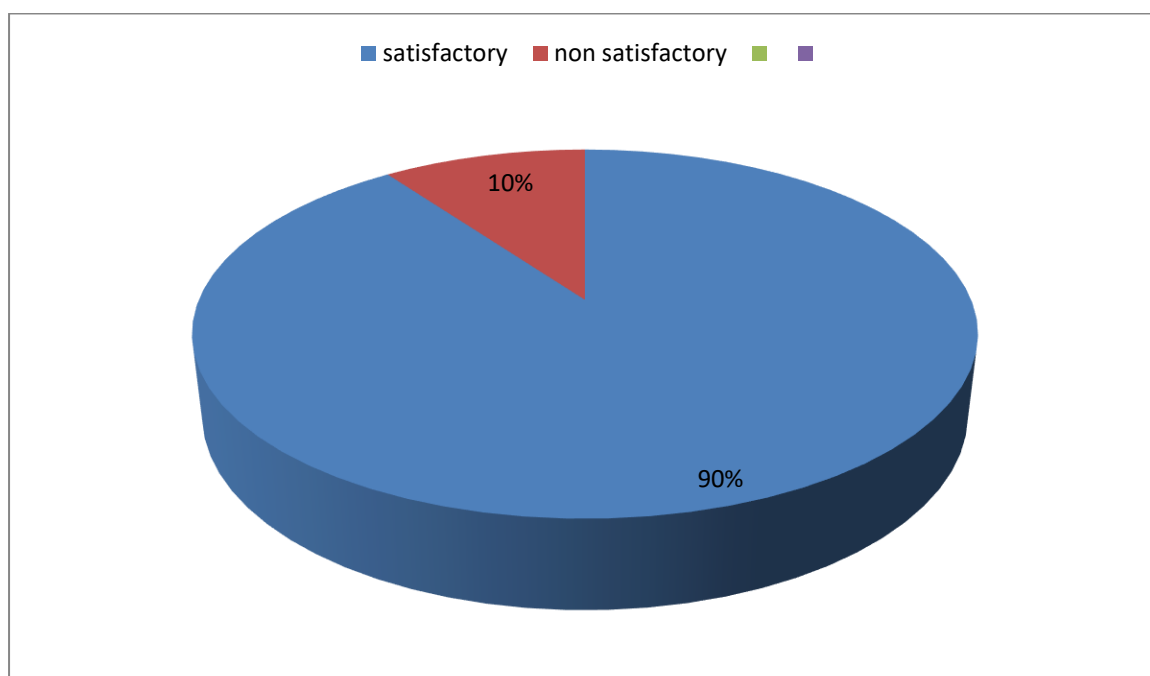
**GRAPH 13.**



### **5b. Pharmacy**

Results regarding pharmacy facility showed that almost all respondents were satisfied and only 10% were dissatisfied

**GRAPH 14.**

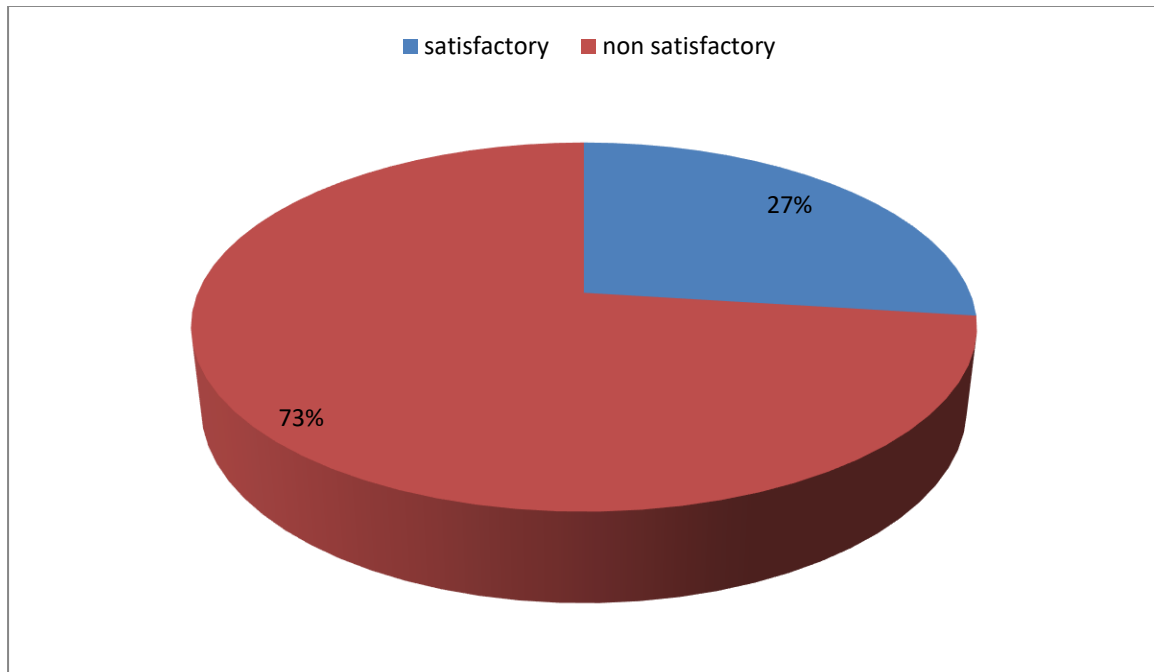


### **5c. Drinking Water**



Drinking water was also available at the O.P.D and respondents were asked to rate it , nearly three fourth were dissatisfied with it and rest one fourth were satisfied.

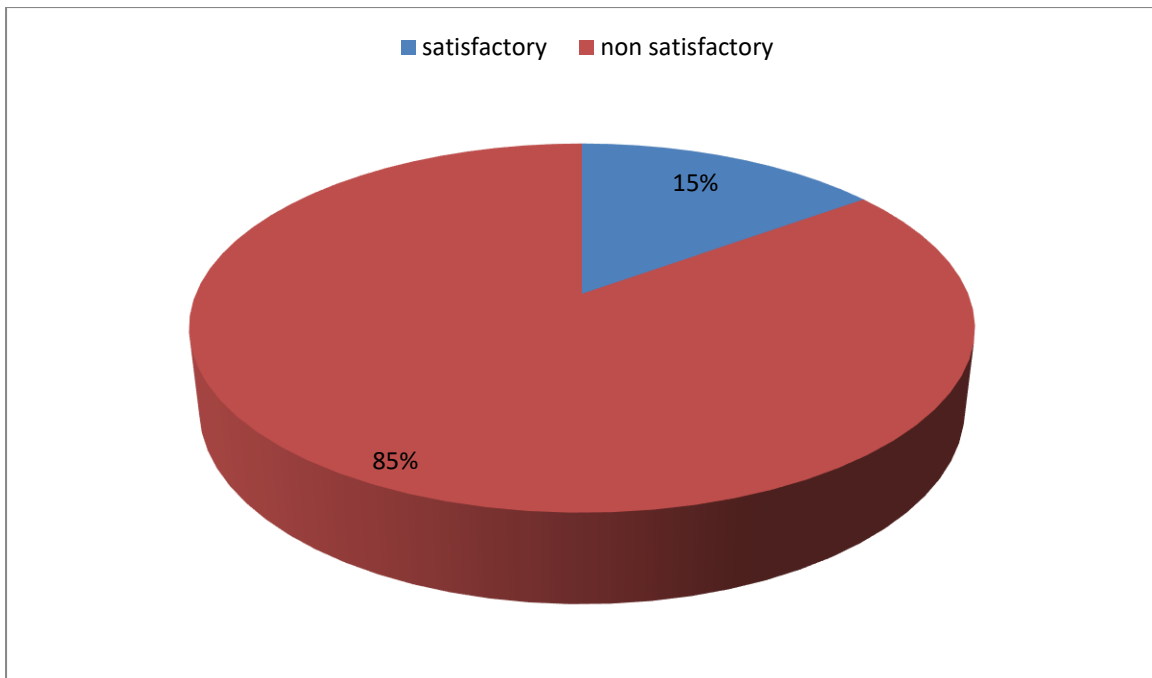
**GRAPH 15.**



#### **5d. TOILETS**

Regarding Toilet facility almost all patient were dissatisfied (85%), while only 15% were satisfied

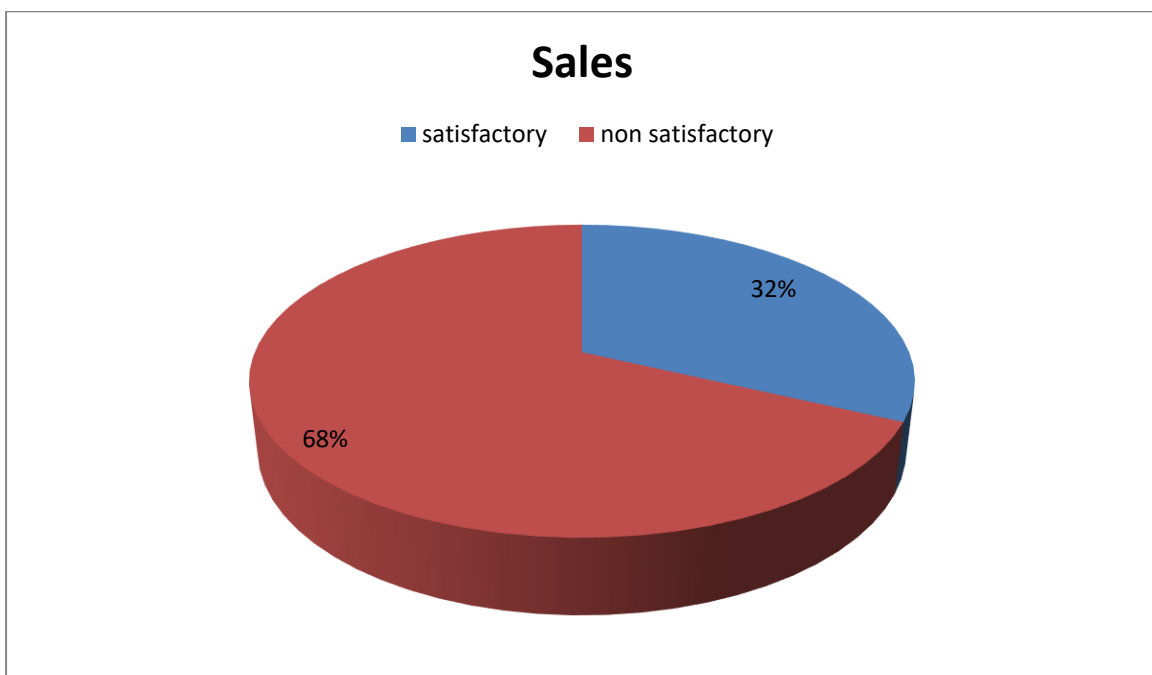
**GRAPH 16.**



### 5e. Canteen

**Regarding** canteen more than half of respondent were dissatisfied (68%), and rest 32% were satisfied

**GRAPH 17.**



## **DISCUSSION**

Objective of this study was to measure “level of patient satisfaction in O.P.D of a hospital”. Various national and international studies have been conducted to measure level of patient satisfaction by taking in account different factors which influences patient satisfaction. Also by our study “level of patient satisfaction in O.P.D of a hospital”, with sample size of 200 , it was determined that services by doctor like time spent , explanation etc received the better ratings compared to other services. Infact maximum respondents were satisfied with time spent by doctors and also by the explanation given by the doctor. All the respondents were highly satisfied by seating arrangement of O.P.D. Almost more than half of the respondents were also satisfied with other factors like behaviour of doctor and other staff. However this study also showed that major reason which lead to patient dissatisfaction was waiting time for consultation, cleanliness, drinking water and toilets. Infact drinking water facility and toilets received very low ratings. Respondents complained about unclean glasses , non availability of disposable glasses for drinking water. Respondents also complained of poor maintenance of toilets.

A study conducted by Dr. S. K Jawahar (2006) showed that 96.5% patients were satisfied with time spend by doctor , 56 % were satisfied with behavior of the doctor , 50 % satisfied with cleanliness. The same study showed that dissatisfactory factor was waiting time for consultation as it extended more than three hours. In this study also time spend by doctor and behavior of doctor got good ratings (83%), (78%) respectively. But cleanliness received poor ratings of 19%.

Patavegar Bilkish and Shelke Sangita C (2010) conducted a study on patient satisfaction and it was found that patients were satisfied with doctor services, lab services but unsatisfied with seating arrangement and cleanliness. In this study also patients were satisfied with doctor and lab services and dissatisfied with cleanliness but on the contrary in our study all respondents were satisfied with seating arrangement.

In a research study by Fekadu assefa and Andualem mosse (July 2011) it was found that major causes of dissatisfaction were long waiting time for consultation, poor cleanliness, time spend by doctor. In this study major case of dissatisfaction was poor cleanliness , drinking water and toilets facility.

Thus , this study showed some findings similar as former studies but some findings different as patient satisfaction ultimately depends on services provided by a hospital which varies from hospital to hospital.

## **RECOMMENDATIONS**

To increase the patients satisfaction level hospital should adopt some necessary steps which are as follows

- Hospital management should also focus on proper maintenance of toilets which should be cleaned at regular intervals to ensure the hygiene conditions
  - For drinking water the water purifier should be cleaned and gets its service monthly to ensure the good quality drinking water patients
  - Also the disposable glasses should always be there in good number to meet the need of patients at drinking water place.
  - Canteen should improve its service as well as menu content to cater to the o.p.d patients
  - Hospital should also take care about the cleanliness around the hospital for the goodness of patients health
- 

As poor sanitation facilities offer a poor picture causing inconvenience to the patients.so These all measures will increase the satisfaction level of the patients as well increase the positive word of mouth hence increasing the market share of the hospital. These measure will involve same investment but implementing them will ultimately bring more profit to the hospital.

## **CONCLUSION**

- So this study shows major causes of dissatisfaction were mainly sanitation related to toilets, drinking water, building
- As poor sanitation facilities offer a poor picture causing inconvenience to the patients.so proper measures should be taken to increase the satisfaction level of the patients as well increase the positive word of mouth hence increasing the market share of the hospital.

- Implementing these measure them will ultimately bring more profit to the hospital.

### **INTERVIEW SCHEDULE FOR O.P.D PATIENTS**

FORM NO. ....

#### **PATIENT SATISFACTION IN O.P.D**

1. Name				
2. Age				
3. Sex				
4. Reason for choosing this hospital	<b>AFFORDABLE</b>	<b>ACCESSIBLE</b>	<b>GOOD INFRASTRUCTURE</b>	<b>UNDER PANEL</b>

<b>INFRASTRUCTURE</b>	<b>SATISFACTORY</b>	<b>NON SATISFACTORY</b>
5. Neat and clean building		

<b>INFRASTRUCTURE</b>	<b>SATISFACTORY</b>	<b>NON SATISFACTORY</b>
5. Neat and clean building		
6. Ease of finding directions		

7. Sitting arrangement			
<b>PATIENT MANAGEMENT</b>			
8. Time spend by doctor			
9. Doctor' s explanation about treatment and disease			
<b>BEHAVIOUR OF THE HOSPITAL STAFF</b>			
10. Behaviour of the doctor			
11. Behaviour of the other staff			
12. Answers your queries			
<b>SUPPORTING SERVICES</b>			
13. Lab availability			
14. Pharmacy availability			
15. Canteen availability			
16. Drinking water availability			

	<b>15-30 MINS</b>	<b>30-60 MINS</b>	<b>&gt;60 MINS</b>
17. Time in waiting room			
18. time for billing			

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