



ISSN Print: 2394-7500  
ISSN Online: 2394-5869  
Impact Factor: 5.2  
IJAR 2016; 2(10): 607-609  
[www.allresearchjournal.com](http://www.allresearchjournal.com)  
Received: 08-08-2016  
Accepted: 13-09-2016

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## Cross sectional analysis of patient satisfaction on outpatient services at tertiary care hospital

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### Abstract

**Introduction:** Patient satisfaction is a significant indicator of the efficacy and quality of medical treatment. It indicates how well the patient's overall health-care demands are satisfied. Patient-centered outcomes have emerged as the major mechanism of assessing the efficacy of health care delivery. The current study was conducted to examine patient satisfaction with the amenities and accessibility of outpatient departments at a tertiary care hospital.

**Material and Methods:** A total of two hundred patients, ranging in age from eighteen to seventy years old, who had attended outpatient departments of various allied specialties and suffered from a variety of issues were included. We used a Likert Scale with two points for each component of experiences, accessibility of services, and patient satisfaction with the services provided by the Outpatient Department.

**Results:** Participants expressed satisfaction with the following areas: 94% with working schedule, 88% with working length, 92.5% with little waiting time, 84.5% with pharmacy services, 96% with OPD facilities, 89% with nurse services, and 93.5% with registration service. There was a statistically significant difference ( $p < 0.05$ ) between the pharmacy services, OPD facilities, nurse services, and working length (Table 2). 94.5% of respondents were overall satisfied with the services provided by medical allied specialties.

**Conclusion:** In order to provide a positive picture of hospital services, the outpatient department's offerings are crucial, and patient feedback is crucial to quality enhancement.

**Keywords:** Patient satisfaction, pharmacy services, Likert scale, nurse services

### Introduction

Patients' satisfaction is an important indicator of the quality of healthcare, functioning as a basic and identifiable indication of the therapy provided. Patient satisfaction surveys are useful learning tools because they evaluate problem areas and serve as a standard for healthcare personnel to make key decisions<sup>[1]</sup>.

The patient is the main receiver of hospital services and expects to be comfortable, cared for, and treated at the facility. Individuals may be satisfied or dissatisfied with the facilities, depending on their personal expectations. Patient satisfaction is measured using numerous characteristics of healthcare services, such as service accessibility, convenience, and efficiency, healthcare team competence, communication skills, and the setting in which medical and nursing care is given<sup>[3-5]</sup>. Socioeconomic situations, the availability of health care services, and patients' views of health care may all have an impact on satisfaction<sup>[6]</sup>. Hospitals act as a link between patients and healthcare providers. The hospital is responsible for providing both curative and preventive care. As a consequence, the hospital has two departments: inpatient and outpatient<sup>[7]</sup>. Conducting this kind of research in disadvantaged countries is critical for developing patient-centered health care. However, patient satisfaction research has received little attention in developing nations, particularly in public or government-sponsored settings<sup>[8-10]</sup>. The goal of this study was to assess patient satisfaction with the facilities and accessibility of outpatient departments at a tertiary care hospital.

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## Materials and Methods

This cross-sectional research was conducted at Madha Medical College and Research Centre's outpatient departments for several specialties in Chennai, Tamil Nadu. The research comprised 200 outpatient patients with various ailments from Madha Medical College and Research Centre, Chennai's medical allied disciplines. First-time pharmacy patients aged 18 to 70 who agreed to participate were included. Emergencies, systemic disorders, mental retardation, and other neurological abnormalities in children under 18 who had not completed the assessment process and refused to participate were excluded. All individuals provided written informed consent, and the institutional ethics committee approved the study.

A structured questionnaire was used to collect information on socio-demographic characteristics, patient experiences in outpatient departments of various specialties, case accessibility, patient satisfaction, and patient suggestions and comments to improve Madha Medical College and Research Centre's outpatient departments. Data was gathered via personal interviews. Madha Medical College and Research Centre received ratings of "good and poor, high and low" for patient experience and accessibility to outpatient departments of various specialties. We used a two-point Likert scale to assess experiences, service accessibility, and patient satisfaction with Outpatient Department services. Thus, the ideal criteria in this study were 0.5 (50%). We examined patient satisfaction and rating techniques using Mandokhail AK *et al.* 2007. The distinction between poor/low and good/high was made by multiplying a component's total scores by the best criteria.

The data was examined using SPSS 23.0. Descriptive statistics were used to determine frequencies, means, and

standard deviations. The study variables were evaluated by chi-squared and Fisher's exact tests.

## Results

**Table 1:** Socio-demographic features of study participants.

Socio-demographic features	Total participants (n=200)	
	Number	Percentage
<b>Age group (In years)</b>		
18-30	89	44.5%
31-40	27	13.5%
41-50	33	16.5%
51-60	30	15%
>60	21	10.5%
<b>Sex</b>		
Male	114	57%
Female	86	43%
<b>Educational status</b>		
Illiterate	24	12%
Primary	35	17.5%
Higher secondary & above	67	33.5%
Graduate & Above	74	37%
<b>Occupation</b>		
Un employed	37	18.5%
Skilled employee	23	11.5%
Semiskilled employee	19	9.5%
Professional	47	23.5%
Industrial worker	52	26%
House wife	22	11%

**Table 2:** Details of patient experience towards facilities at outpatient department.

Experience of patient	Status of Satisfaction		Chi-square test	p-value
	Satisfied	Not satisfied		
Registration service	187 (93.5%)	13 (6.5%)	3.098	1.092
Services of pharmacy	169 (84.5%)	31 (15.5%)	2.175	0.023
Facilities in OPD	192 (96%)	08 (4%)	2.362	0.044
Services by nurses	178 (89%)	22 (11%)	3.766	0.001
Working schedule	188 (94%)	12 (6%)	2.872	2.562
Working duration	176 (88%)	25 (12%)	1.894	0.001
Waiting period	185 (92.5%)	15 (7.5%)	2.220	0.918

## Discussion

Majority participants were between 18-30 years (44.5%), followed by 41-50 years (16.5%), 51-60 years (15%) with male predominance (57%). Majority participants were having graduation and above (37%) educational qualification followed by higher secondary and above (33.5%), primary education (17.5%) and illiterate (12%). 26% of participants were industrial workers, followed by 23.5% professional workers, 18.5% un employees, 11.5% skilled employees, 11% house wives and 9.5% semiskilled employees (Table 1). 93.5% of participants were satisfied with registration service, 84.5% were satisfied with pharmacy services, 96% with facilities at OPD, 89% with nurse's services, 94% with working schedule, 88% with working duration and 92.5% were satisfied with minimal waiting period. The comparison of pharmacy services, facilities at OPD, nurse's services, and working duration was statistically significant ( $p < 0.05$ ) (Table 2). The cumulative

satisfaction levels were 94.5% upon services available at medical allied specialities.

In their study, Mohd *et al.* examined the satisfaction levels of Indian military personnel and their families with the dispensary attributes at a tertiary care hospital. Junior commissioned officers expressed dissatisfaction with the dispensary's waiting spaces, counters, and medicine collection wait times, whereas officers and other ranks were mostly pleased. In a similar vein, few participants in the current study expressed satisfaction with the availability of prescription drugs, as well as with the justifications provided for suggested dosages and other pertinent details. Joshi *et al.* reported that 74% of patients said that nurses listened to their problems, 68% said that nurses were helpful, and 74% thought that nurses were very good at communicating. Regarding pharmacy services, 78% of patients said the pharmacist explained prescription medicine details and how to take them, and 74% thought the pharmacist communicated well. Patients rated the registration staff's helpfulness and

clear communication at 72% and 84%, respectively <sup>[11]</sup>. About half of the participants expressed satisfaction with the facility's cleanliness, according to Jawahari *et al.* <sup>[13]</sup>. Patients expressed great satisfaction with the OPD's cleanliness, seating arrangements, and services, according to a study by Prasanna *et al.* <sup>[14]</sup>.

According to Mohd *et al.*, between 81 to 86% of participants expressed satisfaction with their OPD site's accessibility. However, there was only moderate satisfaction with the availability of eating facilities (60.65%), and low satisfaction with parking spaces (66%) and the signpost system (67%) <sup>[11]</sup>. 78% of patients had good access to the service process, 82% had good access to working hours, 53% had good access to waiting times, and 66% of patients had great access to the OPD facility, according to Joshi *et al.* <sup>[12]</sup>. Research participants' mean satisfaction ratings varied significantly, according to Mohd *et al.* <sup>[11]</sup>. Only patients who attended outpatient departments (OPDs) of medical allied disciplines were included in the present study. More studies are required to focus on patient satisfaction levels in both inpatient and outpatient settings across all medical specialties that are available.

### Conclusion

The overwhelming majority of participants were very satisfied with the services offered. The nurse services, pharmaceutical services, and logistical preparations all fulfilled the patients' expectations. Patient satisfaction was shown to be substantially associated with the services given by pharmacists and nurses. It is beneficial to recognise that there is an opportunity to improve the outpatient department's services. As a result, patient input is critical for enhancing quality, and the outpatient department's services play an important role in creating a favourable image of the hospital's offers.

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