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Level of satisfaction towards patient care services among patients admitted in hospital

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Abstract

Patient satisfaction determines the quality of patient care rendered in the hospital. It is an important component in this competitive modern era, and commonly used indicator for measuring the quality. Patient satisfaction is a subjective phenomenon. It is also a multidimensional aspect as, many factors contribute directly or indirectly to patient satisfaction, including accessibility and convenience of services, institutional structure, interpersonal relationships, the competence of health professionals and a patient's expectations and preferences. More importance is now given to satisfaction of patients and their caregivers with hospital care. Patient Satisfaction is recognized as an important parameter for assessing the quality of patient care services.

Methodology: Research design-A descriptive cross sectional study was undertaken to assess the level of satisfaction among patients in selected Hospital, the sample size was 200 inpatients were selected by using simple random technique for the study. Modified McClockey /Mueller satisfaction scale was used to assess the level of satisfaction among inpatients towards patient care services.

Results: Revealed that among 200 inpatients. 116(83.0%) are very much satisfied, 34(17.0%) are satisfied. 81% and 70% of them were very much satisfied towards nursing services and the doctor's services respectively.

Keywords: Satisfaction, patient care services, Inpatients

Introduction

Health care quality is becoming a global issue, which occasioned the health care industry to undergo a rapid transformation to meet the ever-increasing needs and demands of its patient population [Institute of Medicine Committee]

Patient satisfaction is a subjective phenomenon. It is also a multidimensional aspect as, many factors contribute directly or indirectly to patient satisfaction, including accessibility and convenience of services, institutional structure, interpersonal relationships, the competence of health professionals and a patient's expectations and preferences. More importance is now given to satisfaction of patients and their caregivers with hospital care. Patient Satisfaction is recognized as an important parameter for assessing the quality of patient care services. (Kishore J) Patient's satisfaction is a person's feeling of pleasure or disappointment resulting from a service's perceived performance or outcome in relation to his or her expectations. As this definition makes it clear, satisfaction is a function of perceived performance and expectations. (Linder-Pelz, 1982) [7].

Patients are the foundation of our medical practice, and it is very obvious that they must be satisfied while in or out of the hospital. So Patient satisfaction has become one of the strongest determinants of hospital functioning and also it is an internationally accepted factor which needs to be studied repeatedly for the smooth functioning of the hospital's/healthcare systems. (Ahmad, Ud Din, 2010) [2].

Need for the study

In today's competitive healthcare market, patients expect more than just satisfaction. Patients are increasingly more demanding and more difficult to attract. So, patient satisfaction has become a high priority to hospitals and health plans across the country, because of its impact on patient loyalty, the hospital's reputation, perceptions of quality of care, employee satisfaction and retention and the health of a hospital's bottom line.

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Patient satisfaction is a pre-requisite for achieving the goals of healthcare as it influences the patient's decision to follow prescribed treatments and seek professional healthcare in the future. (Garg, Gupta & Mahesh)

Quality of health care is defined as a degree of performance in relation to a defined standard of interventions known to be safe and have the capacity to improve health within available resources. (Murray C, Frenk J)

Patient satisfaction, which is a perception and an attitude that a consumer can have or view towards a total experience of health care, is a multidimensional aspect, which represents a vital key marker for the quality of health care delivery. Furthermore, level of patient satisfaction is an internationally accepted factor, which needs to be studied routinely to complement other methods of quality assessment and assurance for smooth functioning of the health care system (S. F. Isenberg and F. Michael). This wholistic approach can help to better meet patients' needs and improve quality of health service

delivery by identifying and understanding of its determinants through a continuous quality improvement process. (De Almeida, S. Bourliataux-Lajoinie). The quality and adequacy of healthcare services can be measured based on views and satisfaction of patients and their relatives (Merkouris *et al.*, 2013) [10]. Patient satisfaction is the most important indicator of quality of care and it considered an outcome of healthcare services. (Abdel Maqsood, Oweis, & Hansa, 2012)

In today's consumer-oriented healthcare markets, a patient-centered measure of satisfaction with the quality of nursing care received is a major component of hospital quality management systems. (Laschinger, Hall, Pedersen, & Almost, 2005) [8]. Patients need their problems diagnosed and treated properly, their function restored and/or symptoms relieved. If the results are unsatisfactory, consumers will change the healthcare facility they applied for treatment and care (Ksykiewicz- Dorota, Sierpińska, Gorczyca, & Rogala- Pawelczyk, 2011; Shinde & Kapurkar, 2014). Patients who are more satisfied with their care are more

Likely to follow medically prescribed regimens and thus contributing to the positive influence on health. (Buchanan, Dawkins, & Lindo, 2015);

Patient satisfaction has special consideration in treatment and helps to choose among various alternatives on organizing and providing health care. It is an important component in this competitive modern era, and commonly used indicator for measuring the quality. For a health care organization to be successful, monitoring customer's perception is a simple but important strategy to assess and improve their performance. The present study focuses on the level of satisfaction towards patient care services among patients admitted in Hospital

Objectives

1. To assess the level of satisfaction towards patient care services among patients admitted in Hospital.
2. To associate the level of satisfaction towards patient care services among patients with their socio demographic variables.

Methodology

Research design: A descriptive cross sectional design was adopted to assess the level of satisfaction among inpatients.

Sample size & Sampling Technique: A Sample size of 200 inpatients were selected by using simple random technique by means of lottery method.

Tools & Techniques: Modified satisfaction scale to assess the level of satisfaction towards patient care services.

Reliability of the tool was computed by using Cronbach's alpha internal consistency and r value was obtained and it was found highly reliable.

Plan for Analysis: data was analyzed by using descriptive statistics and the inferential statistics according objectives.

Results

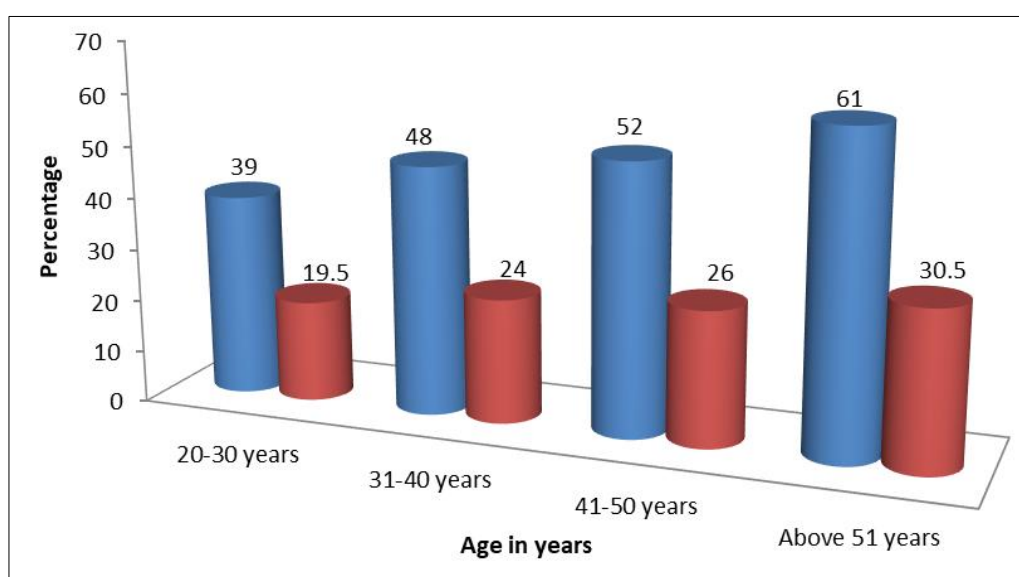


Fig 1: Percentage distribution of patients based on age

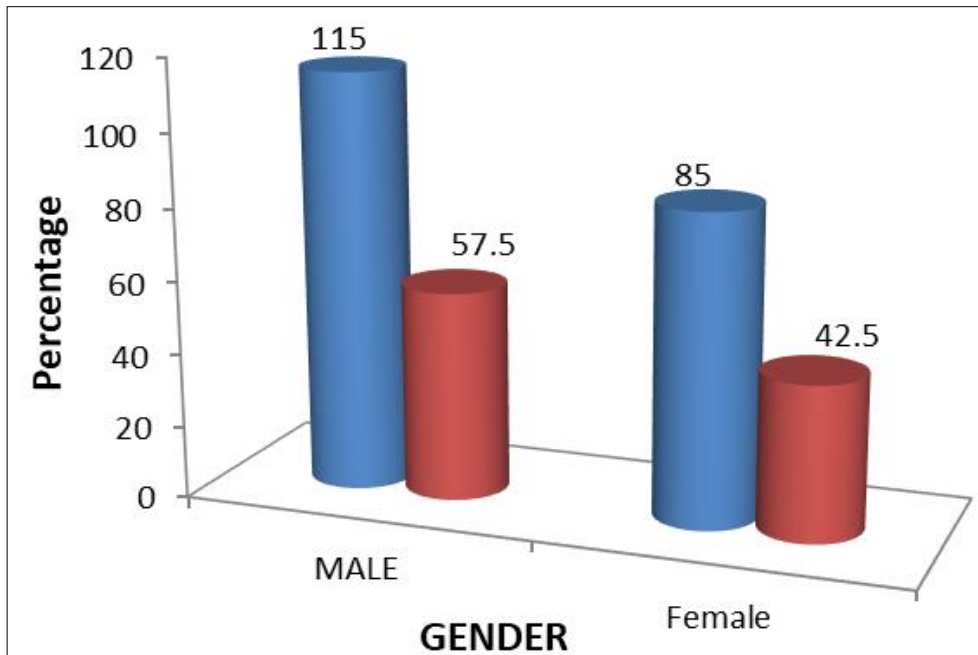


Fig 2: Percentage distribution of patients based on gender

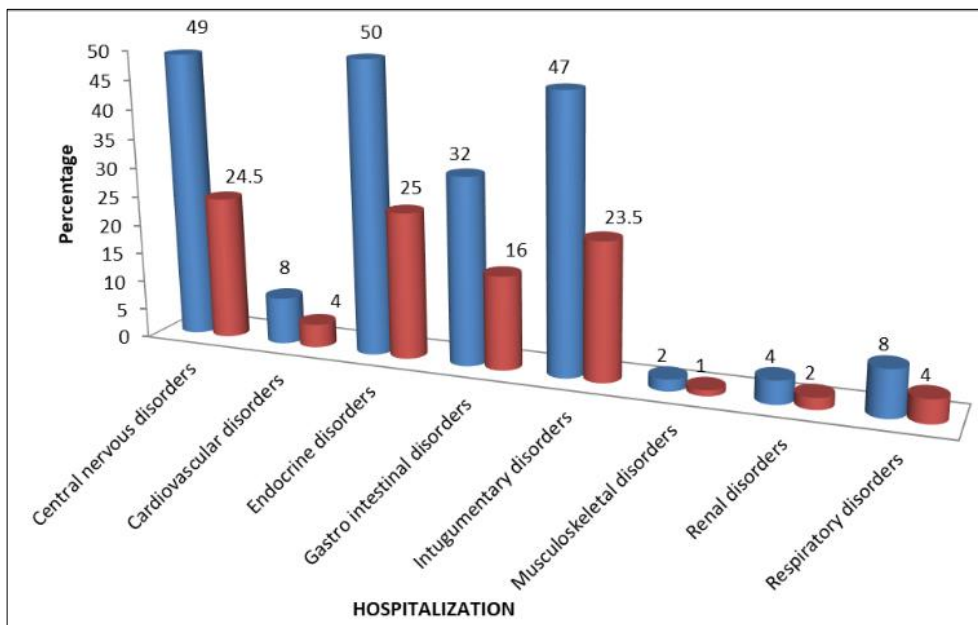


Fig 3: Percentage distribution based on diagnosis of the patients



Fig 4: Percentage distribution of patients based on level of satisfaction

Table 1: Frequency and percentage distribution of department wise level of satisfaction among patients

erS.no	Department	Very Much satisfied		Satisfied		Moderately satisfied		Un satisfied	
		f	%	f	%	f	%	f	%
1.	Reception	114	57	58	29	23	11.5	5	2.5
2.	OPD services	135	67.5	61	30.5	4	2	0	0
3.	Admission process	114	57	75	37.5	10	5	1	0.5
4.	Nursing services	162	81	35	17.5	3	1.5	0	0
5.	Physical facilities	121	60.5	70	35	8	4	1	0.5
6.	Doctor services	140	70	53	26.5	7	3.5	0	0
7.	Lab services	123	61.5	65	32.5	10	5	2	1
8.	Housekeeping	107	53.5	79	39.5	12	6	2	1
9.	Pharmacy	92	46	68	34	27	13.5	13	6.5
10.	Emergency services	122	61	65	32.5	12	6	1	0.5
11.	Discharge process	97	48.5	57	28.5	29	14.5	17	8.5
12.	Billing service	92	46	65	32.5	31	15.5	12	6

Table 2: Frequency and percentage distribution of level of satisfaction nursing services

S. No	Nursing services	Very Much satisfied		Satisfied		Moderately satisfied		Un satisfied	
		f	%	f	%	f	%	f	%
1.	Availability of nurses in the ward	151	75.5	37	18.5	11	5.5	1	0.5
2.	Behavior of the nurses in the ward	143	71.5	44	22	12	6	1	0.5
3.	Communication of nursing staff towards patient	146	73	40	20	12	6	2	1
4.	Nurses providing quality of care	144	72	38	23	13	5.5	5	2.5
5.	Administering prescribed medications in timely manner	144	72	42	22	11	5	3	1
6.	Explains about each procedure and treatment	132	66	45	22.5	14	7	9	4.5
7.	Provide comfort measures	127	63.5	51	25.5	17	8.5	4	4
8.	Assisting in activities of daily living	129	64.5	44	22	9	4.5	8	4
9.	Helping in mobilization or movement	124	62	45	22.5	19	9.5	12	6
10.	Identifying the needs and problems and provides nursing care	132	66	40	20	23	11.5	5	2.5
11.	Gives health education	140	70	41	20.5	13	6.5	6	3
12.	Gives counseling to patients	134	67	44	22	17	8.5	5	2.5

Discussion

Description of back ground variables

The study shows that with regard to age, majority ie 61(30.5%) belong to above 51yrs and 52(26.0%) belong to 41-50 yrs. with regard to gender 115(57.5%) were males and 85 (42.5%) were females. Regarding the marital status, 27(13.5%) were unmarried, 165 (82.5%) were married. With regard to hospital stay, 35(17.5%) stayed for 1-3days, 54(27.0%) stayed for 3-7 days, 48(24.0%) stayed for 7-10 days, 63(31.5%) were hospitalized for more than 10 days.

Findings related to level of satisfaction towards patient care services

With Regard to over all level of satisfaction among inpatients, among 200pts 166(83.0%) were very much satisfied, and 34(17.0%) are satisfied.

The mean of level of satisfaction is 339.63, and the standard deviation is 40.317. This shows that patients are very much satisfied with the services provided.

Level of satisfaction towards various Department services among patients

Regarding reception, 114 (57%) were very much satisfied, 58 (29%) were satisfied, About OPD services, 135(67.5%) were very much satisfied, 61 (30.5%) were satisfied, 4(2%) were moderately satisfied. Regarding admission process, 114(57%) were very much satisfied, 75 (37.5%) were satisfied, 10(5%) were moderately satisfied. Regarding nursing services, 162 (81%) were very much satisfied, 35(17.5%) were satisfied, and Regarding doctor's services, 140 (70%) were very much satisfied, 53 (26.5%) were satisfied, regarding lab services, 123(61.5%) were very much satisfied, 65(32.5%) were satisfied, 10(5%) had

moderately satisfied. With regard to housekeeping, 107 (53.5%) were very much satisfied, 79 (39.5%) were satisfied, about emergency services, 122 (61%) were very much satisfied, and 65 (32.5%) were satisfied, Regarding discharge process, 97(48.5%) were very much satisfied, 57 (28.5%) were satisfied, and about billing services, 92 (46%) were very much satisfied, 65 (32.5%) were satisfied.

Findings of the study are consistent with study conducted by Anita Karaca and Zehra Durna Patient satisfaction with the quality of nursing care which revealed that nurses should inform patients about each application and procedure and provide necessary explanations about illness, diagnosis and treatment to ensure patient satisfaction and the provision of high- quality nursing care. The results also showed that nurses should provide care in a framework of respect, favour and courtesy towards patients by emphasizing the importance of communication. Besides these, the patients were highly satisfied with overall quality of hospital care, nursing care and reported that they would recommend this hospital to their families and friends.

Level of satisfaction towards nursing services among patients

Regarding availability of nurses in the ward, 151(75.5%) were very much satisfied, 37(18.5%) were satisfied, 11(5.5%) were moderately satisfied, 1(0.5%) were unsatisfied, regarding Behavior of the nurses in the ward, 143(71.5%) were very much satisfied, and 44(22%) were satisfied.

Regarding providing quality of care, 144(72%) were very much satisfied, 38(19%) were satisfied. Regarding Administering medications timely, 144(72%) were very much satisfied, 42(21%) were satisfied. Regarding health

education, 140(70%) were very much satisfied, 41(20.5%) were satisfied. Regarding explaining about each procedure and treatment, 132(66%) were very much satisfied, 45(22.5%) were satisfied, 14(7%) were moderately satisfied, 9(4.5%) were unsatisfied and regarding identifying the needs and problems and provides nursing care, 132(66%) were very much satisfied, 40(20%) were satisfied, 23(11.5%) were moderately satisfied, 5(2.5%) were unsatisfied.

Association between the level of satisfaction and the socio demographic variables

The study shows that there is a significant association between the level of satisfaction and the diagnosis of the patient. There is no significant association with age, Gender, Marital status and Duration of the hospitalization.

Conflict of interest: None

Conclusion

The study concludes that majority of inpatients are very much satisfied with patients care services rendered by the hospital. some areas such as Billing, discharge process, housekeeping and pharmacy needs to improve.

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