

# Patients Satisfaction and Perception with Health care facilities at Hayatabad Medical Complex Peshawar

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## ABSTRACT

**Objective:** To determine the level of patients' satisfaction with services provided at Hayatabad Medical Complex Peshawar.

**Study Design:** Cross-sectional survey.

**Place and Duration:** It was conducted at Hayatabad Medical Complex Peshawar from January 2009 to January 2010.

**Materials and Methods:** A cross-sectional survey was conducted in which a structured questionnaire measuring patient satisfaction with various aspects of services provided by the hospital administration was administered to the subjects.

**Results:** Among 200 Inpatients included in the study 177(88.5%) gave positive comments "Good, Very Good" , 19(10%) replied "fair" and only 4(2%) gave negative comments "Poor and Very Poor" about doctor/ consultant explanation. In question about cleanliness and facilities of the ward, 170(85 %) patients were satisfied, 18(9%) responded "fair" and 12(6%) were not satisfied. In response to the question about facilities of pathology laboratory, 170(85%) of the total respondents showed satisfaction. Regarding the facility provided by the radiology department, 90% patients were pleased with the radiology facilities. A question about overall care in the hospital was asked from all respondents, 176(88%) were in the view of better care while 24(12%) were against this view.

Mean stay at the hospital was 6 days (1-15). Out of the total 195 (97.5%) reported partial availability of medicine in the hospital. In reply to a question about time taken by the Doctor./Physician in the OPD 95% patients showed satisfaction .Very less number (5%) opposed it. As regards procedure of OPD, 95% showed satisfaction.

Among 100 out patients included in the study more than 90 % patients were satisfied with the number of counter provided in the hospital, from attitude of computer operator, time taken by physician and from the procedure of OPD services, but 33% patients said that there was no any organized procedure to visit consultant.

**Conclusion:** Overall satisfaction level of patients about hospital service is good, need improvement in few aspects for further enhancement of quality care.

**Keywords:** Patient satisfaction, laboratory, radiology, doctors/consultants, patient care, availability of medicines

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## Introduction

Provision of quality health service is central to human care service if it is according to the wishes and needs of patients. Living in the world of technology, patients are nowadays aware of their needs and rights. All Societies have long acknowledged the importance of the views of public in developing the very services provided to them. Quality improvement and healthcare provision

assessment is an essential component of quality health service. In most of the cases patients report were not considered when assessment in quality service was carried out. Best quality service is, to maintained a balance between clinically effective and evidence based care and judgment of service by patient as acceptable and beneficial.<sup>1</sup>

Patients Opinion based outcomes are considered to be the primary means for assessing the effectiveness and quality in health care services nowadays. Patients view

and opinions about their care and service in hospitals are as important as other clinical measures<sup>2</sup>

A well established tool about quality health service developed nowadays is patient's satisfaction.<sup>3</sup>To achieve these patients must aware about their problem, why they have been admitted the reason for their investigations being done.

Patient satisfaction has been a very important issue for researchers involved in health care systems for the last few decades. A number of studies have been done in this regard since then.<sup>4</sup>Its importance and value increases further as patients are more aware due to advancements in information technology. Their expectations from health organizations have increased and priorities changed<sup>5</sup>.Today's doctor are almost depending on technologies, therefore losing the skills of understanding the perceptions, emotions and satisfactions of his patients. This result shows a gap between what patients want and what doctors perceive as important<sup>6</sup>. It is very important as well as quite rational to periodically undertake surveys in healthcare facilities, as often as possible.<sup>7-9</sup>

In Pakistan Patients awareness about their disease are very limited even in developed countries having high literacy rates, patients are not fully aware of their problems, ailments and medications. They do not know how early detection, proper diagnosis, quality service and treatment can prevent problems in the future.<sup>10</sup>

The present study was conducted to evaluate the level of patients' satisfaction with the healthcare and quality health service provided at Hayatabad Medical Complex.

## Materials and Methods

Two hundred in- patients and 100 out- patients were randomly interviewed in the study after taking informed consent. The interviewers included two senior nurses of the hospital, one human resource trainee and two lady health workers of PMRC Research Centre at the hospital. Admitted patients or attendants of patients were administered structured questionnaire during their hospitalization in the respective ward while outpatients were interviewed in outpatient department. Because patient satisfaction surveys are considered to be standard management tools at any hospital, the Chief Executive office exempted this project from formal approval by the institutional review board.

**Questionnaire development:**Two different questionnaires one for indoor and one for outdoor patients were developed. For indoor patients the questionnaire comprised of 20 questions while 09 questions were included in the questionnaire for outdoor patients.

**Study variables:**The questionnaire included 20 questions for in-door and 09 for outdoor

patients using a scale "very poor," "poor," "fair," "good," "very good."In addition, demographic profile was also recorded.

### Statistical analysis:

Data was analyzed using Epi info statistical software. Descriptive statistics was given for all variables. Quantitative variables like age, duration of stay in the hospital, etc was presented in the form of mean± SD .Qualitative variables were presented in the form of frequency along with percentages.

## Results

Among 200 in patients who provided demographic information, the mean age was 46.41±16.31 years, with a range 15-70 years. Man to woman ratio was 6:4. Out of 200 respondents 195(97.6%) showed very good and good comments regarding the directions/information boards installed at various places in the hospital to guide the patients. Only 02(1%) patients showed their dissatisfaction (poor) regarding this information.

As regard doctor/ consultant explanation 177(88.5%) gave positive comments "Good, Very Good", 19(10%) replied "fair" and only 4(2%) gave negative comments "Poor and Very Poor". In question about cleanliness and facilities of the ward, 170(85 %) patients were satisfied, 18(9%) responded "fair" and 12(6%) were not satisfied. In response to the question about facilities of pathology laboratory, 170(85%) of the total respondents showed satisfaction, 22(11%) replied "fair" and 8(4%) seemed dissatisfied. Regarding the facility provided by the radiology department, 90% patients were pleased with the radiology facilities whereas 10% gave poor response to this question. A question about over all care in the hospital was asked from all respondents, 176(88%) were in the view of better care while 24(12%) were against this view (Table I).

In case of outdoor patients 97% patients were satisfied with the counters provided in the hospital, 91% patients were satisfied with the time taken by the computer operator and 98% were satisfied with the attitude of computer operator. According to 33% patients, there was no organized consultancy procedure at hospital to visit the physician (Table II).

Out of the total 195 (97.5%) reported partial availability of medicine in the hospital.Mean stay at the hospital was 6 days. As regards procedure of OPD, 95% showed satisfaction. In reply to a question about time taken by the Doctor/Physician in the OPD 95% patients showed satisfaction.

**Table I: Patient satisfaction level (in patients) with hospital care (n=200)**

Components	Very Good (1)	%	Good (2)	%	Fair (3)	%	Poor and Very Poor (4)	%
Satisfied with the direction/information board installed in Hospital.	155	77.5%	040	20%	003	1.5%	002	1%
Satisfied with the reception staff overall.	127	63.5%	064	32%	006	3%	003	1.5%
Satisfied with the concerned Dr./Physician/consultant's explanation.	108	54%	069	34.5%	019	9.5%	004	2%
Satisfied with the Communication of Nurses.	091	45.5%	072	36%	022	11%	015	7.5%
Satisfied with the care of Nurses/ward staff.	087	43.5%	081	40.5%	016	8%	016	8%
Satisfied with the Safety (Physical) during Night.	080	40%	095	47.5%	011	5.5%	014	7%
Satisfied with the comfort and equipment of the ward/Hospital.	079	39.5%	100	50%	018	9%	003	1.5%
Satisfied with the cleanliness and facilities of Ward/Hospital.	080	40%	090	45%	018	9%	012	6%
Satisfied with the bed sheets/clothes of the ward.	084	42%	079	39.5%	014	7%	022	11%
Satisfied with the ward silence.	095	47.5%	085	42.5%	018	9%	002	1%
Satisfied with the availability/cleanliness of Washrooms in ward/Hospital.	066	33%	092	46%	020	10%	022	11%
Satisfied with the treatment process about care needs.	074	37%	105	52.5%	016	8%	005	2.5%
Satisfied with the facility of pathology (LAB).	039	19.5%	131	65.5%	022	11%	008	4%
Satisfied with the facility of Radiology (X-ray).	041	20.5%	138	69%	016	8%	005	2.5%
Satisfied with the duration/period stay in hospital.	070	35%	100	50%	026	13%	004	2%
Satisfied with the service provided by Hospital in General.	070	35%	105	52.5%	019	9.5%	006	3%
Satisfied with the overall care in the Hospital.	086	43%	090	45%	019	9.5%	005	2.5%

**Table II: Patient satisfaction level (out patients) with hospital care (n=100)**

Components	Yes	%	No	%
Satisfied with the Number of counter in Hospital.	92	92%	08	08%
Satisfied with the time Taken by computer Operator.	91	91%	09	09%
Satisfied with the attitude of Computer Operator.	98	98%	02	02%
Satisfied with time taken by Physician/Dr./Consultant.	95	95%	05	05%
Satisfied with your concern Physician/Dr./Consultant	92	92%	08	08%
Satisfied with the Procedure of OPD.	91	91%	09	09%
Is there any organized procedure at hospital to visit the Physician/Dr./Consultant?	67	67%	33	33%

## Discussion

Quality of health service, choice of patients for treatment in particular hospital and recommendation of patients all depends on patients' satisfaction. A common way to improve the quality of health service in hospital is to conduct a survey to know about patients' satisfaction and about the management / services, is a best tool to explore the ways for improvement in the quality. The result of our study shows that patients were satisfied with the services and care provided at hospital. Similar kind of study was conducted in Pakistan Railway Hospital Rawalpindi by Khan Omar et al 2011, showed same pattern of patients' satisfaction. The best rated was doctors' availability and courteousness (98.3%) and 96.8% were satisfied with the attitude of nursing staff.<sup>11</sup> Shakhi and MR et al<sup>12</sup> reported that 94.4% patients were satisfied with hospital services in their study conducted in provincial teaching hospital in Ghazvin Iran.

In our study about doctor consultation and courteousness 88.5% patients gave positive comments as good. This result is much better than another study conducted in two tertiary care hospitals of Rawalpindi by Sultana et al. In their study only 62% patients were satisfied with their doctor consultation and attitude.<sup>13</sup> Another study conducted by Omer et al in Pakistan Railway Hospital Rawalpindi showed very high level of patient satisfaction about doctors consultation and courteousness.<sup>11</sup> However, Hajifathali et al in Talighani University Hospital, Iran found about 91% of patients to be satisfied with the doctors' treatment and communication.<sup>14</sup>

In this study 85% patient showed satisfactory report about pathology and laboratory service which is somehow equivalent to another study conducted in two tertiary care hospital of Rawalpindi by Sultana A et al showing 88% satisfaction.<sup>13</sup>

The importance of staff at reception of radiology and ultrasound suite cannot be ignored, since they are the first area of contact where the patient makes with the hospital. A satisfaction survey conducted by Rajani A et al at radiology department of Aga Khan University Hospital Karachi Pakistan showed that rating about reception of radiology department was 76.5% as good or very good, while in area of staff in ultrasound, 87% patients rated good or very good. In area of radiologist in ultrasound suits 84% rated service either good or very good.<sup>15</sup> In our study 90% patients rated 'good' of radiology service which shows that the overall service are quiet better.

Availability of the medicines in terms of quality, quantity and timely distribution to patients is very crucial for the patient's recovery. A study conducted by Sharma R.K at zonal hospital, Mandi (HP) showed that availability of medicine on time (68%) patients have expressed their dissatisfaction<sup>16</sup>. In our study 97.3% patients showed little satisfaction about the availability of medicine at hospital, which need an improvement.

## Conclusion

Patients showed overall satisfaction from hospital services, but need improvement in few areas through which we could further improve the quality service, much emphasis should be made on the availability of medicine in hospital and proper consultancy procedure for patients to visit physician.

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