

A STUDY ON INPATIENT SATISFACTION IN A MULTI-SPECIALITY HOSPITAL

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Abstract

Patient satisfaction is an important measure of quality of services in a health care organisation. other than the medical care issues, and experience involves personal relationship, the satisfaction attention to pain the status of hospital environment. and health education. Patient opinion is an important because dissatisfaction suggests opportunities for improvement of health services in the hospital. The study was done with the aim to assess the satisfaction levels in inpatients of a multispecialty hospital. A questionnaire was framed and circulated to the inpatients of that hospital in order to study their inpatient satisfaction level. This is a descriptive research that aims on the inpatients satisfaction of the selected multispecialty hospital.

Key Words: Inpatient satisfaction, Hospital, Services

Objectives of the study

- 1) To observe functioning of the inpatient department
- 2) To analyse the factors influencing patient satisfaction in multispecialty hospitals
- 3) To recommend measures to improve patient satisfaction

1.Introduction

An essential indicator of service quality in a healthcare institution is patient happiness. In addition to concerns about medical care, human relationships, consideration of pain and health education, and the state of the hospital environment all contribute to happiness and experience. The viewpoint of the patient is crucial since unhappiness reveals areas where hospital health care can be improved. The purpose of the study was to evaluate inpatient satisfaction levels in a multispecialty hospital.

I.1 Patient satisfaction

Patient satisfaction is the fulfilling or meeting of an individual's expectations from a service or good. When a patient enters a hospital, he already has an idea of the many components of the facility based on its reputation and associated costs. Although their primary goal is to recover and return to their jobs, there are other elements that can impact their contentment. They may have given a hospital a very low rating based on the data they gathered from various sources, but when they visit it, they find it to be better than expected, and they are happy. Similar to this, if they have very high expectations for a hospital and those expectations are not met, they will not be happy. hospital, but if they don't get what they expect, they won't be happy.

The expectations of patients and their loved ones have greatly increased as a result of the expansion of hospitals in terms of the availability of specialties, enhanced technologies, facilities, and increasing competition. How fast and how frequently patients seek care from which medical facility depends on what they expect from their medical experience. Low expectations dissuade patients from seeking prompt medical attention, which has an adverse effect on both the patient and the medical care provider. High expectations from a medical organization are a good reflection of its image in society and are crucial for attracting patients.

However, despite reasonable acceptable standards of medical practice, having overly high and unrealistic expectations may result in frustration. There were not many government hospitals in the past that were free for patients. Consequently, there were also very low expectations. The situation has altered, though. The government and hospitals have both begun to impose user fees on their patients. Costs for private hospital care have skyrocketed. The introduction of the Consumer Protection Act (1986) has led to a significant increase in patient expectations. Now, in order to prevent needless litigation, hospitals must be very sensitive about patient displeasure. From being a solitary sanitarium, hospitals have developed into five star establishments.

2. Literature Review

Rezarta Kalaja,³ (2023) studied that by conducting a literature analysis on current healthcare publications that evaluate patient satisfaction determinants and theories on patient satisfaction assessment, this research work intends to investigate the field of patient satisfaction in health care. One of the most crucial elements in determining the performance of healthcare providers is patient happiness. Determining the precise definition, factors and patient traits that affect satisfaction, as well as many theories on satisfaction, have been hotly debated topics in the literature for a very long time. A literature review that combined various points of view from numerous researchers served as the research tool.

Sri Harsha Chalasani, et al¹⁴ (2022), studied that Patient satisfaction acts as a benchmark for evaluating the safety and grade of that care and is a complex indicator of how effectively a patient's expectations of the service obtained from medical treatment have been met. Anaesthesia falls under the purview of the three quality domains mentioned above: effectiveness, which assesses discomfort related to the procedure; patient-centeredness, which assesses patient satisfaction with care; and safety, which determines the frequency of events that may result in long-term harm, such as accidental awareness during general anaesthesia.

3. Research methodology

This is a descriptive research that aims on the inpatients satisfaction of the selected multispecialty hospital. The simple random sampling is used in order to collect data. Over the course of the study's one-month duration. 100 data (primary data) were collected. For this purpose, a questionnaire has been designed, making sure that the research questions do justice to what the researcher is trying to find and provide the direction and shape of the research

3.1. Analysis and tools

Analysis was carried out by using the statistical tool–Simple percentage analysis.

3.1.1 simple percentage analysis

A special kind of ratio is a percentage. When comparing two or more data series, percentages are used. Percentage is used to describe relationships and can be compared in terms of how two or more series of data are distributed.

Percentage of satisfaction= (number of feedbacks ÷ total feedbacks) × 100

4) ANALYSIS

Table –I Table representing the satisfaction based on doctor consult of the respondents in the inpatient department

| Particulars | Respondents | Percentage |
|-------------|-------------|------------|
| Excellent | 84 | 84% |
| Good | 16 | 16% |
| Fair | 0 | 0% |
| Poor | 0 | 0% |
| Total | 100 | 100% |

The above tables show that 84 % of the respondents were respond Excellent for the satisfaction with the doctor consult and 16% respondents were respond Good for the satisfaction.

Chart 1: Chart showing the satisfaction level based on doctor consult of respondents in the inpatient department

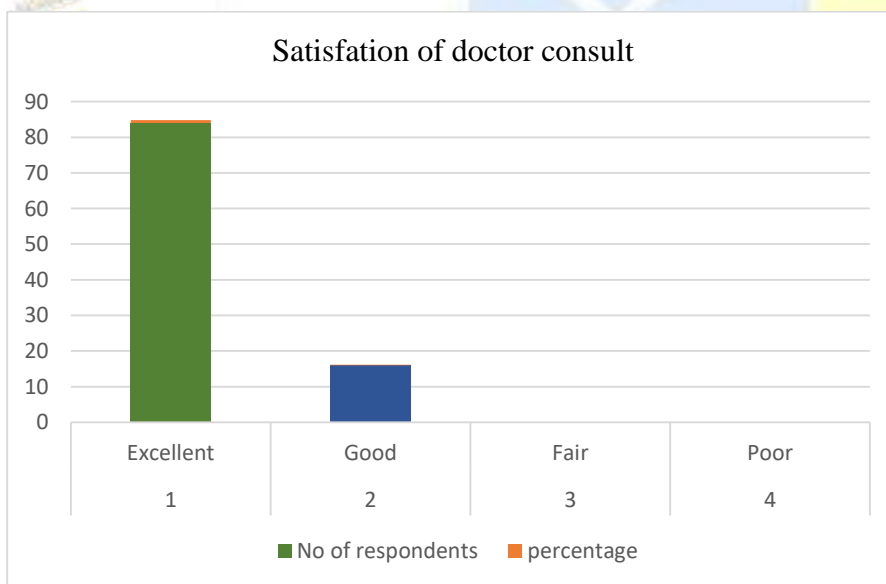
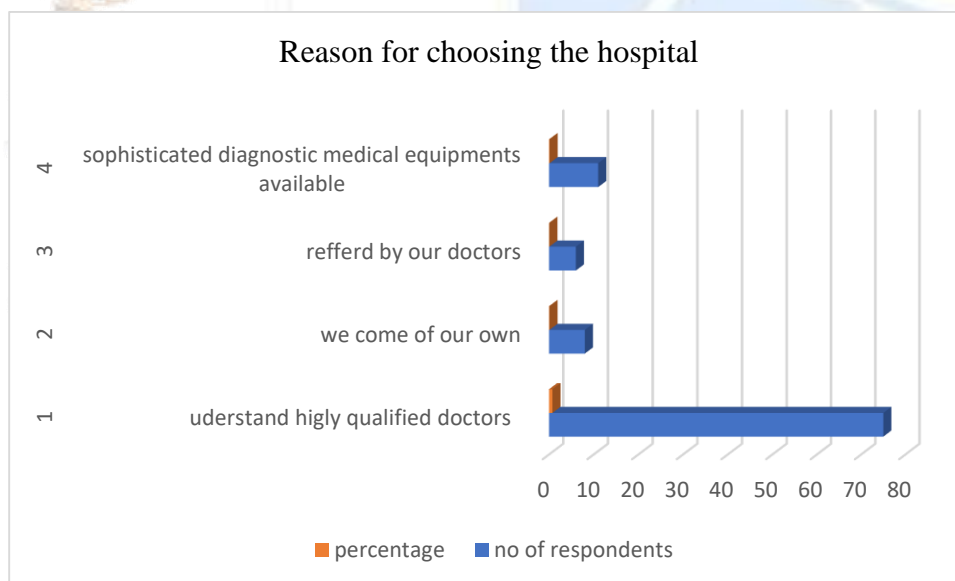


Table –2 representing the respondents by Reason for choosing the hospital.

| S.NO | Particulars | Respondents | Percentage |
|------|--|-------------|------------|
| 1 | Understand highly qualified doctors | 75 | 75% |
| 2 | we come of our own | 8 | 8% |
| 3 | referred by our doctors | 6 | 6% |
| 4 | sophisticated diagnostic medical equipment's available | 11 | 11% |
| | Total | 100 | 100% |

The above shows that 75% of the respondents were choosing hospital for reputed doctors, 8% of the respondents were choosing to the hospital of their own, 6% of the respondents were referred by doctors and 11% of the respondents were choosing hospital for availability of sophisticated diagnostic medical equipment.

Chart 2: Chart showing respondents by reason for choosing the hospital



5. Major findings and recommendations

- From the above Table-I I find that most of the patients were satisfied with the doctor consult.
- The table –II shows that 87% of the patients were choosing the hospital for the Highly qualified and reputed doctors and most of the people were from the other nearby cities.
- Out of 100 respondents 78% of the respondents are highly satisfied with nursing experience and 19.2% of the respondents belongs to good
- Out of 100 respondents, 70% of the respondents were meet their expectations and remaining 30 % of the respondents belongs to good

Recommendations include:

- Public holidays and amp; Doctors on leave should be clearly displayed on the notice board for the convenience of the patient.
- I observe that there is a shortage of attenders in inpatient department. So the staff members need to take additional duty because only less number of attenders available in the ward. So it may Cause delay in patient care.
- It is important for hospital to ensure they have an efficient staff nurses in inpatient department to look out the patients effectively and efficiently
- Need to improve lift facility in the hospital

6. Conclusions

Patient satisfaction is a general concept, although being recognised as an essential outcome indicator for evaluating the effectiveness of the services delivery system. This study's findings facilitated the analysis of a number of elements that contribute to patient satisfaction as well as a number of hospital decision-making factors. thus giving organisation managers and policy makers the chance to gain a better understanding of patient views and perceptions, as well as the degree to which they are involved in enhancing the quality of care and services.

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