

The Level Of Patient Satisfaction In A Cardiac Hospitalat Raipur

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ABSTRACT

Patient care provided by a coordinated group of doctors, paramedical staff, nurses, technicians, supportive and administrative workers to the people suffering from physical, mental and social ailment. The research paper analysis the patient satisfaction level with the health care system. Patient satisfaction is a highly significant outcome of clinical care in the health care system. A patient expression of the satisfaction or dissatisfaction is a judgment on the quality of hospital care in all its aspects. Patient satisfaction is a indicator for assessment of the hospital. The study reveals various parameter of patient satisfaction from a leading cardiac hospital at Raipur City.

1. INTRODUCTION

A hospital is a place for the treatment of the human illness and restoration of health and well being of those temporarily deprived of the health issues. A large number of professionally and technically skilled people apply their knowledge and skills with the help of complicated equipment and appliances to produce patient satisfaction. The hospital and patient relationship is of paramount importance in the context of good patient satisfaction. It is to be realized that this setup both participants are under regular a degree of stress. The entire health care system use its professional skills observing a degree of discipline and ethics to improve patient a lot, who in turn looking upon the hospital on knowledge and science and whom is pictured as a kind friendly thoughtful and warm system committed to do everything possible for the patient welfare to achieve patient satisfaction. In India medical attention is claimed as a fundamental right and in turn a good deal of sympathy and human approach is shown in most of the hospitals unlike advanced countries like USA where monetary consideration is the supreme.

2. OBJECTIVE OF THE STUDY:

The following are major objectivity of the study.

- 1 . To find out the level of patient satisfaction in cardiac segment.
- 2 . To study various factors of patient satisfaction.

3. To suggest some improvement in the service of hospital to improve the satisfaction levels of the patient.
4. **LITERATURE REVIEW:** Summary The literature survey denotes that the conceptual models of hospital care service utilization given by Andersen & Newman (1975) and Kroeger (1985) are the most versatile models that have been used by scholars across different departments.. In terms of the scope for investigating the reasons for the preference of a particular hospital service provider in India and abroad , these models provide us with the platform for selection of the factors for development of the framework for the proposed study. The literature review helps in identifying the logical variables for understanding the hospital care services use of patterns for both the developed and the third world countries Some of the important factors which have been found to be logical in both the contexts include age group, gender, per capita income, marital status, family size, educational status, media exposure, accessibility and cost of treatment. Research on developed nations and third world countries have the common aim of understanding the health care services utilization, yet they differ in some aspects. Literature shows the presence of modern health insurance system in the developed countries as well as a better infrastructure to take care of health needs .The nation like India , are still at an early stage of addressing basic health care requirements. Another distinguishing feature of hospital care services utilization between developed and third world countries is the availability of traditional medicines. Usage of traditional medicines like Ayurveda and Homeopathy is more common among the patients in the developing nations mostly due to the lack of modern hospital care systems, easy accessibility to providers of traditional medicines and their existence for a long time in the community.

5. RESEARCH METHODOLOGY..

RESEARCH METHODOLOGY The Study: Period of the study was from 2nd may 2020 to 25th May2020. The study comprised of structured questionnaire with the sample size of 100. Sample and Design: The design of the present study is descriptive as well as empirical in nature. The main purpose of the study is to find the impact of factors on patient satisfaction regarding cardiac hospital in Raipur city. The sample size was 100 patients. The sample was comprised of the respondents having age above 30 years .Independent variables comprised of education, age, gender, occupation, income and location. Tool for Data Collection: Questionnaire comprised of two sections. First section deals with the demographics. Second section related to various factors. The questionnaire had given five point scales rating. The data collected from respondents later classified on the basis of age, education, sex, income, location and occupation. Tools for Data Analysis: Data has been analyzed using statistical package (SPSS 17.0) and chi square methods also been used.

As per the Maslow study the human satisfaction level is a complex factor like future expectations, life style, past experience with different individual emotional ratings. Maslow indicated certain stages of hierarchy of needs of satisfaction like

physiological, safety and security, sense of belonging, self esteem and self actualization.

6. PATIENT EXPECTATION:It is not the disease always; it could be morbid episode of life, illness condition, disability, disorder, psychological stress, various symptoms, non disease as well as their attempted cures. What event may be the complaint it indicates disturbance in the smooth pattern of existence or a change in his or her external environment. In such conditions the patients expectations from a hospital is ,

1. Empathy from the staff.
2. Care from medical and paramedical staff.
3. Timely appointments.
4. Early cures with quality treatment.
5. Better diagnosis
6. The need to be listened.
7. To receive clear explanation.
8. Personal attention.

The patient in the case of hospitalization the patient expectation level expands like the attendants looking after him, his relatives, children and courtesy caller should not be disturbed and should be provided with better hospitality.

7. PATIENT AS a CUSTOMER: In the advanced health care system total system has been regarded to sophisticate by improved education, knowledge, skills and advanced diagnostic instruments. The cost of total customer care has been increased multifold. The super specialty hospital needs even better infrastructures advanced equipments and the medical and non medical staff with advanced skills. The patient has to pay highest price to get better service. The hospital sector started promoting and marketing of their services through various modes like in print and electronic media and social media. In recent times a shift has been observed the patients are becoming customer and being a customer there is a need for customer satisfaction.

8. MEASURING THE QUALITY TREATMENT IN HOSPITAL.

Donabedian Avedis has indicated certain parameters to evaluate the quality of treatment in hospital.

1. **Effectiveness:**It means how the hospital is effective by providing service to patients in terms of quality.

2. **Efficiency** :It means the actual or expected improvement in the health of the patient against the cost. The efficiency can be improved by improved care, reducing the cost or by both.

3. **Optimality**:Is an average ratio of the effects of health care or financial benefit to the patient.

4. **Acceptability**: It has the following parameters.

- The patient and doctors relationships.
- B. Amenities provided.
- C. Patient preference to health care.
- D. Patient preference to the cost of the hospital.

5. **Legitimacy**: The adaptation ethical principles, values , norms, laws and regulations.

6. **Equity**: The fairness for all.

9. **RATIONALE OF THE STUDY**: Patient satisfaction is a significant part of health care. The hospital may have excellent infrastructure well qualifies staff but they are some other factors which affects the patient satisfaction. It is difficult to point out all the factors which achieve the customer satisfaction. With the help of the study we tried to find out some important point for patient satisfaction.

Behavioral attitude at reception :The behavior of the staff at the reception was evaluated about 22percent felt it was excellent and 27 percent felt it was very good and 38 percent felt it is good. Over the entire patient were satisfied at the entrance.

Ward condition: About 15 percent patient felt excellent around 62 percent patient felt it is very good. Around 11 percent patient had opinion it is good.

Nurse's behavior: 6 percent patients were felt it was excellent where as 40 percent patient felt it is very good and 40 percent patient patient opinion was good.

Doctor's behavior: The opinions of 14 percent were excellent and 40 percent felt it very good and 10 percent felt it good.

Overall cleanliness:2 percent of patient felt it is excellent and 38 percent felt it is very good and 10 percent felt in is good.

Food services: Excellent was the opinion of 8 percent of patient and 22 percentage had average opinion followed by 34 percent as good.

Behavior of technician: seven percent of patient felt it is excellent and 15 percent felt it is very good and 30 percent of patient felt in good.

Behavior at pharmacy: Only 2 percent of patient felt it is excellent where as 12 percent felt it is very good and 30 percent felt it is good.

10. OBSERVATION AND RECOMMENDATION.

At entrance: Attendant pass are mandatory at the entrance only two attendants per patient are allowed with the patient. The policy is correct it must be continued.

Ward condition. Many patients complaint were the insects and rodent. There is need of pesticide application in the ward. The ward management team must be well equipped to handle such issues.

Nurse behavior: It has been observed there is need for well qualified and experienced nursing staff. Some of the nursing staff is under qualified with poor salary structure.

Doctor's behavior: Needs improvement. Most of the patients are of the opinion for better explanation and communication regarding the disease.

Cleanliness: It must be improved. The frequency of cleaning the floor must improve. The team of administrators should inspect the cleanliness of the hospital at least twice in a day.

Food service: As per the opinion the quality and quantity must improved. There is gap between the price charged and the quality offered. The same was felt in the canteen which is constructed for the family of the parent.

11. CONCLUSION

It was seen in the research most of the patients are satisfied with most of the service in the cardiac hospital. However there are some section patient express concern about the nature of doctors and paramedical staff. The cleanliness of the hospital was also under some criticism, lack of proper parking facility also the complaint of the patient and the family member. With little improvement in the above parameter the cardiac hospital can achieve the national repute.

12. REFERENCE

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