

Original research article

An assessment of patient satisfaction in outpatient department of an eye care hospital**Dr. Vandana B Dudhamal¹, Dr. Prashant Solanke², Dr. Akshay Berad³,****Dr. V. Sadanandam⁴****¹MBBS MD, Professor, Dept of physiology, Government Medical College Nizamabad, Telangana State, India. .****²MBBS MD, Professor, Dept of Community Medicine, ACPM Medical College, Dhule, Maharashtra, India****³MBBS MD, Assistant Professor, Department of Physiology, Government medical college Nagpur, Maharashtra India****⁴ MBBS, MD, Assistant Professor, Dept of physiology, Government Medical College Nizamabad, Telangana State, India. .****Corresponding Author: Dr. Vandana B Dudhamal****Abstract**

Background: Patient satisfaction has been defined as the degree of congruency between a patient's expectations of ideal care and his/her perception of real care he receives. Patient satisfaction depends upon many factors such as: quality of clinical services provided, availability of medicine, behavior of doctors, behavior of another health staff, cost of the services, hospital infrastructure, physical comfort, emotional support and respect of patient references.

Aims: To assess the level of satisfaction of patients & identify the factors related to patient satisfaction in OPD service at Susrut Eye Hospital Nanded. Design & Setting-ecution study was carried out among patients attending outpatient department of Susrut Eye Hospital, Nanded Maharashtra, India during the period from 01.03.19 to 30.02.2020.

Methods- Sample size thus yielded is 94 which is rounded off to a figure as 100. Systematic random technique was used to select the patients attending the outpatient department of hospital.

Results: 54% were females. Mean age was 44.56 + 17.94. 40% of the patients were Hindu, 76% were from rural area, 75% were nontribal, 54% of the patients have taken education below 10th standard, 34% were farmer. It was found that, most of patients were satisfied with sitting arrangement, cleanliness and drinking water facility in OPD. It was found that convenience to reach pharmacist was 90%. With regard to waiting time, most of the patients were satisfied with time taken to get OPD slip There is association between cleanliness & hospital area. 79% of patients were satisfied with consultants' service, 80% of the patients said that recovery from disease was good. 96% of patients said that they would recommend this hospital to others for their ailment. Response of the patients was good in 85%, when asked about overall satisfaction and quality of the eye hospital services in SHF, Nanded.

Conclusion: Most of the respondents were satisfied with availability of services, professional care provided by consultant in OPD, behavior of consultant, nurse's and paramedical staff's..The respondents were more satisfied with the class 3& 4 workers working in the hospital than the consultant, nurse and paramedical staff.

Introduction

Patient satisfaction has been defined as the degree of congruency between a patient's expectations of ideal care his/her perception of real care he receives.⁽¹⁾ The measurement of patient satisfaction is an important tool for research, administration and planning patient is one who decided the quality, who accepts the services, who market others to accept it, who given correct feedback about the performance of hospital and market the programme of total quality management successful.⁽²⁾ In most countries, measuring patient satisfaction is an integral part of hospital management strategy for quality assurance and accreditation process in most countries.⁽³⁾ It is difficult to measure the satisfaction and gauge responsiveness of the health system as not only the clinical but also the non-clinical outcomes of care do influence the customer satisfaction.⁽⁴⁾ Patient satisfaction depends upon many factors such as: quality of clinical services provided, availability of medicine, behavior of doctors, behavior of another health staff, cost of the services, hospital infrastructure, physical comfort, emotional support and respect of patient references.⁽⁵⁾ Susrut Eye Hospital (SEH), Nanded, Maharashtra, India is an organization that provides eye care services to rural, urban & tribal population since 20 years.. In the year 2018, 600 eye surgeries were performed and nearly 7800 patients visited this hospital for their eye care. Patient satisfaction is one of the important parameter for measurement of a health system .To our knowledge, patients satisfaction for eye care services has been studied in a very few centers of India.⁽⁶⁾ This study assess the level of satisfaction of patients & identify the factors related to patient satisfaction in OPD service at Susrut Eye Hospital Nanded.

Objectives To assess the level of satisfaction of patients who have utilized the OPD services at Susrut Eye Hospital Nanded and identify the factors related to patient satisfaction in OPD services.

Material and methods:

A cross-selection study was carried out among patients attending outpatient department of Susrut Eye Hospital, Nanded Maharashtra, India during the period from 01.03.19 to 30.02.2020

Sample size and data collection: The sample size was calculated by using the formula $n = \frac{z^2 pq}{d^2}$ (where $z = 1.96$ at 95% confidence, $P =$ prevalence of patient satisfactions: $q = 1 - p$, $d =$ absolute allowable error) for this study we presumed maximum variability, therefore $p = 0.5$; $q = 0.5$, $d = 20\%$ of p . sample size thus yielded is 94 which is rounded off to a figure as 100. Systematic random technique was used to select the patients attending the outpatient department of hospital. Patient who not willing to participant in study, patients who were referred or advised for or admitted to intensive care unit/ cardiac unit/ emergency department and those with severe or chronic illness were excluded from study.

Analysis: The surveyed questionnaires were collected and coded in MS-excel database and analyzed by using the socio-demographic data. Normally of data was tested according to **Kolmogorov Smirnov Statistic**. Student's t test was used. Chi-square test was used to examine the relationship between satisfaction with health services, behavior of doctor and other staff, satisfaction with pharmacy services and others. P value < 0.05 was considered significant. Institutional Ethical committee clearance was obtained prior to the study.

Results:

A total of 100 patients attending the outdoor department of hospital were included in the study. Among then 46% were males and 54% were females. The data is normally distributed according to **Kolmogorov Smirnov Statistic** ($p > 0.05$) Majority of the patients belonged to age group 31 to 50 years (mean age was 44.56 ± 17.94). According to students t test there is

no significant difference between mean age groups. ($P > 0.05$) 40% of the patients were Hindu, 18% were Muslims, Buddhist 37% and Christian was 5%. Among them 25% were patients tribal, 75% were nontribal, 76% were rural and 24% were urban (Table 1).

Table 1: Socio-demographic Profile of the patients at eye care hospital (n=100)

54% of the patients have taken education below 10th standard, 20% were illiterate and only 26% has taken education upto 10th standard or more than 10th std. (Table 1). It was shown from above table that most of the patients were farmer 34%.

Sr. No.	Variables	Category	Percentage%
1.	Gender	Male	46
		Female	54
2.	Age (in years)	<20	10
		20-30	25
		31-40	30
		>40	35
3.	Religion	Hindu	40
		Muslim	18
		Christian	05
		Buddhist	37
4.	Ethnicity	Tribal	25
		Non Tribal	75
5.	Residency	Rural	76
		Urban	24
6.	Education	Illiterate	20
		<10 std.	54
		≥ 10 std.	26
7	Occupation	House wife	18
		Job	21
		Labourer	15
		Farmer	34
		Others	12
8.	Socio Economic Class (According to modified B.G. Prasad classification)	Class-I	0
		Class-II	3
		Class-III	17
		Class-IV	50
		Class-V	30

**Table 2: Distribution of responses from the patients according to availability of services
n=100**

Sr. No	Services	Category	Percentage
1.	Seating arrange in OPD	Satisfactory	84
		Unsatisfactory	16
2.	Cleanliness in OPD	Satisfactory	80
		Unsatisfactory	20
3.	Toilet Facility	Satisfactory	45
		Unsatisfactory	55
4.	Drinking water facility in OPD	Satisfactory	80
		Unsatisfactory	20
5.	Finding of consultant in OPD	Satisfactory	84
		Unsatisfactory	16
6.	Convenience to reach pharmacist	Satisfactory	90
		Unsatisfactory	10
7.	Appropriate signage, symbols, down in OPD	Satisfactory	70

Regarding availability of services (Table 2) It was found that, most of patients were satisfied with sitting arrangement, cleanliness and drinking water facility in OPD, but only 45% of patients satisfied with toilet facility and 55% were unsatisfied with toilet facility. Regarding availability of service , it was found that, most of the patients were satisfied with finding consultant in OPD, Convenience to reach pharmacist & appropriate signage, symbols and arrows 84%, 90% and 70% respectively.

Table 3: Distribution of responses from the patients according to availability professional care and depth of relationship in eye clinic (n = 100)

Sr. No	Professional care & depth of relationship	Category	Percentage n=10
1.	Examination by doctor	Satisfactory	82
		Unsatisfactory	18
2.	Doctor's explanation about treatment	Satisfactory	71
		Unsatisfactory	29
3.	Following doctors advice	Satisfactory	90
		Unsatisfactory	10
4.	Understanding illness after consultation with doctor	Satisfactory	60
		Unsatisfactory	40
5.	Doctor tried to know everything about patients	Satisfactory	50
		Unsatisfactory	50
6.	Difficulty in telling doctor about private thing	Satisfactory	72
		Unsatisfactory	28
7.	Doctor really know what patient was thinking about	Satisfactory	66
		Unsatisfactory	54

Regarding professional care and depth of relationship (Table 3) it was observed that most of the patients were satisfied with examination by doctor (82%), doctor's explanation about treatment (71%), following doctor's advice (90%), doctor tried to know everything about patient, doctor really knew what patient was thinking about 66%. Regarding difficulty to telling doctor about some private thing 72% patient felt it was difficult and 60% satisfied with understanding the illness after consultation with doctor.

Table 4: Distribution of responses from the patients according to waiting time in eye clinic OPD

Sr. No	Waiting time	Category	Percentage n=10
1.	Time taken for OPD slip	Satisfactory	95
		Unsatisfactory	5
2.	Time taken to reach consultant in OPD	Satisfactory	70
		Unsatisfactory	30
3.	Time taken for examination	Less than 5 min	10
		5-15 min	30
		15-30 min	40
		More than 30 min.	20
4.	Time taken in getting medicine from Pharmacy	Satisfactory	72
		unsatisfactory	28
5.	Time taken in setting investigation slip from OPD.	Satisfactory	54
		unsatisfactory	46

With regard to waiting time (Table 4), most of the patients were satisfied with time taken to get OPD slip 95%, time taken to reach consultation in OPD 70%, time taken in getting medicine from pharmacy from pharmacy 72%. Only 54% respondents were satisfied with the time taken in getting investigation slip from OPD. 10% of respondents told that they time taken for examination was less than 5 min, 30% of respondents required 5-15 min time, 40% required 15-30 min time and 20% required more than 30 minute of time for examination. Perception regarding cleanliness in hospital is Patient were more satisfied by cleanliness in waiting area 60% and campus 56%, than toilet 20%. There is association between cleanliness & hospital area. Chi square value is 46.21 (P<0.001).

Table 5: Satisfaction regarding consultant's behavior (n=100)

Sr. No.	Satisfaction regarding behavior in hospital	Category	%
1.	Consultant	Satisfactory	79
		Average	17
		Poor	14
2.	Nurses and paramedical staff	Satisfactory	62
		Average	34
		Poor	04
3.	Class 3 & class 4	Satisfactory	82
		Average	14
		Poor	4

Table No. 5 shows that 79% of patients were satisfied with consultants service, 82% of class & class 4 served satisfactorily to patients. Satisfaction regarding recovery and recommendation to other were 80% of the patients said that recovery from disease was good, 18% was average & 2% poor.. 96% of patients said that they would recommend this hospital to others for their ailment. Response of the patients was good in 85%, better in 13% poor in 2% when asked about overall satisfaction and quality of the eye hospital services in SHF, Nanded.

Discussion:

A study conducted by Jadhav SB et al in outpatient department of Government Medical College, Miraj, Distt. Sangli reported that 70%.57% seating arrangement in OPD & 78.22%

cleanliness of OPD found to be good, which was almost similar to our study. ⁽⁷⁾ Jawahar SK, out patient satisfaction at a special hospital in India, had reported that, 50% of the patients were satisfied to cleanliness of hospital ⁽⁸⁾. Prasanna KS et al, had reported in study, consumer satisfaction about hospital services: a study from the outpatient department of private medical college at Mangalore, that patient were fully satisfied in respect to seating arrangement, cleanliness in the OPD, which was almost similar to our study. ⁽⁹⁾ Pastaveger Bilkishet el reported, 55.55% patients replied that they were satisfied with cleanliness of waiting area, ⁽¹⁰⁾ In another study done by Krupal Joshi et al. also found 65% satisfied patients with respect to cleanliness. ⁽¹¹⁾ Jadhav et al of had reported 68.41% respondents satisfied with drinking water facility, 83.71% respondents could easily find the concerned department while 77.71% could find easily pharmacy or laboratory while 46.54% of total participants were not satisfied with available toilet facility in the hospital. In the present study regarding professional care and depth of relationship with doctor, 82% respondents were satisfied with examination by doctor, 71% said doctor explain everything about treatment and were satisfied, 60% respond that they understand their illness after consultation with doctor and 90% of respondents follow doctors advise. krupal Joshi et al explanation of the disease by the doctor was satisfactory in about 91% of patients, ⁽¹¹⁾ which was 81.60% in a study or Acharya & Acharya. ⁽¹²⁾ Soleimanpour H. et. al on emergency department, patient satisfaction survey in Iman Hospital, Tabriz, Iran Reported that the satisfaction level of patient in regard to information given by care providers about medication was very good in 49.4% of patients. ⁽¹³⁾

In the present study it was also found that 50% of respondent said doctor tried to know everything about illness but 72% also felt difficulty to tell doctor about some private thing. 92% of respondents were satisfied with time to get OPD slip, 70% satisfied with time to reach consultation room. Jadhav SB et al, 54% participants found that the time required for registration was inconvenient for them, 31.4% participants reported inconvenience in finding concerned department. In our study 72% respondents satisfied with the time getting medicine from pharmacy and 54% with time getting investigation slip from OPD. Jadhav SB et al, 38.95% of total respondents were unsatisfied with time required for investigation while 48.7% were unsatisfied with time spent in pharmacy. In the present study patients tell that less 5 min required for consultation of 10% respondents, 5 to 10 minutes required for 30% respondents, 15-30 minutes required for 40% respondents and more 30 minutes time required for 20% respondents. Here maximum percentage falls in 15-30 minute duration and examination by doctor was found to be satisfactory 82%. Regarding general satisfaction in the present 79% respondents were satisfied with behavior of consultant, 62% of respondents satisfied with behavior of nurses and paramedical staff, 82% satisfied with behavior of clerical and other workers. In a study by Acharya & Acharya, 82.8% of the respondents showed that the approach of the doctor is personal, 93.2% of the subjects were satisfied with the examination by the doctor, and it was simple and easy to understand in 60% of the cases. Arpita Bhattacharya et al, reported 98.2% patients was satisfied with behavior of doctor. ⁽¹⁴⁾ MV Kulkarni et al, 87.8% [patients were satisfied with behavior of doctors. ⁽¹⁵⁾ Patavegar Bilkish et al, a cross sectional study of patients satisfaction towards service received at tertiary care hospital on OPD basis reported 94% patients were satisfied with friendliness and helpfulness of registration staff. This Finding is in contrast to conducted by Md Ziaul Islam and Md. Abdul Jabbar They found only 25% patients were satisfied with friendliness and help of registration staff. ⁽¹⁶⁾ In the present study overall satisfaction level was 85%, 13% 4% as good, better and poor responses, Jadhav SB et al reported, overall rate of availability of services during their visit, it was excellent for 22.15%, good for 29.26%, average for 30%, poor for 8.79% & very poor for 9.8% respondents. The study conducted by chetwynd S.J. reported total satisfaction was 49%. Ranjeeta Kumari et al, in their study found total

satisfactory was 73%.⁽¹⁷⁾ Asma Ibrahim et al showed 10% overall satisfaction in their study. Which is in contract to our study. In the present study respondents were less satisfied by the cleanliness in the toilet than the waiting and campus area. This finding was also coincident with studies of other 31, 36, 37, Patients were satisfied with the cleanliness in the toilet particularly in private medical college hospital as study done by Rajagopal Rao, Kadali and P.Sita Ramacharyulu in a private medical college in A.P. and Prasanna et al in a private medical college in Mangalore. The reason could be less patient load and round the clock cleaning services in the private medical colleges.⁽¹⁸⁾ In the present study it was seen that most of patients said that, they would recommend this hospital to others, consistent with the results of other researchers.⁽¹⁹⁾ The overall satisfaction of the patients with services received from this hospital came out to be 85%. Similar results were obtained by the study done by others.⁽²⁰⁾ Then the reason for different parentage could be due to variation in the way services are delivered, difference in study population and patient's expectations. Although our study indicated a high satisfaction level with the quality and treatment of services, supporting services had scope for improvement to reach, patient's expectation. It is a myth that rural patients give little emphasis on cleanliness. Responses of respondents in our study suggested that frequent cleaning is expected, as large number of patients and their relatives visit hospital. In our study waiting time is more than 30 min for most patients and it may result in unwanted use of available resources and hospital may not be able to execute work to its capacity. Therefore, the issue should be addressed by the administrator's promptly. Satisfaction among the OPD patients in our study is higher than that reported in other studies. It is also proven in other studies that high satisfaction levels among end users indicate that the services are meeting patient's needs. Our study also confirms this observation. The growth of the hospital in past many years perhaps the result of satisfied customer.

Conclusion:

After analysis it was concluded that most of the respondents were satisfied with availability of services, professional care provided by consultant in OPD, behavior of consultant, nurse's and paramedical staff's. The respondents were more satisfied with the class 3& 4 workers working in the hospital than the consultant, nurse and paramedical staff. They were unsatisfied with toilet facility present in OPD and difficulty in telling private things with doctor

Strengths & Limitation: This study assesses the level of satisfaction of patients & identify the factors related to patient satisfaction in OPD service at Susrut Eye Hospital Nanded. In this study, we had not included diagnosis of the eye condition to correlate with the level of the client satisfaction.

Conflict of interest: Nil.

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