

PATIENT SATISFACTION REGARDING OUTPATIENT DEPARTMENT SERVICES AT HAYATABAD MEDICAL COMPLEX, PESHAWAR

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ABSTRACT

Background: Patient satisfaction with health care services is considered as important factor of quality health care and a very effective indicator to measure the success of doctors and hospitals.

Objectives: To assess the patient's satisfaction regarding the services provided in Outpatient department at Hayatabad Medical Complex, in terms of clinical care, availability of services, waiting time and cost.

Material and Methodology: A cross sectional study was conducted on 381 patients who attended OPD at Hayatabad Medical Complex, Peshawar from January to May, 2015. They were selected by systemic random sampling techniques. A structured questionnaire was used to record the information about demographic characteristics of patients, availability of services, clinical care, waiting time, and cost of registration and laboratory investigations.

Result: Out of 381 patients, 82.7% patients were satisfied with the seating arrangement in OPD, 59.8% patients were satisfied with cleanliness of hospital, 76.9% of the patients said that timings of OPD was convenient and 67.5% patients said that it was easy for them to find concerned OPD. While 61.2% respondents said that laboratory services in hospitals was satisfactory. Regarding clinical care 82.2% patients were satisfied about their diagnosis of disease and 96% patients were quite pleased with the way they were counseled. With regard to waiting time 44.8% of the respondents said that time taken by investigation was more than 1 hour and 87.9% patient said that laboratory investigations were necessary and according to 60.4% respondents the cost of investigation was moderate or high.

Conclusion: Improvement is needed for reduction of time spent in the laboratory and cost of investigations to upgrade patient satisfaction.

Key Words: Patient satisfaction, health services, clinical care, waiting time.

INTRODUCTION

Patient satisfaction is a quite complicated and challenging to define. It is one of the key indicators of quality of care provided by a health facility or system. In present time's health care consumers, are more informed and demand increasingly more accurate and valid evidence of health plan quality. Measurement of patient satisfaction with the health care system is important in several aspects. Facts have shown that a satisfied patient is more cooperative and compliant with the medical treatment regimen. By identifying the level of patient satisfaction and the factors associated with dissatisfaction, a country can address the deficiencies in its health system, and can bring reforms and improve overall health status of its populace.

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In Pakistan patient satisfaction has not been gauged on proper scientific lines. Although it's not a new concept but in Pakistan it seems that government is not so far inclined to incorporate patients' suggestions and recommendations in the delivery of services. Previous studies have shown low level of patient satisfaction with public health care system and increased reliance on private health care facilities^{1,2}. Studies conducted at the local level in different parts of the country, showed variable level of patient satisfaction with health care services.

Patient satisfaction surveys is an important tool and can enhance health care provider's accountability and leads to better service delivery by the hospitals and physicians. It also improves patient safety level and lowers the cost of care. The aim of this study was to assess patient satisfaction regarding clinical care, availability of services, waiting time and cost at Hayatabad Medical Complex Peshawar, so as to bring about further improvement of services.

Objectives

To assess the patients' satisfaction regarding the services provided in OPD in terms of clinical care, availability of services, waiting time and cost at Hayatabad Medical Complex, Peshawar, Pakistan.

MATERIAL AND METHODS

A cross sectional study was conducted in the outpatient department of Hayatabad Medical Complex, Peshawar, from January to May, 2015. A sample size of 381 patients was selected by systemic random sampling and interviewed in the exit point after receiving the services from the Dentistry, Endocrinology, ENT, Eye, Gastroenterology, Gynecology, Medicine, Neurosurgery, Pediatrics, Orthopedics, Radiology, Skin and Surgery OPDs. Data was collected by using structured questionnaire during the time span of 30 days from 15 February to 15 March 2015 excluding public holidays. Informed consent was obtained from each respondent. Questionnaire included socio-demographic characteristics of the respondents, visited concerned OPD's, availability of services, clinical care, waiting time, and cost of registration and laboratory investigations. Data was analyzed in (SPSS) version 20.0. Descriptive data was analyzed and the results were presented as frequencies and percentages.

RESULTS

The study population consisted of 381 patients (50.4% males and 49.6% females). Mean age of participants was about 32 years. The opinions of the patients were divided into 4 groups. Availability of services, clinical care, waiting time and cost.

DISCUSSION

This cross sectional study describes the assessment made by the patient on each phase of the outpatient services with regard to factors such as availability of services, clinical care, waiting time, and cost of services at Hayatabad Medical Complex, Peshawar. Outcome was found to be satisfactory regarding the availability of services and clinical care.

With regard to availability of services 82.7% of the respondents were found satisfied with seating arrangements, previous studies also show similar results^{3,4}. Similar studies in another country i.e. Chandigarh, North India⁵ and Father Muller Medical College Hospital, Mangalore⁶ showed that 100% of patients were satisfied with seating arrangements. Regarding cleanliness 59.8% of our study population was found satisfied, the results are similar to the findings reported by Mukhtar F⁷. According to Indian studies based on same criteria 100% patients were satisfied with cleanliness of the Chandigarh, North India⁵ and Father Muller Hospital, Mangalore⁶.

According to our study OPD timing was convenient for 76.9% patients. The results coincide with the studies done by Mr. Anjum Javed⁸ and Naveed Ali Khan et al⁹. With regard to locating the concerned Specialist Department in the OPD, 67.5% patients found it easy. Present study findings are in accordance with the findings of previous study done in India⁶.

Table 1: Distribution of responses from the respondents according to availability of services

| Availability of Services Sample size (N)=381 | | |
|---|-----------|---------|
| a. Seating Arrangement in OPD | Frequency | Percent |
| Satisfactory | 315 | 82.7 |
| Unsatisfactory | 66 | 17.3 |
| Total | 381 | 100.0 |
| b. Cleanliness of the OPD | | |
| Satisfactory | 228 | 59.8 |
| Unsatisfactory | 153 | 40.2 |
| Total | 381 | 100.0 |
| c. OPD Timings | | |
| Satisfactory | 293 | 76.9 |
| Unsatisfactory | 88 | 23.1 |
| Total | 381 | 100.0 |
| d. Finding the Concerned Specialist Department in the OPD | | |
| Easy | 257 | 67.5 |
| Difficult | 124 | 32.5 |
| Total | 381 | 100.0 |
| e. Lab services | | |
| Satisfactory | 233 | 61.2 |
| Unsatisfactory | 148 | 38.8 |
| Total | 381 | 100.0 |

Table 2: Distribution of responses from the respondents regarding clinical care

| 2. Clinical Care | Frequency | Percentage |
|---|------------------|-------------------|
| a. Doctors approach | | |
| Satisfactory | 313 | 82.2 |
| Unsatisfactory | 68 | 17.8 |
| Total | 381 | 100.0 |
| b. Communication by the doctor | | |
| Very good | 107 | 28.1 |
| Good | 197 | 51.7 |
| Fair | 61 | 16.0 |
| Poor | 16 | 4.2 |
| Total | 381 | 100.0 |
| c. Explanation about the disease to the patient | | |
| Satisfactory | 282 | 74.0 |
| Unsatisfactory | 99 | 26.0 |
| Total | 381 | 100.0 |
| d. Opinion about the need of investigation as assessed by the patient | | |
| Necessary | 335 | 87.9 |
| Unnecessary | 46 | 12.1 |
| Total | 381 | 100.0 |
| e. Nature of prescription | | |
| Easy | 110 | 28.9 |
| Satisfactory | 194 | 50.9 |
| Difficult | 77 | 20.2 |
| Total | 381 | 100.0 |

Table 3: Distribution of responses from the respondents regarding waiting Time

| 3. Waiting time in the Hospital | Frequency | Percentage |
|--|------------------|-------------------|
| a. Waiting for Registration | | |
| Convenient | 235 | 61.7 |
| Inconvenient | 146 | 38.3 |
| Total | 381 | 100.0 |
| b. Time required to consult the doctor | | |
| less than half hour | 135 | 35.4 |
| 1 hour | 135 | 35.4 |
| 1-2 hour | 62 | 16.3 |
| more than 2 hour | 39 | 10.2 |
| Other | 10 | 2.6 |
| Total | 381 | 100.0 |
| c. Time taken for investigation | | |
| less than half an hour | 86 | 22.6 |
| 1 hour | 123 | 32.3 |
| 1-2 hour | 93 | 24.4 |
| more than 2 hour | 62 | 16.3 |
| Other | 17 | 4.5 |
| Total | 381 | 100.0 |

Table 4. Distribution of responses from the respondents regarding cost

| 4. Cost | Frequency | Percentage |
|-----------------------------|-----------|------------|
| a. Cost of OPD registration | | |
| Low | 151 | 39.6 |
| Moderate | 214 | 56.2 |
| High | 16 | 4.2 |
| Total | 381 | 100.0 |
| b. Cost of investigation | | |
| Low | 53 | 13.9 |
| Moderate | 245 | 64.3 |
| High | 83 | 21.8 |
| Total | 381 | 100.0 |

Regarding clinical care, 82.2% of the respondents found the approach of the doctors satisfactory, and 79.8% of the respondents found communication by doctor good or very good, furthermore 74% patients were satisfied with explanation of the disease by doctor. These findings were consistent with the results of previous studies, such as one conducted by Mukhtar F et al⁷, L Rajbanshi et al⁹ and KS Prasanna et al⁶. In our study 87.9% patients were satisfied with the nature of investigations done by doctor and also 50.9% of patients were satisfied with prescription given by doctor. Similar finding was reported by KS Prasanna et al⁶.

With regard to waiting time 35.4% of the patients reported that it takes less than 30 minutes to consult a doctor and 35.4% of the consumers reported one hour while 16.3% patients reported one to two hours waiting time. The results coincide with the study done by KS Prasanna et al⁶. In contrast an Indian study indicated that 99.5% patient reported that waiting time was less than 30 minutes¹⁰.

In the present study majority (61.7%) of the patients found it convenient to get a registration slip. The cost of investigation was low for 13.9%, moderate for 64.3% and high for 21.8% of the respondents. Similar finding was also reported by KS Prasanna et al⁶. The difference in satisfaction levels of patient in present study and previous studies might be due to the operational definitions and the way of measuring the study variables. In addition different cultures express satisfaction in different ways.

CONCLUSION

According to the patient's opinion, the present study showed good results with respect to availability and clinical care. Recommendations regarding ways to

reduce the time spent in the laboratory and the cost of investigations are required to be improved in order to reach patient's satisfaction level.

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