

LEVEL OF SATISFACTION OF HEALTH CARE SERVICES AMONG INPATIENTS

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ABSTRACT

A quantitative research approach and descriptive study design was used to assess the level of satisfaction of health care services among inpatients at selected private hospital in Chennai. The 60 samples were chosen by non-probability convenient sampling technique. A standard patient satisfaction survey tool was used to assess the level of satisfaction of health care services among inpatients. The tool was consisted of 14 standard closed ended questions with the rating of 1 to 5 (Least to highest). The study findings revealed that, most of them 58 (97%) were highly satisfied and only 2 (3%) of them said satisfied and none of them were belongs to dissatisfied category. The level of satisfaction of health care services among inpatients of mean value was 64.7 and standard deviation (SD) was 4.365. at the p value of 0.05 level. The study concludes that most of them were highly satisfied 58 (97%) with the health care services rendered at the hospital.

Key words: Level of satisfaction, Health care services, Inpatient

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INTRODUCTION

Patients' satisfaction with health care services began receiving research attention in the 1950s, when it was noticed that increased patient satisfaction was associated with improved appointment keeping, medication use and adherence to treatment recommendations etc. It was also found to be associated with a decreased likelihood of being sued for malpractice [1]. Patient satisfaction has recently grown in importance as the result of the increased marketing of health care services in the United States, and is also being given more attention as an indicator of quality of services. A variety of approaches to measuring patient satisfaction with services can be integrated relatively easily into clinic practice [2].

The study was done to examine inpatient satisfaction in terms of medical care and other hospital services, to determine which factors influence patient happiness, and to give recommendations for overcoming barriers to patient satisfaction in the inpatient department.

They used convenient sampling of 30 inpatients from the department of a private Multispeciality Hospital in Madurai was used to collect data. SPSS was used to analyze the data. In this study, it is found that majority of patients are satisfied with the services provided. [3]

A study was conducted to analyse the level of satisfaction of patients and their perceived quality of services provided by the hospitals. They hoped that the health care providers would pay attention to quality in every aspect of patient care, both medical and non medical. As the patient satisfaction is the valuable asset of the health care providers, understanding the patient and believing that he is most important, goes a long way towards the success of every health care provider. [4]

Health care leaders, physicians, nurses, and other hospital personnel understand that maximizing patient satisfaction is an important goal. Health care organizations strive for their patients to be satisfied not only with their health care and its outcomes but also with the non-clinical aspects of their patient experiences. Providers want



patients to feel they are being treated with dignity and that hospital personnel are making every safe and medically-advantageous effort to heal them. For these reasons, health care organizations have long sought to understand the perspectives of their patients through patient satisfaction surveys.[5]

Since patient satisfaction is not directly observable or measurable, patient satisfaction surveys are commonly used as a measuring device. Patient satisfaction surveys attempt to translate subjective results into meaningful, quantifiable, and actionable data. Measuring patient's level of satisfaction and gathering useful and relevant information pertaining to patient's care and their level of satisfaction which helps to measure, developing reliable and valid questions, randomly assigning samples from within a patient population, and using standard techniques such as mail surveys, telephone surveys, or face to face interviews.

Objectives

- To assess the level of satisfaction of health care services among inpatients in selected private hospital
- To associate the level of satisfaction of health care services among inpatients with their selected demographic variables

RESEARCH METHODOLOGY

A quantitative research approach and descriptive study design was used for the study. The 60 samples were chosen by non-probability convenient sampling technique. Standard patient satisfaction survey tools on health care services were issued to the patients. The tool consisted of 14 standard closed ended questions with the rating between 1 to 5. Each statement is rated from least score to highest score between 1 to 5. The maximum score of the tool was 70 and the scores were interpreted as below,

- 75% -100% - Highly satisfied (above 53)
- 50% - 74% - Satisfied (35 - 52)
- <50% - Dissatisfied (<34)

A formal permission obtained from the hospital authorities at selected private hospital in Chennai. The 60 inpatients who fulfilled the inclusive criteria were selected by non-probability convenient sampling technique. Detailed explanation regarding the purpose of the study and procedure was given to the patients. The researcher obtained consent from the inpatients and the confidentiality of the responses were assured.[6]

Table 1: Frequency and percentage distribution of demographic variables of inpatients. N=60.

S. No	Demographic data	Frequency	Percentage
1.	Age		
	a. 21 - 30 yrs	18	30 %
	b. 31 - 40 yrs	8	13 %
	c. 41 - 50 yrs	7	12 %
	d. 51 - 60 yrs	10	17 %
	e. 61 - 70 yrs	11	18 %
	f. >70 yrs	6	10 %
2.	Sex		
	a. Male	30	50 %
	b. Female	30	50 %
3.	Education		
	a. Illiterate	7	12 %
	b. Primary	11	18 %
	c. Secondary	14	24 %
	d. Higher Secondary	8	13 %
	e. Graduation	20	33 %
4.	Occupation		
	a. Sedentary	45	75 %
	b. Moderate	6	10 %
	c. Heavy	9	15 %
5.	Religion		
	a. Hindu	54	90 %
	b. Muslim	4	7 %
	c. Christian	2	3 %
6.	How long you use the services of this hospital		
	a. < 1 yr	31	52 %
	b. 1 - 3 yrs	14	24 %



	c. 4 – 6 yrs	5	8 %
	d. 7 – 9 yrs	2	3 %
	e. > 10 yrs	8	13 %
7.	How often you have utilize the services of inpatient services in this hospital		
	a. < 1 yr	30	50 %
	b. 1 – 3 yrs	14	24 %
	c. 4 – 6 yrs	5	8 %
	d. 7 – 9 yrs	2	3 %
	e. > 10 yrs	9	15 %
8.	Duration of stay for this current admission of this hospital		
	a. < 2 days	4	7 %
	b. 2 – 4 days	38	63 %
	c. 5 – 7 days	14	23 %
	d. > 7 days	4	7 %

Table 2: Frequency and percentage distribution of level of satisfaction of health care services among inpatients.

LEVEL OF SATISFACTION	Frequency	Percentage
Dissatisfied	0	0 %
Satisfied	2	3 %
Highly satisfied	58	97 %

Table 3: Mean and standard deviation of level of satisfaction of health care services among inpatients.

SATISFACTION	MEAN	SD
Level of satisfaction	64.7	4.365

Figure 1:

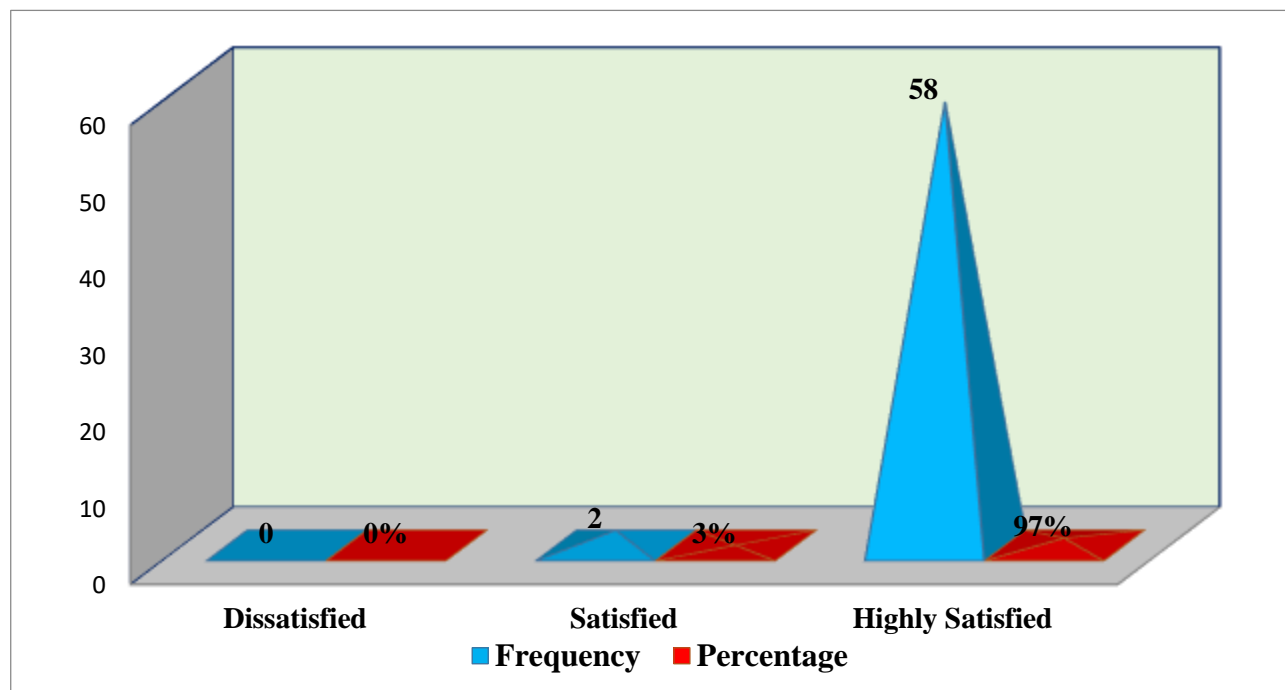
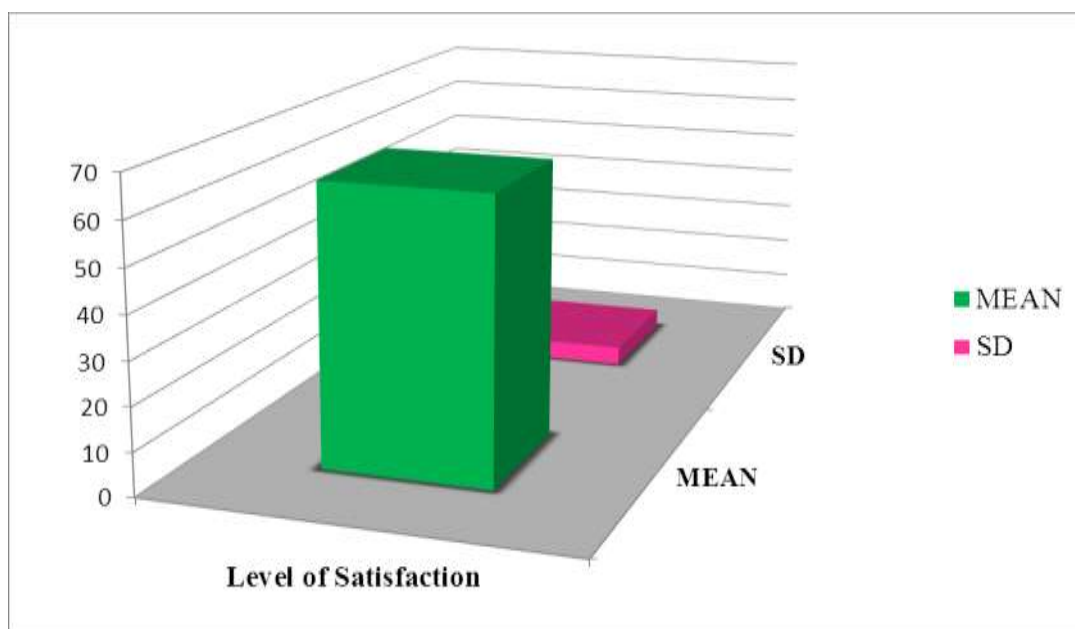


Figure 2:



RESULTS AND DISCUSSION

The table depicts the frequency and percentage of demographic variables like age, sex, education, occupation, religion, use the services of this hospital, utilization of the services of inpatient services in this hospital and duration of stay for this current admission of this hospital.

With regard to age, 18 (30%) of them between 21 – 30 yrs yrs, 8 (13%) of them are in the 31 – 40 yrs, 10 (17%) of them between 51 – 60 yrs, 11 (18%) of tem between 61 – 70 yrs. 7 (12%) of them belongs to 41 – 50 yrs and 6 (10%) of them are belongs to > 70 yrs

In regard to the sex, 25 (42%) are belongs to the male category and 35 (58%) are belongs to female category

Regarding the educational status of the inpatients, 7 (12%) are belongs to illiterate, 11 (18%) of them are belongs to primary education, 14 (24% of them reached secondary education, 8 (13%) of them have completed their Higher Secondary education and 20 (30%) of them have completed their graduation.

With respect to the occupation of the inpatients, most of them 45 (75%) were belongs to sedentary work, 6 (10%) of them belongs to moderate work and 9 (15%) were belongs to heavy work.

With respect to religion majority were belongs to Hindu 54 (90%), 4 (7%) were Muslim and few of them 2 (3%) were Christian.

Regarding the use of the services of hospital, many of them 31 (52%) were using <1 yr, 14 (24%) of them were between 1 – 3 yrs, few of the 5 (8%) were using for 4 – 6 yrs, very few 2 (3%) were using between 7 – 9 yrs and 8 (13%) of them using > 10 yrs.

In regard to utilization of services IP services, many of them 30 (50%) were utilizing <1 yr, 14 (24%) of them were between 1 – 3 yrs, few of them 5 (8%) were utilizing for 4 – 6 yrs, very few 2 (3%) were using between 7 – 9 yrs and 9 (15%) of them using > 10 yrs.

Regarding the duration of hospital stay for the current admission, very few of them 4 (7%) were stayed < 2 days, many of them 38 (63%) were stayed between 2 – 4 days, few of them 14 (23%) were between 5 – 7 days and very few of them 4 (7%) were stayed > 7 days in the hospital.

The table - 2 shows frequency and percentage distribution of level of satisfaction of health care services among inpatients. The findings revealed that most of them 58 (97%) were highly satisfied and only 2 (3%) of them said satisfied and none of them were belongs to dissatisfied category The table – 3 highlights the level of satisfaction of health care services among inpatients and findings revealed that, mean value was 64.7 and standard deviation (SD) of 4.365

CONCLUSION

The study concludes that, most of the inpatients were highly satisfied with the health care services provided at the hospital. And none of them were not in the state of dissatisfied health care services. Hospital should continue to render the services with same quality and always be prepared to face the emerging challenges.

IMPLICATIONS

Nurse managers need to observe, monitor and identify best performing or contributing faculty members and recognize them at each steps.



Nurse managers need to organize in-service education programs for staff nurses regarding the tender loving care delivery to the patients.

- A comparative study can be done between the Rural and Urban Primary Health Centres
- System should be developed to observe and identify the disagreements of the patients and corrective measures should be taken then and there to keep up quality of health care services at the hospital.

RECOMMENDATIONS FOR NURSING EDUCATION

- We can do comparative study to assess the level of satisfaction among inpatients of private hospital vs public hospital.

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