

## A STUDY TO ASSESS THE LEVEL OF SATISFACTION ON PRIMARY HEALTH CARE SERVICES AMONG PATIENTS IN A SELECTED PHC, THIRUVALLUR DIST

Dr. Padmavathi R<sup>1</sup>, Sivagami P<sup>2\*</sup>, Uma maheswari P<sup>3</sup>, Thilagavathy P<sup>4</sup>

<sup>1</sup>Principal, GRT College of Nursing, Thiruttani, Tamil Nadu, India.

<sup>2</sup>Professor, GRT College of Nursing, Thiruttani, Tamil Nadu, India.

<sup>3</sup>Professor, GRT College of Nursing, Thiruttani, Tamil Nadu, India.

<sup>4</sup>Clinical Instructor, GRT College of Nursing, Thiruttani, Tamil Nadu, India.

### ABSTRACT

A descriptive study to assess the level of satisfaction on primary health services among the patients in a selected PHC- Tiruvallur District. A convenient sampling technique was used to select the samples. 60 samples were selected for the study. Patient's satisfaction was assessed by using semi-structured satisfaction tool which consisted of 5 domains. Under each domain 5-6 items were used. The finding of the study revealed that among 60 samples, majority 49 (82%) were highly satisfied and 11 (18%) of them were satisfied on primary health care services provided in a selected PHC. The Chi square table shown that there was highly significant association between level of satisfaction with age and educational status of the patients.

**Key words:** Patients, Satisfaction, Primary health care centers.

Corresponding Author

**Sivagami P**

Email:- [sivagamivenkataramani@gmail.com](mailto:sivagamivenkataramani@gmail.com)

Article Info

Received 12/02/2023; Revised 22/03/2023

Accepted 24/04/2023

### INTRODUCTION

Patient satisfaction is consumers' evaluation about the effectiveness, safety, and benefit of health care service, which is a combination of patients' experience and perception. Patient satisfaction is an important and commonly used indicator for measuring the quality of health care and higher patient satisfaction would lead to better clinical outcomes and less care resource utilization. Therefore, patient satisfaction survey is essential for patients, health care provider and health care payer.

PHC Patient' satisfaction represents a key marker for the quality of health care delivery and this internationally accepted factor needs to be studied repeatedly for smooth functioning of the health care systems. The objectives of the current study were to determine the level of patients' satisfaction with the primary health care services provided in a selected PHC, Thiruvallur District to identify the reasons behind

satisfaction or dissatisfaction and to determine the effect of the demographic factors on the level of satisfaction.

Patients' satisfaction has long been considered as an important component when measuring health outcome and quality of care in both developed and developing countries and constitutes a significant indicator of the health care quality. Literature showed that satisfied patients are more likely to develop a good relationship with the health system, leading to improve compliance, continuity of care and ultimately better health outcome. Identification of patient' needs and assessment of the health services provided is the starting point of a patient centered approach in providing health care. Therefore, patients' satisfaction is considered as an important measure to evaluate the quality of health services and can predict both compliance and utilization. The function of health care services is to improve the health status of the population so the stakeholders in health are conscious about the reforms in



the healthcare system globally in order to enhance patient satisfaction with healthcare services, so the restructuring of health systems running all over the world concentrated on the ways to increase patients' satisfaction.

#### Objectives:

- To assess the level of satisfaction on primary health care services among patients in a selected PHC.
- To Associate the level of satisfaction on primary health care services among patients with their selected demographic variables.

#### RESEARCH METHODOLOGY:

Semi Structured patients satisfaction tool was used to assess the patients level of satisfaction on primary health care services among patients in a selected PHC. A descriptive cross sectional research design was adopted to accomplish the objective of the study. A convenient sampling technique was used to select the samples. 60 samples were selected for the study based on the inclusive criteria. The data were collected by a pre-tested questionnaire and analyzed using descriptive and inferential statistics.

#### Description of the tool

**Section A:** Demographic variables includes age, gender, educational status, occupation, religion, how long you use the services of PHC, how often you use the services of PHC/ annum.

**Section B:** Semi structured patients satisfaction tool was used to assess the satisfaction level which comprises of 5 domains namely; General approach, cleanliness of PHC, waiting time, safety and effectiveness of care, safety, availability and clarity of medication. Under each domain 5-6 items were used. Each response carried a score of 1-5 respectively. Therefore, the maximum possible score is 125 and the scores were arbitrarily divided as dissatisfied (<63), satisfaction (64-94), highly satisfied (94-125). Content validity of the tool was obtained.

Above table1 revealed that regarding the age 34(56.6%) patients were 20-30 years,10(16.6%) were 31 – 40 years, 10 (16.6%) were 41 – 50 years, 6(10) patients were 50 and above years. In view of gender 24 (40%) were male and 36 (60%) were Female. In view of education 19(31.6 %) were Graduates, 16 (21.6%) were Diploma / Intermediate, 12 (20%) were high school, 6 (10%) were middle school and 7(11.6 %) were illiterate. In view of area of occupation of the head of the family denotes that, 3(5%) were professional worker, 13 (21.6%) were Shop owner, sales, workers, 5(8.3%) were Skilled, agricultural, fishery, 5 (8.3%) were Craft and related trade workers, 2(3.3%) were Plant and machine operators, 2(3.3%) were Elementary occupation and 30 (50%) were unemployed. In view of religion 40 (66.6 %) were Hindu, 6 (10%) were Christian, 14 (23.3%) of them were Muslim. In view of how long the patient use the services of PHC

12 (20%) were using < 1 year , 24 (40%) were using 1 - 3 yrs , 15 (25%) were using 4 - 6 yrs, 5 (8.3%) were using 7 - 9 yrs and 4 (6.6%) were using 10 yrs and above. In view of how often the patient use the services of PHC / year 20 (33.3%) were using 1-3 times per Annum, 16 (26.6%) were using 4-6 times per Annum, 10(16.%) were using 7-9 times per Annum and 14 (23.3 %) were using more than 10 times.

#### Section b: Assessment of Level of Satisfaction on PHC Services among Patients.

The above table revealed that the majority of the samples 49(82%) shown highly satisfaction and 11(18%) of them had shown satisfaction on primary health care services in a selected PHC.

#### SECTION C:

Table 3 depicts the frequency and percentage distribution of level of satisfaction on PHC services among patients.

It was evident that majority 49 (82%) of the patient had highly satisfaction, 11 (18%) of the patient had satisfaction with respect to general approach.

Considering satisfaction on Cleanliness of PHC 50 (83.3) of the patient had highly satisfaction, 10 (16.6) of the patient had satisfaction.

With respect to waiting Time 35 (58.3) of the patient had highly satisfaction, 25 (41.6) of the patient had satisfaction with respect to general approach.

With regard to Safety and effectiveness of care 53 (88.3) of the patient had highly satisfaction, 7 (11.6) of the patient had satisfaction with respect to general approach

Considering satisfaction on Safety, availability and clarity of medication 46 (76.6) of the patient had highly satisfaction, 14 (23.3) of the patient had satisfaction.

These findings are consistent with the study conducted by Wetmore S, Boisvert L, Graham E, Hall S, Hartley T, Wright L, et al. highly satisfaction of primary healthcare services of patients in London, India, Kosovo and Iraq where as satisfaction level with health care services were 61.3%, 66%, 73.5% and 50.9% respectively.

The above table shows that the average mean of satisfaction was 103.5 and standard deviation was 9.53 respectively.

#### SECTION- D: Association between The Level Of Satisfaction With Selected Demographic Variables.

The above table showed that there was statistically significant association between the level of satisfaction with the demographic variables like age and educational status with  $\chi^2 = 8.467$  at  $P < 0.13$  and  $\chi^2 = 7.112$  at  $P < 0.13$  respectively. The other demographic variables like Gender, Occupation, Religion, How long the patient use the services of PHC and how often the patient use the services of PHC/Annum had no significant association with level of satisfaction among patients.



**Table 1: Frequency and percentage distribution of the demographic variables (N=60).**

S.NO	Demographic Data	Frequency (N)	Percentage %
1.	<b>Age</b>		
	20 – 30 years	34	56.6
	31 – 40 years	10	16.6
	41 – 50 years	10	16.6
2.	50 and above years	6	10
	<b>Gender</b>		
	Male	24	40
3.	Female	36	60
	<b>Education</b>		
	Professional	0	0
	Graduate	19	31.6
	Diploma /Intermediate	16	26.6
	High school	12	20
	Middle school	6	10
4.	Illiterate	7	11.6
	<b>Occupation</b>		
	Legislator	0	0
	professional	3	5
	Semi – professional/tech	0	0
	Clerk	0	0
	Shop owner ,sales ,workers	13	21.6
	Skilled, agricultural, fishery	5	8.3
	Craft and related trade workers	5	8.3
	Plant and machine operators	2	3.3
5.	Elementary occupation	2	3.3
	Unemployed	30	50
	<b>Religion</b>		
	Hindu	40	66.6
	Christian	6	10
6.	Muslim	14	23.3
	Others	0	0
	<b>How long you use the services of PHC</b>		
	<1year	12	20
	1 - 3 yrs	24	40
	4 - 6 yrs	15	25
7.	7 - 9 yrs	5	8.3
	10 yrs and above	4	6.6
	<b>How often you use the services of PHC /year</b>		
	1-3 Times per Annum	20	33.3
	4-6 Times per Annum	16	26.6
7-9 Times per Annum	10	16.6	
More than 10 Times	14	23.3	

**Table-2: Frequency and percentage distribution of level of satisfaction on PHC Services among patients (N=60)**

Level of Satisfaction	Frequency	Percentage
Highly Satisfied	49	82%
Satisfied	11	18%
Dissatisfied	0	0



**Table 3: Domainwise Frequency and Percentage distribution of level of satisfaction on PHC services among patients N=60**

Domains	Level of Satisfaction					
	Dissatisfied		Satisfied		Highly Satisfied	
	No	%	No	%	No	%
<b>General approach</b>	0	0	11	18.3	49	81.6
<b>Cleanliness of PHC</b>	0	0	10	16.6	50	83.3
<b>Waiting Time</b>	0	0	25	41.6	35	58.3
<b>Safety and effectiveness of care</b>	0	0	7	11.6	53	88.3
<b>Safety, availability and clarity of medication</b>	0	0	14	23.3	46	76.6

**TABLE 4: Mean and standard deviation of level of Satisfaction on PHC Services among Patients.**

Variable	Mean	Standard deviation
Level of Satisfaction	103.5	9.53

**Table 5: Association between the level satisfactions on PHC Services among Patients.**

S.NO	Demographic variables	Level of Satisfaction						Chi-Square
		Dissatisfied		Satisfied		Highly satisfied		
		No	%	No	%	No	%	
1.	<b>Age</b>							$\chi^2 = 8.467$ d.f = 3 P<0.03 S***
	20 – 30 years	0	0	2	3	32	53	
	31 – 40 years	0	0	3	5	7	12	
	41 – 50 years	0	0	4	7	6	10	
	50 and above years	0	0	2	3	4	7	
2.	<b>Gender</b>							$\chi^2 = 0.167$ d.f = 1 P-0.682 NS
	Male	0	0	5	8	19	32	
	Female	0	0	6	10	30	50	
3.	<b>Educational status</b>							$\chi^2 = 7.112$ d.f = 4 P-0.13 S***
	Professional	0	0	0	0	0	0	
	Graduate	0	0	4	7	15	25	
	Diploma /Intermediate	0	0	1	2	15	25	
	High school	0	0	2	3	10	17	
	Middle school	0	0	3	5	3	5	
	Illiterate	0	0	3	5	4	7	
4.	<b>Occupation</b>							$\chi^2 = 3.607$ d.f = 8 P.0.8 NS
	Legislator							
	professional	0	0	0	0	3	5	
	Semi – professional/tech	0	0	0	0	0	0	
	Clerk	0	0	0	0	0	0	
	Shop owner ,sales ,workers	0	0	4	7	9	15	
	Skilled, agricultural, fishery	0	0	1	2	4	7	
	Craft and related trade workers	0	0	1	2	4	7	
	Plant and machine operators	0	0	0	0	5	8	
Elementary occupation	0	0	0	0	2	3		
Unemployed	0	0	5	8	22	37		
5.	<b>Religion</b>							$\chi^2 = 0.119$ d.f = 3 P.989 NS
	Hindu	0	0	7	12	33	55	
	Christian	0	0	1	2	5	8	
	Muslim	0	0	3	5	11	18	
	Others	0	0	0	0	0	0	
6.	<b>How long you use the services of PHC</b>							
	<1year	0	0	4	7	8	13	



	1 - 3 yrs	0	0	5	8	19	32	$\chi^2 = 4.508$ d.f = 4 P-0.341 NS
	4 - 6 yrs	0	0	1	2	14	23	
	7 - 9 yrs	0	0	0	0	5	8	
	10 yrs and above	0	0	1	2	3	5	
7.	<b>How often you use the services of PHC /Annum</b>							
	1-3 Times per Annum	0	0	5	8	19	32	$\chi^2 = 3.378$ d.f = 3 P-0.336 NS
	4-6 Times per Annum	0	0	2	3	14	23	
	7-9 Times per Annum	0	0	0	0	7	12	
	More than 10 Times	0	0	4	7	9	15	

Figure 1:

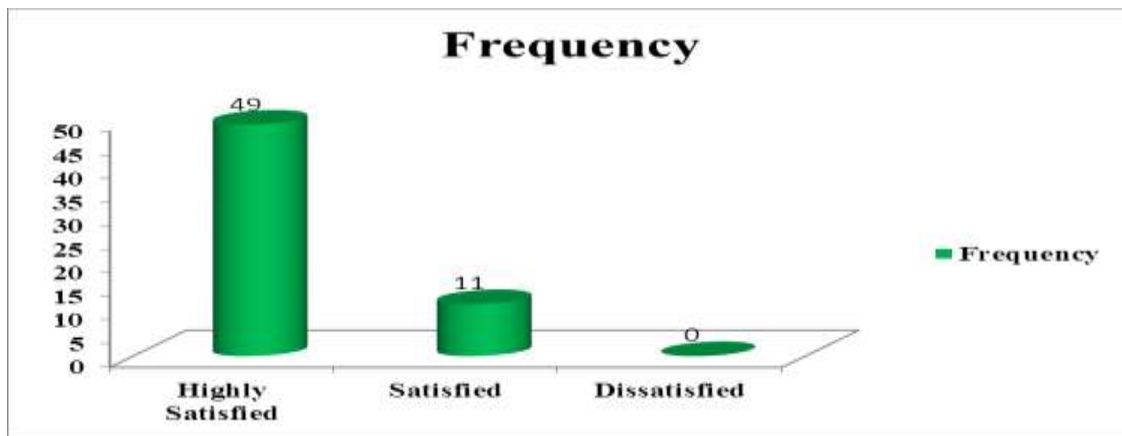
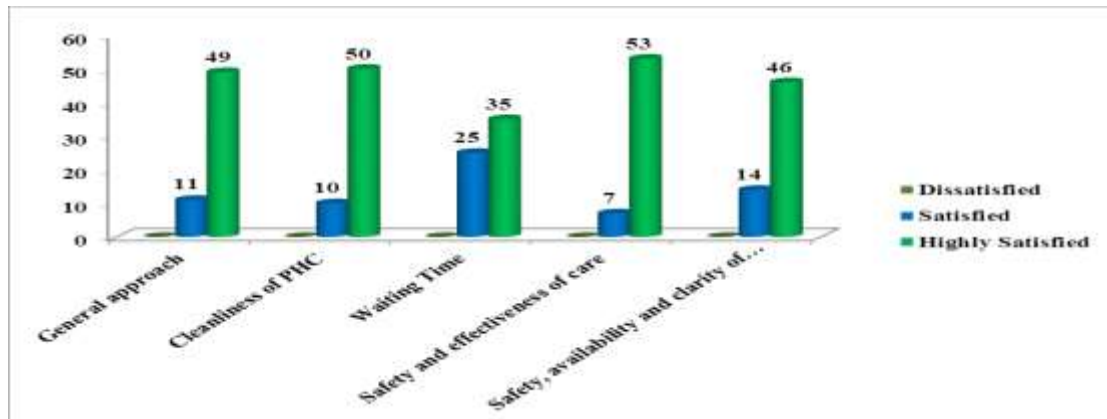


Figure 2:



### CONCLUSION:

The level of satisfaction with the services provided in a selected PHC was high. There was a statistically significant association was found between the level of satisfaction and the demographic variable age and educational status of patients. There was no statistically significant association was found with other demographic variables like Gender, Occupation, Religion, How long the

patient use the services of PHC and how often the patient use the services of PHC/Annum.

### RECOMMENDATIONS:

- A comparative study can also be conducted between Urban and Rural PHC.
- A study can be conducted in large sample to validate the findings and make generalization.

### Reference

1. Park K. (2009). Park's Textbook of Preventive and Social Medicine. 18th ed. Jabalpur India: *Banarsidas Bhanot*; 27.
2. Kavitha R. (2014). Comparative study of patients' satisfaction in health care service. *European Journal of business and management*. 4(13), 156-160.
3. Baba I. (2004). Experiences in quality assurance at bawku hospital eye department, Ghana. *J Comm Eye Health*. 17, 31.



4. Fomba S, Yang Y, Zhou H, Liu Q, Xiao PM. (2010). Patient's utilization and perception of the quality of curative care in community health centers of the fifth commune of Bamako. *Indian J Community Med.* 35(2), 256–261.
5. Margolis SA, AL-Mmarzouq IS, Reve T, Reed RL. (2003). Patient satisfaction with Quality in Health Care. *Primary health care services in the United Arab Emirates International Journal.* 3(6), 241–249.
6. Williams B. (1994). Patient satisfaction: a valid concept? *Soc Sci Med.* 38(4), 509–516.
7. Xie Z, Or C. Associations between waiting times, service times, and patient satisfaction in an endocrinology outpatient department: A time study and questionnaire survey.

