

A Study Assessing Patient Satisfaction in a Tertiary Care Hospital in India: The Changing Healthcare Scenario

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INTRODUCTION AND METHODS

India has been in the forefront of various international movements in the health and population sectors.. The healthcare service scenario in India is expected to evolve into a more developed stage. With this transition, management of human resources in health is a major challenge to health systems development in India.

Patient satisfaction is an important consideration for the assessment of the hospital services. There is a paucity of studies assessing patient satisfaction in tertiary care hospitals in India. This study was designed to assess the level of satisfaction of patients about hospital services by means of a standard validated Patient Hospital Food Questionnaire and Patient Satisfaction Interview Schedule (Part I and Part II respectively). The questionnaire was administered on those patients who were admitted in hospital for at least three days.

Results

The study included 50 indoor patients from various departmental wards of the hospitals, out of which 66 % were males and 34% were females. The mean age of the patients was 31.5 ± 16.3 years. About 80% patients found that the food served in the hospital was tasty, as compared to 20% who found it to be tasteless. About 92% patients opined that the food was nourishing and 82% patients said that food was served on time. Seventy four percent patients were found to always eat there food properly, whereas only 20% of the patients felt that they eat their food with great difficulty. The patients were asked to give general suggestions to improve the Quality of the food being served in the hospital. In the Part 2-Patient Satisfaction Interview Schedule, the study included 50 indoor patients from various departmental wards of the hospitals, out of which 66 % were males and 34% were females. The mean age of the patients was 31.5 ± 16.3 years. About 76% patients had a general feeling that they didn't have any difficulty in the admission procedures of the hospital and 51% patients were not too satisfied with the cleanliness of the hospital. About 88% patients were satisfied with the treatment and medical care they had received and nearly 86% patients found that the hospital services were excellent.

Discussion

In our study 88% patients were satisfied with treatment and medical care they had received. About 86% patients found that the hospital services were excellent. Patient values and culture should be explored for improving patient doctor communication. The data from the results obtained and general suggestions given by the patients during the study revealed that the overall services rendered were satisfactory but there is still a scope of improvement. This can be achieved by some feedback system which could be available to the patients and later worked upon by the management, to improve the patient care by bridging the gap between senior management and patients. Hospital need to strengthen inter-disciplinary teamwork to facilitate improved patient care. There is a need for continued involvement of senior management and other key stakeholders particularly physicians, nurses, technical and non technical staff to enhance the quality of care provided to patients by hospitals.