

ORIGINAL ARTICLE

Perception of patients About Medical care at Medical OPD in I.T.H.S: Observational Study

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ABSTRACT

Background: Hospitals are the most important organizations of health care system. Globally 80% patients are attended at OPD.

Aim: To find the perception of patients regarding care provision at Medical OPD in Islam Teaching Hospital, Sialkot.

Study Design: Observational study.

Methodology: Hundred patients were included in present study. All information was collected via Questionnaire and was kept in secret after approval from ethical review board. Pharmaceutical facilities available near or in the OPD were noted in the designed Performa. Data analyzed by SPSS 20.0v.

Results: Quality of information provided by receptionist was satisfied 46(46%), partially satisfied 46(46%) and unsatisfied 8(8%). Behaviour of doctor toward patients was satisfied 68(68%), partially satisfied 28(28%) and unsatisfied 4(4%), Quality of time provided by doctor to patients was satisfied 64(64%), partially satisfied 32(32%) and unsatisfied 4(4%), Confidentiality of patients maintained by physician was satisfied 86(86%), partially satisfied 12(12%) and unsatisfied 2(2%), Pharmaceutical facilities available near or in the OPD was satisfied 60(60%), partially satisfied 36(36%) and unsatisfied 4(4%).

Conclusion: This study concluded that satisfaction of patients at medical OPD was overall good. However, many of the existing shortages can be improved by presenting an organized program. Assessment showed that confidentiality was kept that improved overall satisfaction among patients.

Keywords: Perception, patients and Medical OPD.

INTRODUCTION

Hospitals are the most important organizations of any health care system. Globally 80% patients are attended at OPDs¹. Outpatient department is one of the department of hospital which care for the ambulatory patients who came for the diagnosis and Rx or consultation and do not stay overnight in hospitals.¹ For every hospital, patients are the main consumers. According to Swany (1975) patient satisfaction is the real testimony to the efficiency of hospital administration.¹ Patient satisfaction constitutes a significant indicator of the health care quality. Patient satisfaction is as important as other clinical health measures and it is a primary mean of measuring the effectiveness of health care facilities. Patient satisfaction survey can be a tool for learning as they give proportion to problem areas and a reference point for making management at decisions. They also serve as a mean of holding physicians accountability and physicians can be compelled to show that they have acceptable level of patient satisfaction. Patient satisfaction data can be used to document health care quality in order to provide and improve the weakened areas of hospital².

To provide quality direction is the main priority of progressive organizations like hospitals. Assessment of quality services provided by the hospitals these days has been a serious concern owing to the excess demand of patients & society at large. However, measurement of patient satisfaction is compulsory as it provides information about patient views which can be useful for comparison & monitoring^{2,3}.

Good quality services are achieved, only once they meet patient's needs & expectations. Hence, perception of outpatients about quality of medical care, general satisfaction & infrastructure is extremely important⁴. Literature review revealed that several previous studies have explored the patient's perception regarding medical care provision in health care setups. Their results revealed that factors like location of hospital, equipment and facilities given to patients were important thus need to get optimized by administration^{5,6}. However, other factors like neatness of OPDs, washrooms, waiting areas and

comfortable seating all had a significant impact on patient perception regarding quality of medical care along-with mental satisfaction⁷⁻⁹.

A research on patient satisfaction about medical OPD can serve as important tool to improve the quality of services. Thus we planned current project in-order to identify patients perception regarding medical care provision in Gynecological OPD at Islam Teaching Hospital, Sialkot. This evaluation was based on describing the experiences of patients about medical OPD services and accessibility about the condition of sitting area and pharmaceutical facilities and waiting time for the doctor. This was done on the patients who have attended the medical OPD.

The objective of the study was to evaluate the perception of patients regarding care provision in medical OPD at Islam teaching hospital, Sialkot.

METHODOLOGY

The observational study was carried out over a period of 01 year i.e., January-December 2020, at Islam Teaching Hospital, Sialkot (ITHS) after obtaining approval of the Ethical Committee for Medical Research and patient consent. Hundred patients were included in present study. All information was collected via Questionnaire and was kept in secret. All willing participants were enrolled in current project. Pharmaceutical facilities available near or in the OPD were noted in the designed Performa. Data analyzed by SPSS 20.0v. General parameters like OPD hours, information provided, promptness of doctors and assessment of different levels of perception regarding medical care in hospitals was presented as frequency and percentage (%).

RESULTS

General distribution of parameters of medical care provided at OPDs was presented as frequency and percentage in table-1. Assessment of different levels of perception among enrolled subjects was presented as frequency and percentage in table-2.

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Table1: General Distribution of Parameters Among Subjects (n=100)

Waiting Time	Categories	Frequency	%age
	More than one hour	16	16
Half an hour	38	38	
A little time	46	46	
Quality of information provided	Satisfied	46	46
	Partially satisfied	46	46
	Unsatisfied	8	8
Punctuality and attire of doctor	Satisfied	66	66
	Partially satisfied	32	32
	Unsatisfied	2	2
Seating facilities	Comfortable	46	46
	Partially comfortable	40	40
	Uncomfortable	14	14
Behaviour of doctor towards patients	Satisfied	68	68
	Partially satisfied	28	28
	Unsatisfied	4	4
OPD services & instrument availability	Satisfied	52	52
	Partially satisfied	42	42
	Unsatisfied	06	6
Bio-data collection	Complete data	74	74.0
	Incomplete data	16	16.0
	Not collected	10	10.0

Table-2: Assessment regarding different levels of perception among subjects (n=100)

Statements	Categories	Frequency	%age
Quality time given by the doctor to patient	Satisfied	64	64.0
	Partially satisfied	32	32.0
	Unsatisfied	4	4.0
Confidentiality of patients maintained by physician	Satisfied	86	86.0
	Partially satisfied	12	12.0
	Unsatisfied	2	2.0
Pharmaceutical facilities	Satisfied	60	60.0
	Partially satisfied	36	36.0
	Unsatisfied	4	4.0

DISCUSSION

Total experience of 100 patients was computed to determine their experiences regarding different services provided by the OPD of medical department. The patients with good experience showed high level of satisfaction as compared to those who had poor experience with satisfaction. Females are found to be more satisfied as compared to males because as in females there is lack of awareness. Similar findings were observed in the study conducted by Galhotra in which the respondents were satisfied with basic amenities^{3,10}. The poor experience was from waiting areas and cleanliness.

Component wise almost majority had good experience from all components but for doctors services the patient had highest level of satisfaction while highest level of poor satisfaction was from pharmacy services and waiting area and cleanliness and behaviour of paramedical staff. This in contrast to the study conducted by a bacondale AR, Hoque ME and Van der Heeve in which overall participants were quite satisfied with other services as well and cleanliness received highest satisfaction level^{4,11}.

According to the results of the study 72% patients had good accessibility towards medical OPD while 28% had poor accessibility. The higher the accessibility higher will be the satisfaction level of patients. After analysis it was found that more than half 59% of patients agreed that waiting time for them was appropriate. Whereas 38% didn't agree with above results. So this area need little attention. Similarly findings were observed in other studies that measured the satisfaction of patients attending the OPD in tertiary care hospital in Srinagar.^{12,13}

Majority of patients consider registration and receptionist process slow but satisfying. Majority of patients agreed that required medical staff were available during working hours of OPD. Similar study described patient satisfaction towards OPD services provided by medicine department in Banphees Autonomous

Hospital, Samulsakhon Province, Thailand in which 225 respondents were interviewed and showed similar results that behaviour of receptionist and paramedical staff was partially satisfying this showed that educational status matter a lot while dealing with patients.¹⁴

Maximum number of patients 77% had satisfying experience from medical OPD except sitting area and facilities related to cleanliness and water. The result showed that overall satisfaction was 58% were completely satisfied, 38% were partially satisfied and only 4% were unsatisfied i.e majority was satisfied. Another study conducted also showed similar satisfactory results¹³.

Limitations: Our limitations included small sample size, time with financial constrains and limited resources.

CONCLUSION

This study concluded that satisfaction of patients at medical OPD was overall good. However, many of the existing shortages can be improved by presenting an organized program. Assessment showed that confidentiality was kept that improved overall satisfaction among patients.

Conflict of interest: None

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Author's contribution: **YS&HUR:** Conceptualized the study, analyzed the data, and formulated the initial draft, **KK&IZ:** Contributed to the histomorphological evaluation, **MMA&IA:** Contributed to the analysis of data and proofread the draft, **TL:** Contributed to the proofreading the manuscript for intellectual content.

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