

Internship Training at

**CGHS Maternity & Gynae Hospital, RK Puram, New Delhi**

(Ministry of Health & Family Welfare, Directorate General of CGHS)

**ASSESSMENT OF PATIENT SATISFACTION IN THE  
OUTPATIENT DEPARTMENT OF CGHS MATERNITY &  
GYNAE HOSPITAL, RK PURAM, NEW DELHI**

by

Col Sanjay Rajain

Enroll No. PG/15/070

Under the guidance of Dr. AK Khokhar, Prof. & Dean Training, IIHMR,

Dwarka, New Delhi

Post Graduate Diploma in Hospital and Health Management

2015-17



**International Institute of Health Management Research**

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**OFFICE OF THE MEDICAL SUPERINTENDENT  
C.G.H.S MATERNITY & GYNAE HOSPITAL  
SECTOR – 5, R.K. PURAM, NEW DELHI**

Ref No: D.No. 502/05/2017/CGHS/MGH

Dated: 5/5/17

The certificate is awarded to

**Col Sanjay Rajain**

in recognition of having successfully completed his Internship at

**CGHS Maternity & Gynae Hospital, RK Puram, New Delhi**  
(Ministry of Health & Family Welfare, Directorate General of CGHS)

and successfully completing his Project on

**ASSESSMENT OF PATIENT SATISFACTION IN THE OUTPATIENT  
DEPARTMENT OF CGHS MATERNITY & GYNAE HOSPITAL, RK PURAM,  
NEW DELHI**

He comes across as a committed, sincere & diligent person who has a strong drive &  
zeal for learning

We wish him all the best for future endeavors



डा. संगीता मल्होत्रा / Dr. Sangeeta Malhotra  
चिकित्सा अधिक्षिका / Medical Superintendent  
के. स. स्वा. यो. प्रसूति एवं स्त्री रोग अस्पताल  
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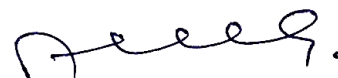
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The Candidate has successfully carried out the study designated to him during internship training and his approach to the study has been sincere, scientific and analytical.

The Internship is in fulfillment of the course requirements. I wish him all success in all his future endeavors.



Dr. A.K. Agarwal  
Dean, Academics and Student Affairs  
IIHMR, New Delhi



Dr. A K Khokhar  
Prof. & Dean Training  
Mentor IIHMR, New Delhi



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The following dissertation titled “**ASSESSMENT OF PATIENT SATISFACTION IN THE OUTPATIENT DEPARTMENT OF CGHS MATERNITY & GYNAE HOSPITAL, RK PURAM, NEW DELHI** “ is hereby approved as a certified study in management carried out and presented in a manner satisfactorily to warrant its acceptance as a prerequisite for the award of **Post Graduate Diploma in Health and Hospital Management** for which it has been submitted. It is understood that by this approval the undersigned do not necessarily endorse or approve any statement made, opinion expressed or conclusion drawn therein but approve the dissertation only for the purpose it is submitted.

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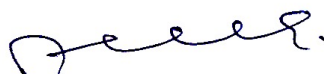
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This is to certify that Col Sanjay Rajain, a graduate student of the Post Graduate Diploma in Health and Hospital Management has worked under our guidance and supervision. He is submitting this dissertation titled “ASSESSMENT OF PATIENT SATISFACTION IN THE OUTPATIENT DEPARTMENT OF CGHS MATERNITY & GYNAE HOSPITAL, RK PURAM, NEW DELHI “ in partial fulfillment of the requirements for the award of the Post Graduate Diploma in Health and Hospital Management.

This dissertation has the requisite standard and to the best of our knowledge no part of it has been reproduced from any other dissertation, monograph, report or book.



Dr. A K Khokhar  
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IIHMR, New Delhi



Dr. Sangeeta Malhotra  
Medical Superintendent  
CGHS Maternity & Gynae Hospital  
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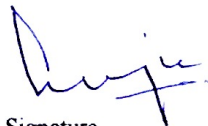
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**INTERNATIONAL INSTITUTE OF HEALTH MANAGEMENT RESEARCH,**  
**NEW DELHI**

**CERTIFICATE BY SCHOLAR**

This is to certify that the dissertation titled “**ASSESSMENT OF PATIENT SATISFACTION IN THE OUTPATIENT DEPARTMENT OF CGHS MATERNITY & GYNAE HOSPITAL, RK PURAM, NEW DELHI**” submitted by Col Sanjay Rajain, Enrollment No. PG/15/070 under the supervision of Dr. A K Khokhar, Prof. & Dean Training, IIHMR, New Delhi for award of Postgraduate Diploma in Hospital and Health Management of the Institute carried out during the period from 01.02.2017 to 04.05.2017 embodies my original work and has not formed the basis for the award of any degree, diploma associate ship, fellowship, titles in this or any other Institute or other similar institution of higher learning.



Signature

Col Sanjay Rajain

**OFFICE OF THE MEDICAL SUPERINTENDENT  
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**FEEDBACK FORM**

Name of Student: **Col Sanjay Rajain**  
Dissertation Organisation: **CGHS Maternity & Gynae Hospital, RK Puram,  
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Area of Dissertation: **ASSESSMENT OF PATIENT SATISFACTION IN THE  
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## **ABSTRACT**

**Background:** Patient satisfaction is an important means of measuring the effectiveness of health care delivery and quality of medical care. Patient satisfaction surveys assist in obtaining a comprehensive understanding of the patient needs vis-a-vis service received. It is an essential tool for evaluating the quality of healthcare delivery service in hospital. The objective of this study was to assess the level of patient satisfaction with the health care services provided by the Outpatient Department (OPD) of CGHS Maternity & Gynae Hospital, RK Puram, New Delhi.

**Material and Methods:** A cross-sectional study was conducted among patients attending OPD of the CGHS Hospital. The period of study was from Feb 2017 to May 2017. A predesigned and pretested questionnaire with closed ended questions was used for data collection. Statements regarding services of physical facilities, registration staff, doctor, nurse, laboratory and waiting time were asked to patients.

**Results:** There was an overall positive response from the respondents with 81.8% preferring to visit this hospital for their treatment. The majority of the respondents were satisfied with the various components of services and professional care; with a 81.4% satisfaction level with their experience in the hospital. However, 27.8% respondents were unsatisfied with toilet facility and 29.5% were unsatisfied with drinking water facility. Waiting time for registration for 37% respondents was 30-60 minutes or more, which resulted in 31% dissatisfaction levels.

**Conclusion:** The CGHS hospital should continue to enhance its standards. Digitization of registration process is recommended to smoothen the process.

**Keywords:** CGHS; Patient Satisfaction; Health Care Services; Outpatient Department.

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1. I place on record my deep sense of gratitude and appreciation for the valuable guidance, constructive comments and constant encouragement provided by my research guide Dr. AK Khokhar, Prof. & Dean Training, IIHMR, Dwarka, New Delhi. The successful completion of the research study would never have been possible but for his whole hearted support.

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Colonel Sanjay Rajain

## Table of Contents

<b><u>Topic Contents</u></b>	<b><u>Page No.</u></b>
Abstract	i
Acknowledgements	ii
Table of Contents	iii - iv
List of Figures	v
List of Tables	vi
List of Symbols & Abbreviations	vii
Chapter-1 Introduction	1-2
Chapter-2 Organisation Profile	3
2a. CGHS	3-5
2b. CGHS Maternity & Gynae Hospital	5-8
Chapter-3 Review of Literature	9-14
Chapter-4 Research Design & Methodology	15
4a. Rationale of the Study	15
4b. General Objective	15
4c. Specific Objectives	16
4d. Study Design	16
4e. Study Population	16
4f. Sample size & sampling	17
4g. Ethical consideration	17
4h. Inclusion criteria	17
4j. Exclusion criteria	17

<b><u>Topic Contents</u></b>	<b><u>Page No.</u></b>
Chapter-5 Results	18
5a. Study Variables	18
5b. Socio-Demographic Characteristics of the Patients	19-20
5c. Physical Facilities	20-23
5d. Access to Services	24-27
5e. Courtesy	28-31
5f. Satisfaction with Process	32-34
5g. Overall Experience	35-36
5h. Relationship between Independent & Dependent Variables	36-38
Chapter-6 Discussion	39-40
Chapter-7 Conclusion	41
7a. Recommendations	41-42
Instrumentation	43-44
Bibliography	45-46

### **List of Figures**

<b><u>Figure No</u></b>	<b><u>Description</u></b>	<b><u>Page No.</u></b>
Figure 5.1	Hospital is Neat and Clean	20
Figure 5.2	Sufficient Chairs in waiting area of OPD	21
Figure 5.3	Sufficient toilets in waiting area of OPD	22
Figure 5.4	Satisfaction with Drinking Water facility	23
Figure 5.5	Waiting time for Registration	24
Figure 5.6	Waiting Time for Consultation	25
Figure 5.7	Recommended Lab Tests are Provided	26
Figure 5.8	Lab Reports Given in Time	27
Figure 5.9	Courtesy Registration Staff	28
Figure 5.10	Courtesy Nursing Staff	29
Figure 5.11	Courtesy Lab Staff	30
Figure 5.12	Courtesy Doctors	31
Figure 5.13	Satisfaction with Waiting Time for Registration	32
Figure 5.14	Satisfaction with Waiting Time for Consultation	33
Figure 5.15	Satisfaction with Overall Experience in Hospital	35
Figure 5.16	Prefer to Visit this Hospital	36
Figure 5.17	Education Qualification * Satisfaction with Waiting Time for Registration Crosstabulation	37

### **List of Tables**

<b><u>Table No</u></b>	<b><u>Description</u></b>	<b><u>Page No.</u></b>
5.1	Socio-Demographic Characteristics	19
5.2	Sufficient Chairs in waiting area of OPD	21
5.3	Sufficient Toilets in waiting area of OPD	22
5.4	Satisfaction with Drinking Water facility	23
5.5	Waiting Time Registration	24
5.6	Waiting Time for Consultation	25
5.7	Recommended Lab tests are Provided	26
5.8	Lab Reports Given in Time	27
5.9	Courtesy Registration Staff	28
5.10	Courtesy Nursing Staff	29
5.11	Courtesy Lab Staff	30
5.12	Courtesy Doctors	31
5.13	Satisfaction with Waiting Time for Registration	32
5.14	Satisfaction with Waiting Time for Consultation	33
5.15	Privacy taken Care of in Consultation	34
5.16	Doctor provides all Information	34
5.17	Satisfaction with Time given by Doctor for Consultation	34
5.18	Satisfied with Overall Experience in Hospital	35
5.19	Prefer to Visit this Hospital	36
5.20	Education Qualification * Satisfaction with Waiting Time for Registration Crosstabulation	37
5.21	Education Qualification * Satisfaction with Waiting Time for Consultation Crosstabulation - Chi-Square Tests	38

### **List of Symbols and Abbreviations**

<b>Abbreviation</b>	<b>Full acronym</b>
CGHS	Central Government Health Scheme
OPD	Out Patient Department
SWOT	Strenth Weakness Opportunities Threats
Govt	Government
Gynae	Gynaecology
Lab	Laboratory
SPSS	Statistical Package for the Social Sciences

## **Chapter – 1**

### **INTRODUCTION**

Patient satisfaction is one of the important indicators for determination of Quality in health care. Patient satisfaction affects clinical outcomes, patient retention, and medical malpractice claims. It affects the timely, efficient, and patient-centered delivery of quality health care. Patient satisfaction is thus a proxy but a very effective indicator to measure the success of doctors and hospitals. Patient's satisfaction with an encounter with health care service is mainly dependent on the duration and efficiency of care, and how empathetic and communicative are the health care providers.<sup>1</sup> Patient satisfaction is an important means of measuring the effectiveness of health care delivery. The data collected while evaluating the patient satisfaction acts as an important tool for the health care service providers to carry out a SWOT analysis of their organization with patient care in mind and thereby assist in the process of management and decision taking for effective and efficient health care provision

There are a number of factors which have an impact on patient satisfaction, namely – quality of information, advice and general communication sensitivity, perceived effectiveness, competence or professionalism, attitude of staff, including concern for privacy, ease of access, waiting time, continuity of care, involvement in decision making and benefit from the treatment or intervention.

Patient satisfaction should be studied because it is considered as an important outcome of the quality of healthcare. Study of data about views of the patients on the health care services after analysis and interpretation assists in evaluating and improving the health



care services since it is based on direct experiences of the users. The rising strength of consumerism and quality consciousness in the society with a shift from doctor-to-patient relationship to modern provider-client attitude has shifted the focus to importance of recording patient views on healthcare delivery. Patients' perceptions of the quality of care and services they receive at a healthcare practice offer practitioners and staff valuable information and data on which to build improvement efforts. One method for collecting information about patient experiences is through the use of patient satisfactions surveys. A well-designed and implemented survey can collect critical patient feedback and also serve as a tool for improving communication between healthcare providers/staff and patients. OPD is the show window of every hospital system and OPD care indicates the quality care of the hospital, which in turn is reflected by the patient's perception of satisfaction to the services provided.

For the last six decades Central Government Health Scheme (CGHS) is providing comprehensive medical care to the Central Government employees and pensioners enrolled under the scheme. In fact CGHS caters to the healthcare needs of eligible beneficiaries covering all four pillars of democratic set up in India namely Legislature, Judiciary, Executive and Press. CGHS is the model Health care facility provider for Central Government employees & Pensioners and is unique of its kind due to the large volume of beneficiary base, and open-ended generous approach of providing health care. The Wellness Centres / dispensary is the backbone of the scheme. A study of CGHS patients perception of the quality of services in their facilities and their satisfaction levels, therefore, forms an interesting subject.

## **Chapter – 2**

### **ORGANISATION PROFILE**

#### **2a     CGHS**

The “Central Government Health Scheme” (CGHS) provides comprehensive health care facilities for the Central Govt. employees and pensioners and their dependents residing in CGHS covered cities. The Central Govt. Health Scheme provides comprehensive health care to the CGHS Beneficiaries in India. The medical facilities are provided through Wellness Centres (previously referred to as CGHS Dispensaries) /polyclinics under Allopathic, Ayurveda, Yoga, Unani, Sidha and Homeopathic systems of medicines. These include the following<sup>2</sup>: -

- (a)     276 Allopathic Dispensaries, 19 Polyclinics, 85 Ayush Dispensary / units.
- (b)     3 Yoga Centres.
- (c)     73 Laboratories.
- (d)     17 Dental Units.

The Central Govt. Health Scheme is applicable to the following categories of people residing in CGHS covered cities<sup>3</sup>: -

- (a)     All Central Govt. employees drawing their salary from Central Civil Estimates and their dependant family members residing in CGHS covered areas.

- (b) Central Govt. Pensioners/family pensioners receiving pension from central civil estimates and their eligible dependent family members.
- (c) Sitting and Ex-members of Parliament.
- (d) Ex-Governors & Lt. Governors.
- (e) Freedom Fighters.
- (f) Ex-Vice Presidents.
- (g) Sitting and Retired Judges of Supreme Court.
- (h) Retired Judge of High Courts.
- (j) Journalists accredited with PIB (in Delhi).
- (k) Employees and pensioners of certain autonomous/statutory bodies which have been extended CGHS facilities in Delhi.
- (l) Delhi Police Personnel in Delhi only.
- (m) Railway Board employees.

The dispensary is the backbone of the scheme. A gist of major components of the scheme is: -

- (a) The dispensary services including domiciliary care.
- (b) F. W. & M.C.H. Services
- (c) Specialists consultation facilities both at dispensary, polyclinic and hospital level including X-Ray, ECG and Laboratory Examinations.
- (d) Hospitalization.

(e) Organization for the purchase, storage, distribution and supply of medicines and other requirements.

(f) Health Education to beneficiaries.

In the Delhi / NCR region CGHS services are divided into four zones – North, South, Central and East – each headed by an Additional Director. Director, CGHS and Additional Secretary & DG CGHS in Ministry of Health are the coordinators.

## **2b CGHS Maternity & Gynae Hospital, RK Puram, New Delhi**

The CGHS Maternity & Gynae Hospital is located in Sector 6, RK Puram, New Delhi. It is a 40 bedded hospital which provides comprehensive medical care facilities of Maternity & Gynaecology and Paediatrics. The hospital is primarily a referral centre for the CGHS Wellness centres (CGHS Dispensaries). Gynaecology clinics are conducted thrice a week. Antenatal clinic in the hospital for pregnant women are conducted twice a week. Postnatal clinics are conducted twice a week. The hospital has taken special care by allocating specific time for consultation of infertility cases, once a week. The Paediatrics clinic in the hospital is functional on all working days. The hospital handles emergency and admission cases on a 24 hourly basis. The Family Welfare clinic is functional on all working days. The hospital has dedicated OT days twice a week.

### **Hospital Administration & Staff**

Dr Sangeeta Malhotra, Medical Superintendent coordinates the arduous task of smooth functioning of the hospital with her team of specialists and staff as under:-

(a) Gynaecologists - 11

(b) Paediatrician - 3

- (c) Anaesthesist - 3
- (d) Pathologist - 2
- (e) Radiologist - 2
- (f) Nursing Staff & Administrative staff - 75 approximately.

### **Clinical Facilities**

- (a) Round the clock emergency services to attend to any obstetric or gynaecological emergency.
- (b) ANC OPD - Every Mon & Thur
- (c) Gynae OPD - Every Tue & Sat
- (d) Infertility OPD - Thur (2-3pm)
- (e) Family Welfare Clinic - Daily
- (f) PNC OPD - Every Wed & Fri
- (g) Paediatrics OPD - Daily
- (h) Immunization - Wed & Fri

### **Gynae Surgery Facilities**

- (a) The hospital has fully equipped OT with two OT rooms.
- (b) All major and minor gynaecological surgeries can be performed.

- (c) Laproscopic and hysteroscopy gynaecological surgery facilities are available.
- (d) Post op care facility available.
- (e) OT Days - Wed & Fri
- (f) OT (Family Planning) - Daily (except Saturday)

#### **Labour and Delivery**

- (a) The hospital has well staffed and fully equipped labour room.
- (b) The hospital has facility for neonatal care back up.

#### **Family Welfare Programmes**

- (a) Health Education to beneficiaries.
- (b) Free tubal ligations including laparoscopic ligations.
- (c) Vasectomies - no scalpel, no stitch technique.
- (d) Insertion of IUCDs and Other contraceptive advice.

### **Other Facilities**

- (a) Routine conduct of urine, blood pressure & weight tests for ANC patients in the OPD clinic.
- (b) USG facility.
- (c) Laboratory facility for conduct of routine blood and urine tests.
- (d) Pharmacy for indoor patients.
- (e) Kitchen for indoor patients.
- (f) Medical Records Department to maintain all medical records and documentation.

### **2c. Patient Profile**

The hospital primarily caters to maternity, gynae and paediatric cases. The patients are referred to the hospital from their respective CGHS Wellness centres in Delhi / NCR. Considering the specialities in which the hospital provides health care facilities and the age group of patients requiring these facilities, maximum of the patients are from the serving class of CGHS employees or their entitled dependents. A specialist is consulting approximately 50-60 patients per day.

## **Chapter-3**

### **REVIEW OF LITERATURE**

Patient satisfaction is a measure of the extent to which a patient is content with the health care, which they received from their health care provider. In evaluations of health care quality, patient satisfaction is a performance indicator measured in a self-report study and a specific type of customer satisfaction metric.<sup>4</sup> Patient satisfaction has been arousing special interest for researchers involved in health research for long. A number of studies have been published on this subject and are available in the open domain for researchers to analyse and introspect.

One significant dependent variable in the study of patient satisfaction is his/her personal experiences of the service variables. This factor also builds desire of receiving the same or a better quality of service than they get used to. For healthcare service, patients usually decide whether they are low or highly satisfied with a service through feeling the direct elements of the services such as physical facility, physicians consultation and treatment outcome, nurse communication skill, pharmacy service, registration service, waiting time, attitude of staff, etc.

Swartz et al; (1993) states that the level of satisfaction will be low if the services do not meet what the patients have wished. However, the patients will show a high level of satisfaction if their expectations are met. In addition, patients will feel highly satisfied and delightful if services are even better than what they have expected.<sup>5</sup>



Ross et al; (1987) argues that restricting patient satisfaction to perceptions of the "quality" of health care received is an "inherent weakness." These researchers support their position by noting that a segment of "healthy but unhappy" patients have been found in several empirical studies. Thus, Ross et al. suggests that the conceptualization of the patient satisfaction should be enlarged to include other evaluations (e.g., waiting time, costs, etc.) in addition to purely quality perceptions. Ross et al ;( 1993) findings provide evidences that most of the respondents decided to prioritize clinical quality of care followed by physicians/nurses' communication skills, and ended up by the accessibility to healthcare facilities as their preferences. Likewise, the respondents who prioritized the accessibility were from older-age group with a low educational background and low income.<sup>6</sup>

Swan et al; (1985) suggested that patients' positive opinion about services they have received is the process of matching between a set of generally accepted quality with their personal past involvement. Many articles about patients' satisfaction suggested the following significant relationship:<sup>7</sup>

- a) Satisfaction is the result of perceiving service implementation against expectation.
- b) Willingness to buy or come back to receive the same services is the effect of satisfaction.
- c) Expecting and willingness to have services create alternatives for patients.
- d) The more the patients are pleased, the greater the level of satisfaction will be.

Upreti et al; (1994) revealed in his research that the majority of his respondents 71% showed a high level of satisfaction while the other 29% had a low level of satisfaction regarding waiting time, cleanliness, and the setting of infrastructure around.<sup>8</sup> Robert and

Coale Redman (1987) found that physicians and nurses communication skills with patients are the key components to a high level of patients satisfaction. In a research done in Switzerland, physician-patient interaction has been suggested as the vital factor in predicting patients satisfaction.(Robert JS, Coale Redman RR,1987).<sup>9</sup>

Abdal et al; (2000) argues that patient satisfaction studies have, however, received comparatively little attention in public or government sponsored settings and in developing countries in particular. In a study done in Qatar, it pointed to a number of deficiencies in these dimensions; availability, convenience of services, facilities (physical environment), humaneness of doctors, quality of care, and continuity of care and delivery of services in government health facilities in the State of Qatar. <sup>10</sup>

Jawahar (2007) in his study on out patient satisfaction at a super specialty hospital in India concluded that the outpatient services have elicited problems like overcrowding, delay in consultation, proper behaviour of staff etc. Whenever there is delay in consultation, it needs to be explored to elicit the problem. <sup>11</sup>

In a research in Ramathibodi Hospital, long waiting time was indicated as the significant factor for low level of satisfaction. There is a report that the respondents who were highly educated showed a low level of satisfaction in the Registration section while similar effect also happened in the Pharmacy section (Tessler R, Mechanic D, Dimond M, 1976). <sup>12</sup>

Renzi (2001) argues that patient satisfaction is an important indicator in evaluating the quality of the patient care in the outpatient department. In the context of total quality, serving the customers/patients does not simply mean satisfying them. It implies satisfying their needs in conformance to their requirements and the specifications have to be stated explicitly by customers to be satisfied. <sup>13</sup>

Doborah (1997) argues that many people have a strong belief that the high levels of positive opinions of patients might be closely related to some independent factors such as standards of living, gender, age groups, and even status of the patients whether they are single, married, or widowed, etc. He reflects upon the concern about relationship between age groups and level of satisfaction.<sup>14</sup> Some previous researchers have suggested that the older respondents seem to give more scores to the service providers since they have been going through the social services all their lives. They are said to be more understanding and accepting than younger respondents who usually have less social and commercial experiences of the real world and seem to judge things very quickly. Nonetheless, some other researchers have concluded that there is little relationship between socio-demographic characteristics with satisfaction levels.

In a study by Setter JF, Thomas V. Perenger in 1997, they found out that the trend of satisfaction seems to fall high on male respondents rather than female respondents. Nonetheless, many other researches regarding patients' opinion about services they have received provided statistical results that female patients usually showed higher levels of satisfaction than male patients.<sup>15</sup>

Lebow (1983) suggests direct relationship between socio-demographic characteristics, which have been well documented.<sup>16</sup> Some researchers have suggested that the high levels of patient satisfaction are significantly related to the patients standards of living / family income. While some others mentioned that age is the most noticeable independent variable that usually has very close relationship with patients positive opinion about services. They believe that the older the patients are, the higher the level of satisfaction they will show; while the younger the patients are, the lower the level of satisfaction they will show.

Bashir and Armstrong (1991) argue that nowadays, issues like qualified health care service and patients satisfaction are being crucially discussed throughout the world. Many different institutions have adopted means to reflect on their service. Providing latest technology, humanistic approach, educational backgrounds, communication and means of transferring qualified service quality to the patients constitute the vitality of patient satisfaction.<sup>17</sup>

Williams and Calnan (1991) states significant changes in health care service evaluating and enhancement are opening a new health care portrait for the service user. Formally accepted principles and apparatus to assessing and improving of health care service users are dated to the American College of Surgeon's 1971, Hospital Standardization Program when it evolved into the Joint Commission on Accreditation of Healthcare Organization Accreditation Process.<sup>18</sup>

Quality of hospital care was created by The American College of Surgeons as a fundamental formula in 1933 and gradually this principle in 1917 became its hospital standardization program. Furthermore, The Canadian Hospital Association with American College of Physicians, The American Hospital Association, and American Medical Association has established a Joint Commission on Accreditation of Hospital (JACHO) that originated the criteria based audit method. Donabedian suggests that efficacy, effectiveness, efficiency, optimality, acceptability, legitimacy, and equity are the seven main factors for patient satisfaction.

Aday and Anderson (1974) in the study of peoples satisfaction with health care delivery in the United States of America pointed out six principles focusing on patient satisfaction <sup>19</sup> : -

- i) Satisfaction with convenience of care.
- ii) Satisfaction with coordination.
- iii) Satisfaction with cost.
- iv) Satisfaction with courtesy shown by providers.
- v) Satisfaction with information given to patient about his illness.
- vi) Judgment as to quality of care received.

## Chapter- 4

### **RESEARCH DESIGN & METHODOLOGY**

#### **4a. Rationale of the Study**

Improving the quality of patient care is an important activity. Patient satisfaction is as important as other clinical health measures. Patient satisfaction is one of the essential indicators for healthcare service improvement. If you know what your strengths and weaknesses are, you can take effective remedial actions. The data gathered through measuring patient satisfaction reflects care delivered by staff and physicians and can serve as a tool in decision-making. Patient satisfaction surveys can be tools for learning; they can give proportion to problem areas and a reference point for making management decisions.<sup>20</sup> Specifically, outpatient department is the first-line of healthcare consultation service that comes in contact with the patients. Therefore, the quality of care at that level will indicate the quality of service of the hospital as perceived by the patients regarding various factors.

#### **4b. General Objective**

To assess the level of patient satisfaction with the health care services provided by the Outpatient Department (OPD) of CGHS Maternity & Gynae Hospital, RK Puram, New Delhi.

#### **4c. Specific Objectives**

- i. To assess the level of patient satisfaction with OPD services focusing on waiting time, registration services, laboratory facilities, physical facilities, soft skills of physicians, nurse & staff and satisfaction with physician consultation process.
- ii. To find the possible relationships between patient satisfaction levels and other variables.

#### **4d. Study Design**

A cross-sectional study was conducted among patients attending OPD of the CGHS Maternity & Gynae Hospital, RK Puram, New Delhi. The period of study was from Feb 2017 to May 2017. A predesigned and pretested questionnaire with, closed ended questions, was used for data collection. Some statements regarding services of physical facilities, registration staff, doctor, nurse, laboratory and waiting time were asked to patients. Patients were asked to give their response to these statements in yes / no / not sure. Waiting time was expressed in four time blocks of minutes. Data was entered and analyzed using the software SPSS version 16. The responses were expressed in proportions. Chi square test was used (taking  $p \leq 0.05$  as the statistically significant level) to find out if any association existed between the level of satisfaction and different attributes.

#### **4e. Study Population**

The OPD of the CGHS Maternity & Gynae Hospital, RK Puram, New Delhi was selected as the study site. Target samples were drawn from the patients who had visited the OPD of the hospital at the time of data collection. The patients matching the inclusion criteria were included in the study and were administered the questionnaire during their visit to OPD.

#### **4f. Sample Size and Sampling Technique**

The sample consists of 100 patients who attended the OPD of the CGHS Maternity & Gynae Hospital, RK Puram, New Delhi. The patients attending the various OPDs were selected for the interview by systematic random sampling.

#### **4g. Ethical Consideration**

The patients were informed about the study before conducting the study and were told that their participation will be voluntary. The patients were told that the purpose of the study was to assess the patient satisfaction of services provided by hospital so as to bring further improvement in services. The patients were also told that the investigator was not part of treatment team and they were free to give their responses.

#### **4h. Inclusion Criteria**

- i. A patient attending the OPD and having age above 18 years was included in the study.
- ii. As the paediatric OPD patients were much below 18 years of age, their accompanying guardians formed part of the interview process.
- iii. The patients who were willing to give consent.

#### **4j. Exclusion Criteria**

- i. Patients who needed emergency attention.
- ii. Patients who had not finished the interview process.
- iii. Patients not willing to participate.



## **Chapter – 5**

### **RESULTS**

The study was conducted to determine the patient satisfaction with health services at the OPD of the CGHS Maternity & Gynae Hospital, RK Puram, New Delhi. 100 patients were interviewed at the OPD.

#### **5a. Study Variables**

##### **i. Independent variables:**

- Age
- Gender
- Marital status
- Education level
- No. of visits to OPD.

##### **ii. Dependent variables:**

- Physical facilities
- Doctors services
- Nursing services
- Laboratory services
- Registration services
- Courtesy
- Waiting time

### 5b. Socio-Demographic Characteristics of the Patients

Table 5.1 shows the socio-demographic characteristics of the samples collected at the time of data collection. The information includes age group, gender, service status (in service / pensioner), marital status, education qualification and the number of visits to hospital.

<b>Table 5.1 Socio-Demographic Characteristics</b>		
<b>Socio-Demographic Characteristics</b>	<b>Frequency</b>	
	<b>Number</b>	<b>Percentage</b>
<b><u>Age</u></b>		
21- 30	50	50%
31- 40	36	36%
41- 50	13	13%
51- 60	1	1%
<b><u>Gender</u></b>		
Female	92	92%
Male	8	8%
<b><u>Service Status</u></b>		
In Service	99	99%
Pensioner	1	1%
<b><u>Marital Status</u></b>		
Married	100	100%
Unmarried		
<b><u>Education Qualification</u></b>		
12 <sup>th</sup> and below	16	16%
Graduate	61	62%
Post Graduate	21	22%
<b><u>Number of Visits</u></b>		
First	2	2%
2-3	40	40%
>4	58	58%

#### Gender

As the hospital is primarily a maternity and gynae hospital, 92% of the respondents were females. The 8% male respondents were guardians accompanying the child patients in paediatric OPD.

#### Age Groups

The first group, from 21 years to 30 years old, has the highest percentage of 50%, the second group from 31 years to 40 years old has 36%, the third group from 41 years to 50 years old has 13% and the fourth group from 51 years to 60 years old has only 1%.

### Service Status

99% of respondents utilizing the hospital services were In service personnel and only 1% was pensioner.

### Marital Status

The hospital has only maternity, gynae, ANC and paediatric OPD. Therefore, the obvious 100% married status of respondents.

### Education Qualification

16% of the respondents had qualifications of 12<sup>th</sup> or below. 62% of the respondents were graduates and 22% were post graduates respectively.

### Number of Visits

58% of the total respondents had visited the OPD more than 4 times and 40% 2-3 times. Only 2% respondents were first time visitors.

### 5c. Physical Facilities

Figure 5.1 shows responses about patients finding the hospital neat and clean. 88.89 % of the respondents found the hospital neat and clean. However, 6.1% did not and 5.1% were not sure about it.

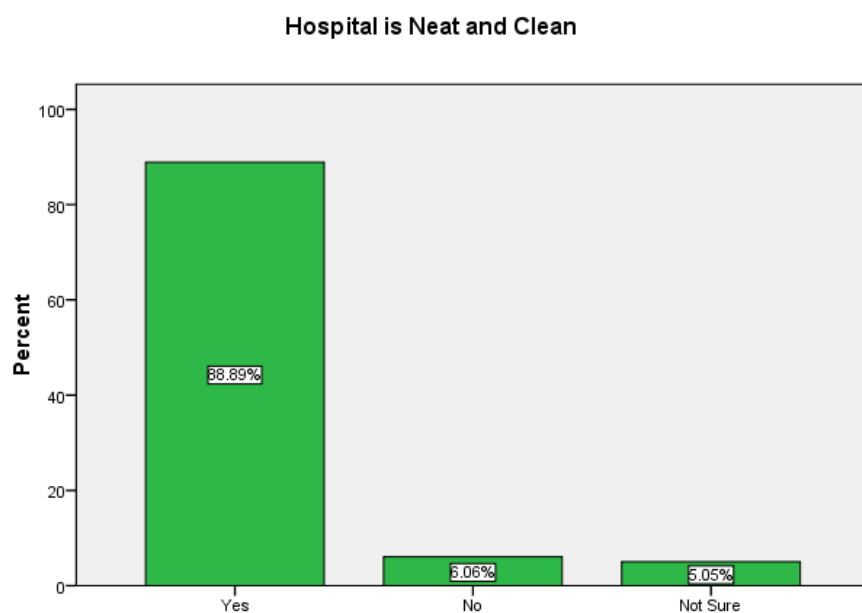
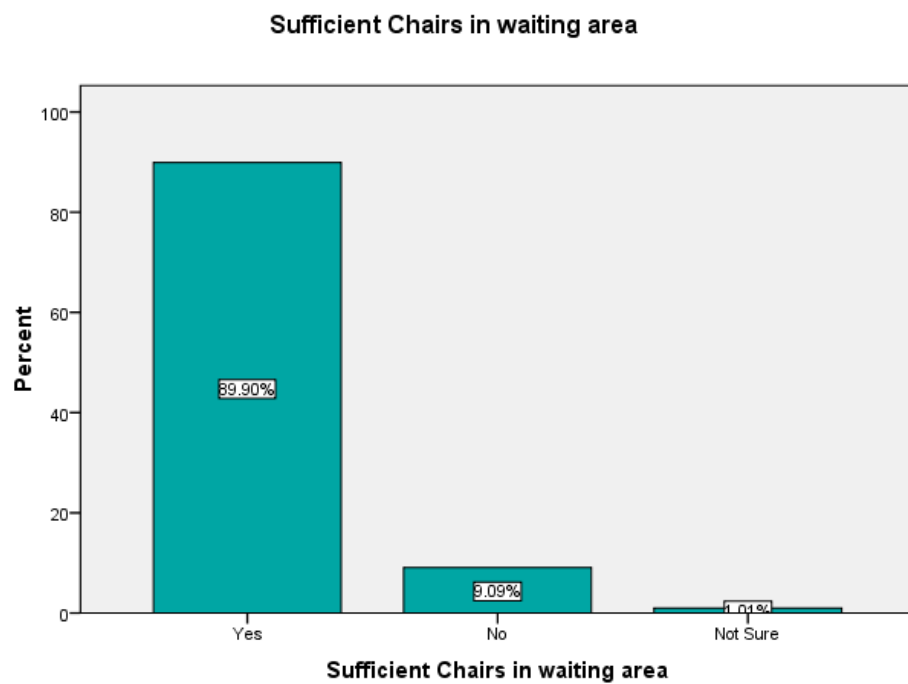


Figure 5.1 Hospital is Neat and Clean

Table 5.2 and Figure 5.2 show responses about availability of enough sitting chairs in the OPD waiting area. 89.9 % of the respondents were satisfied with the available facilities. However, 9% were not satisfied.

**Table 5.2 Sufficient Chairs in waiting area of OPD**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	89	89.0	89.9	89.9
	No	9	9.0	9.1	99.0
	Not Sure	1	1.0	1.0	100.0
	Total	99	99.0	100.0	
Missing	No Response	1	1.0		
Total		100	100.0		

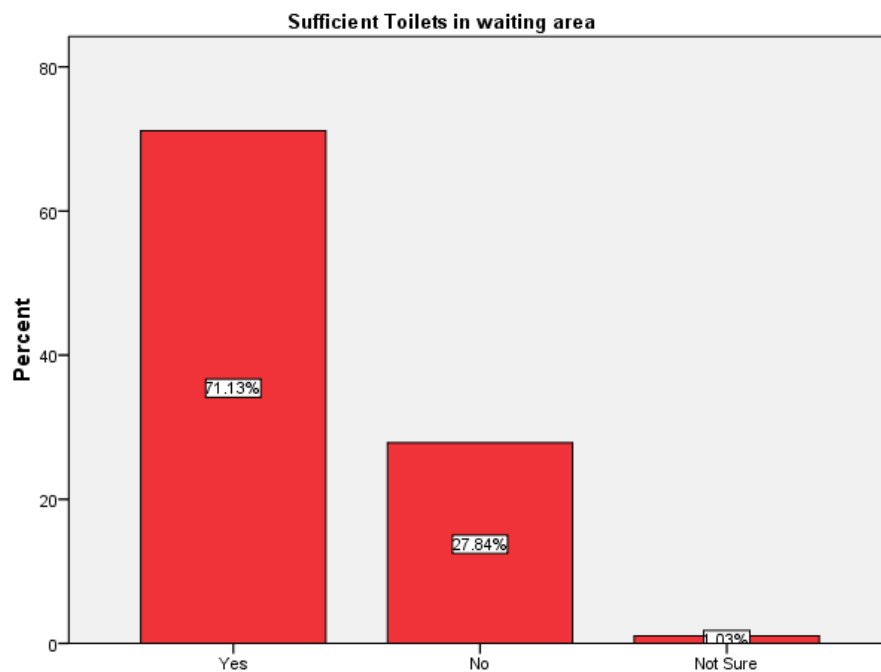


**Figure 5.2 Sufficient Chairs in waiting area of OPD**

Table 5.3 and Figure 5.3 show responses about availability of enough toilets in the OPD waiting area. 71 % of the respondents were satisfied with the available facilities. However, 27.8% were not satisfied.

**Table 5.3 Sufficient Toilets in waiting area of OPD**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	69	69.0	71.1	71.1
	No	27	27.0	27.8	99.0
	Not Sure	1	1.0	1.0	100.0
	Total	97	97.0	100.0	
Missing	No Response	3	3.0		
Total		100	100.0		

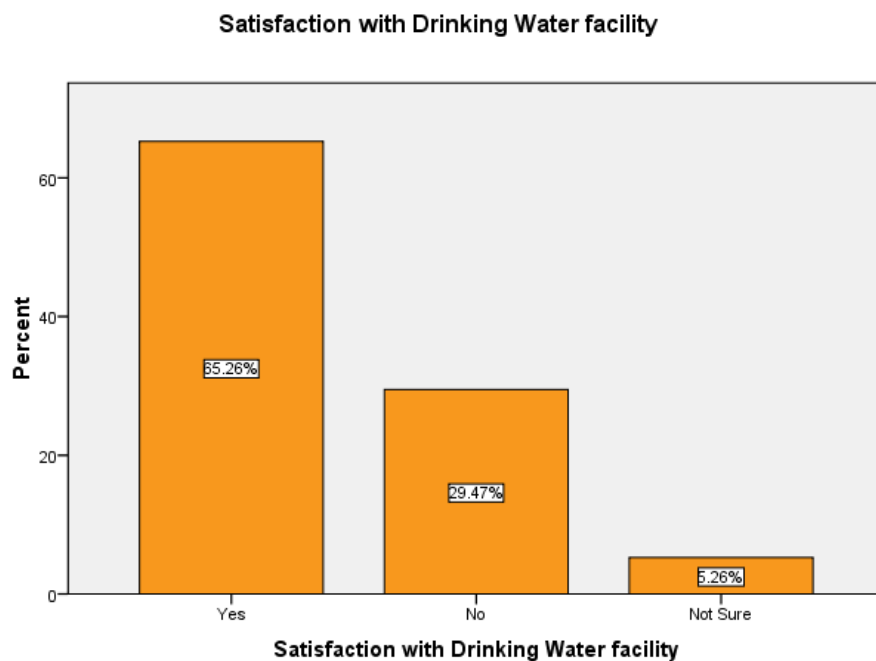


**Figure 5.3 Sufficient toilets in waiting area of OPD**

Table 5.4 and Figure 5.4 show responses about satisfaction with drinking water facilities in the OPD waiting area. 65 % of the respondents were satisfied with the available facilities. However, 29.5% were not satisfied and 5% were not sure.

**Table 5.4 Satisfaction with Drinking Water facility**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	62	62.0	65.3	65.3
	No	28	28.0	29.5	94.7
	Not Sure	5	5.0	5.3	100.0
	Total	95	95.0	100.0	
Missing	No Response	5	5.0		
Total		100	100.0		



**Figure 5.4 Satisfaction with Drinking Water facility**

#### 5d. Access to Services

Table 5.5 and Figure 5.5 show responses about waiting time for Registration process. Only 6% responded with a time of less than 15 minutes, while 57% of respondents said it took 15-30 minutes for the process, 24% felt it took 30-60 minutes and 13% responded for more than 60 minutes.

**Table 5.5**      **Waiting Time Registration**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<15 Minutes	6	6.0	6.0	6.0
	15-30 Minutes	57	57.0	57.0	63.0
	30-60 Minutes	24	24.0	24.0	87.0
	>60 Minutes	13	13.0	13.0	100.0
	Total	100	100.0	100.0	

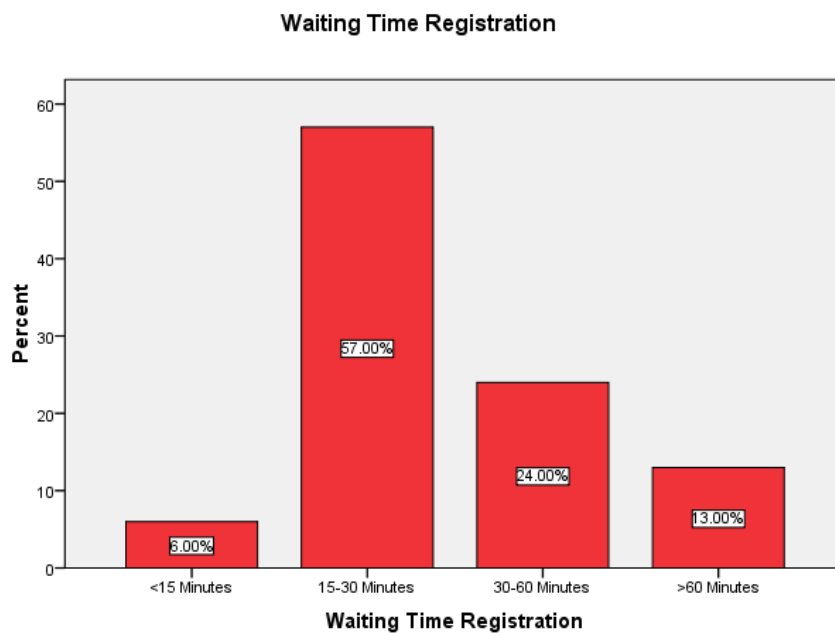
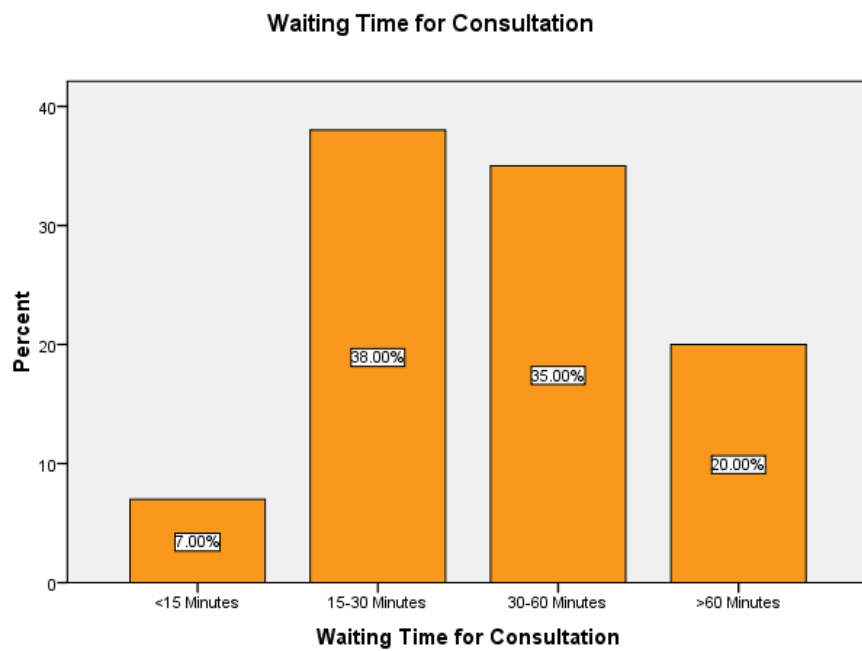


Figure 5.5      Waiting time for Registration

Table 5.6 and Figure 5.6 show responses about waiting time for Consultation of a Doctor by a patient. Only 7% responded with a time of less than 15 minutes, while 38% of respondents said it took 15-30 minutes for the process, 35% felt it took 30-60 minutes and 20% responded for more than 60 minutes.

**Table 5.6**                      **Waiting Time for Consultation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	<15 Minutes	7	7.0	7.0	7.0
	15-30 Minutes	38	38.0	38.0	45.0
	30-60 Minutes	35	35.0	35.0	80.0
	>60 Minutes	20	20.0	20.0	100.0
	Total	100	100.0	100.0	



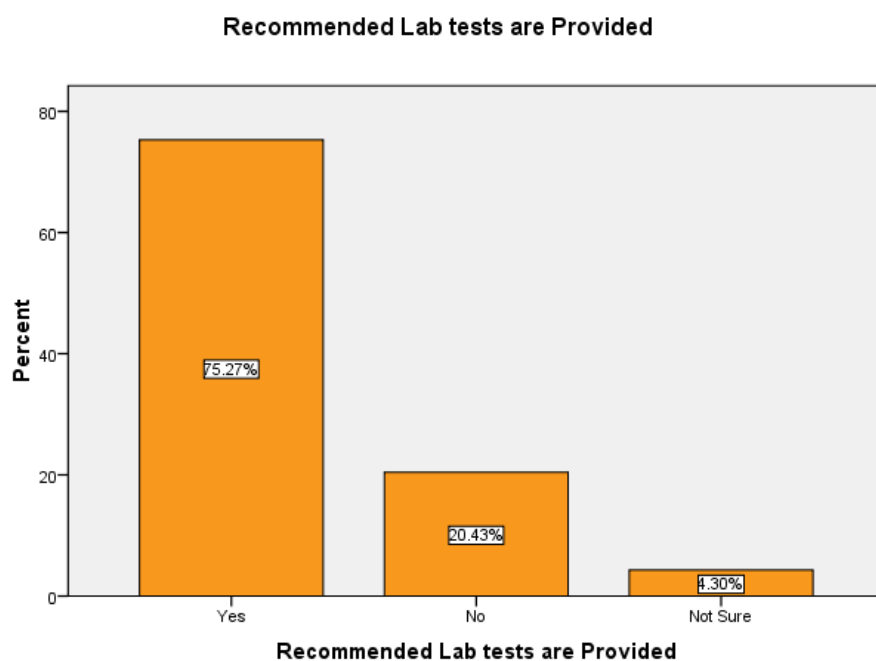
**Figure 5.6**                      **Waiting Time for Consultation**



Table 5.7 and Figure 5.7 show responses about providing recommended test facilities in hospital laboratory. 75.3 % of the respondents agreed that they were provided the recommended test facilities in hospital laboratory. However, 20.4% did not agree and 4.3% were not sure.

**Table 5.7 Recommended Lab tests are Provided**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	70	70.0	75.3	75.3
	No	19	19.0	20.4	95.7
	Not Sure	4	4.0	4.3	100.0
	Total	93	93.0	100.0	
Missing	No Response	7	7.0		
Total		100	100.0		

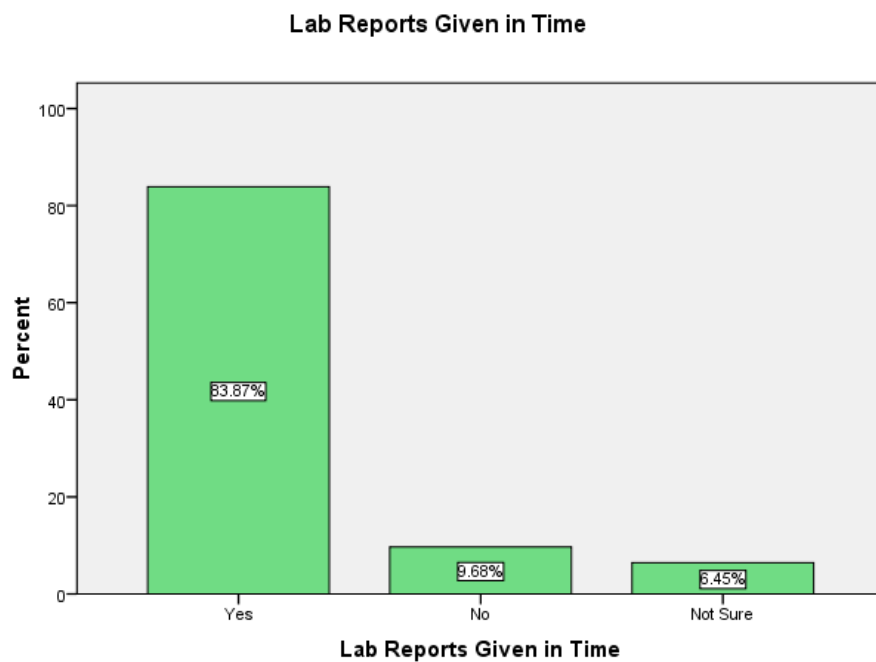


**Figure 5.7 Recommended Lab Tests are Provided**

Table 5.8 and Figure 5.8 show responses about Lab Reports being given in time. 83.9 % of the respondents agreed that they were provided the lab reports in time. However, 9.7% did not agree and 6.5% were not sure.

**Table 5.8                      Lab Reports Given in Time**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	78	78.0	83.9	83.9
	No	9	9.0	9.7	93.5
	Not Sure	6	6.0	6.5	100.0
	Total	93	93.0	100.0	
Missing	No Response	7	7.0		
Total		100	100.0		



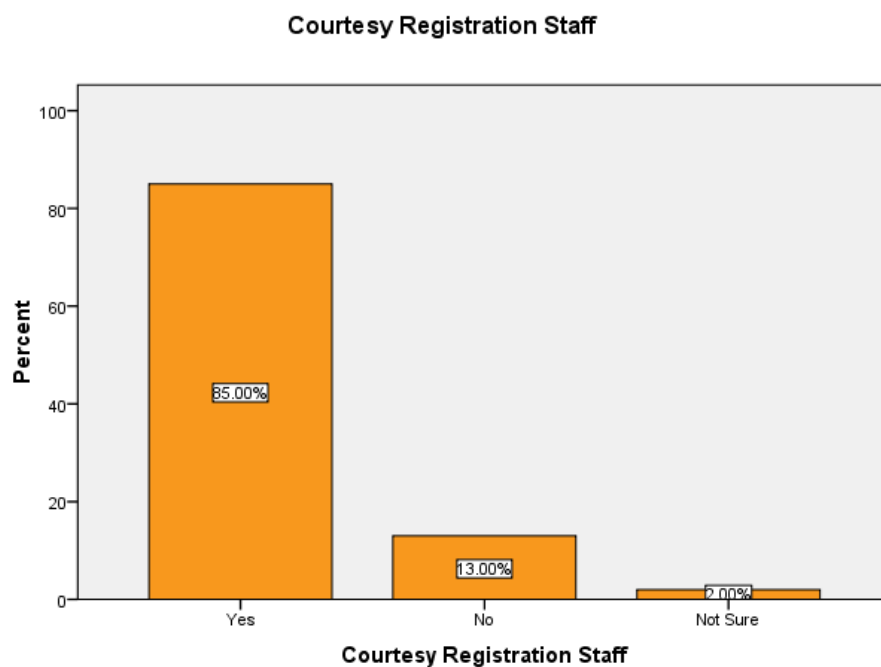
**Figure 5.8                      Lab Reports Given in Time**

## 5e. Courtesy

Table 5.9 and Figure 5.9 show responses about Courtesy of Registration Staff. 85 % of the respondents agreed that Registration staff is courteous. However, 13% did not agree and 2% were not sure.

**Table 5.9 Courtesy Registration Staff**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	85	85.0	85.0	85.0
	No	13	13.0	13.0	98.0
	Not Sure	2	2.0	2.0	100.0
	Total	100	100.0	100.0	

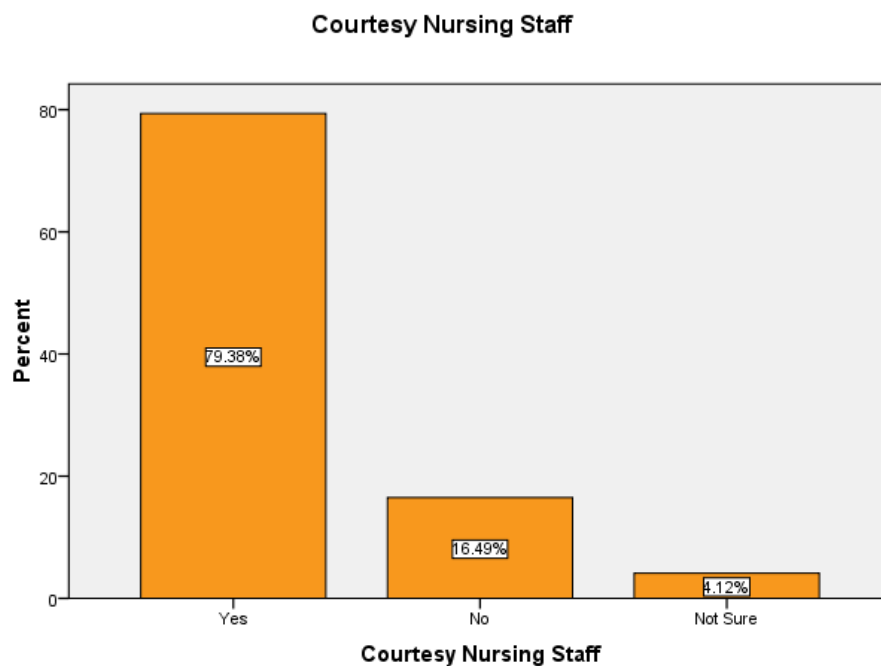


**Figure 5.9 Courtesy Registration Staff**

Table 5.10 and Figure 5.10 show responses about Courtesy of Nursing Staff. 79.4 % of the respondents agreed that Registration staff is courteous. However, 16.5% did not agree and 4% were not sure.

**Table 5.10    Courtesy Nursing Staff**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	77	77.0	79.4	79.4
	No	16	16.0	16.5	95.9
	Not Sure	4	4.0	4.1	100.0
	Total	97	97.0	100.0	
Missing	No Response	3	3.0		
Total		100	100.0		

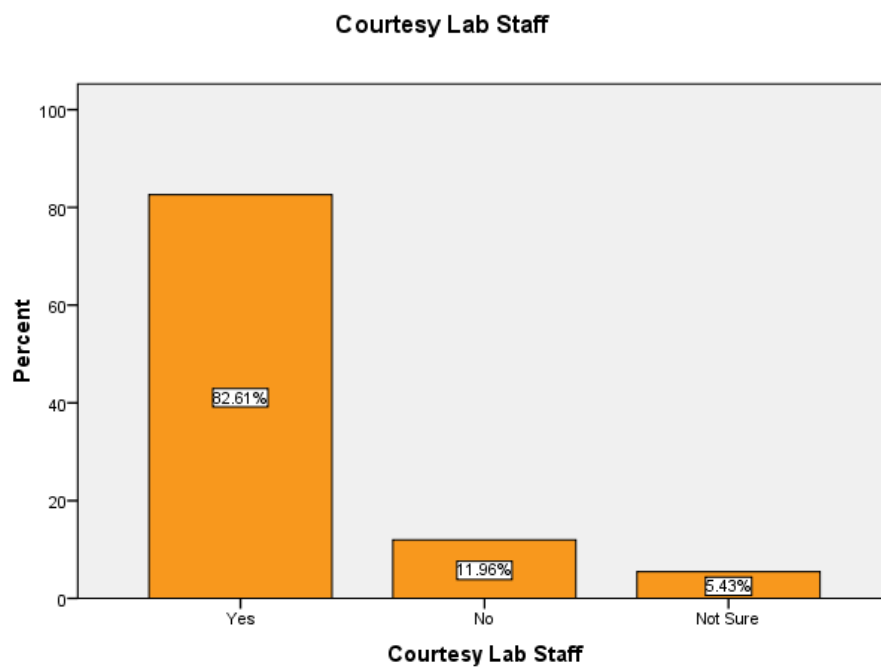


**Figure 5.10    Courtesy Nursing Staff**

Table 5.11 and Figure 5.11 show responses about Courtesy of Lab Staff. 82.6 % of the respondents agreed that Registration staff is courteous. However, 12% did not agree and 5.4% were not sure.

**Table 5.11    Courtesy Lab Staff**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	76	76.0	82.6	82.6
	No	11	11.0	12.0	94.6
	Not Sure	5	5.0	5.4	100.0
	Total	92	92.0	100.0	
Missing	No Response	8	8.0		
Total		100	100.0		

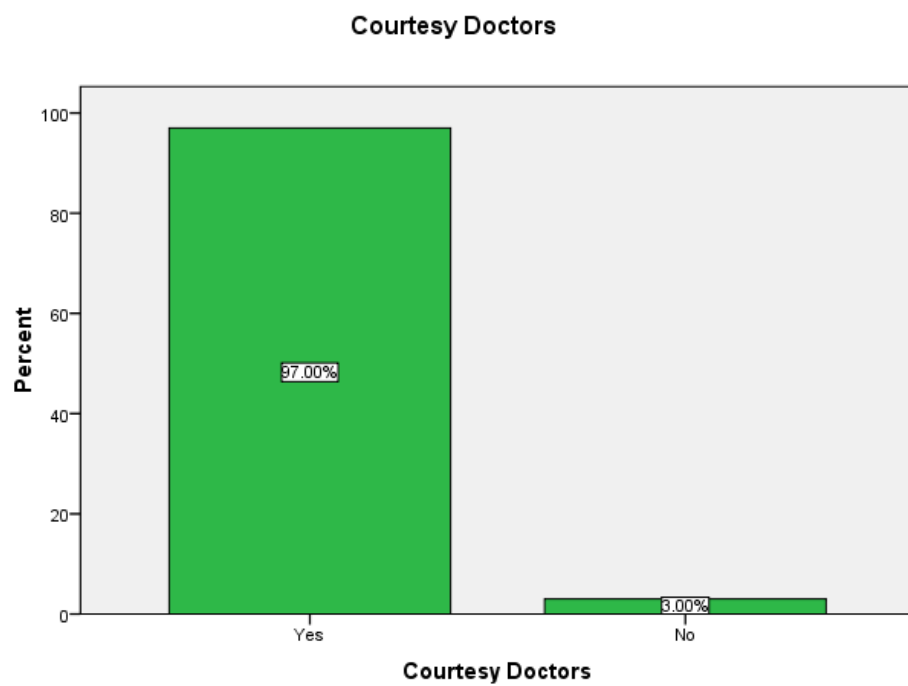


**Figure 5.11    Courtesy Lab Staff**

Table 5.12 and Figure 5.12 show responses about Courtesy of Doctors. 97 % of the respondents agreed that Doctors are courteous and only 3% did not agree.

**Table 5.12      Courtesy Doctors**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	97	97.0	97.0	97.0
	No	3	3.0	3.0	100.0
	Total	100	100.0	100.0	



**Figure 5.12      Courtesy Doctors**

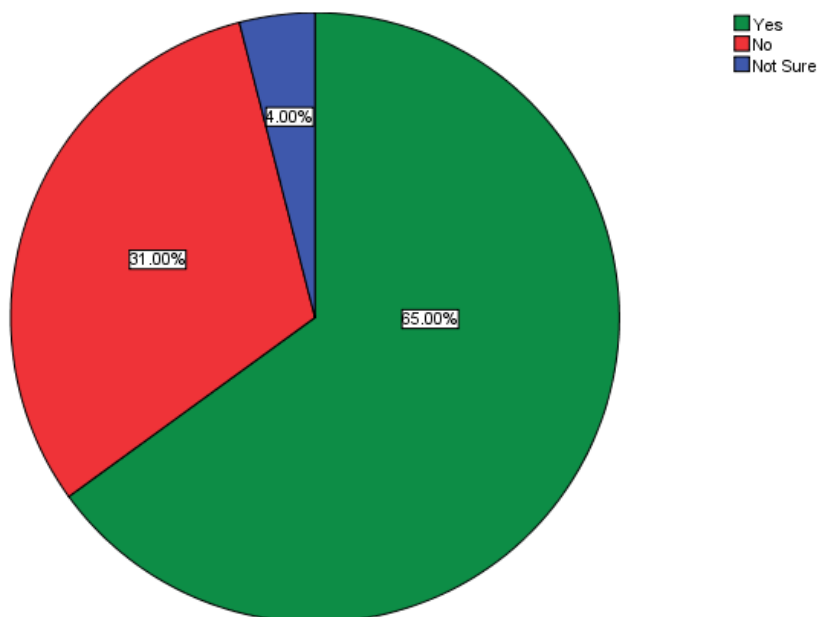
## 5f. Satisfaction with Process

Table 5.13 and Figure 5.13 show responses about Satisfaction with waiting time spent for Registration. 65 % of the respondents were satisfied with the waiting time. However, 31% were not satisfied and 4% were not sure.

**Table 5.13** Satisfaction with Waiting Time for Registration

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	65	65.0	65.0	65.0
	No	31	31.0	31.0	96.0
	Not Sure	4	4.0	4.0	100.0
	Total	100	100.0	100.0	

**Satisfaction with Waiting Time for Registration**



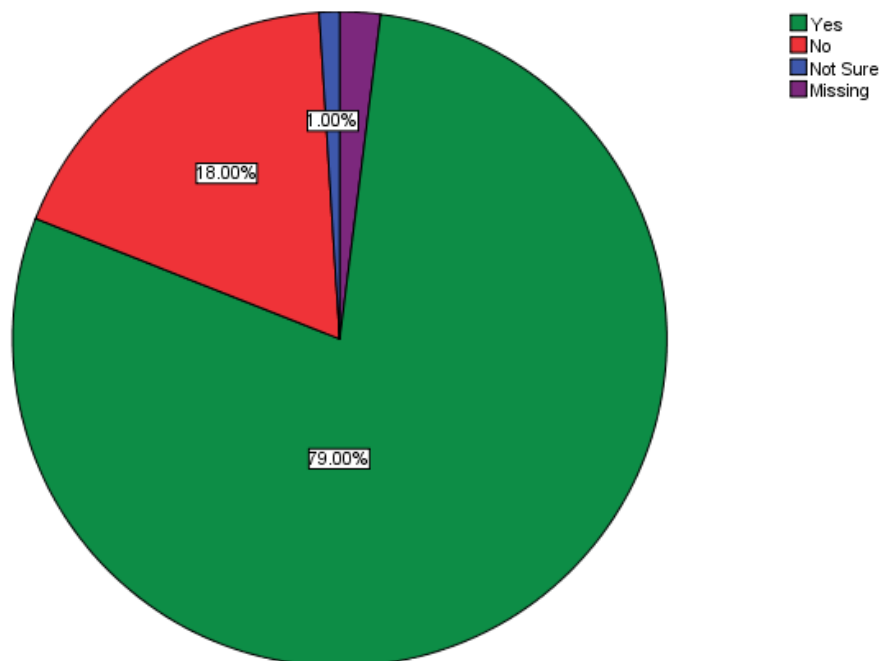
**Figure 5.13** Satisfaction with Waiting Time for Registration

Table 5.14 and Figure 5.14 show responses about Satisfaction with waiting time spent for Consultation. 80.6 % of the respondents were satisfied with the waiting time. However, 18.4% were not satisfied and 1% was not sure.

**Table 5.14 Satisfaction with Waiting Time for Consultation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	79	79.0	80.6	80.6
	No	18	18.0	18.4	99.0
	Not Sure	1	1.0	1.0	100.0
	Total	98	98.0	100.0	
Missing	No Response	2	2.0		
Total		100	100.0		

**Satisfaction with Waiting Time for Consultation**



**Figure 5.14 Satisfaction with Waiting Time for Consultation**



Table 5.15 shows responses about Satisfaction with Privacy taken care during Consultation. 98.9 % of the respondents were satisfied about it.

**Table 5.15 Privacy taken Care of in Consultation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	93	93.0	98.9	98.9
	No	1	1.0	1.1	100.0
	Total	94	94.0	100.0	
Missing	No Response	6	6.0		
Total		100	100.0		

Table 5.16 shows responses about Satisfaction with question pertaining to Information provided by Doctor during Consultation, pertaining to treatment and follow up. 95 % of the respondents were satisfied about it and 5% were not.

**Table 5.16 Doctor provides all Information**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	95	95.0	95.0	95.0
	No	5	5.0	5.0	100.0
	Total	100	100.0	100.0	

Table 5.17 shows responses about Satisfaction with Time given by Doctor to the patient during Consultation, pertaining to treatment and follow up. 91.9 % of the respondents were satisfied about it and 8.1% were not.

**Table 5.17 Satisfaction with Time given by Doctor for Consultation**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	91	91.0	91.9	91.9
	No	8	8.0	8.1	100.0
	Total	99	99.0	100.0	
Missing	No Response	1	1.0		
Total		100	100.0		

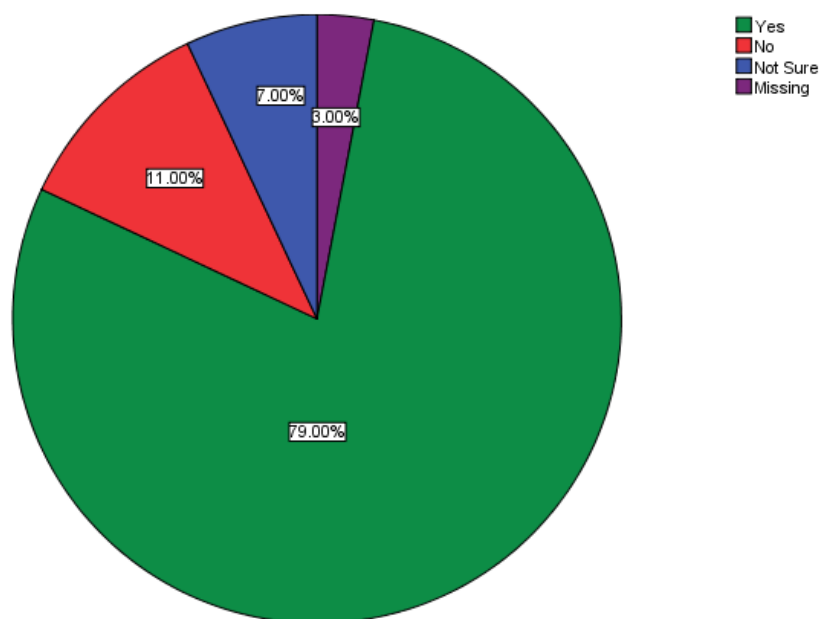
## 5g. Overall Experience

Table 5.18 and Figure 5.15 show responses about Satisfaction with Overall Experience of visit in the hospital. 81.4 % of the respondents were satisfied with their overall experience in hospital. However, 11.3% were not satisfied and 7.2% were not sure.

**Table 5.18 Satisfied with Overall Experience in Hospital**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	79	79.0	81.4	81.4
	No	11	11.0	11.3	92.8
	Not Sure	7	7.0	7.2	100.0
	Total	97	97.0	100.0	
Missing	No Response	3	3.0		
Total		100	100.0		

**Satisfied with Overall Experience in Hospital**



**Figure 5.15 Satisfaction with Overall Experience in Hospital**

The respondents were asked if they would prefer to visit this hospital for treatment, than private. Table 5.19 and Figure 5.16 show responses about Preference to Visit this Hospital. 81.8 % of the respondents prefer to visit this hospital, than a private. However, 13.1% did not prefer and 5.1% were not sure.

**Table 5.19 Prefer to Visit this Hospital**

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	81	81.0	81.8	81.8
	No	13	13.0	13.1	94.9
	Not Sure	5	5.0	5.1	100.0
	Total	99	99.0	100.0	
Missing	System	1	1.0		
Total		100	100.0		

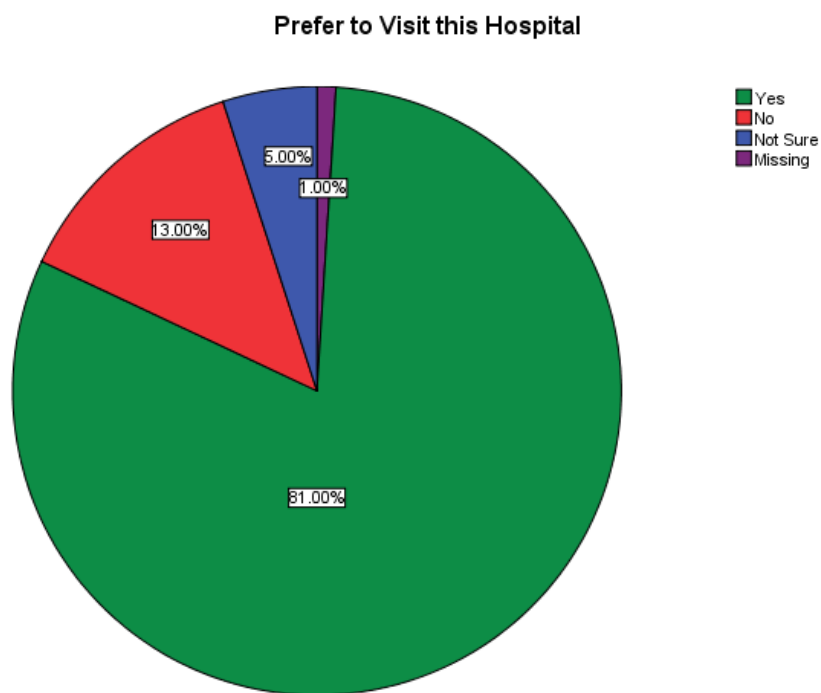


Figure 5.16 Prefer to Visit this Hospital

#### **5h. Relationship between Independent and Dependent Variables**

Table 5.20 and Figure 5.17 show the results of chi-square test between components of educational qualification and satisfaction with waiting time for registration. The significant value employed was 0.05. The test was run on SPSS 16 and both significant

and insignificant results were displayed. The results showed that educational qualification showed significant relationship with satisfaction with waiting time for

**Table 5.20 Education Qualification \* Satisfaction with Waiting Time for Registration Crosstabulation**

Count					
		Satisfaction with Waiting Time for Registration			Total
		Yes	No	Not Sure	
Education Qualification	Below 12th	14	2	0	16
	Graduate	42	15	4	61
	Post Graduate	8	13	0	21
Total		64	30	4	98

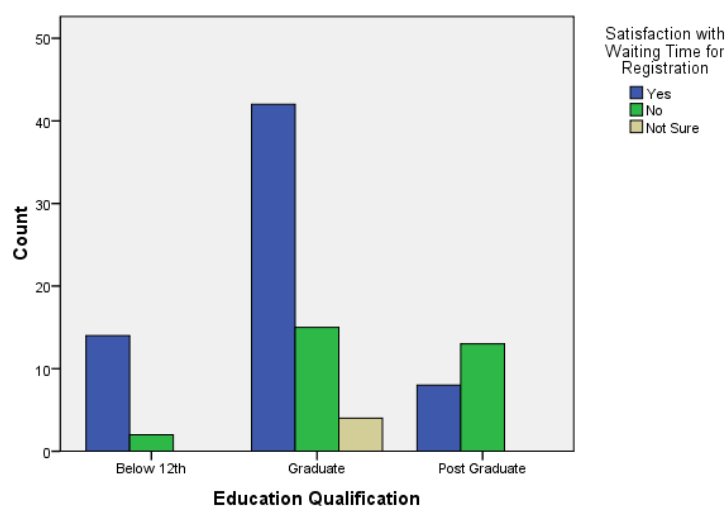
registration at significant value less than 0.004.

#### Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	15.286 <sup>a</sup>	4	.004
Likelihood Ratio	15.957	4	.003
Linear-by-Linear Association	6.932	1	.008
N of Valid Cases	98		

a. 4 cells (44.4%) have expected count less than 5. The minimum expected count is .65.

#### Bar Chart



**Figure 5.17 Education Qualification \* Satisfaction with Waiting Time for Registration Crosstabulation**

Table 5.21 shows the results of chi-square test between components of educational qualification and satisfaction with waiting time for consultation by a doctor. The results showed that there was no significant relationship between component of educational qualification and waiting time for consultation by a doctor at significant value of 0.05.

**Table 5.21 Education Qualification \* Satisfaction with Waiting Time for Consultation Crosstabulation - Chi-Square Tests**

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	3.611 <sup>a</sup>	4	.461
Likelihood Ratio	4.265	4	.371
Linear-by-Linear Association	2.272	1	.132
N of Valid Cases	96		

a. 5 cells (55.6%) have expected count less than 5. The minimum expected count is .17.

The results show that respondents with higher level of education are discomforted by longer waiting time in the registration process. However, in correlating the same with waiting time for consultation there seems to be no significant relation, though it appears so. This aspect needs further testing.

## Chapter – 6

### DISCUSSION

Patient satisfaction surveys enable understanding of the patient's needs and opinions of the services received and shortcomings existing in the same. Low patient satisfaction can lead to poor compliance with treatment and end up in poor health outcome.

In a few important research works in relation to patient satisfaction carried out in India, references can be made to: A cross-sectional study conducted to determine the level of patients satisfaction with hospital care in Regional Institute of Medical Sciences, Imphal among patients during the month of May 2007.<sup>21</sup> Most of the patients (74.1%) were satisfied with the overall care received. A patient satisfaction survey was also conducted in 25 District or Area Hospitals managed by the Andhra Pradesh Vaidya Vidhana Parishad (APVVP). Overall, the level of patient satisfaction in APVVP was about 65%.<sup>22</sup> In a cross sectional study conducted over one year period ( May 2008- April 2009) for patient satisfaction evaluation in CGHS Dispensaries at Kolkata, about (72.5%) of the overall respondents agreed/strongly agreed to the fact that doctors treating them were attentive.<sup>23</sup>

In the overall analysis of satisfaction towards physical facilities the study shows that 88.89% respondents agreed that the hospital is neat and clean and 89.9% were satisfied with the availability of adequate number of sitting chairs in the waiting area. However, dissatisfaction of 27.8% with the toilet facilities and 29.5% with the drinking water facilities need attention.

The study shows that for access of the services the registration waiting time of 15-30 minutes was for maximum number of respondents i.e. 57%. However, for 24% it was

30-60 minutes and for 13% it was >60 minutes, which is on higher side. This resulted in 31% level of dissatisfaction which is quite high.

For consultation the waiting time of 15-30 minutes was for maximum number of respondents i.e. 38%. However, for 35% it was 30-60 minutes and for 20% it was >60 minutes, which is on higher side. However there was 80.6% satisfaction with the waiting time for consultation and 18.4% dissatisfaction.

The study shows that 20.4% respondents were not provided the recommended lab tests. This could be due to the limited lab facilities available in the hospital about which the patients may not be aware. There was 83.9% satisfaction in timely availability of lab reports.

On the courtesy issue the study shows 97% patient satisfaction of courtesy of Doctors. However, dissatisfaction in courtesy of Registration staff, Nursing staff and Lab staff of 13%, 16.5% and 12% can be addressed by focusing on their soft skills.

The study shows a high level of satisfaction in the consultation process with the doctor in terms of provision of adequate information about treatment, taking care of privacy concerns and time given by doctor during the consultation process – satisfaction levels of 95%, 98.9% and 91.9%.

All in all, the majority of the respondents seemed to be highly satisfied (81.4%) with most of the components in each section, except waiting time of registration, adequate toilet facilities, to some extent waiting time for consultation of doctor and soft skills of staff other than physicians. There was an overall positive response from the respondents with 81.8% preferring to visit this hospital for their treatment.

## **Chapter – 7**

### **CONCLUSION**

Patient satisfaction is a key quality indicator reflects upon the health service at any level of health care facilities. Therefore, research on patient satisfaction can be an important tool to improve the quality of services. The objective of the study was to assess the level of patient satisfaction with OPD services focusing on waiting time, registration services, laboratory facilities, soft skills of physicians, nurse & staff, satisfaction with physician consultaion and availability of general facilities. In current study, it was found that the majority of the respondents were highly satisfied with the services offered.

To summarize the respondents had positive high satisfaction levels in the following: -

- i. Finding the hospital neat and clean.
- ii. Availability of adequate sitting chairs in the waiting area.
- iii. Availability of lab reports in time.
- iv. Overall satisfaction in the consultation process with doctor – provision of information, privacy and time allotted.
- v. Overall experience in hospital.

Some issues of dissatisfaction which need to be looked into for resolution are: -

- i. Waiting time for registration.
- ii. Waiting time for consultation.
- iii. Provision of all required lab test facilities.
- iv. Courtesy / soft skill improvement of nursing staff, registration staff and lab staff.

#### **7a. Recommendations**

- i. Registration process be digitised and integrated through a computer network to enable registration even from referral Wellness centres.
- ii. Digitisation of data / records will speed up its accessibility and reduce paper work,



thereby resulting in reduction in time at registration.

- iii. Token number display facility outside doctors room for the waiting patients.
- iv. The ANC cases are routine follow up cases. Therefore, allotting block consultation time in advance during their visit (when doctor writes date of next visit), scheduled after the routine morning time of new patients, will reduce waiting time for consultation.
- v. Increase in number of OPD days of ANC will reduce the waiting time at both registration and consultation.
- vi. Provision of additional toilets for ladies and regular schedule of cleaning and upkeep is recommended.
- vii. The drinking water aspect needs to be looked into and assessed further.
- viii. Educating the patients on the test facilities available at the hospital and need for being referred outside for specialised tests outside.
- ix. Soft skill training of registration staff, nursing staff and lab staff to reflect positive vision and attitude of the hospital.

## INSTRUMENTATION

### PATIENT SATISFACTION TOWARDS SERVICES IN CGHS MATERNITY & GYNAE HOSPITAL RK PURAM

Your response will be for the purpose of research and will not be exposed to any other purpose. The information provided will help in improving the services of health care.

#### GENERAL

1. Interview Number \_\_\_\_\_ 2. Date \_\_\_\_\_ 3. OPD \_\_\_\_\_
4. Name \_\_\_\_\_ 5. Age \_\_\_\_\_ 6. Gender Female / Male
7. In Service / Pensioner 8. Married / Unmarried 9. Qualification \_\_\_\_\_
8. Number of Hospital Visits : First time / \_\_\_\_\_

#### QUESTIONNAIRE

Please give your response to questions by tick mark in the box.

Ser No	Question	YES	NO	NOT SURE
1	Waiting time for Registration (MINUTES)      < 15      15 – 30	30 – 60	> 60	
2	I am satisfied with waiting time spent in Registration	YES	NO	
3	Staff at Registration is friendly, helpful & polite	YES	NO	
4	There are enough sitting chairs in the waiting areas of OPD	YES	NO	
5	There are sufficient toilets in the waiting areas of OPD	YES	NO	
6	I am satisfied with the drinking water facilities in the hospital	YES	NO	
7	I find the hospital neat and clean	YES	NO	
8	Waiting time to consult Doctor (MINUTES)      < 15      15 – 30	30 – 60	> 60	
9	I am satisfied with the waiting time for consulting a Doctor	YES	NO	
10	Doctors are friendly, polite and helpful	YES	NO	
11	Doctors provide me all the information I need about the treatment, procedure and follow up	YES	NO	
12	My privacy concerns are taken care of during consultation	YES	NO	
13	I am satisfied with the time the Doctor gives to me for consultation	YES	NO	
14	The Nursing staff is helpful, friendly and polite	YES	NO	
15	The nursing staff listens to my problems and explains the treatment	YES	NO	
16	I am provided the recommended test facilities in the hospital lab	YES	NO	
17	Lab Staff is friendly and polite	YES	NO	
18	Lab reports are given in time	YES	NO	
19	I am satisfied with my overall experience in the hospital	YES	NO	
20	I will prefer to visit this hospital for treatment, than private	YES	NO	

**PATIENT SATISFACTION TOWARDS SERVICES IN CGHS MATERNITY & GYNAE HOSPITAL RK PURAM**

आपकी प्रतिक्रिया को अनुसंधान के उद्देश्य के लिए लिया जाएगा और किसी भी अन्य उद्देश्य के लिए उजागर नहीं किया जाएगा। प्रदान की गयी जानकारी से स्वास्थ्य देखभाल की सेवाओं में सुधार करने में मदद मिलेगी।

**GENERAL**

1. Interview Number \_\_\_\_\_ 2. Date \_\_\_\_\_ 3. OPD \_\_\_\_\_  
 4. नाम \_\_\_\_\_ 5. उम्र \_\_\_\_\_ 6. लिंग महिला / पुरुष  
 7. सेवा में / पेंशनभोगी 8. विवाहित / अविवाहित 9. योग्यता \_\_\_\_\_  
 8. अस्पताल का दौरा की संख्या : पहली बार / \_\_\_\_\_

**QUESTIONNAIRE**

कृपया अपने सवालों के जवाब देने के लिए बॉक्स में टिक मार्क करें.

No.	Question			हाँ	नहीं	अनिश्चित
1	पंजीकरण के लिए प्रतीक्षा समय (मिनट)	< 15	15 – 30	30 – 60		> 60
2	मैं पंजीकरण इंतज़ार के समय के साथ संतुष्ट हूँ			हाँ	नहीं	
3	पंजीकरण स्टाफ दोस्ताना, सहायक और विनम्र है			हाँ	नहीं	
4	OPD के इंतज़ार क्षेत्रों में पर्याप्त बैठने की कुर्सियाँ हैं			हाँ	नहीं	
5	OPD के इंतज़ार क्षेत्रों में पर्याप्त शौचालय हैं			हाँ	नहीं	
6	मैं अस्पताल में पीने के पानी की सुविधा के साथ संतुष्ट हूँ			हाँ	नहीं	
7	मुझे अस्पताल साफ और स्वच्छ लगा है			हाँ	नहीं	
8	डॉक्टर से परामर्श करने के लिए प्रतीक्षा समय (मिनट)	< 15	15 – 30	30 – 60		> 60
9	मैं डॉक्टर से परामर्श करने के लिए प्रतीक्षा समय से संतुष्ट हूँ			हाँ	नहीं	
10	डॉक्टर का रवैया दोस्ताना, विनम्र और मददगार है			हाँ	नहीं	
11	डॉक्टर मुझे मेरे इलाज और प्रक्रिया के बारे में जरूरत की सभी जानकारी प्रदान करते हैं			हाँ	नहीं	
12	मेरी गोपनीयता का परामर्श के दौरान ध्यान रखा जाता है			हाँ	नहीं	
13	डॉक्टर मेरे इलाज के लिए जो समय देता है उससे मैं संतुष्ट हूँ			हाँ	नहीं	
14	नर्सिंग स्टाफ का रवैया सहायक, दोस्ताना और विनम्र है			हाँ	नहीं	
15	नर्सिंग स्टाफ मेरी समस्याओं को सुनता है और इलाज बताते हैं			हाँ	नहीं	
16	मुझे अस्पताल प्रयोगशाला में सभी परीक्षण सुविधाएं प्रदान होती हैं			हाँ	नहीं	
17	लैब स्टाफ का रवैया दोस्ताना और विनम्र है			हाँ	नहीं	
18	प्रयोगशाला की रिपोर्ट समय पर दी जाती है			हाँ	नहीं	
19	मैं अस्पताल में अपने अनुभव से संतुष्ट हूँ			हाँ	नहीं	
20	उपचार के लिए हम इस अस्पताल को पसंद करते हैं , निजी अस्पताल की तुलना में			हाँ	नहीं	

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