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Abstract

“To study Patient Satisfaction in General and Appointment Neurology OPD of a Large teaching Hospital.”

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Background

Hospital is a phenomenon of 20th century. World Health Organization defines hospital as an integral part of a social and medical organization, the function of which is to provide for the population complete health care, both curative and preventive, and whose outpatient services reach out to the family and its home environment; the hospital is also a centre for the training of health workers and bio-social research. As the hospital has grown in stature, so has its important arm, i.e. outpatient department. An outpatient is a patient who is not hospitalized overnight but who visits the hospital, clinic or associated facility for diagnosis or treatment. Purpose of OPD is to provide services to those patients who are not registered as inpatients. Of the various departments such as emergency, pharmacy, outpatient department is one of the first-point of contact between the patient and the hospital staff. The activities of outpatient department are to provide preventive, curative, promotive, and rehabilitative care to the sick. Outpatient department provides medical consultations in specialized departments, investigations such as pathology, radiology, ECG etc., pharmacy for dispensing medicines, minor procedures, counseling and health education. Treatment is also provided in such a fashion where patients don't have to be admitted overnight. This is called ambulatory care.

Objectives

The objective of this study is to find customer satisfaction in Neurology OPD. The study was divided into General and 'Appointment' OPD. The aim is to see whether patients in General OPD are satisfied or the patients in 'Appointment' OPD are satisfied. The object is to find the percentage of males and females attending the Neurology OPD and the age group of people attending the Neurology OPD. The aim

was to get the questionnaire filled based on patient's answers and then analyze them based on overall satisfaction, and quality of the hospital.

Key words

Patient Satisfaction, General OPD, 'Appointment OPD'

Methodology

This study was carried out for 2 months in Neurology OPD in the months of March and April 2010 in Dr. Ram Manohar Lohia Hospital, New Delhi. A sample of 171 patients was chosen for both General OPD and 'Appointment OPD' each. Judgmental technique was used to get the sample size. Survey was done and scores for each category was marked. Then average score was taken out for each patient and then average score was taken out for all the patients. Then two tailed unpaired t test was used to see the difference from the mean. Then t value was compared with p value to conclude if it was $\geq p$ value 2 at 5% significant level with 340 as degree of freedom. General OPD hours are from 2 pm – 8 pm Tuesday and Friday and Appointment OPD from 9 am to 4 pm Monday to Saturday. Then percentage of males and females was taken out and which age group was more prominent determined. Tools of six-sigma were used such as root cause analysis and case control graphs to find the causes of patient satisfaction and dissatisfaction. Then method of total quality management was used to improve the patient satisfaction.

Result

Patients in 'Appointment OPD' were more satisfied than the patients in General OPD of Neurology department. The p value was much less than the t value. Hence null hypothesis was rejected and alternate hypothesis was accepted.

Conclusion

In all, t value for both General OPD and 'Appointment OPD' was greater than p value. The result was achieved by using two tailed unpaired t test. The achieved t value was also compared with the t value table, which was also greater than the t value table. Hence, null hypothesis was cancelled and alternate hypothesis accepted. The value is highly significant and occurs not due to chance.

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