

## Original Research Article

# Patient satisfaction of outpatient department at ESIS hospital, Nagpur, India

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### ABSTRACT

**Background:** Employee state insurance scheme (ESIS) is a multidimensional social security system providing medical facilities to the insured persons and their family through large network of hospitals and dispensaries all over India. The present study was done to measure the satisfaction of OPD (Outpatient Department) patients.

**Methods:** A descriptive cross-sectional study was conducted in ESI Hospital, Nagpur, Maharashtra, India on 500 patients attending OPD. Patients were approached at the end of their OPD visits to know their perceptions towards the public health facilities, during the months of September and October 2017. Data collected was analyzed.

**Results:** In present study, out of 500 patients, 210 (42%) said that crowd was average, 270 (54%) were satisfied with queue system, 390 (78%) were satisfied with the availability of drugs, 380 (76%) were satisfied with the behaviour of pharmacist. 205 (41%) patients said it was not overcrowded, 310 (62%) patients were happy with the behaviour of registration clerk, 330 (66%) were satisfied with the seating arrangements for the patients and attendants, 265 (53%) were satisfied with the cleanliness, 205 (41%) were satisfied with the condition of toilets.

390 (78%) patients said that doctor was available, 270 (54%) said that waiting time was less, 325 (65%) said that doctor listened to the problem attentively, 435 (87%) said that the doctor explained nicely about the disease while 425 (85%) were satisfied with the time given by the doctor.

**Conclusions:** Almost half of the patients were satisfied with the registration facilities, basic amenities, service by doctor and pharmacy services. Mostly, patients chose this hospital as it was free for them due to their insurance and as it was near their house. Still, there is scope for improvement.

**Keywords:** Improvement, Outpatient department, Patient satisfaction

### INTRODUCTION

Patient satisfaction is one of the important goals of any health system. Still, it is difficult to measure the satisfaction and gauge responsiveness of health systems. It is so because not only the clinical but also the non-clinical outcomes of care influence the customer satisfaction.<sup>1</sup>

Patient satisfaction is an important measure of service quality in health care organization. That is why, health care sectors are interested in maintaining high levels of satisfaction to stay competitive in the health care market. Nursing care plays a prominent role in patient satisfaction.<sup>2</sup>

Patients' perceptions about health care systems seem are largely ignored by health care managers in developing

countries. Patient satisfaction depends up on many factors like quality of clinical services provided, availability of medicine, behavior of doctors and other health staff, cost of services, hospital infrastructure, physical comfort, emotional support, and respect for patient preferences.<sup>3</sup>

Patients' feedback is necessary to identify problems. Those problems need to be resolved in improving the health services. Even if the health sectors do not use this information systematically to improve care delivery and services, this feedback can create a real interest that can lead to a change in their culture and in their perception of patients.<sup>4</sup>

Opinion of patients is important because dissatisfaction can suggest opportunities for improvement of health services in the hospital. Patients' judgment and feedback of quality of hospital service are essential in quality of care monitoring and improvement.<sup>5</sup>

Outpatient department (OPD) is considered to be the first point of contact of hospital with patients. So, it has significant influence on patient satisfaction level. Patient satisfaction has become a topic of debate for enhancing quality of OPD services. It still needs a lot of improvement for the better delivery of 1 health care services.<sup>6</sup>

Satisfaction can be defined as the extent of an individual's experience compared with his or her expectations.<sup>7</sup>

Attention should be given to establish health service according to patient's satisfaction instead of just treating the disease.<sup>8</sup>

The major barriers in the patient satisfaction are lack of communication between doctor patient, behavior of doctors and nursing staff, financial aspects, inadequately equipped facilities and unavailability of adequate services.<sup>9</sup>

The main problem in getting better health care for the people living in developing countries is deficiency of access to even essential health care. Other reasons are more waiting time, unaffordable treatment cost and lab investigation.<sup>10</sup>

The aims and objectives of this study were to measure the satisfaction of OPD (Outpatient department) patients in public health facilities of ESIS Hospital, Nagpur, Maharashtra, India.

**METHODS**

A descriptive cross-sectional study was conducted at ESIS Hospital, Nagpur, Maharashtra, India. Patients having insurance get free consultation, investigations & treatment also. The patients attending OPD services of the hospital comprised the study population. A total of 500 OPD patients were included in the study and

approached at the end of their OPD visits of various departments at ESI Hospitals at Nagpur, Maharashtra to know their perceptions towards the public health facilities, during the months of September and October 2017. Questions were asked about choosing health facility, registration process, basic amenities, perception towards doctors and other staff, perception towards pharmacy services. They were asked whether crowd was too much, they got proper services by registration clerk, attendants, pharmacy department, nursing staff and doctors. They were asked about the reason for choosing the hospital (Table 1).

**Table 1: Questionnaire.**

Variables
Name
Age
Reason for choosing this hospital
Perception about registration process and basic amenities
Perception about doctors and nursing staff
Perception about pharmacy services

**Inclusion criteria**

- Patients of both sexes >15 years of age
- Patients of both sexes who gave consent for participation in this study.

**Exclusion criteria**

- Patients of both sexes of <30 years of age
- Patients of both sexes who refused for participation in this study.

**Statistical analysis**

Data were collected from OPD patients through pre-structured questionnaires. The data were analyzed using percentages.

**RESULTS**

In present study, out of 500 patients, 105 (21%) of patients were in 16-30 years age group, 250 (50%) of patients were in 31-50 years age group while 145 (29%) of patients were in >50 years age group.

So, majority of patients were in 31-50 years age group. Majority i.e.190 (38%) of patients were males while 310 (62%) of patients were females (Table 2).

In present study, out of 500 patients, 390 (78%) chose this hospital as it is free services as insured persons, 225 (45%) chose this hospital as it has good infrastructure, 275 (55%) chose this hospital as it has Skilled doctors/nurse, 440 (88%) chose this hospital as it is at less distance from their residence, 380 (76%) chose this

hospital as it is a Known place while 325 (65%) chose this hospital as there is no other hospital nearer their house. So, patients chose this hospital for more than one reason, topmost reason being less distance from their residence followed by free services as insured persons (Table 3).

**Table 2: Age and sex distribution.**

Age distribution	No. of patients	Percentage
16-30 years	105	21
31-50 years	250	50
>50 years	145	29
Sex distribution	No. of patients	%
Males	190	38
Females	310	62

**Table 3: Reasons for choosing the facility.**

Reasons for choosing the facility	No. of patients	Percentage
Free services as insured persons	390	78
Good infrastructure	225	45
Skilled doctors/nurses	275	55
Less distance	440	88
Known place	380	76
No other hospital nearer to the house	325	65

**Table 4: Registration process and basic amenities.**

Registration process & basic amenities	No. of patients with good satisfaction	Percentage
Crowd at registration counter	205	41
Behavior of registration clerk	310	62
Seating arrangement for the patients and attendants	330	66
Cleanliness	265	53
Toilets	205	41
Drinking water facility	310	62

In present study, out of 500 patients, 205 (41%) patients said it was not overcrowded, 310 (62%) patients were happy with the behavior of registration clerk, 330 (66%) were satisfied with the seating arrangements for the patients and attendants, 265 (53%) were satisfied with the cleanliness, 205 (41%) were satisfied with the condition of toilets while 310 (62%) were satisfied with the drinking water facilities. Patient satisfaction was average at the registration counter and for the basic amenities (Table 4).

**Table 5: Patient perception on doctor's service.**

Patient perception on doctor's service	No. of patients with good satisfaction	Percentage
Availability of doctor	390	78
Waiting time for consultation	270	54
The doctor listened to the problems attentively?	325	65
The doctor's explained nicely about the disease	435	87
Adequate time was given by doctors	425	85

In present study, out of 500 patients, 390 (78%) patients said that doctor was available, 270 (54%) said that waiting time was less, 325 (65%) said that doctor listened to the problem attentively, 435 (87%) said that the doctor explained nicely about the disease while 425 (85%) were satisfied with the time given by the doctor.

Most patients were satisfied with the time given by the doctor and availability of the doctor (Table 5).

**Table 6: Pharmacy services.**

Pharmacy services	No. of patients with good satisfaction	Percentage
Crowded	210	42
Queue system	270	54
Availability of drugs	390	78
Behavior of pharmacist	380	76
Quality of drugs	360	72

In present study, out of 500 patients, 210 (42%) said that crowd was average, 270 (54%) were satisfied with queue system, 390 (78%) were satisfied with the availability of drugs, 380 (76%) were satisfied with the behavior of pharmacist while 360 (72%) were satisfied with the quality of drugs.

Patients were more satisfied with the availability of drugs and the behavior of pharmacist (Table 6).

**DISCUSSION**

In present study, out of 500 patients, 105 (21%) of patients were in 16-30 years age group, 250 (50%) of patients were in 31-50 years age group while 145 (29%) of patients were in >50 years age group.

Majority i.e.190 (38%) of patients were males while 310 (62%) of patients were females.

Similar to present study, D Subedi et al, found that 34.23% of respondents were in the age group of 46-60 years whereas 14.86% were of 16-30 years of age. 52.70% of the respondents were male.<sup>11</sup>

Similar to present study, Sodani PR et al, found that 47% patients were males and 53% were females. 45% belong to the age group of 16-30 years and 6% to 0-15-year age group.<sup>12</sup>

In present study, out of 500 patients, 390 (78%) chose this hospital as it is free services as insured persons, 225 (45%) chose this hospital as it has good infrastructure, 275 (55%) chose this hospital as it has Skilled doctors/nurse, 440 (88%) chose this hospital as it is at less distance from their residence, 380 (76%) chose this hospital as it is a known place while 325 (65%) chose this hospital as there is no other hospital nearer their house (Table 3).

Similar to present study, Sodani PR et al, found that inexpensiveness and good infrastructure was one of the most cited reasons (83%) for choosing the public health facilities by the OPD patients. A >50% of the respondents reached the hospital on foot. The time taken to reach the hospital was less than 15 minutes for 58%. A 93% did not find any problem in locating the hospital or locating different departments within the hospital (87%). One of the major reasons for choosing the public health facility was unavailability of other health facilities in the area.<sup>12</sup>

In present study, out of 500 patients, 205 (41%) patients said it was not overcrowded at the registration counter, 310 (62%) patients were happy with the behavior of registration clerk, 330 (66%) were satisfied with the seating arrangements for the patients and attendants, 265 (53%) were satisfied with the cleanliness, 205 (41%) were satisfied with the condition of toilets while 310 (62%) were satisfied with the drinking water facilities (Table 4).

Contrary to present study, Sodani PR et al, found that 64% OPD patients said the registration counter was over crowded. Patients were happy with the behavior of registration clerk at all the facilities.<sup>12</sup>

Similar to present study, Ahmed F et al, found that when the patients were asked about the over-crowding at the registration counter (n=84, 40.2%) agreed. When they were asked if they were treated with respect by the registration staff (n=138, 66%) agreed.<sup>13</sup>

Similar to present study, Mukhtar F et al, found that 90% of patients agreed that hospital was clean, 233 (94%) and adequately ventilated. The hospital staff in the waiting area was found to be respectful 220 (89%) and fair 198 (80%) towards the patients. The patients had no difficulty

locating the reception desk of the health facility 235 (95%).<sup>14</sup>

In present study, out of 500 patients, 390 (78%) patients said that doctor was available, 270 (54%) said that waiting time was less, 325 (65%) said that doctor listened to the problem attentively, 435 (87%) said that the doctor explained nicely about the disease while 425 (85%) were satisfied with the time given by the doctor (Table 5).

Similar to present study, Mukhtar F et al, found that 90% patients found the doctor to be courteous, 88% listened attentively to the patients, 87% gave patients an opportunity to talk about their illness, 82% provided instructions regarding dose and time of medication, advised follow up to the patients (80%) and made the patient comfortable during examination (79%).<sup>14</sup>

In present study, out of 500 patients, 210 (42%) said that crowd was average, 270 (54%) were satisfied with queue system, 390 (78%) were satisfied with the availability of drugs, 380 (76%) were satisfied with the behavior of pharmacist while 360 (72%) were satisfied with the quality of drugs. (Table 6)

Contrary to present study, Kalubowila KC et al, found that majority consisted of females (n=261, 72.7%). Patient satisfaction varied according to the service domain: physical facilities (n=214, 59.6%), registration (n=138, 38.4%), consultation (n=175, 48.7%), pharmacy services (n=198, 55.1%) and accessibility of service (n=118, 32.9%).

Further, only smaller proportions of patients were satisfied with the adequacy (n=119, 33.1%) and comfort (n=160, 44.6%) of seating facilities, adequacy (n=130, 36.2%) and cleanliness (n=109, 30.4%) of toilets, waiting time at the dispensary (n=65, 18.1%) and for consultation (n=120, 33.4%), and examination done by doctor (n=131, 36.5%). Females were significantly less-satisfied with the overall OPD services compared to males (25% versus 18.4%, p=0.04). No such relationship was seen in relation to age (p=0.28) and level of education (p=0.31).<sup>15</sup>

## CONCLUSION

Almost half of the patients were satisfied with the registration facilities, basic amenities, service by doctor and pharmacy services. Mostly, patients chose this hospital as it was free for them due to their insurance and as it was near their house. Still, there is scope for improvement.

### Practical implications

Finding of this study will help the government in the implementation of medical facility at the outpatient department in ESIS Hospitals in very effective way. It will also become an initiating document for other

researchers to further discuss and improve the status of healthcare delivery services in ESI Hospitals.

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