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AN ASSESSMENT OF PATIENT SATISFACTION IN OPD SETUPS OF KHYBER TEACHING HOSPITAL MTI PESHAWAR

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ABSTRACT

Objectives: To measure the frequency of satisfied patients in outpatient department of Khyber Teaching Hospital Peshawar and to assess the association of patients satisfaction by evaluating various factors affecting it.

Materials and Methods: It was a cross-sectional analytical study, conducted in Khyber Teaching Hospital, Peshawar from February 2022 to August 2022. A sample of 323 patients was selected by using non-probability convenient sampling technique. A reliable and valid questionnaire was adopted as data collection tool. After acquiring their informed consent, face to face interview was maintained as data collection medium. For analysis of the data, statistical package for social sciences (SPSS) version 20 was used. Data was represented using figures and tables and described in frequencies and percentages. Chi square test was used for analysis and P value less than 0.05 was taken as significant.

Results: The study included total 323 participants with mean age of 30 ± 11.089 years. Our results revealed that regarding location of the healthcare facility, 95.4% patients were satisfied with location. 95.3% patients were of the view that there was adequate sitting space and seating in waiting area. 90% were satisfied with the time given to them by specialists, 92.5% were satisfied with the behavior of doctors, On evaluation of overall satisfaction, it was found that 86.69% patients were satisfied with the overall quality of healthcare they received and the Quality of care calculated was 84.06 which according to the set scale is "Best Quality of Health Care. The association of patient satisfaction level with different variables like age, gender, education level, marital status and area of living was analysed using Chi square test. None showed any significant association as P value less than 0.05 was taken as significant.

Conclusion: The study highlighted a high level of satisfaction of patients with the services delivered at OPD section of Khyber Teaching Hospital, Peshawar. Altogether 86.69% of the participants were satisfied with the overall quality of received services like location of the facility, waiting area parameters, doctor-patient interaction and provision of basic facilities. No significant association of patient satisfaction level with different variables was found.

Key words: Patients' satisfaction, outpatient department, quality of healthcare, healthcare services

INTRODUCTION

Patient satisfaction is the measure of the parallelism between what health care content patients expect and what they receive from its providers¹. In other words patient satisfaction can also be translated as the extent of congruency between patient's discern-

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ment of the actual care he/she gets in a particular health care unit, and his/her expectations of ideal care² Patient care and cure, which were traditionally considered same thing, are now viewed entirely different abstractions in modern times, it is possible that the patient feels well-cared without being successfully cured and vice versa³.

Outpatient department is the foremost area of contact between patients and health care providers and being one of the frequently visited section and it is considered as an eccentric department of any hospital⁴. Patient satisfaction and efficiency of OPD performance are co-related events, therefore, computing patient satisfaction indirectly aids in the improvement and maintenance of health care that OPD provides⁵. Conventionally, the professional practice level was considered as a standard for evaluating the quality of health care system, however lately, patient's satisfaction and their perception about health care service is widely acknowledged as an important index of assessing the quality of healthcare⁶. Literature review reveals that patient satisfaction level can be evaluated on the basis of many determinants, some related to the patient himself while some are health care providers related. The former includes: patients socio-demographic profile i.e. age, gender, occupation and the contracted diseases etc., while the latter includes: doctor's competency, doctor's communication skills, attitude of nursing staff and access to care besides basic facilities⁷. Patients satisfaction is a multifaceted element that requires great attention and repeated study for better performance of health care system. Worldwide Patient satisfaction shares a wider spectrum ranging from 55% in Mozambique to 99.6% in Kuwait⁸. A latest research pioneered in tertiary hospital in India, including 200 patients, showed that 72% of the patients were satisfied with the care they received⁹. One other study witnessed patient satisfaction with various aspects of health care provided by OPD of a general hospital in Mexico, and concluded that 90% of the patients were satisfied with the hospital services¹⁰.

The concept of Patient satisfaction, despite of its grave importance, is unfortunately in its infancy in developing countries like Pakistan, particularly in the public sector hospitals that are source of health care for majority of the impoverished population¹¹. A study at public sector hospital in Karachi included 454 patients and concluded that about three quarter

(74.1%) were dissatisfied and one quarter were satisfied with the services they received at the hospital¹². Another study in Sheikh Zayed Hospital, Rahim Yaar Khan showed that 73% of the patients reported overcrowding at the registration counter, 46% reported good behavior of doctors, 89% reported that adequate time was given by the doctors whereas only 22% of the patients paid follow up visit to the hospital¹³. Not many studies have been conducted across the country, especially in KP, which may give a good approximation of Patient satisfaction. A cross sectional study was conducted at Ayub Teaching Hospital Abbottabad which showed overall satisfaction level 68% in medical wards and 77% in surgical wards¹⁴. This study aims to analyze patient satisfaction level in Khyber Teaching Hospital MTI, Peshawar, to provide an idea of what improvements have been made and where to focus further improvement efforts. The findings of the study are a source of better understanding of outpatients' concerns about health care for the health management system of the region.

MATERIALS AND METHODS

It was a cross-sectional analytical study. The study was conducted in Khyber Teaching Hospital MTI Peshawar during February 2022 to August 2022. Patients or their attendants visiting OPD section of Khyber Teaching Hospital MTI Peshawar were included and Patients having any mental disorder and those under effect of some sort of sedatives were excluded from the study. According to WHO sample size calculator, taking prevalence of patient satisfaction 70%³ sample size of 323 was selected. Non-Probability convenient sampling was used. A pre-designed, validated, structured questionnaire was used as data collection tool. The questionnaire was obtained from the web after emailing and acquiring permission from the author of the respective study. Data was collected after ethical approval from the concerned authority upon submission of synopsis. Comprehensive information was verbally provided before including any patient in the study and consent of the patient was prioritized accordingly.

Data was analyzed through SPSS software version 20 for windows. Results are presented in the form of tables and graphs. Quantitative variables are calculated as means \pm S.D. Qualitative variables like patient satisfaction, education level and gender are presented in the form of frequencies and percentages.

These variables are stratified to see their effect on outcome variable. Chi square was used and P value less than 0.05 was taken as significant.

RESULT

The mean age of 323 participants was found to be 30 ±11. 229 (70.9%) were males and 94 (29.1%) were females. 166 (51.4%) of the total participants, belonged to urban areas and 157 (48.6%) of the patients were from rural areas. 20.1% of the total patients were illiterate, 6.5% had primary education, 7.1% had middle education, 15.5% had secondary education, patients with higher secondary education were 21.7%, patients who were graduated or did post-graduation were 28.5%.

Figure 1. shows the responses of the patients regarding queue at the reception counter. They were asked if there was a proper queue at the reception counter. Majority of them strongly agreed 173 (53.6%), those who agreed were (71 i.e. 22%), the number of neutral patients in this regard was 24 (7.4%), 41(12.7%) disagreed and 14(4.3%) strongly disagreed to this statement.

Figure 2 gives the data related to the waiting Queue at Reception Counter

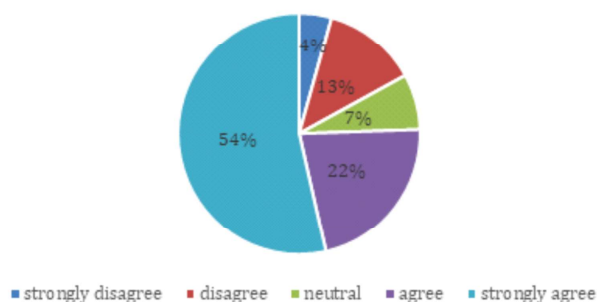


Fig 1:

RESPONSE REGARDING WAITING TIME

strongly disagree disagree neutral agree strongly agree

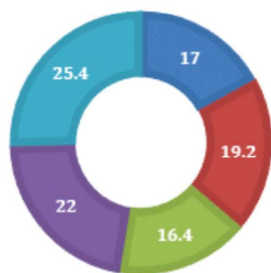


Fig 2:

time. The question asked from the patient was that there is less waiting time before doctor’s consultation. 82(25.4%) of the total participants strongly agreed, 71(22%) agreed, 53(16.4%) were neutral while 62 (19.2%) and 55(17%) were the number of patients who disagreed and strongly disagreed respectively with the less waiting time point. This was the question with the highest number of dissatisfied patients.

Table 1 illustrates the stance of the patients regarding comfort in the sitting area. The participants were asked if there was adequate comfortable chairs and sitting space in waiting area. Every 4 out of 5 i.e.80.8% (261) strongly agreed to this. Those who agreed were 47(14.6%), 6(1.9%) patients were neutral while the same number (6=1.9%) disagreed and 3(0.9%) strongly disagreed.

Figure 3 elaborates the participants’ satisfaction with the consultation duration of doctors. They were asked if the doctor gave adequate time to explain the problem. Most of the patients were satisfied as 232(71.8%) strongly agreed while 59 (18.3%) more agreed to it. 15 (4.6%) patients were neutral in this regard while 13 (4%) disagreed and only 4(1.2%) strongly disagreed to it.

Figure 4 is about the doctors’ behaviour and the results were almost like the consultation duration question as 232(71.8%) strongly agreed, 67(20.7%)



Fig 3:

Patients Response Regarding Doctor's Behaviour

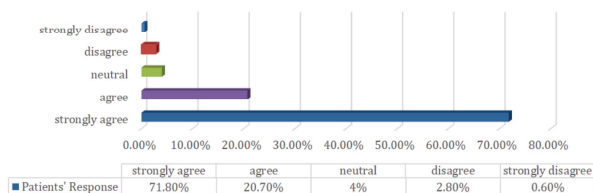


Fig 4:

agreed, neutral patients were 13(4%), the number of patients that disagreed and strongly disagreed was 9(2.8%) and 2(0.6%) respectively.

Table 2 shows the number of patients who were satisfied with the overall quality of the health facility which came out to be 280 (86.69%) while 43 patients making 13.31% of the total participants were partly satisfied. None were dis satisfied.

Table 03 showing the analysis of patient satisfaction level with different variables like age, gender, education level, marital status and area of living. None showed any significant association as P value less then 0.05 was taken as significant.

DISCUSSION

The current cross-sectional study is an endeavor to evaluate the degree of patient's satisfaction with services provided in outpatient department of Khyber Teaching Hospital, a tertiary care unit in Peshawar district. Total 323 patients visiting different OPDs of the tertiary care unit were included in the study. Bulk

of the respondents (95.4%) were satisfied with the location, 2.8% were impartial in this regard nonetheless 1.8% were saying otherwise. These findings are in close agreement to the outcomes of studies done in Sindh and KPK^{15,16}. It has been found that ease of getting care, which is the combination of access to healthcare and location of facility, is positively associated with overall satisfaction of patients with services¹⁵.

Majority of the participants view about proper queue at the reception counter (75.6%) were affirmative. Regarding this our study findings are better than a study conducted in Karachi where most of the patients left OPD without checkup due to lax reception administration¹⁷. However these findings are in agreement with results of studies done in South India and North India, where most of the patients were satisfied with location and queue system of the reception area^{18,19}. The participants view about less waiting time before doctor's consultation showed 153 out of total showed agreement, 53 were neutral in their opinion while 117 were not satisfied with the waiting time. Although in this study overall satisfied patients with waiting time are more as compared to dissatisfied patients but the proportion of dissatisfied is also significant and cannot be ignored. The long waiting time in outpatient departments is a common phenomenon in Asian countries. The situation in India is not very much different from each other. Different studies done in the aforementioned countries reveal the negative impact of long waiting hours on patient satisfaction¹⁹. However in developed countries, keeping in view the cardinal role of waiting time in patients satisfaction, much better results can be seen as evidenced by a study done in general hospital in Mexico, where more than 70% of the patients showed satisfaction towards the waiting time duration¹⁰. Regarding space and seating system 95.3% participants were of the view that there was adequate comfortable sitting space and seating, 2.78% denied the availability of this facility and 1.8% were neutral in their response. Our findings in this aspect are way better than studies done in Lahore, Karachi and Larkana where 67%, 57% and 75% of the patients respectively were satisfied with these provisions²⁰. However our results are in good accordance to a study done in Hayatabad Medical Complex Peshawar where more than 80% of patients were satisfied with such prerequisites in

Table 1: Comfort in Sitting Area

	Frequency	Percent
Strongly disagree	3	0.9
Disagree	6	1.9
Neutral	6	1.9
Agree	47	14.6
Strongly agree	261	80.8
Total	323	100.0

Table 2: Number of patients

Status	No of Patients	Percentage
Dissatisfied	0	0
Partly Satisfied	43	13.31
Satisfied	280	86.69

Table 3: Analysis of patient satisfaction level

Variables Dependent * Independent	Chi Square value	P value
Patient satisfaction*age	30	0.9
Patient satisfaction* gender	0.07	0.5
Patient satisfaction* area of living	0.19	0.5
Patient satisfaction* Education status	9.6	0.14
Patient satisfaction*Marital status	3.9	0.34

waiting area¹⁶.

Moving forward we asked the participants if they were satisfied with overall cleanliness of the hospital. About 90.7% of the patients agreed that overall cleanliness of the hospital facility was up to the mark while only 1.5% showed dissatisfaction on this point. Such appreciation of overall cleanliness of the hospital premises by patients can be seen in studies done in India¹⁸.

On evaluation of the overall satisfaction of patients with the provision of services in this healthcare facility, we discovered that 86.69% patients were totally satisfied with the overall quality of healthcare they received, 13.31% were neither wholly satisfied nor dissatisfied while none of the patients was found to be completely dissatisfied with the quality of healthcare provided at the hospital. Such appreciable overall satisfaction can be witnessed in many other studies done nationally¹⁶ and internationally¹⁸. Some limitations were small sample size and survey in only one public hospital may not be enough to generalize. The questionnaire although brief and well worded doesn't cover specific aspects of OPD services like laboratory parameters, questions regarding paramedical staff conduct and section for patients to give their recommendations.

CONCLUSION

The study showed a high level of satisfaction of patients with the services obtained at Khyber Teaching Hospital Peshawar with 86.69% of the participants being satisfied with the overall quality of this health facility. Nonetheless, calculated from the overall satisfaction of each patient, the score for Quality of care came out to 84.06% which as per the standards set prior to the study fall under the category of "Best Quality of Health Care.

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