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# A Study on Patient Satisfaction of Outpatient Department

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## Abstract

Health scenario is changing at a faster pace all over the world. Patient satisfaction is one of the established yardsticks to measure the success of the services being provided in the hospitals. A patient is the ultimate consumer in the hospital. Patient satisfaction is a dimension intended to get reports or ratings from patients about services received from an organization, hospital, doctor or health care provider. Patient satisfaction is a highly desirable outcome of clinical care in the hospital and may be even an element of health status itself. A patient's expression of satisfaction or dissatisfaction is a judgment on the quality of hospital care in all its aspects. Whatever its strength and limitations, patient satisfaction is an indicator that should be indispensable to the assessment of the quality of care in hospitals. From the patient's perspective, hospitals can be scary and unfriendly places.

**Keywords:** Clinic, Hospital, Nursing and Supportive Staff, Out Patient Department, Patient

## 1. Introduction

Patient gratification is one of the most vital goals in any health system but it is difficult to measure the satisfaction and gauze receptiveness of health systems as not only the clinical but also the non-clinical outcomes of care do influence the customer satisfaction. Discrepancy between patient belief and the service received is related to decreased gratification. The primary role of the hospital is patient care and quality of care.

### 1.1 Definition of OPD

Out Patient Department (OPD) Services is one of the important aspects of Hospital Administration. It means the patient will be treated without staying in the hospital but will go home after treatment is done. OPD services can also be called as Ambulatory Care Services. It is the looking glass of the clinic, which reflects the functioning of the hospital being the first contact between the patient and the hospital staff.

- The main objective of the study is to measure the satisfaction of OPD (Outpatient) patients.
- To analyze the satisfaction of Outpatients regarding the behavior and attention of medical, nursing and supportive staff.
- To identify the relationship between patient's attitude and the level of satisfaction.
- To describe the patients suggestion on improving the services in the outpatient department.

## 2. Research Design

A Research Design is reflected as the agenda or plan for a study that guides as well as helps the data collection and examination of data. The study here follows the Descriptive Research Design which can be described below:

### 2.1 Descriptive Research Design

Descriptive Research strategy is a type of research technique that is used when one wants to get evidence on the current standing of a person or an object.

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### 2.2 Sample Size
The study sample constitutes 100 respondents.

### 2.3 Sampling Design
The sampling design adopted is probability sampling in which stratified random sampling is used.

## 3. Research Instrument

Structured questionnaire which contains of open ended questions, multiple choice and dichotomous questions is used to get data. Thus, Questionnaire is the data gathering instrument used in the study. All the questions in the survey are prepared in such a way that provokes all the appropriate evidence that is needed for the study.

## 4. Statistical Tools

The statistical tools used for analyzing the data collected are simple Percentage method and Chart.

The data for the research has been collected using questionnaire. The Questionnaire was distributed randomly to a sample of patients and 100 patients have responded to the researcher.

**Table 1.** Respondent on the Appointment System

| SL NO. | PARTICULARS | NUMBER OF RESPODENT | PERCENTAGE |
|---|---|---|---|
| **1.** | Walk-in | 64 | 64% |
| **2.** | Phone Call | 30 | 30% |
| **3.** | Online | 6 | 6% |
| | **Total** | **100** | **100%** |

Inference:

From the above results collected from a group of patients visiting the hospital, it was seen that 64% of patients fix their appointment directly, 30% over phone calls and 6% through mail.

**Table 2.** Respondent about the Registration fee

| SL NO. | PARTICULAR | NUMBER OFRESPODENT | PERCENTAGE |
|---|---|---|---|
| **1.** | High | 87 | 87% |
| **2.** | Reasonable | 13 | 13% |
| **3.** | Low | 0 | 0% |
| | **Total** | **100** | **100%** |

**Inference:**

Results show that 87% of the respondent found that the registration fee is high and 13% found it is reasonable.

**Table 3.** Response about the OP consultation fee

| S NO | PARTICULAR | NUMBER OFRESPODENT | PERCENTAGE |
|---|---|---|---|
| **1.** | High | 76 | 76% |
| **2.** | Reasonable | 24 | 24% |
| **3.** | Low | 0 | 0% |
| | **Total** | **100** | **100%** |

**Inference:**

The Table 3 shows that 76% respondents found the OP consultation fee is high and 24 % respondents find it reasonable.

**Table 4.** Opinion on the prices for OP Investigation

| SL NO. | PARTICULAR | NUMBER OFRESPODENT | PERCENTAGE |
|---|---|---|---|
| **1.** | High | 57 | 57% |
| **2.** | Reasonable | 43 | 43% |
| **3.** | Low | **0** | **0%** |
| | **Total** | **100** | **100%** |

**Inference:**

The Table 4 shows that 57 Respondents (57%) of the respondents found that the OP Investigation price is high and 43 Respondents (43%) of the respondent find it reasonable.

**Table 5.** Respondent on the overall prices of OP services

| SL NO. | PARTICULAR | NUMBER OF RESPODENT | PERCENTAGE |
|---|---|---|---|
| **1.** | High | 33 | 33% |
| **2.** | Reasonable | 67 | 67% |
| **3.** | Low | 0 | 0% |
| | **Total** | **100** | **100%** |

**Inference:**

The Table 5 shows that 33% of the respondents are expressing that the overall prices of OP services is high and 67% found it is reasonable.

**Table 6.** Satisfaction with the experience and overall rating on the OP consultation waiting time

| SL NO. | PARTICULAR | NUMBER OFRESPODENT | PERCENTAGE |
|---|---|---|---|
| **1.** | Good | 36 | 36% |
| **2.** | Satisfactory | 64 | 64% |
| **3.** | Poor | 0 | 0% |
| | **Total** | **100** | **100%** |

**Inference:**

The Table 6 shows that 36 Respondents (36%) of the respondent felt that the waiting time was good, 64 (64%) are satisfied.

**Table 7.** Opinion on the OPD staff cooperating towards patients and their family

| SL NO. | PARTICULAR | NUMBER OFRESPODENT | PERCENTAGE |
|---|---|---|---|
| **1.** | Good | 83 | 83% |
| **2.** | Satisfactory | 17 | 17% |
| **3.** | Very Poor | 0 | 0% |
| | **Total** | **100** | **100%** |

**Inference:**

From the study, 83 respondents (83%) of respondents found it is good and 27% are satisfied on OPD staff co-operating.

**Table 8.** Level of satisfaction in nursing services

| SL NO. | PARTICULAR | NUMBER OFRESPODENT | PERCENTAGE |
|---|---|---|---|
| 1. | Good | 63 | 63% |
| 2. | Satisfactory | 31 | 31% |
| 3. | Very Poor | 6 | 6% |
| | **Total** | **100** | **100%** |

**Inference:**

The Table 8 shows 42% of the respondents agree that it was good, 47% are satisfied and 11% find it was very poor regarding the nursing services.

**Table 9.** Respondent on the OP reception service

| SL NO | PARTICULAR | NUMBER OFRESPODENT | PERCENTAGE |
|---|---|---|---|
| **1.** | Good | 41 | 41% |
| **2.** | Satisfactory | 59 | 59% |
| **3.** | Very Poor | 0 | 0 |
| | **Total** | **100** | **100%** |

**Inference:**

The Table 9 shows 41 respondents (41%) agree that it was good and 59% are satisfied regarding the OP reception services.

**Table 10.** Respondent on the billing service

| SL NO | PARTICULAR | NUMBER OFRESPODENT | PERCENTAGE |
|---|---|---|---|
| **1.** | Good | 39 | 39% |
| **2.** | Satisfactory | 55 | 55% |
| **3.** | Very Poor | 6 | 6% |
| | **Total** | **100** | **100%** |

**Inference:**

The Table 10 shows 32 respondents (32%) found it was good, 55% are satisfied and 6% found that it was poor regarding the billing services at the OP.

**Table 11.** Level of satisfaction regarding seating arrangement

| S NO | PARTICULAR | NUMBER OFRESPODENT | PERCENTAGE |
|---|---|---|---|
| **1.** | Good | 41 | 41% |
| **2.** | Satisfactory | 56 | 56% |
| **3.** | Very Poor | 3 | 3% |
| | **Total** | **100** | **100%** |

**Table 12.** Level of satisfaction regarding drinking water/Toilet Facilities

| S NO. | PARTICULAR | NUMBER OFRESPODENT | PERCENTAGE |
|---|---|---|---|
| **1.** | Good | 41 | 41% |
| **2.** | Satisfactory | 58 | 58% |
| **3.** | Very Poor | 1 | 1% |
| | **Total** | **100** | **100%** |

**Inference:**

The Table 12 shows 41 respondents (41%) agree that drinking water and toilet facilities found it was good, 58% are satisfied and 1% found that it was very poor.

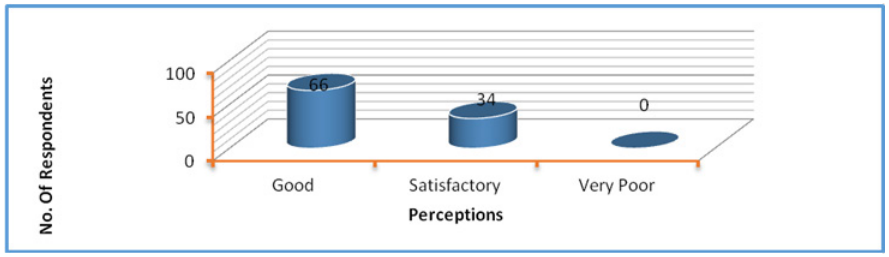


**Figure 1.** Satisfaction regarding OP Diagnostic Service.

**Table 13.** Satisfaction regarding Mobilization/ Transportation facilities

| S NO. | PARTICULAR | NUMBER OFRESPODENT | PERCENTAGE |
|---|---|---|---|
| **1.** | Good | 72 | 72% |
| **2.** | Satisfactory | 28 | 28% |
| **3.** | Very Poor | 0 | 0% |
| | **Total** | **100** | **100%** |

**Inference:**

The Table 13 shows 72 respondents (72%) found that it was good and 28% are satisfied regarding the mobilization and transportation facilities.

**Table 14.** Respondent on the information given from the enquiry counter

| S NO. | PARTICULAR | NUMBER OFRESPODENT | PERCENTAGE |
|---|---|---|---|
| **1.** | Good | 87 | 87% |
| **2.** | Satisfactory | 13 | 13% |
| **3.** | Very Poor | 0 | 0% |
| | **Total** | **100** | **100%** |

**Inference:**

The Table 14 shows that the 87 respondents (87%) agree that the information given from the enquiry counter was good, and13% are satisfied.

**Table 15.** Respondent on Doctors response/services

| S NO. | PARTICULAR | NUMBER OFRESPODENT | PERCENTAGE |
|---|---|---|---|
| **1.** | Good | 47 | 47% |
| **2.** | Satisfactory | 53 | 53% |
| **3.** | Very Poor | 0 | 0% |
| | **Total** | **100** | **100%** |

**Inference:**

The Pie-chart shows 47 respondents (47%) agree that the Doctor's response and services as good and 53% are satisfied.

**Table 16.** Respondent on the dispatch of investigation reports

| S NO. | PARTICULAR | NUMBER OFRESPODENT | PERCENTAGE |
|---|---|---|---|
| **1.** | Good | 76 | 76% |
| **2.** | Satisfactory | 24 | 24% |
| **3.** | Very Poor | 0 | 0% |
| | **Total** | **100** | **100%** |

**Inference:**

The Table 16 shows that the 76 (76%) of the respondents agree that dispatch of investigation was good and 24% are satisfied.

**Table 17.** Respondent on the overall service in visiting the hospital

| SL NO. | PARTICULAR | NUMBER OFRESPODENT | PERCENTAGE |
|---|---|---|---|
| **1.** | Good | 59 | 59% |
| **2.** | Satisfactory | 41 | 41% |
| **3.** | Very Poor | 0 | 0% |
| | **Total** | **100** | **100%** |

**Inference:**

The table shows that 59(59%) respondents found it was good towards and 41 (41%) are satisfied with the overall service in visiting the hospital.

## 5. Findings and Suggestions

Based on the findings of the above data analysis the following suggestions can be taken into account to provide better healthcare services among Outpatients

- Registration fee can still be reduced.
- Nursing service needs an improvement.
- Waiting time of the patients need to be maintained properly.
- Appointments to be given at the correct interval time to avoid delay in patient waiting time.
- Waiting time during the consultation should be improved.

## 6. Conclusion

Assessing satisfaction of patients is a simple and cost effective way for assessment of hospital services. The conclusions of the present study carried out for measuring gratification of patients staying in the hospital. Most of the patients are content with the services delivered in the OPD of the hospital. Some patients are not satisfied with the nursing services provided in the hospital.

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