Patient Survey to Measure the Quality of Care Provided by Health care Providers in OPD of Tertiary Care Hospitals

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ABSTRACT

This study investigated a set of dimensions that contribute to effective hospital management and sequential hospital operations. The study established reliable and valid scales and dimensions that effect hospital effectiveness and identified the gap between the optimal and actual performance perceived by outpatient visit. The performance gap identified provides some idea about the areas to be brought under intensive interventions of administrative change. The response of patients about their perception on quality of care in the hospital was collected by direct interview and the questionnaire method. The sample was selected by the random sampling method. It included 40 patients from OPD department with their proportionate representations to eliminate the biasness in the sample derived. Full patients have in general expressed their satisfaction as per as the conduct and the efficacy of the Professional as well as administrative interventions. The researchers finding is that the hospitals should focus on the systematic identification of the outpatient needs and to focus on the evaluation of the modifications imparted in the hospital departments.

Keywords: Out Patient Department, outpatient visit, Patient satisfaction, quality of care

INTRODUCTION:
The study will be carried out at different Hospitals of Jaipur, It is aimed mainly to get an insight into the working system of the various Out-Patient Department with Special Reference to Participation of Health Care Providers in Management of OPD in Tertiary care Private Public Hospitals. The level of staff, viz. junior or senior staff physicians, specialist or super specialist will also influence the range of services, viz preventive, diagnostic, therapeutic, follow-up, rehabilitative, scheduled and unscheduled.

Outpatient work is just as important and interesting as inpatient work. Many observers feel that the senior members of the medical staff should play a leading role in the OPD clinics which should not be left entirely to the junior clinicians. Clinics must be scheduled for regular hours, for a specific time and duration. A simple method to determine outpatient scheduling is the calculation of room hours needed to deal with the expected number of visits, or assume the expected number of visits to determine number of rooms and rooms hours, based on the "possible service time. Room hours mean the number of doctor’s examination and consulting rooms available multiplied by the number of clinic hour’s schedules. The OPD of a hospital is a bridge between hospital and community and is very important to plan the OPD with the idea of maximizing the utilisation and quick turnover, less waiting time for the patients as Queue Technique is one of the alternatives. The concept of afternoon clinics and evening OPD for super specialities increases the efficiency of outpatient considerably.

The ward attendant, sweepers, peon and other staff should be in full uniform with name plate during duty hours. Doctor and Paramedical staff should also have -- aprons, mask, gloves for minor surgery. Patients complaint for a lack of co-operation between support line services and medical services. It is therefore imperative to have effective co-operation between the medical services and the support line services catering to the OPD requirements. The interpersonal skills of the medical personnel and availability of medicines have a large influence on patient satisfaction. Doctors behaviour followed by avail-

ability of medicine, hospital infrastructure, staff behaviour, medical information and hospital infrastructure play very important role in managing the Outpatient Department.

METHODOLOGY

There are two types of data collection methods i.e., primary data collection method and secondary data collection method.

Both primary data and secondary data would be used for this study and primary data shall be collected from the respondents namely patients through interview schedule method using a questionnaire prepared on 3 point scale. Secondary data shall be collected from internet and various published sources.

Primary Data Source: a. Questionnaire

Secondary Data Source: a. Internet b. Published sources

For data collection, questionnaire for outpatient perception was prepared & distributed during the OPD hrs. That is from 9.00am to 1.00pm. A structural questionnaire in English was used. Interviews were conducted in the Hindi for the patients who were not able to read & answer the question.

SAMPLE TECHNIQUE: - Random Sampling.

TRAINING PERIOD: - July 2012.

SAMPLE SIZE: - 40 patients

POPULATION: - OPD of Hospital in Jaipur

The questionnaire has two parts. Part one has personal background factors of the patient consisting of variables such as name, age, sex and address. Part two consisted of patient satisfaction.

RESULT:
The acceptance of the outpatient department is an essential part of the health services as it was used by a section of the community who visited to OPD. The aim of this article has been to visualize the layout and facilities of the outpatient department as seen by the patient.
Patient Experience at Entrance

Patient familiarity with the surroundings of OPD is imperative for hospital staff, this is the first real point of contact with the hospital and is where documentation takes place, this should be conducted in the most supportive and friendly manner possible. Attitude of front office staff has immense amount of importance in hospital OPD, as shown in (Table-1) In this research it has been observed that 32 of 40 patients said that the attitude of staff working in front office is Good and only 08 patients are of the opinion that the staff attitude is average, not a single patient feels that the attitude is bad.

<table>
<thead>
<tr>
<th>S. No</th>
<th>Patient experience at entrance</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Good</td>
<td>32</td>
</tr>
<tr>
<td>2</td>
<td>Average</td>
<td>06</td>
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<tr>
<td>3</td>
<td>Bad</td>
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</tr>
<tr>
<td>Total</td>
<td></td>
<td>40</td>
</tr>
</tbody>
</table>

Facility available in the Waiting Area

Outpatient department of hospitals consists of a large central hall but some hospitals have central hall and small halls with seating arrangement near by the specialties clinics. The first impressions of the patient should be of comfort. Waiting halls are furnished, noise resistance and well decorated.

Facilities available in the OPD of Hospitals are seating arrangement, drinking water and other facilities like availability of Toilets. 47 out of 50 patients said that the facilities available including seating arrangements for waiting in the Outpatient area are adequate (Table-2), 39 patients respond good about drinking water facility, 01 satisfactory and none as bad (Table-3). This reflects the distinction between satisfaction reports about care provided to Patients and satisfaction ratings, which capture a personal and hence subjective evaluation of the care that cannot be, revealed by direct observation.

<table>
<thead>
<tr>
<th>S. No</th>
<th>Seating Arrangement</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Good</td>
<td>39</td>
</tr>
<tr>
<td>2</td>
<td>Satisfactory</td>
<td>01</td>
</tr>
<tr>
<td>3</td>
<td>Bad</td>
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</tr>
<tr>
<td>Total</td>
<td></td>
<td>40</td>
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<table>
<thead>
<tr>
<th>S. No</th>
<th>Drinking water</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Good</td>
<td>39</td>
</tr>
<tr>
<td>2</td>
<td>Satisfactory</td>
<td>01</td>
</tr>
<tr>
<td>3</td>
<td>Bad</td>
<td>00</td>
</tr>
<tr>
<td>Total</td>
<td></td>
<td>40</td>
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</table>

Quality of Care Provided by Hospital:

Nowadays hospitals make sure that through prior appointment system, direct visit in some or even in emergency cases patients were seen by their doctor of choice. With this attitude and facilities the results are changing as shown in (Table -4) Attitude of Doctors was good to 24 patients, average to 6 and none of the patients said that the quality of care provided by hospital is bad. Regarding ancillary & auxiliary services (injection room, pharmacy, dressing room, minor OT, dispensary, laboratory collection center, outpatient radiology, health education) shown in (Table -5)37 patients say yes all these factors should be made available only 03 say no to this because they don’t have any idea about these services, Overall patients were satisfied with the Health Care Providers.

DISCUSSION:

This study indicates that most of the patients interviewed were satisfied with the services they received at OPD, attitude of receptionist/ Front Office Staff including Health Care Providers is Satisfactory. An OPD is a place where non- emergent ambulatory medical care is provided under the supervision of a physician. The attitude of health care providers has its own impact, More the positive attitude more the patient is satisfied, patient satisfaction also depends on ‘nursing care’ because nurses are involved in almost every aspect of client’s care in hospital.

Hospital is a place where continuous changes occur day in day out therefore, new innovation and new technique must be applied; patients’ satisfaction must be the top priority for hospital management as OPD is the first interaction.

There is always a room for improvement everywhere specially in hospital. Regarding physical environment of waiting areas from Outpatients’ perceptions, there is still room for improvement via customizing patients’ specific characteristics and demands. In addition to evaluating various dimensions of the physical environment, we also examined the effects that outpatient socio-demographics and visiting backgrounds had on patient satisfaction with respect to the physical environment of waiting areas. Gender, age, visiting frequency, and visiting time were all related to patient satisfaction. Furthermore, these factors should be considered when redesigning more comfortable and customized medical care environments in the future.

While conducting this study, we found health services make providers more sensitive and alert to patient needs. Many instances in which patients were eager about the services they had received in the hope that some action would be taken. It is likely that the very act involving patients in evaluating their satisfaction also depends on ‘nursing care’ because nurses are involved in almost every aspect of client’s care in hospital.

CONCLUSION:

The most important point of all is that hospital staff should never forget that they work to provide a service for sick people. All who come into contact with patients should treat them as human beings, not cases. This has been said so often in so many surveys and reports that it seems tedious to make the point again. Yet it remains true. Unless it is taken to heart by all, many of our new hospitals will be no better than our old despite improved surroundings.

REFERENCES

The Out Patient Department is critical process for any hospital. Short waiting times and a positive experience represent important drivers of patient satisfaction. Meanwhile, inefficient processes can result in lost revenues and poor community image, not to mention concern over patient safety. Since Out Patient Department (OPD) is frequently a patient’s first experience with the hospital, improving the efficiencies is paramount to both customer satisfaction and hospital’s bottom line. This study helps to know the unnecessary and delayed movements in the department so as that with this knowledge the management will be able to take adequate measures to improve the functioning of the department. The research approach adopted in this study is Descriptive Study which helps to determine various sequential movements and time taken for each movement in the OPD through checklist. Outpatient department helps to identify and eliminate unnecessary movements and benchmark the time and thus to provide efficient and effective patient care in OPD.

Introduction:
Out Patient Department Services are one of the important aspects of Hospital Administration. OPD is the mirror of the hospital, which reflects the functioning of the hospital being the first point of contact between the patient and the hospital staff. OPD is visited by large section of community, the human relation skill/ Public relation functions are of utmost importance. OPD staff should be polite, cheerful, cooperative & efficient.

Patients visit the OPD for various purposes, like consultation, day care treatment; investigation, referral, admission and post discharge follow up not only for treatment but also for preventing and promoting services, the first impression of the hospital is formed from OPD and this is the area frequently visited by a majority of patients.

The OPD should be located on the ground floor, preferably with the separate entrance. The diagnostic services should be easily approachable from here. Reception, waiting area, Doctors chamber, examination room, minor O.T. and medical examination room should be easily accessible. Systematic examination of methods of carrying on activities so as to improve the effective use of manpower and equipment and to set up standards of performance for the activities being performed and also the systematic recording and critical examination of the ways of doing things to make improvements one have to establish time standards for carrying out specified jobs and estimates how long a job should take and the manpower and equipment requirements for a given method.

It is believed that patient satisfaction can be enhanced and subsequent health behavior improved, if providers create an environment that dialogue between the health professional and the patient that enables them to identify the most important and relevant information to transmit to patients and families. It can be hypothesized that understanding and meeting patients need to know through communicating important information desired by the patient can produce more knowledgeable and competent patients who are in a better position to assist their own recovery from illness and manage their own health. While these factors may vary by diagnostic conditions and patient characteristics there is growing evidence that the impact of information may be helpful.

The advantages of study in hospital OPD are to improve the methods / procedures of various jobs. Out Patient Department should improve both Clinical and non-clinical facilities such as overall OPD layout that can decrease the overcrowding and delay in consultation. In hospitals this can also include reducing the efforts patients need for treatment as well as for their routine hospital checkup.

Research Methodology:
Research Approach:
The Research approach adopted in this study is Descriptive Method. This includes collection of data using observational checklist from patients visiting Out Patient department.

Collection of Data:
Primary Data: Observation method, Interview method.
Secondary Data: Internet, Articles, Hospital record, other sources.
Sample Size: and Sampling Technique: A sample of size 45 patients was included for the study.

Inclusion and Exclusion Criteria:
Data was collected from the Out- Patient Department during day shift (8.30 am – 5.30 pm). Data was mainly collected from the Patients who visited the Hospital OPD or Admitted in the ward through the OPD.

Method of Data Analysis:
Collected data was analyzed by frequencies, percentages, mean and standard deviation. The data was presented graphically as well as in tables.

Result:
A Study on Reduced Waiting Time in the out Patient Department in a Selected Hospital was under taken with the main objectives to determine the flow of patient and the average time spent in the OPD, to identify the factors those are responsible for high waiting time and to recommend appropriate suggestions to optimize the waiting time in OPD. Analysis of data was done through tables and graphs showing the Number of respondents and their respective percentage and percentage bar diagrams were used for the interpretation of the results.

DISTRIBUTION ACCORDING TO GENDER OF THE PATIENTS

The analysis shows that number of male patients was 64% and female patients were 36%, other patients are Children. The gender ratio was found to be more in male than female.
DISTRIBUTION ACCORDING TO AGE OF PATIENT

The analysis shows that 4% patient were of the age grouping 0-10 year, 16% were the age group 11-20, 19% were the age group 21-30, 16% were the age group 31-40, 18% were the age group 41-50, 11% were the age group 51-60 and 22% were the age group of 60 year above.

Time Taken Between the Arrival of the Patient and Completion of Evaluation

<table>
<thead>
<tr>
<th>TIME TAKEN BETWEEN THE ARRIVAL OF THE PATIENT AND COMPLETION OF EVALUATION</th>
<th>MEAN MINUTES</th>
<th>STANDARD DEVIATION MINUTES</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 Time taken between patient arrival and registration and first contact with the nursing staff</td>
<td>12.32</td>
<td>11.32</td>
</tr>
<tr>
<td>2 Time taken between the patient to physician</td>
<td>13.35</td>
<td>10.35</td>
</tr>
<tr>
<td>3 Time taken by medical shop</td>
<td>15.20</td>
<td>13.05</td>
</tr>
</tbody>
</table>

1. Time Taken between Patient arrival and Registration: Patient enters the hospital Fill the consent form: (name, age, address, mobile no. etc) Receptionist makes a Patient file. (Patient Profile) Then gives Registration no. and Manual Registration no. to patient then file will be sent to the Concerned Nurse, nurse takes the Vital of Patient and prepares file, average time in this process 11 to 12 minutes.

2. Time taken between the patients to physician.

File comes to Physician system, computer/ manual. Then doctor read the patient summary checks/examines the patient, fills the data in patient file. This process average time is 14 minutes. Then file is sent to medical pharmacy.

The result shows that average no. of patients coming to OPD each day, the study shows that the waiting time exceeded more than 30 min. This represents the efficiency of the registration process in the OPD. Study depicts that the average waiting time spent in OPD for consultation is around 14 min which states that OPD of the hospital functions satisfactorily. The study shows that maximum no. of patients are satisfied with the punctuality of the staff in attending to their needs.

Discussion:
To maintain the quality and brand image the hospital is required to streaming some of its process and standardized services. Today’s Hospitals have been developed as one of the best health care Service providers especially in OPD the health care centers provide excellent modern facilities and has enormous potential to grow. In this study, a health care service quality measure was taken the functional relationships between the four service quality dimensions and patient satisfactions were tested in the subsequent stage.

A key finding of the analyses relates to the stability of the structural relationships between service quality dimensions and patient satisfaction. Patient satisfaction was largely determined not only by physician’s concern but also by non-physician care providers’ concern and convenience, in past patients want to maintain respect and faith in their physician, but as the level of interaction increased with their physicians, patients gained more information and became more critical about the professional practices.

A similar tendency has been found in studies on how consumers evaluate the quality of products less waiting time before being examined by physician. Consumers evaluate products based on intrinsic and extrinsic dimensions. Intrinsic dimensions include tangible and core attributes directly related to quality, while extrinsic dimensions are image variables such as price, brand name etc. It has been found that as consumers become more educated and experienced, they tend to engage in comprehensive processing of all available dimensions, consumers are more likely to rely on extrinsic attributes for the product evaluation study indicated that auxiliary service quality dimensions such as “non-physicians care” and “convenience” were important for satisfaction. Patients satisfaction influences patient retention rate and effectiveness of medical care.

Medical personnel need to be educated on how to make various aspects of care delivery convenient for patients and on the importance of the care process that exhibits staff concern and empathy for patient well being, particularly new patients. Nonetheless, the ultimate goal for patients is to restore or maintain their health. In many cases, patients may be able to judge how much they are helped by their physician to relieve pain and reduce functional limitations. Management must provide facilities in OPD to avoid long waiting time; staffs should be increased in the depts. with large no. of patients. Registration counters should be increased because during the peak hours it may cause some discomfort for the patients which may result in the negative image of the hospital in the mind of the patients. Waiting area should be more spacious. Hospital should give separate outpatient feedback form, Hospital Pharmacy should be improved or separated for OPD Patients. Parking of vehicles should be free of cost for the patients and their attendees.

Conclusion:
 Patients attending each hospital are responsible for spreading the good image of the hospital and therefore satisfaction of patients attending the hospital is equally important for hospital management. Various studies about outpatient services have elicited problems like overcrowding, delay in consultation. Medical personnel need to be educated on how to make various aspects of care delivery convenient for patients and on the importance of the care process that exhibits staff concern and empathy for patient well being, particularly new patients. Nonetheless, the ultimate goal for patients is to restore or maintain their health. In many cases, patients may be able to judge how much they are helped by their physician to relieve pain and reduce functional limitations. Management must provide facilities in OPD to avoid long waiting time; staffs should be increased in the depts. with large no. of patients. Registration counters should be increased because during the peak hours it may cause some discomfort for the patients which may result in the negative image of the hospital in the mind of the patients. Waiting area should be more spacious. Hospital should give separate outpatient feedback form, Hospital Pharmacy should be improved or separated for OPD Patients. Parking of vehicles should be free of cost for the patients and their attendees.

Conclusion:
Patients attending each hospital are responsible for spreading the good image of the hospital and therefore satisfaction of patients attending the hospital is equally important for hospital management. Various studies about outpatient services have elicited problems like overcrowding, delay in consultation, improper behavior of the staff etc. The study reveals the average time spent by the patients and also expresses their view towards the hospital and hospital’s services in undergoing various procedures. The study throws light on the various services provided by the hospital and the total time consumed on each activity.

REFERENCE