

# Evaluation of Patient Satisfaction in Outpatient Department of a General Hospital in Mexico - A Questionnaire Based Study

Spurgeon Raj Jalem

Central America Health Sciences University, Belize City, Belize Washington, D.C. 20040, USA

## ABSTRACT

The Out Patient Department (OPD) Services is one of the most important aspects of Hospital Administration. The main objective of the present research is to analyze the satisfaction of Outpatients with respect to the actions and care of medical, nursing and caring workers and identify the relationship between the patient's attitude and the level of satisfaction towards the various facilities available in the hospital. The study sample constitutes 100 respondents from the outpatient department. Data collected by administering questionnaire. The results of the study indicate that most of the respondents 90% questioned were pleased with the services they provided. These interviews lead to the evaluation of health services from the point of view of the patient, facilitate the identification of problematic areas and help generate ideas towards resolving these problems. Enhancing contact between patients and healthcare providers is the main factor impacting the overall satisfaction of patients. Reducing the time needed to complete services, improving the overall cleanliness of facilities, improving nursing services and increasing the availability of medicines at the pharmacy, reduction of waiting time for laboratory reports etc. are important factors to consider and collectively, these can significantly increase the loyalty of patients.

**Key words:** Out-patient department, Questionnaire, Waiting time, cleanliness, overall satisfaction

## INTRODUCTION

Patient satisfaction is one of the most important objectives in any health care system, but it is difficult to measure the efficiency and receptivity of health care systems because not only the clinical but also the non-clinical outcomes of treatment have an effect on customer satisfaction. A patient's expression of satisfaction or dissatisfaction is a judgment on the quality of hospital care in all of its aspects. The primary role of the hospital is patient care and quality of care. [1-2]

The aim of all healthcare institutions including private hospitals, public hospitals and University based hospitals in worldwide is to achieve the highest possible quality of care, although there is a wide variation in efforts to achieve this objective. In order to achieve the highest quality of care, attention

must be paid to all aspects of the quality of care outlined by Donabedian et al. including the availability of infrastructure, patients care, outcome of patient care including mortality and morbidity etc. [3-5]

The Out Patient Department (OPD) Services is one of the most important aspects of Hospital Administration. This means that the patient will be treated without staying in the hospital, but will go home after the treatment is done. OPD services may also be referred to as Ambulatory Care Services. It is the glass of the clinic that represents the functioning of the hospital, which is the first interaction between the patient and the hospital staff. Patient satisfaction with health care is widely recognized as a step in assessing how well health services are provided. With comparison, people with higher patient

satisfaction had lower chances of receiving emergency visits to health care systems and higher chances of receiving hospital admissions.

The majority of patients report few problems related to the technical quality of care in hospitals and, furthermore, do not feel qualified to judge the technical quality and therefore assume technical competence. Most patients' reports few problems related to technical quality of care in hospitals and moreover do not feel qualified to judge technical quality and therefore assume technical competence. Literature survey in India and abroad had revealed that a rise in the association between satisfaction levels, patient's compliance and success of the treatment. The health service scenario in India has evolved at a more advanced stage. Emphasis should be placed on patient satisfaction, as this is an important parameter for the assessment of hospital services. With a shift in the philosophy of patient satisfaction, hospitals use a variety of techniques to improve patient care and operational performance. Measurement of the quality of imperceptible service has become a major challenge for health service administrators and executives. [6-10]

Patient satisfaction or disappointment is a complex phenomenon that is related to patient preferences, health status, personal characteristics and characteristics of the health care system. There are several problems faced by patients in the outpatient department, such as overcrowding, delay in treatment, lack of proper direction, etc., leading to frustration of the patient. Overcoming this form of issue survey is one of the best ways to find out patient satisfaction with the service and what steps might be taken to avoid disappointment with the customer. In the past, most patients usually lacked professional knowledge to judge the quality of the service rendered and build their satisfaction on the basis of their own experience, but at present, with high competition and advanced technology, patients are more knowledgeable about

healthcare and tend to have higher expectations. With the change in the concept of patient satisfaction, the hospitals are using variety of techniques to improve patient care and organizational efficiency. The Patient Satisfaction Questionnaire is a validated tool for assessing the level of satisfaction of adult patients. [11-13]

The main objective of this research is to assess the satisfaction of OPD (Outpatient) patients.

- Analyze the satisfaction of Outpatients with respect to the actions and care of medical, nursing and caring workers.
- Identify the relationship between the patient's attitude and the level of satisfaction.
- To identify the patient's recommendation to improve services in the outpatient department and find out the factors that affects the satisfaction level of patients and to understand patient and doctor relationship.

## MATERIALS AND METHODS

**Sample size:** The study sample constitutes 100 respondents from the outpatient department. Data collected by administering questionnaire.

**Study design:** The sampling design adopted is probability sampling in which stratified random sampling is used. Structured questionnaire which contains of open ended questions, multiple choice and dichotomous questions is used to get data. Therefore, Questionnaire is the data gathering instrument used in the study. All the questions in the survey are formulated in such a way as to give rise to all the relevant evidence needed for the analysis.

### **Inclusion criteria:**

The patient or their relatives attending the OPD of the hospital. Only the willing patients or their relatives of age minimum more than 20 years of age who consented verbally to participate in the study were included.

**Exclusion criteria:** The In-patients, individuals attending the emergency department or patients attending the

radiodiagnosis, psychiatry or paediatric department or attending super specialty departments like, gastroenterology, neurology, nephrology, urology cardiology, are excluded from the study.

**Study population:** The study was performed in a Tertiary Care hospital which is provided with a basic specialties and super specialties. The out-patient departments are run by qualified doctors. The study was conducted among patients in the outpatient department (OPD) of the Tertiary care hospital during their visit to the hospital. A total of 100 patients from various outpatient departments were randomly selected by stratified sampling within one month of the study period. In order to get the specific details from the patients, a questionnaire was designed which include the questions like waiting time, privacy, cleanliness, and any problem faced during health check-up were given to each patient or their relatives who fulfilled the inclusion criteria.

**Statistical analysis:** The statistical methods used to analyze the data collected are a basic Percentages and Charts. Details for the analysis were collected using a questionnaire. The questionnaire was distributed to a group of patients and 100 patients responded to the study.

## RESULTS AND DISCUSSION

From the Figure 1 it was showed that majority of the individuals were reported from the demographic variable gender was female group 59.0% and 41.0% from male group out of 100 respondents. The higher prevalence in females was in accordance to the results of Iloh et al. [14] showed that the female prevalence was 54.7% and male was 45.3%. Figure 2 results showed that 39 study cases were reported in the age group 51-60 years followed by 22 cases from 41-50 years of age. Lowest number of questionnaires were collected in the age group 20-30 years (9%). The results coincides with the results of Kumar et al. (2018) [15] reported maximum (32%) belonged to the age group of 51-60 years,

followed by 41-50 years (23%). Table 1 depicts the waiting time response of the respondents and out of 100 respondents 73% of the respondents were satisfied and 27% showed their dissatisfaction towards the waiting time. In the present study it was found that privacy (Table 2), which is another significant issue for the patients while visiting doctors, was satisfied in the OPD of the general hospital. Only 49% of the study population agreed to have privacy but 34% declared that they did not get privacy during health checkup and they suggested that it should be improved. As the majority of patients are educated, the outpatient reception could provide health care magazines and newspapers, knowledge of the different conditions of the disease and the preventive measures to be taken through patient education and health education. The waiting time can also be reduced by maintaining proper software regarding appointment timing. The cleanliness of the hospital toilets is also considered to be one of the most important issue for the public and from the study (Table 3) it was assessed that 87% of the study population agreed with the fact that the clean environment was effectively maintained in the hospital area and different outpatient departments. Patients were asked about the informant who told or advised him / her about the effective use of medications. It was reported that 53% of patients had been effectively instructed by doctors, 29% had been informed by nurses, and 15% had been effectively informed by both physicians and nurses (Table 4). It has been found that from Table 5, 65 patients who were prescribed 5 or more medicines provided 80% of the medicines. 24 patients who prescribed 3 or 4 drugs received 90 per cent of the drugs from the hospital. 11 patients prescribed 1 or 2 drugs received 97% of drugs from the hospital. As a result (Table 6), it was evident that patients prescribed fewer drugs received more drugs from the store. In the present study, patients visiting outpatient department were asked whether they had any issues with receiving services during a

hospital visit. Most of the respondents 85% appreciated that they had no issues with their registration or facilities during the health check-up. 73% respondents were satisfied with the services provided by the doctors. Nearly half of the study population 49% showed dissatisfaction towards the facilities provided by the diagnostic laboratory and dispatch of reports. Three-fourth of the study population (75%) was satisfied with the pharmacy services. Out of 100 respondents, 91% of the respondents (Table 7) were agreed and satisfied towards the amenities provided in the waiting area including the availability of drinking water facilities. From the study (Table 8), 92% respondents found that the time spent by the physician including counselling time is good and 8% respondents were dissatisfied. The Table 9 shows 91% respondents found that it was good and 9% were dissatisfied regarding the transportation facilities availability. Based on the World Health Organization (WHO) Client Satisfaction indicators, this study showed that patients were very pleased with the overall service they provided at the hospital, 90% were satisfied with the service they got, and 10% indicated that it was not good (Table 10). The present study is based on the

identification of patient's satisfaction with the various aspects of the health care services rendered by OPD providers in the General Hospital. The results of the study indicate that most of the respondents 90% questioned were pleased with the services they provided. These interviews lead to the evaluation of health services from the point of view of the patient, facilitate the identification of problematic areas and help generate ideas towards resolving these problems. Despite a good level of patient satisfaction of 90%, a small but not insignificant proportion of 10% of patients reported the least disappointment with some OPD services. The overall satisfaction of patients with services received from this questionnaire based study came out to be 90% and the results were agreed with the studies reported earlier by Aldana et al. [16] (83%), Kumari et al. (81.6%), [17] Bhattacharya et al. (88%), [18] Jawhar et al. (90%), [19] Ofili et al. (83%) [20] whereas Mahapatra et al. (2001) [21] reported least overall satisfactory levels by the respondents (63.17%). The study found that contact with healthcare providers has the greatest impact on the general opinion of patients about the healthcare facility and services.

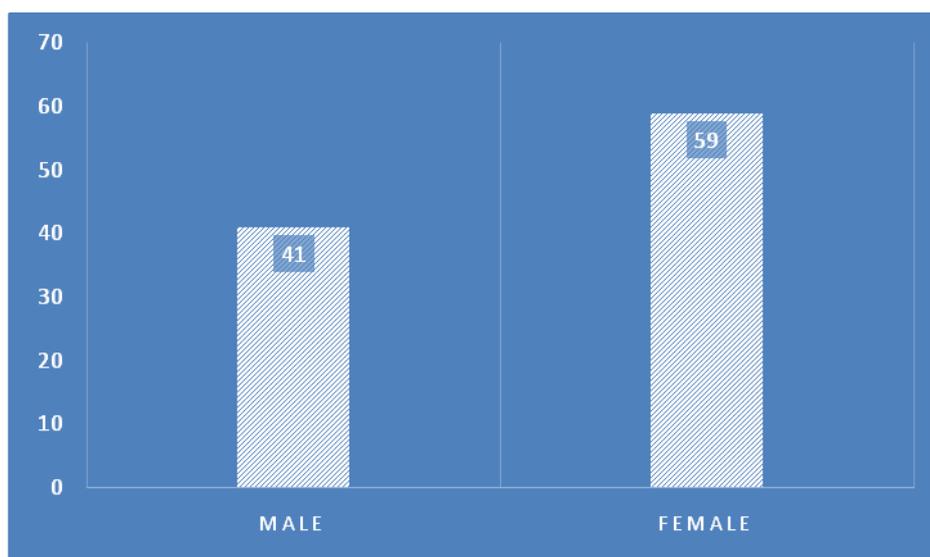


Figure 1: Gender-wise distribution of study cases

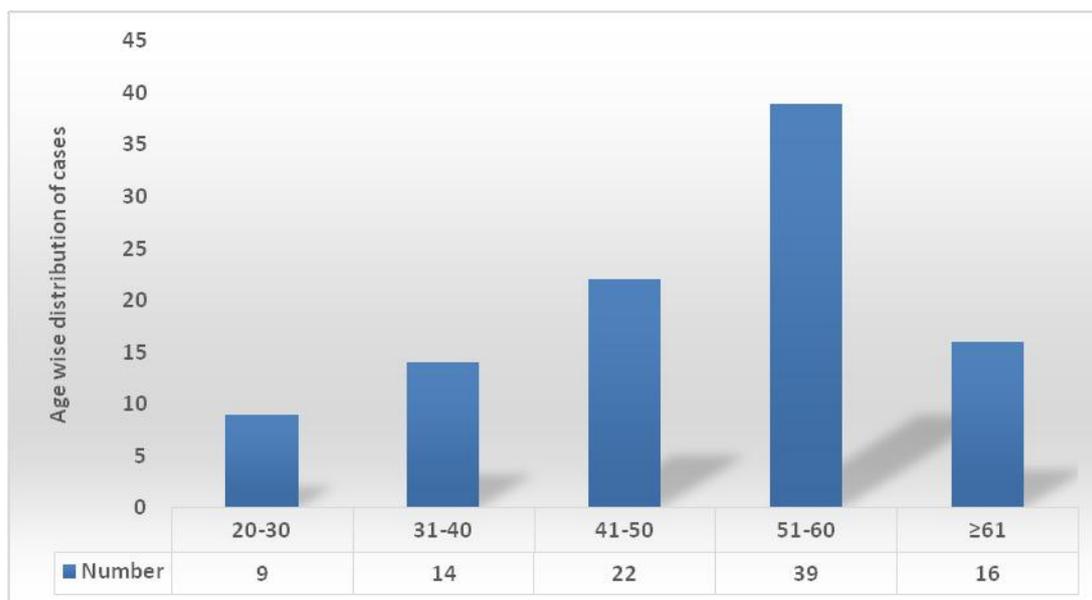


Figure 2: Age-wise distribution of cases

Table 1: Waiting time in reception

Parameters	Number of responses	Percentage of response
Extremely dissatisfied	2	2.0
Very dissatisfied	5	5.0
Dissatisfied	20	20.0
Satisfied	49	49.0
Very satisfied	15	15.0
Extremely satisfied	9	9.0
Total	100	100.0

Table 2: Responses regarding privacy among the study population

Parameters	Number of responses
Yes	49
No	34
Not relevant	17

Table 3: Responses regarding cleanliness of OPD toilets

Parameters	Number of responses
Dirty	13
Good	28
Satisfactory	59

Table 4: Response of patients towards effective communication with healthcare professionals (N=100)

Informants	Number of patients
Doctors	53
Nurses	29
Doctors + Nurses	15
Others	3

Table 5: Response of patients towards availability of medicines from hospital

Number of patients	Number of medicines prescribed	Average percentage of medicine available from stores
65	5 or more than	80
24	3-4	90
11	1-2	97

Table 6: Patient responses regarding the problem faced during hospital visit

Parameters	Response Yes	Response No
Problem faced during registration	15	85
Problem faced regarding service from doctor	27	73
Problem faced from diagnostic laboratory	49	51
Problem faced from pharmacy	25	75

Table 7: Amenities available in the waiting area including drinking water facilities

Parameters	Number of responses
Very good	61
Satisfied	30
Bad	9

Table 8: Time spent for examination of patient and counselling by the clinicians

Parameters	Number of responses
Very good	50
Satisfied	42
Bad	8

Table 9: Availability of Transport facilities

Parameters	Number of responses
Very good	70
Satisfied	21
Bad	9

Table 10: Overall impression regarding the services in the study population

Parameters	Number of responses
Good	90
Bad	10

## CONCLUSION

The study explores that the most relevant determinants of the overall impression of outpatient clinics in general hospital of Mexico. The author has shown the main factors impacting patient satisfaction when visiting outpatient clinics and their effect on the general impression and commitment of the patient to the institution. Enhancing contact between patients and healthcare providers is the main factor impacting the overall satisfaction of patients. Reducing the time needed to complete services, improving the overall cleanliness of facilities, improving nursing services and increasing the availability of medicines at the pharmacy, reduction of waiting time for laboratory reports etc. are important factors to consider and collectively, these can significantly increase the loyalty of patients.

**Conflict of Interest:** The study declared No Conflict of interest.

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