

Management of Patient Satisfaction in Nursing Home

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ABSTRACT

BACKGROUND: Nalluri Nursing Home has over two decades of experience in the healthcare sector, providing quality healthcare and valuable expertise, supported by a team of compassionate and dedicated medical professionals offering state of the art in-patient and out-patient facilities, focusing on the comfort and safety of our patients and their loved ones. Nalluri Nursing Home is located in the town of Ongole, Prakasam District, Andhra Pradesh. This project reports on the development and psychometric properties of the patients receiving health care service.

METHODS AND OBJECTIVES: The prospective study was designed to examine the influence of specific characteristics of providers, patients, and health systems on outcomes of care. The main objectives were to know the level of satisfaction of the patients regarding the medical care provided and to know the effectiveness of medical care provided. Briefly, data were obtained from patients visiting physicians in Nalluri Nursing Home in Ongole. Samples of 60 patients consisting of adults (ages 18 and over) were taken. The sampling method involved is convenience sampling method. To collect primary data a survey was conducted on Patient Satisfaction through a questionnaire, which was filled by the patients and their attendees in Nalluri nursing Home. Various questions were asked to gain maximum information from the respondents. Scaling techniques were used in this survey, for understanding the relation between patient satisfaction with care provided in the hospital and its effects. The instrument used contained 18 items tapping each of the seven dimensions of satisfaction with medical care like general satisfaction, technical quality, interpersonal manner, communication, financial aspects, time spent with doctor, and accessibility and convenience. Answers of the respondents were elucidated by asking them to indicate their level of agreement on a given five point Likert scale with values ranging from "1" (strongly disagree) to "5" (strongly agree).

RESULTS AND CONCLUSIONS: 60 samples were taken to conduct study of which 47 were males and 13 were female. The instrument used contains 18 items tapping each of the seven dimensions of satisfaction with medical care like general satisfaction, technical quality, interpersonal manner, communication, financial aspects, time spent with doctor, and accessibility and convenience. From the survey, 40 percent of the patients were uncertain if they are receiving perfect medical care or not. 28 percent agreed with this and felt that the medical care provided is good. Most of the patients disagreed that the physician's office has everything that is required for providing complete medical care. 50 percent of the patient disagreed with the statement that their doctor acts too businesslike and impersonal with them. The patients agreed that doctors explain them the reason for undergoing medical diagnosis. The hospital is producing the medical services at affordable prices which is denoted by 50 percent patients agreed it. From the survey in Nalluri Nursing Home, the medical care provided by the hospital is satisfactory. But being a multi-specialty hospital, there are areas that should be improved to provide the patients a well satisfied feel from the hospital. By implementing the recommendations the most important factor time loss can be minimized.

INTRODUCTION : Nalluri Nursing Home has over two decades of experience in the healthcare sector, providing quality healthcare and valuable expertise, supported by a team of compassionate and dedicated medical professionals offering state of the art in-patient and out-patient facilities, focusing on the comfort and safety of our patients and their loved ones. Nalluri Nursing Home is located in the town of Ongole, Prakasam District; Andhra Pradesh. Nalluri Nursing Home is situated in the Kothapatnam Road of the Town very accessible from the railway station & Bus Station. It is a healthcare landmark and a household name for quality healthcare to more than 2 million people across Prakasam District in Andhra Pradesh. The disciplines of medicines covered in the hospital are:

- General Surgery

- Emergency Medicine
- Obstetrics & Gynecology
- Pediatrics
- Neonatology
- Ear-Nose-Throat
- Dental Surgery
- Facio Maxillary
- Ophthalmology
- Anesthesiology
- Neurology
- Neuro Surgery
- Plastic Surgery
- Orthopedics
- Family Medicine

Outpatient services

Nalluri Nursing Home has set a benchmark in unmatched features, world-class expertise, quality care, ethical practice, and reasonable costs. With the aim of providing world class quality care, the Out Patient clinics in all the disciplines of medicines with attached individual clinic patients waiting areas to ensure your comfort and privacy. With full time morning and evening clinics Nalluri Nursing Home provides for a large number of patients due to convenience of timing. Out Patient areas have been designed to minimize the risk of cross infection

Pharmacy:

The hospital has well stocked in-house pharmacy department that provides all medicines directly to the respective floors and wards round the clock

RESEARCH METHODOLOGY:

Research design: Research Design is a series of advanced decisions that taken together comprise a master plan or model for the conduct of an investigation. So research design provides a framework of plan for study, which guides the collection, measurement, analysis, and interpretation of the data. The research carried out here is descriptive in nature.

Study Design and Sampling: The prospective study was designed to examine the influence of specific characteristics of providers, patients, and health systems on outcomes of care. Briefly, data were obtained from patients visiting physicians in Nalluri Nursing Home in Ongole. Samples of 60 patients consisting of adults (ages 18 and over) were taken.

Subjects: With respect to demographic characteristics, study participants averaged 55 years of age; 80% were male.

Measures: Patient Satisfaction Questionnaire consists of 18 items tapping seven aspects of satisfaction with care: general satisfaction (2 items), technical quality (4 items), interpersonal manner (2 items), communication (2 items), financial aspects (2 items), time spent with doctor (2 items), and accessibility and convenience (4 items). To control for acquiescent responding, the instrument contains both positively-worded and negatively-worded items. Participants were asked to indicate how they feel about the medical care they receive in general, with no reference to a specific time frame or visit. Responses to each item are given on a 5-point scale ranging from strongly agree to strongly disagree.

Sampling method: The sampling method involved is convenience sampling method.

Method of data collection: To collect primary data a survey was conducted on Patient Satisfaction through a questionnaire, which were filled by the patients and their attendees in Nalluri nursing Home. Various questions were asked to gain maximum information from the respondents.

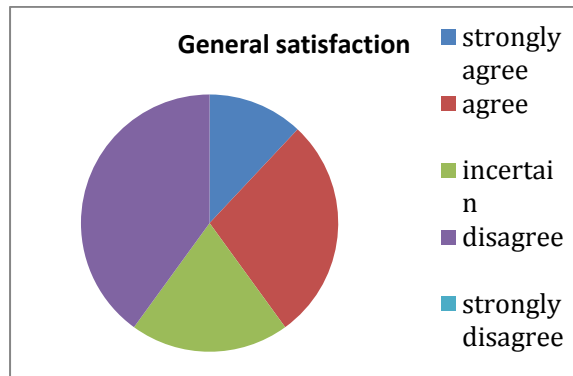
Scaling technique: Scaling techniques were used in this survey, for understanding the relation between patient satisfaction with care provided in the hospital and its effects. Answers of the respondents were elucidated by asking them to indicate their level of agreement on a given five point Likert scale with values ranging from "1" (strongly disagree) to "5" (strongly agreed)

Results:

Aspects	Questionnaire	Mean
General satisfaction	3. The medical care I have been receiving is just about perfect	3.2
	17. I am dissatisfied with some things about the medical care I receive	2.8
Technical Quality	2. I think my doctor's office has everything needed to provide complete medical care	3.1
	4. Sometimes doctors make me wonder if their diagnosis is correct	3.2
	6. When I go for medical care, they are careful to check everything when treating and examining me	3.1
	14. I have some doubts about the ability of the doctors who treat me	3.9
Communication	1. Doctors are good about explaining the reason for medical tests	3.3
	13. Doctors sometimes ignore what I tell them	2.7
Financial aspect	5. I feel confident that I can get the medical care I need without being set back financially	3.2
	7. I have to pay for more of my medical care than I can afford	3.5
Time spent	12. Those who provide me medical care sometimes hurry too much when they treat me	3.3
	15. Doctors usually spend plenty of time with me	3.9
Accessibility and Convenience	8. I have easy access to medical specialists I need	3.0
	9. Where I get medical care people have to wait too long for emergency treatment	2.8
	16. I find it hard to get an appointment for medical care right away	2.5
	18. I am able to get medical care whenever I need it	3.4

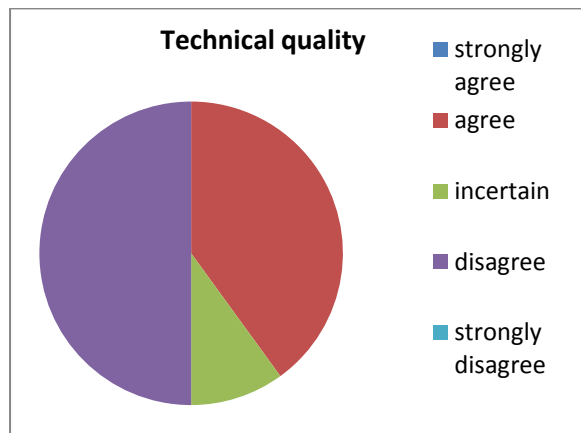
Interpretation:

From the survey,



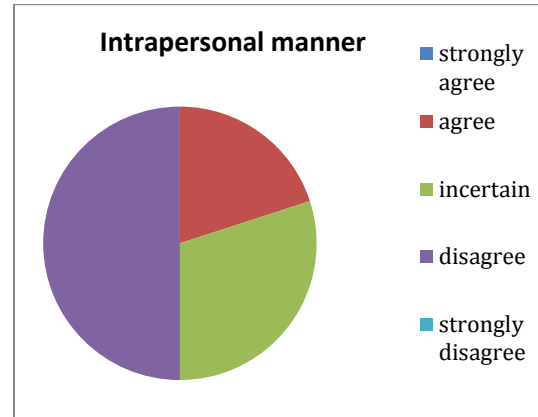
Aspect	1	2	3	4	5
General satisfaction	12%	28%	40%	12%	

40 percent of the patients are uncertain if they are receiving perfect medical care or not. 28 percent agrees with this and feels that the medical care provided is good.



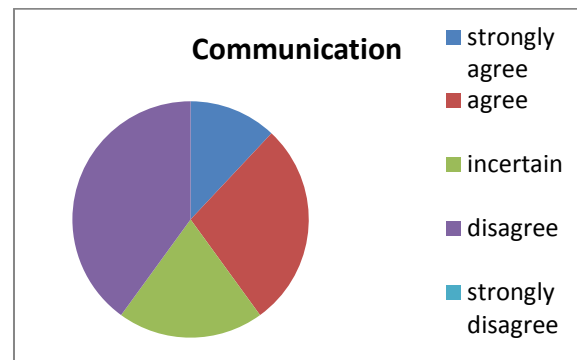
Aspect	1	2	3	4	5
Technical quality		40%	10%	50%	

Most of the patients disagrees that the physician's office has everything that is required for providing complete medical care.



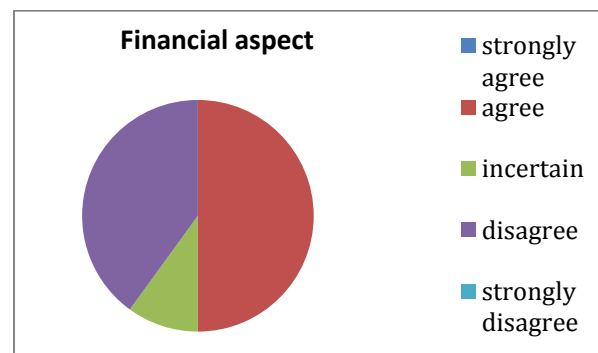
Aspect	1	2	3	4	5
Intrapersonal manner		20%	30%	50%	

50 percent of the patient disagrees with the statement that their doctor acts too businesslike and impersonal with them



Aspect	1	2	3	4	5
Communication	12%	28%	40%	12%	

The patients agree that doctors explain them the reason for undergoing medical diagnosis.



Aspect	1	2	3	4	5
Financial aspect		50%	10%	40%	

The hospital is producing the medical services at affordable prices which is denoted by 50 percent patients agrees it.

Problems observed & Recommendations:

During the training period in the hospital the following are few observations in inpatient and outpatient departments.

- The registration facilities for outpatient dept. is well placed in the hospital one near the entrance and other near the doctors cabins but the patients are facing problems in getting the information regarding the physicians details
- The outpatient dept. is located in the first floor and the only way is by staircase which poses difficulty for the patients to reach the physicians.
- Wastage of time is observed when the patient is needed to undergo any diagnostic procedure and has to return to the physician.
- The admission process is done in the ground floor, and the patient has to come there from the physician which is incontinent for the patients and a time taking process
- Due to the deficiency of equipment, time consumption is more
- The shifting process from admission dept. delays a great deal if any diagnostic procedures are advice by the physician.

Recommendations

- Information centres can be placed near the entrance to help and guide the patients.
- Construction of a way which can be used only by patients
- Providing serial numbers for the patients at the counters before undergoing the diagnostic procedures, which should be don orderly
- Admission dept. can be shifted near to the outpatient dept. which decreases the incontinence to the patients
- Supply of required equipments.

Conclusions: From the survey in Nalluri Nursing Home, the medical care provided by the hospital is satisfactory. But being a multi-speciality hospital, there are areas that should be improved to provide the patients a well satisfied feel from the hospital. By implementing the recommendations the most important factor time loss can be minimized.

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