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Research Article

**HOW MANY PATIENTS IN HOSPITALS AND DIFFERENT
WARDS WERE SATISFIED IN CASE OF FACILITIES GIVEN
THEM BY AB HEALTH CARE CENTERS**¹Dr Ziaullah, ¹Dr Rezaullah, ²Allah Nawaz¹Medical Officer Kunar Provencial Hospital, Afghanistan, ²RHC Fort Marot Bahawalnagar.**Article Received:** February 2019**Accepted:** March 2019**Published:** April 2019**Abstract:**

Background: Health care ratio is different in different region of the world. The facilities provided by a hospital can be noticed by the satisfaction of patients. The first achievement of any health care center is to satisfy the patients.

Objectives: The main objectives of this study was to find out that how many patients in hospitals and different wards were satisfied in case of facilities given them by ab health care centers.

Subjects and Methods: This study was explanatory consisting of 1535 patients. They were questioned about their visit, reason for this visit, about registration, and their ideas about doctor's attitudes and behavior of other staff. The information was collected by the different patients from different wards and departments. SPSS version 15 was used to enter and examine the data.

Results: The study contained that 1535 patients from different departments wards. The data that was collected about either the patients were educated or not. Either the patients are married or unmarried. The data about occupation of patients was also collected. It was also asked by the patients that which type of visit they were doing. Out of total patients 52% were males, 72% married. It was noted that registration corner was overfilled, it was told by 73% were married. It was noticed that registration corner was overfilled, it was told by 73% patients. 84% patients were uneducated and only 10% were educated. Most of the patients showed satisfaction on the facilities they were provided as well as on the attitude of doctors and other members of hospital.

Conclusion: The study showed the satisfaction of most of the patients in case of doctor's action and time given by the doctors to the patients. Most of the patients were uneducated, married and unemployed. Most of the patients told that registration corner was over filled. They did not find any difficulty during searching the desiring departments.

Keywords: Patient satisfaction, Tertiary care hospital, Doctors.

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INTRODUCTION:

Patients satisfaction is the ratio between what the patients thought and what he/she got in case or health care [1]. Health care ratio is different in different regions of the world. The facilities provided by a hospital can be measured by the satisfaction of patients. The first achievement of any health care center is to satisfy the patients. Patients satisfaction is affected by clinical as well as non-clinical outcomes of care. That's why it is very complex to find out the patient's satisfaction [2]. A patient is main part of any health care center. The patients suffered by any stress or tension and that type of patients' needs more care treatment and good behaviors and case at hospital [3]. Patients satisfaction or dissatisfaction can be measured only when the patients visited the hospital and noticed the facilities given to them. It is very important to find out the ratio of patient's satisfaction because it may be helpful in case to provide better health care facilities. Satisfaction of patient is not taken as an important factor in developing countries [4]. Many factors affect the patient's satisfaction such as which type of facilities are given to the patients. Either medicines are available or not. How doctors behave to the patient's satisfaction [5]. Now a day, patients are less satisfied need better facilities in case of health in contrast to past patients. Which type of facilities are given to the patients and how these are effectives, it can be measured by patient's satisfaction [6]. Quality of health care can be measured by patient's response and it is very important to measures it health facilities can only be improved by patient's response [7]. Dissatisfaction occurs when patients thought more but gain much less than it [8]. Due to patient's satisfaction any health center can give better facilities to the patients according to their desire [9]. Problems in health can only be noticed by patient's response. Patients satisfaction or response provide a guide line to solve the health problems. Patients perception and cultures can be changed by developing a natural interest by the response of patients [10]. Satisfaction of patients play an important role to make health care center more comfortable and attractive for patients.

SUBJECTS AND METHODS:

The study was explanatory and cross-sectional. The study was organized in Mayo Hospital Lahore. The duration of this study was from 1st August 2017 to 31st Nov, 2018. The study contained the 1535 patients from different department and from different wards. Most of the patients were males bit it also included females. The average age of this study was from 19 to 79 years. Some patients were suffered from disease badly. They were not able to answer the questions during the survey. The information about the study was collected by the guardians of patients. Performa was designed before adding the data that was collected during survey. The information was noted in Performa. Performa contained the different questions. The questions were about the age, education, gender, medical history. It was also asked about the behaviors of doctors and about case of hospital. Answer of these questioned were recorded in the study and before including the study, it was checked completed comprehensively. SPSS version 15 was used to record the data and the data was completely examined.

RESULTS:

The study contained the 1535 patients from different departments and wards. The data was collected about either the patients were educated or not. Either the patients are married or unmarried. The data about the occupation of patients was also collected. It was also asked by the patients which type of visit they were doing and from which department they were relating. 3 categories were made about the questions related to visit. They were as follow:

- 1: whether the patients were visiting it first time or
- 2: it was 2nd or 3rd visit after the advice of doctors and the patients visited the hospital before it.
- 3: it was visit by the appeal from any other hospital.

Out of total patients 52% were males, 71% were married. It was noted that the registration corner was over-filled, it was told by 73% patients 83% patients were uneducated and only 10% were educated. 45% patients were satisfied by the attitudes of doctors was as good as they wanted. 84% was satisfied by treatment of doctors. 89% was satisfied that doctors gave them proper time. 77% patients come to hospital for treatment and follow up cases were 22%.

Table I: Characteristics of patients (N=1535)

| | | Frequency | %age |
|---|--------------|------------------|-------------|
| Age (years) | <20 | 281 | 18 |
| | 20-29 | 276 | 17.98 |
| | 30-39 | 262 | 17.07 |
| | 40-49 | 352 | 22.93 |
| | 50-59 | 122 | 7.95 |
| | 60-69 | 179 | 11.66 |
| | 70-79 | 63 | 4.10 |
| Gender | | | |
| | Males | 807 | 52.57 |
| | Females | 728 | 47.43 |
| Education | | | |
| | Illiterate | 1287 | 83.84 |
| | Matric | 93 | 6.06 |
| | Above Matric | 155 | 10.10 |
| Residence | | | |
| | Urban | | |
| | Rural | | |
| Marital status | | | |
| | Married | 1104 | 71.92 |
| | Unmarried | 431 | 28.08 |
| Occupation | Businessman | 63 | 4.10 |
| | shopkeeper | 45 | 2.93 |
| | Labor | 317 | 20.65 |
| | Employee | 122 | 7.95 |
| | House wife | 633 | 41.24 |
| | Student | 141 | 9.19 |
| | Farmer | 135 | 8.79 |
| | No | 79 | 5.15 |
| Problems in locating the department | | | |
| | Yes | 383 | 24 |
| | No | 1152 | 75 |
| Was registration counter overcrowded | | | |
| | Yes | 1130 | 73 |
| | No | 405 | 26 |

Table II: Patients perception towards doctors

| | |
|--|------------|
| Behavior of the doctor? | |
| Good | 750(48%) |
| satisfactory | 697(45%) |
| poor | 88(5%) |
| Patient perceives that time given by the doctor is adequate | |
| Adequate | 1370(89%) |
| Inadequate | 165(10%) |
| Patients come to hospital for? | |
| Followup | 353(22%) |
| Treatment | 1182(77%) |
| Have patient got checked by doctor | |
| Yes | 1503((97%) |
| No | 30(1%) |
| Patients checked by whom ? | |
| Medical Officer | 867(56%) |
| Assistant Professor | 342(22%) |
| Associate Professor | 125(8%) |
| professor | 201(13%) |
| Did doctor tell the patient about disease? | |
| Yes | 1370(89%) |
| No | 165(10%) |
| Did doctor tell the patient about treatment? | |
| Yes | 1370(89%) |
| No | 165(10%) |
| Are the patients satisfied by doctor? | |
| Yes | 1318(85%) |
| No | 217(14%) |

DISCUSSION:

There are many goals to check out the patient's satisfaction. The three main causes to do so as follow:

1. Which type of health care facilities should be given to the patients, according to patients.
2. The study would help to find out the problems regarding the health.
3. This study would help to solve out the problems of health.

Patients only dissatisfied when they think more and find less and they find less. Patients satisfied about the health care when they think less and they find out more [12].

According to the study 93% were satisfied by the attitude of doctors. According to ARPITA Bhatta-Charya et al at 98.2% patients were satisfied with the attitude of doctors. These two figures were quite similar to each other. Another study was organized in India, this study showed that 94% patients find out the relative hospital easily and find no problem. 70% find out desiring departments within the hospitals. 80% patients told that registration corner was over filled. The attitude of registration clerk was cleared satisfied by the 63% patients. Most of the patients were agreed that they were given proper time by the doctors 77%, [13]

Most of the patient find out their desiring hospital and departments easily. Crow et al explained the reason of old aged people behavior towards satisfaction. The reason according to him was that the old aged people received more facilities in comparison they were thinking about. They were provided with more facilities than younger people. That explanatory study was organized to find out that how many patients were satisfied with health care provided in hospital in regional institute of medical science. It was organized during the month of May 2007. 260, 74.1% patients showed their satisfaction. Satisfaction towards the attitude of doctors and other employers of hospital at lower health facilities. They were quite unsatisfied in case of those facilities at higher level facilities. It is quite similar to our study [15]. Expert doctors were the main attraction for the patients to select the hospital. Most of the patients were agreed that they were given basic facilities and doctors showed their best attitude to the patients [16]. It was noted that 47% patients were children of age below 15 years in Pakistan. 56% were females of age about 26 years. 38 second were the average dispensing time 1.7 miles were taken by the consultation. The average number of drugs were 2.7. Out of these numbers 1.6 were being dispensed from the facility. More than half of the physician's recipe included antibiotic and patients about (15%)

were advised to take these drugs with injection. In this study, only half number of patients showed their satisfaction during the visit of hospital. It is quite different from our study because in our study more satisfaction was showed by the patients.

CONCLUSION:

This study revealed that action and behavior of the doctors impressed the patients greatly. Most of the uneducated married and women not doing any job outside were included in this study and they visited the hospital most of the patients not suffered from any difficulty during searching the targeted department, even though there was a large assembly of patients at registration corner. After checking the quality of care and satisfaction of patients, the quality of hospital and care centers can be improved.

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