

AN ANALYTICAL STUDY ON PATIENTS SATISFACTION AND MEDICAL FACILITIES PROVIDED BY PUBLIC HOSPITAL: WITH SPECIAL REFERENCE TO THRISSUR MEDICAL COLLEGE

Abstract

Health care comes under the basic need of the human being. It is the responsibility of the state to provide health care facilities through health care units to protect people from common and fatal disease. Human capital is unique and the most important element for the development process of the nations. The primary goal of the tertiary care hospital as a highest level of health care provision is to provide best possible health care to the patients. The present research study investigates problems that are faced by the patients in Thrissur medical college hospital. Under the elaborated dimensional analysis, public sector hospitals are generally considered mismanaged and politicized units and identify the scarcity of facilities. This study also aims to assess the satisfaction level of the patients approaching public hospital for health care services with a deep focus upon socio-demographic status of the patients. It has been found that patients in Thrissur medical college face variety of problems in health sector with regard to facilities and treatment. It has been suggested that proper attention of government, provision of sound infrastructure, proper medical equipments and skilled employees will reduce existing problems at medical college in Thrissur.

i. Introduction

In order to study the patients satisfaction and medical facilities provided by medical college Thrissur, We conducted a study with the help of Kerala Shashtra Sahithya Parishad . In Kerala there are 12 medical colleges except the district of Wayanad and Kasargod. The largest and oldest medical college is situated at Trivandrum (1951).

When we come to know in detail about government medical college Thrissur, established in 1982 is one of the leading centers in medical education in Kerala, India . Kerala University of Health Science began functioning in the campus in 2009 spread over an area of more than 250 acres , it is located in surroundings of Mulangunnathkavu 12 km away from Thrissur it was inaugurated on first April 1982 by the governor of Kerala, Jothiyencatachellum

Government medical college Thrissur had its humble beginning at mannuthy. By March 1983 the institution had moved to its permanent site at mulamgunnathkavu. The old medical college which is currently the district Hospital. The college was granted permanent recognition by IMC in 1991 and by WHO in 1993. In January 1995 construction of new hospital complex started in MG kavu, the college celebrated its silver jubilee in the year 2007.

Presently there are 30 departments and 325 Doctors in the hospital. For the ease of the study we took 5% sample both from inpatient (IP) and outpatient (OP). That is from the 3000 patients from OP, we took 150 samples and 50 from 1000.

ii. Research problems

It is the general perception that majority of the patients approach the government hospital are poor socially deprived ignorant and are vulnerable part of the society; have no additional savings to fulfill medical emergencies. How they are treated for the basic needs (health facilities) is very important to know for govt, management of the hospital and even by other stakeholders. These services provided by public hospitals are generally considered unsatisfactory. The basic focus of the research is to assess satisfaction level of patients approaching public hospitals for health care services considering the socio democratic status of the patients.

iii. Objective of the study

The main objective of the study to assess the satisfaction level of patients and infrastructure facilities in the public hospitals and the sub objective are:

- a. To identify the conditions of patients at the hospital and treatment facility.
- b. To examine the existing problems of medical college hospital and the perception of patients towards the facilities of the hospital and performance of staffs.
- c. To study the overall satisfaction level of patients admitted in medical college, Thrissur.

iv. Scope of the study

The study will be limited to one hospital i.e., govt medical college Thrissur. The private hospitals are out of box in the study. The general idea of services provided by medical colleges are satisfactory and we trying to analyze its reliability. The purpose of present study to carry out the patient's satisfaction of the govt medical college Thrissur and services provided by getting feedback from indoor patients of that hospital.

v. Methodology of the study

- a) Studies in empirical in nature which was undertaken based on primary data collected through field survey a well structured questionnaire is prepared to collect information from the respondents. However, the schedule is finalized after a pilot survey. The necessary information collected through the respondent's schedule was supplemented by the information collected through Focus Group discussion.

Table 1: Methodology

Overall research design	Descriptive research and numerical data
Source of data	Primary
Sampling method	Simple random sampling
Sample size	Total 200 (150 from OP and 50 from IP)
Tools of data collection	Observation and personal interview through schedule

vi. Limitation of the study

This is only a baseline study with a small size sample. This was carried out for evaluating hospital services as it was a self-funded project. Continuous process of evaluating the services at the time of discharge is required for getting definitive result. We believe that the scores obtained from the present study can serve as the baseline against which to compare the result from future surveys. Another limitation is that most of the respondents are not reveal their actual situations because of fear. Even though some of the respondents are responsive in nature but can't predict its reliability.

vii. Analysis of data

The profile of study area consists of 150 samples from OP section and 10 from each department. The study conducted in the Thrissur medical college.

Table 2: Sample population

Structure	Frequency
OP	150
Medicine	10
Pediatric	10
Surgical	10
ortho	10
gynecology	10

a. Analysis of OP section

Outpatient department is the part of any hospital, designed for the treatment of people with health problems who visits the hospital for diagnosis treatment. But do not at this time require bed or to be admitted for overnight care.

From the OP section we randomly selected 150 respondents, consisting of 75 males and 75 females. On the basis of the analysis we found that 29 percent of the respondents were visiting medical college for the first time, 71 percent are not. The study reveals the perception regarding the quality of services provided by the doctors, nursing staffs, attenders, security personnel at the hospital indicating higher level of satisfaction.

Table 2.1: Quality of professional services

Quality of services	Very good (in percentage)	Good (in percentage)	Not bad (in percentage)	Bad (in percentage)
Doctors	68.7	21.3	10	-
Nurses and staffs	30	40.6	24.6	4.8
Attender	22	41.3	31.3	5.4
Security personnel	30	29.3	35.3	5.4

68.7 percent of the respondents are highly satisfied by the doctor services, 40.6 percent respondents out of total sample reported that they are satisfied with the nursing and staff care. But the most of them faced problem with time consuming for getting doctor services that is 43.4 percent of the respondents are waited more than 30 minutes. 56.66 percent respondents waited more than 1hour 2hour etc., while 28 percent respondents are reported that the testing results like lab, scanning, x-ray, ECG, and biopsy etc. Were usually delayed enough to prevent further treatment and resulted in longer waiting time. This is the major causes for dissatisfaction of patients. Queries regarding the availability of basic amenities and services at the hospital reveal that 66 percent of the respondents are faced difficulties in pharmacy that is lengthy of waiting times, receptionist behavior, and shortage of stock of medicine.

Table 2.2: Availability of basic amenities

Facilities	Yes(in percentage)	No(in percentage)	Not aware(in percentage)
Drinking water	15.3	58	26.7
Cleanliness of toilets	66	19.4	14.6
Patients friendly toilets	44	19.4	36.6
Female friendly toilets	43.3	18	38.7
Shortage of medicine	66	29.3	4.7
Facilities for waste disposal	42.3	18.7	39
Food quality of canteen	34.5	46.3	19.2

The above table shows 66 percent respondents reported that there has shortage of medicine. 58 percent respondents are complaint about the inadequate drinking water facilities in the medical college. Among the total-66 percent patients had a good response about the overall cleanliness of hospital and toilets. But there are some negative remarks also regarding the basic features of toilets like female friendliness patient friendliness etc. The hospital itself provides facilities for the waste disposal by collecting biotic and non-biotic waste from each department separately.

b. Analysis of IP section

In patient care refers to the medical treatment that is provided in a hospital and requires at least one overnight stay. In our study we chose 5 departments that is Gynecology, Medicine, Pediatric, Surgical and Ortho. From these departments we randomly took 10 samples including males and females. As a result of this analysis we found that most of the admitted patients in the medical college belong to weaker section of the society that is below poverty line.

While considering the quality of professional services. The study reveals perceptions regarding quality of services provided by doctors at the hospital

Indicating higher level of satisfaction. In all departments most of the respondents are affirmed that the value provided medical care efficiently and respondents are satisfied with the services provided by nursing and paramedical staffs. But in some cases especially in Ortho, the respondents are not satisfied.

Table 2.3: Analysis of IP section.

	Pediatric (in percentage)	Medicine (in percentage)	Surgical (in percentage)	Gynecology (in percentage)	Ortho (in percentage)
BPL	30	50	80	70	80
Frequency of visit	70	80	70	80	80
Facilities	100	30	30	90	90
1. Inadequate seats	20	70	80	30	90
2. No drinking water facilities	10	90	90	70	80
3. No toilets					
4. No neatness	30	80	40	60	50
5. Availability of parking facilities	90	80	90	90	80
6. Rating of staff behavior					
a) Doctor	100	90	80	100	90
b) Nurse	100	90	90	90	60
c) Attenders	50	60	60	70	60
d) Security personnel	60	50	60	80	60
7. Time lag for getting bed (>12 hours)	20	90	40	20	70

In the medical and surgical department 90 percent of respondents are faced with the problem of toilet facility. Only in the pediatric department the respondents are fairly satisfied that is 90 percent do not have any complaints regarding to the toilet facility the overall neatness of each department is not well. It is seriously seen in the medicine department 80 percent of them complained that there is no neatness. Regarding the hospitals parking facility fully respondents are satisfied that is above 90 percent are satisfied in each department. The study reveals that almost of 80 percent of respondents satisfied with the services of doctors .in considering the services of nurses, attenders, security personnel majority of respondents were satisfied with their behavior. but from the departments of pediatric, medicine, surgical and

ortho it is reported that patients are unsatisfied with the services and behavior of securities and attenders but most of the patients in the gynecology department in the had rated their service. Patients in pediatric and gynecological section are severely faces the problem of getting bed immediately that is 90,70 percent of peoples are required to wait more than 12 hours for getting bed respectively.

viii. Findings

According to the studies of OP and various IP departments through sampling we found that patients are dissatisfied with:

- The lengthy waiting times needed the OP tickets counter and, in the pharmacy, mainly due to the deficiency of much OP counters.
 - a) Receptionist behavior
 - b) shortage of stock of medicine
 - c) Lack of basic amenities like drinking water facilities, canteen, female friendly toilets etc.
- In the IP section patients are highly satisfied with the availability of medical care and doctors service but requirements of bystanders are not protected there. They need better seating bed arrangements and protection from insects like bedbugs etc...
- 68.7 percent of the respondents are highly satisfied with the services provided by doctors, nurses, attenders and security personals and remaining are not
- In the IP section, pediatric and medicine department identified that 100 percent respondents are satisfied with the medical service provided.
- 60 percent of the respondents depend on the free food offered by charity or some others. They also remarked that there is an absence of a cafeteria or canteen most of them depends on the Indian coffee house nearer to the hospital for their food.
- The results intimate the lack of geriatric infrastructure, hence the inadequacy of geriatric care provision for older adults.
- the main causes of dissatisfaction in the IP section is associated with the infrastructure facilities such as toilet, drinking water, overall cleanliness and enquiry problems, excessive disturbance of mosquitoes, attack of bed bugs etc.

ix. Problems

1. lack of privacy of patient and poor facility of waiting room for the attendants and relatives of patients.
2. lack of basic amenities like, drinking water, canteen food, toilet facilities. etc.
3. Insufficient numbers of ward attenders and nurses.
4. Insufficient number of counters in on section
5. Unhygienic conditions of ward and toilet
6. There are no separate counters for senior citizen.
7. Inadequate availability of medicines.

x. Recommendations

The current study recommends of the remedies that would assist to hamper the miseries and augment the privilege to common patients in the public hospital. Based on the perception of the respondents and the finding of the study, it is recommended that the government should increase the investment for health care facilities and construct more ward and offices within the hospital. The study also recommends that they should provide geriatric infrastructure and geriatric health care provision in the hospital. Also improve the infrastructure facilities for bystanders, drinking water facilities, cleanliness of toilets etc. and they should take initiative for running a canteen in the hospital and also keep adequate stocks of medicines. There should be a proper mechanism for checking the effective reach of facilities to all the beneficiaries.

xi. Conclusion

From the data analysis we can conclude that majority of people visited are belongs to below poverty line (BPL) category. Regarding the satisfaction level the respondents are satisfied with service provided by doctors and nurses. But there are many difficulties that are faced by the patients and their bystanders, that is the majority of respondents were found to be disappointed with the facilities of the hospital especially drinking water facilities, toilets,

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