



PATIENT SATISFACTION ON HOSPITAL ENVIRONMENT- AN INPATIENT SURVEY WITH REFERENCE TO GOVERNMENT HOSPITAL IN UDUMALPET

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ABSTRACT

KEYWORDS:

Government, Healthcare, Hospital, Patients

Health is an important dimension of well-being and is the basic requirement of life. Only a healthy man without disorders can achieve his goal and standard. Availing basic healthcare services is considered to be a milestone for many BPL (Below Poverty Level) people. Public health centers are regulated to provide healthcare measures from basic to higher technological level at free of cost. By being at all possible places the public health care system provides medical services at free of cost. Eventhough the beneficiaries are satisfied with the medical services, people found to have negative attitude towards its environment. So the present study is taken up to measure the level of satisfaction of inpatients regarding the Government hospital environment, infrastructure and the factors required for its improvement. The study identified that, respondents had pessimistic attitude towards its environment and also provided that sanitation system need to be improved for enhancing its effectiveness. It concluded that, supervision and operational activities of these healthcare centers should be strengthened to improve efficiency.

1. INTRODUCTION

“Health is Wealth” is the proverb that put fourths the importance of health. It is the common thought of every human to live a healthier life. Health care is the diagnosis, treatment for prevention of disease, illness, injury and other physical and mental impairments in human beings. The term Health is dynamic in nature resulting from level of stress and changes according to the environment. Physical fitness combined with diet and stress management promotes to attain a healthier life.

Healthcare industry has its own vital importance among other competing industries. Indian health care sector is streaming up with rapid technological facilities and services. It has been categorized into two major components viz., public and private. Government health care centers made a strategy to build a healthy nation. It focuses the people who could not afford for basic healthcare facilities due to their poverty, since it should not be an obstacle to improve their health status. Private healthcare centers have spread around with its own tier where the medical expenditure should be borne by the patients without any concessions. Moreover India is experiencing 22-25 percent growth in this industry and it is expected to double its size by the end of 2018¹. The budgetary allocation for healthcare sector during 2018-19 was upto Rs.

52,800 which is 5 percent higher than the previous year’s allocation².

Secondary care centers (Government Hospitals) and State Initiative

Inorder to progress the health facilities and standards of the people, the Government has designed a comprehensive structure focusing towards the improvement of health status of poor needy people at free of cost who could not afford for health expenditure.

TamilNadu is the leading state in implementing the various Government health programmes. Three tier system has been designed to provide medical care to cover all categories of people beyond the geographical divisions.

- Primary Health Care Center(PHC)
- Secondary Health Care Center
- Tertiary Health Care Center

Government hospitals come under the secondary healthcare system. It is located at taluk level which acts as a referral centers for the cases from Primary Health Centers (PHC). They are totally committed in building healthy people, not only by offering quality medicare facilities at the door step of every citizen, but also by providing medical facilities of the highest order, keeping pace with rapid technological developments in the field of medicine. TamilNadu has 29

district headquarters hospitals and 80 hospitals at taluk level³. The objective of the government is to ensure that health care services are rendered with the core principles of accessibility, equity, quality and affordability. This will be accomplished through strengthening of the health care network throughout the State to deliver the quality health care

STATEMENT OF THE PROBLEM

Government strive hard to build a healthy standard that would later turn into wealthy one. In the healthcare setting, Government hospital is been embedded with high reputed specialized physicians, quality updated vaccines/medicines, beneficial categorized schemes and round the clock healthcare. Beyond these statements they were not being able to excel in the provision of clean and tidy environment. As it is most important to consider that, only a clean environment and surrounding make good for hopeful quick recovery. And the patients expectation is too the same. Cleanliness plays important role in health improvement. There always exists only a negative attitude and thought on government hospital cleanliness for a common man. So there comes the necessity in analysing about the hospitals environment and surroundings This is much wearisome for the inpatients than the outpatients since they are admitted in the hospital and are under the urge to use the facilities and services which is available in that healthcare center. Patient satisfaction has emerged as an increasingly important parameter in the assessment of health care quality. It is the degree of congruency between a patient's expectation of ideal care and their perceptions of actual care received. So at this point of time it is essential to study the inpatient satisfaction on Government hospital environment, surroundings and allied services.

OBJECTIVES

- To measure the level of satisfaction of inpatients towards the physical environment of Udumalpet government hospital.
- To identify the facilities to be improved for enhancing the level of satisfaction of inpatients of Udumalpet Government hospital

SCOPE

The study attempts to identify the demographic profile of the inpatients and their level of satisfaction towards Government hospital environment/surroundings. It also brings out the patients satisfaction level on basic medical facilities. The study has been done through to know the factors required for the progress and development of the hospital.

METHODOLOGY

The present study was aimed at assessing the efficiency of hospital environment and surroundings. Patients who were made admission as inpatients in the Government hospital constitute the population for the study. A sample of 50 respondents who availed the medical care and facilities from Udumalpet Government hospital were selected by adopting convenience sampling technique. A structured schedule has been prepared to collect the required primary data from the inpatients. Before the survey, a pilot study was made to look into the reliability and accuracy. The collected primary data were consolidated into master table and were analysed by using statistical tools like percentage analysis, likert scaling technique, chi-square test, weighted average method and ANOVA.

2. REVIEW OF LITERATURE

- **Chen H et.al.**, made a study on "Factors Influencing Inpatient Satisfaction with Hospitalization service in Public Hospitals in Shanghai" with an aim to analyse the influencing factors for inpatient satisfaction. A cross sectional study was made among 878 inpatients and provided that patients were more satisfied with the attitude/behaviour and caring of nurses than doctors(Mean score 3.70) since because of their low consultation time spent in the wards. The reports showed dissatisfaction towards the hospital environment and infrastructure (Mean score 4.20). The study concluded that nearly 89.75% of the respondents had good opinion and positive attitude towards the services and facilities of the hospital. A slight increase in concerning hospital services can improve the overall satisfaction levels
- **Dheepa T et.al.**, (2015) made a study on "Patient's Satisfaction towards the Quality of Services offered in Government Hospitals in Western Districts of TamilNadu". The service quality offered by government hospitals on various dimensions were discussed in this study using a sample of 286 respondents. A self completion questionnaire was provided to the patients to determine their satisfaction level. It concluded that the expectations of patients were found to be higher in all aspects. Even though government hospitals were performing good but still it needs to focus on with equipment and upgraded operation theatre. The researcher suggested that availability of doctors and their consultancy was considered to be less. So appointing new and dedicated doctors can be done to provide a special care.
- **Sodani P R and Kalpa Sharma** (2011) made a study on "Assessing Patient Satisfaction for Investigative Services at Public Hospitals to Improve Quality of Services". The study was made with the objective to analyze the satisfaction level of patients at Public Health Centers. About 280 investigative patients were included in the study to know their perceptions about the services at the public health centers. It was found that 90 percent of the respondents who utilized ultrasonography and 70 percent of the respondents towards utilization of ECG facilities faced the problem of over crowding. But found the test and lab services to be good. Nearly 50 percent of them stated that there was privacy and confidentiality with the health records disclosures. The researcher concluded that efforts should be made to strengthen the infrastructure and human resources at the public health centers.

3. FINDINGS, RESULTS, SUGGESTIONS AND CONCLUSION

The study on Government hospital environment and surroundings in Udumalpet taluk provides the information regarding patients attitude on maintenance and availability of basic infrastructural facilities. The analysis of data collected through the interviews schedule revealed the following findings:

- 30 percent of the respondents belonged to the age group of 41-50 years.

- More than half of the respondents were male
- Majority (82 percent) of the respondents were married
- 14 percent of the respondents were agriculturist
- Nearly 35 percent of the respondents fall under the income bracket of Rs.3001-Rs.5000 per month.
- 20 percent of the respondents got admitted in fever ward followed maternity, dermatology and ortho ward.
- Respondents were highly satisfied with availability of stretcher/carts/trolley scoring (76) followed by providence of diet food(75), ambulance services (65), accessibility of information from hospital (52) and were least satisfied with poor maintenance of room (-80), cleanliness of bed/bedsheet/bedspread (75), cleanliness and water availability in wash rooms/toilets (-64).
- Respondents were much satisfied with location/easy reach of the lab scoring (44) followed by availability and competence of staffs (29), working condition/maintenance of equipments (28), availability of necessary medicines (26) and were least satisfied with duration of the time to get medicines (-35), location/easy reach of the pharmacy (-32), availability of updated facilities and equipments (-24) and staffs at the pharmacy counter(-21).
- All of the respondents provided that, cleanliness, sanitation facilities and drainage system are the factors required for immediate improvement.

The following table provides the information regarding the availability of beds and staff position in Udumalpet Government hospital.

Availability of beds (Ward wise) (198)		Staff Position		
Ward	Number of Beds	Category	In position	Vacant
Male medical+ Female medical	18+20	Chief Civil surgeon	3	3
Male surgical +Female surgical	12+18	Nursing Superintendent	37	0
Antenatal ward + Post natal ward	6+6	Nursing assistants	5	5
Post Operative ward	24	Maternity Assistants	0	2
Labour ward	30	A.N.M	0	2
NICU	6	Health Visitor	1	1
Paediatric Ward	15	Lab Technician Grade 1	0	1
A&E ward	6	Lab Technician Grade 1	2	2
Poison Ward	6	X-Ray attendant	0	1
ICU	5	Chief Pharmacist	1	0
Insurance ward	10	Pharmacist	3	0
Eye ward	3	ECG Technician	0	1
SHED	5	Hospital workers	9	31
Postpartum ward	6	Sanitary workers	5	16

RESULTS

1. Using **chi-square analysis**, relationship between profile of the respondents and the level of satisfaction towards hospital physical environment/surroundings and medical facilities were made.

- There was a significant relationship between age, educational qualification, occupation of the respondents and the level of satisfaction towards physical environment/ surroundings.

- There was a significant relationship between age, gender, educational qualification, monthly income of the respondents and the level of satisfaction towards medical facilities.

2. **Weighted average score** method is adopted to analyse the foremost satisfied factor in the hospital. It is calculated by taking into consideration as:

Highly satisfied	Satisfied	Neutral	Dissatisfied	Highly Dissatisfied
2	1	0	-1	-2

Availability of stretcher/carts/trolley was the most weighted factor among the other physical facilities and incase of medical facilities, location/easy reach of the lab factor weighted high.

3. **ANOVA** method is used to analyse the significant relationship between profile of the respondents and the level of satisfaction towards hospital physical environment/surroundings and medical facilities. There was a significant association between occupation and level of satisfaction towards physical environment/surroundings.

SUGGESTIONS

- Efforts should be taken to create awareness among the patients to maintain the surroundings clean by themselves.
- It is primary to fill up the vacancies by appointing adequate number of supportive staffs which is a key essential for clean hospital environment.
- Since sanitation is one of the crucial factor for a healthcare center, utmost importance should be provided which is the base for spreading of infection.

CONCLUSION

State Government have great concern over the public health. Measures and actions is been regularly revised for the welfare of the people. Government categorizes and allots funds on the basis of the economic surveillance. The study identified that inspite of its regulations with large funding, inpatients of Udumalpet Government hospital stated that measures relating to cleanliness and sanitation should be taken. So monitoring by the officials accordingly with due care and diligence shall improve its efficiency much greater that helps to achieve the "Healthcare for all" strategy planned by the Government.

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Endnotes

- ¹<https://www.ibef.org/industry/healthcare-india.aspx>
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