

# Patients Satisfactory Survey on Chronic ill Patients in IP at Government Siddha Medical College and Hospital, Palayamkottai - From May 2018 to August 2018

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## ABSTRACT

### Background

A patient satisfaction In inpatient department is important role to conclude our stage of services provided to them . Because a hospital IPD is run by only the patients stay with confidence and discharge with satisfaction. So determine our satisfaction level, we conduct a survey on the chronic ill patients in IPD and improve the demerits to merits. This study also conducted to understand the satisfactory level on Inpatients department at Government Siddha Medical College and Hospital, Palayamkottai.

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**Aim:** To find out the satisfaction level of patients, on IPD of GSMC and Hospital, Palayamkottai.

**Materials and Methods:** It is a hospital based, well structured, cross sectional study on IPD patients based on randomized selection.

**Results:** A total 126% of patients were involved in this study. 59.5% of patients were male and 40.5% of patients were female. And also 98.4% of patients were

prefer and 1.6% of were not prefer this hospital to their family and friends.

**Conclusion:** From this, we come to know most of the patients are satisfied with the services in IPD of GSMC and Hospital, Palayamkottai and least of the patients were unsatisfied with hospital service. So the weak areas are pointed out by this survey and improve the standard of care in future.

**Keywords:** IPD services, Satisfactory level, Gsmc, Siddha, Quality improvement

## INTRODUCTION

Satisfactory survey is the basic and necessary survey to determine the level of care provided by the hospital. Satisfaction is based on numerous services given by hospital and lots of experience by the patients.

On an average patients admitted in inpatient department of GSMC, Palayamkottai are 5400 per month (based on the census of Jan 2018 to Apr 2018). From the above data we came to know that more or less 180 patients admitted the IPD of GSMC per day. Patients with chronic illness are came to GSMC hospital and stay in

Inpatient department for treat with physician regular care and supportiveness by the staffs. If the facilities in Inpatient department is not satisfied to the patient, they hesitate to stay in hospital. So Improving the quality of patients care and satisfaction is a vital and necessary activity. The data gathered through measuring patient satisfaction reflects care delivered by physicians and staffs. So the study has been taken.

## AIM:

To find out whether the patients are satisfied with the services provided in Inpatient Department of GSMC & Hospital, Palayamkottai and at the sametime to get the feedback on the services provided in IPD.

## OBJECTIVES:

### PRIMARY OBJECTIVE:

To determine satisfactory rate of patients attending IPD of GSMC and Hospital, Palayamkottai.

### SECONDARY OBJECTIVE:

To Suggest plan of action and ensure proper utilization of level of care and facilities provided in IPD.

## MATERIALS AND METHODS:

### STUDY PERIOD:

4 ½ months (timeline attached)

### STUDY SETTING:

IPD at GSMC, Palayamkottai.

### STUDY POPULATION:

This research work conducted who are admitted in inpatient department at Government Siddha Medical College and Hospital.

**STUDY DESIGN:**

Cross Sectional method of  
Descriptive study

**OPERATIONAL DEFENITION:**

In this research qualitative assessment score will be defined in following ways –  
Yes or No among adults

**SAMPLING PROCEDURE:**

Systemic randomization on Day  
randomization.

Only weekdays at 9.00 to 11.00am  
collected the data from IPD patients at  
GSMCH, Palayamkottai.

**SAMPLE SIZE:**

Calculated by Epi – Info

**Methods:**

Population survey or descriptive study  
using Random (Not cluster) sampling.

Confidence level	-	95%
Population size	-	21350
Expected frequency	-	90.9%
Confidence limits	-	5%
Sample size	-	126

**DATA COLLECTION:****i. INFORMATION COLLECTED:**

The information will be collected patients  
admitted IPD of GSMC, Palayamkottai

**ii. METHOD APPROACH:**

Face to Face

No Intervention

**iii. DATA COLLECTION PROCEDURE:**

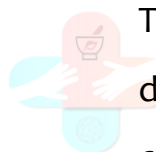
Main investigator collect all the data from  
suitable questionnaire (attach in  
appendices).

**iv. DATA ANALYSIS:**

In research data analysis, including  
recording of key exposure / outcome  
variables, indicators to be calculated from  
the descriptive analysis.

**ETHICAL ISSUE:**

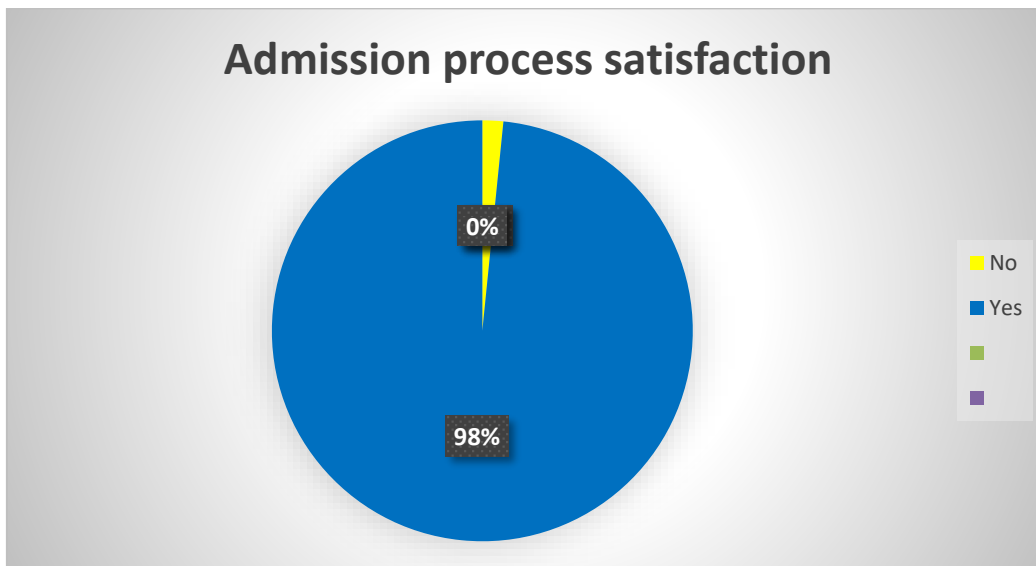
The study is to be carried out in primary  
data of IPD patients with approval of  
college council committee / review board  
to the period of 4 months from May to  
August 2018.

**RESULTS**

A total of 126 patients were included in  
this study. 59.5% of patients were male  
and 40.5% of were female.

98.4% of patients were answered  
positive result and 1.6% of were  
negative result for satisfaction of  
admission process. It is shown in figure 1 :

Figure 1: Admission process satisfaction



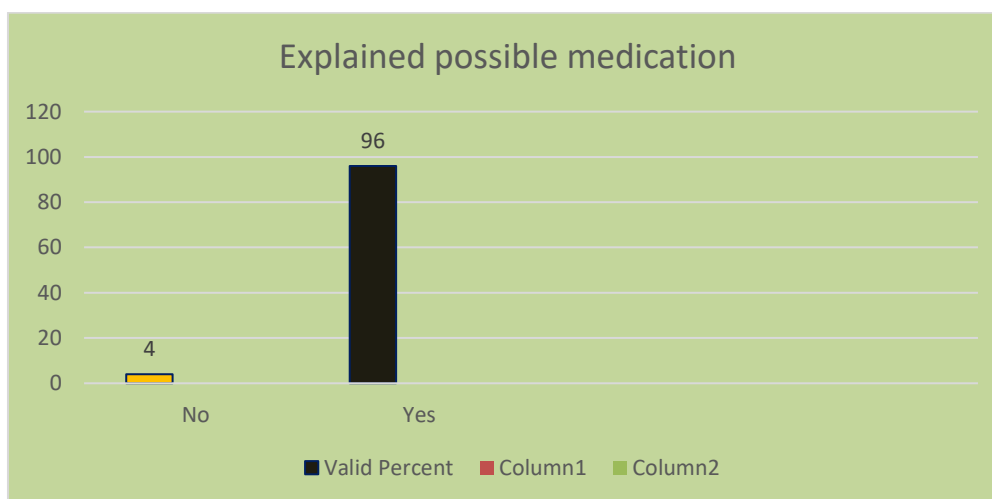
96.8% of patients were gave positive answer and 3.2 % patients gave negative answer to satisfaction for investigation after admission.It is shown in table 1 :

Table 1: investigation after admission

investigation after admission				
	Frequency	Percent	Valid Percent	Cumulative Percent
no	4	3.2	3.2	3.2
yes	122	96.8	96.8	100.0
Total	126	100.0	100.0	

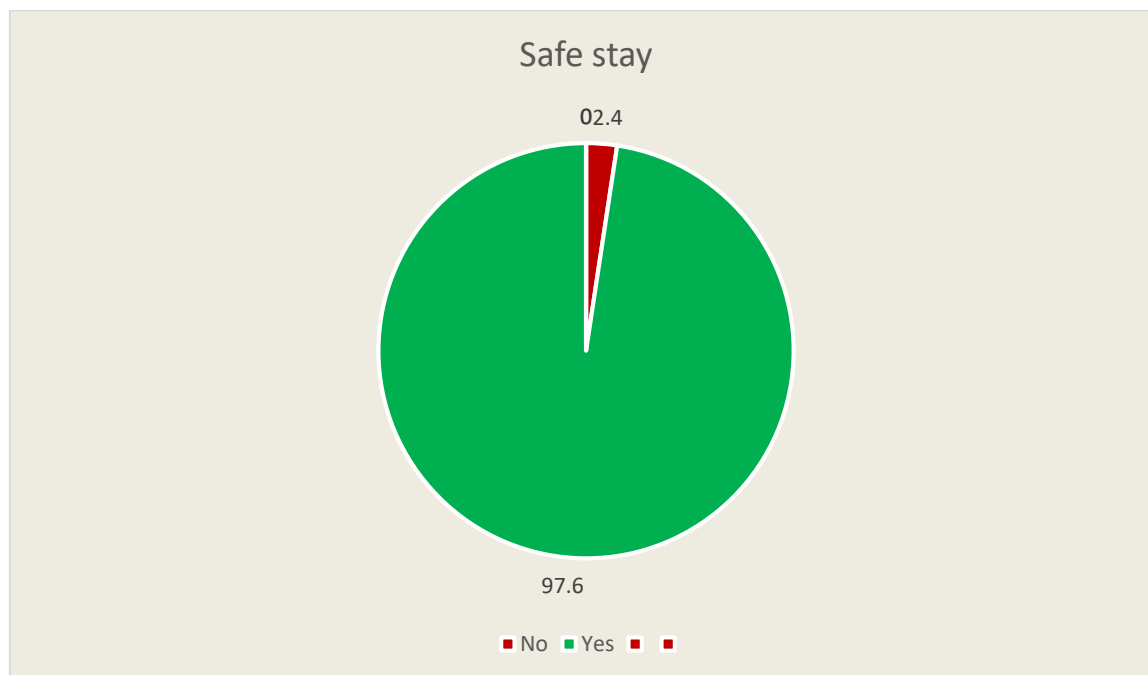
96% of patients were answered positive result and 4 % of were answered negative answer to satisfaction of explained possible medication by doctor.It is shown in figure 2:

Figure 2 : Explained possible medication



97.6 % of patients were answered positive result and 2.4% of were answered negative result to satisfaction of safe environment during stay in the hospital. It is shown in figure 3;

**Figure 3: Safe stay**



98.4 % of patients were answered positive results and 1.6 % of were answered negative results to prefer the hospital to their family and friends. It is shown in table 2:

**Table 2: will you suggest**

		will you suggest			
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	no	2	1.6	1.6	1.6
	yes	124	98.4	98.4	100.0
Total		126	100.0	100.0	

## CONCLUSION

In conclusion, the survey of the study says, 98 % of patients are satisfied by the services and facilities provided in IPD of GSMC and hospital, Palayamkottai. And also they give positive answer to prefer this hospital for others. It leads to more people come to the hospital for admission and treat their illness with confidence. And this study result is a keyhole to identify the weak area and improve it for the 100% of full satisfaction of the patients.

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