

Patients Satisfactory Survey on Out Patient Department Specialities and Services at Government Siddha Medical College and Hospital, Palayamkottai

- From May 2018 to August 2018

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ABSTRACT

Background

Satisfaction of the patient is one of the most important result for our care and services to them in the hospital. If the patient unsatisfied they will reject our service. A hospital standardization is also based on the positive answer come out from the patients. And this study will conducted for measure the patients satisfaction level on out patient department at Government Siddha Medical College and Hospital, Palayamkottai.

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Aim: To measure the patients satisfactory level on outpatient department at Government Siddha Medical College and Hospital, Palayamkottai.

Materials and Methods: This study was a hospital based, cross sectional study. A total of 200 patients were included in this study by selecting randomized method.

Results: And this study 65% of male patients and 35% of female patients participated. Finally, 100% of patients were

positively answered they recommend this service to others with satisfaction.

Conclusion: This survey report shows the quality of services and facilities provided by the GSMC and hospital, Palyamkottai with the positive results.

Keywords: Patients satisfaction, Siddha, GSMC, quality improvement, OPD

INTRODUCTION

Determine the patients satisfaction is most important and vital study for understood our care of services. Everyday many people come to visit the hospital for consulting. In hospital, they faced so many sections and they have different experience. After consulting, finally their expectation of care is fulfilled by the doctors and staffs are necessary.

On an average patients visiting outpatient department of GSMC, Palayamkottai are 21,350 per month (based on the census of Jan 2018 to Apr 2018. From the above data we came to know that more or less 710 patients visits the OPD of GSMC per day.

A Patient's experience within a hospital environment is based on multiple area with a wide variety of individuals and locations. Although most patients are generally satisfied with their service ,they may not be uniformly satisfied with all aspects of the care they receive. Improving and developing the quality of patient care in GSMC and Hospital at

Palayamkottai is a vital and necessary activity.

AIM

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

OBJECTIVE

PRIMARY OBJECTIVE:

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

To develop patient care system.

SECONDARY OBJECTIVE:

To suggest plan of action and ensure proper utilization of level of care and facilities provided in OPD.

MATERIALS AND METHODS

STUDY PERIOD:

4 ½ months (timeline attached)

STUDY SETTING:

OPD at GSMC, Palayamkottai.

STUDY POPULATION:

This research work conducted who are consulting in outpatient department Government Siddha Medical College.

STUDY DESIGN:

Cross Sectional method of Descriptive study

OPERATIONAL DEFINITION:

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 10.30am collected the data from regular OPD 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 visiting OPD of GSMC, Palayamkottai

ii. METHOD OF 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:

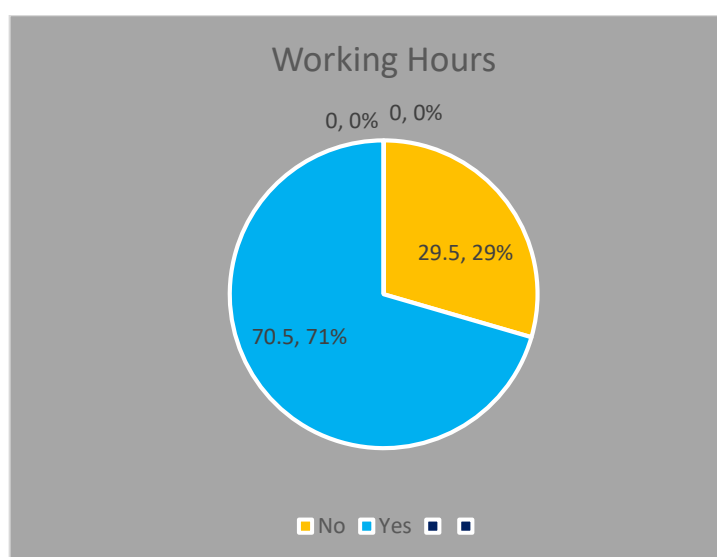
The study is to be carried out in primary data of IPD patients with approval of college council committee / review board to the period of 4 months from May to August 2018.

RESULTS

A total of 200 patients were participated in this study. 65 % of patients were male and 35 % of patients were female.

70.5 % of patients were gave satisfied and 29.5% of were gave unsatisfied answer to the working hours.It is shown in figure 1:

Figure 1: Working hours



95.5 % of patients were satisfied and 4.5 of were unsatisfied with doctors explanation about treatment.It is shown in table 1:

Table 1:

doctors explanation					
		Frequen cy	Percen t	Valid Percent	Cumu Perce
Valid	No	9	4.5	4.5	4.5
	yes	191	95.5	95.5	100.0
	Total	200	100.0	100.0	

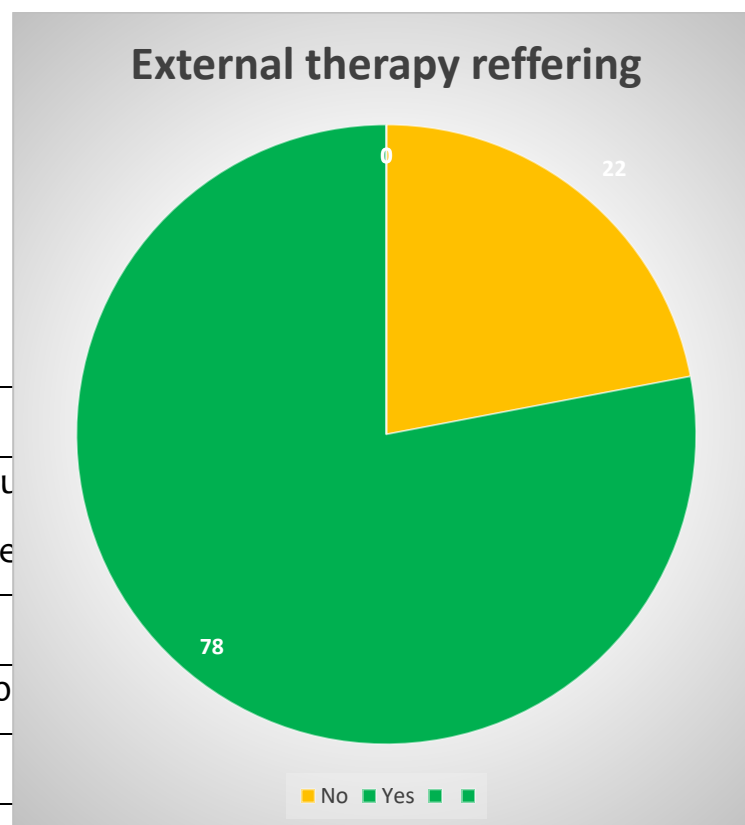
69.5% of patients were satisfied and 30.5 % of were unsatisfied with dietary counselling provided by doctors.It is shown in table 2:

Table 2: dietary counselling

	Frequency	Percent	Cumulative Percent
No	61	30.5	30.5
yes	139	69.5	100.0
Tot al	200	100.0	

78 % of patients were satisfied and 22 % of were unsatisfied with external therapy reffering.It is shown in figure 2:

Figure 2: external therapy offering

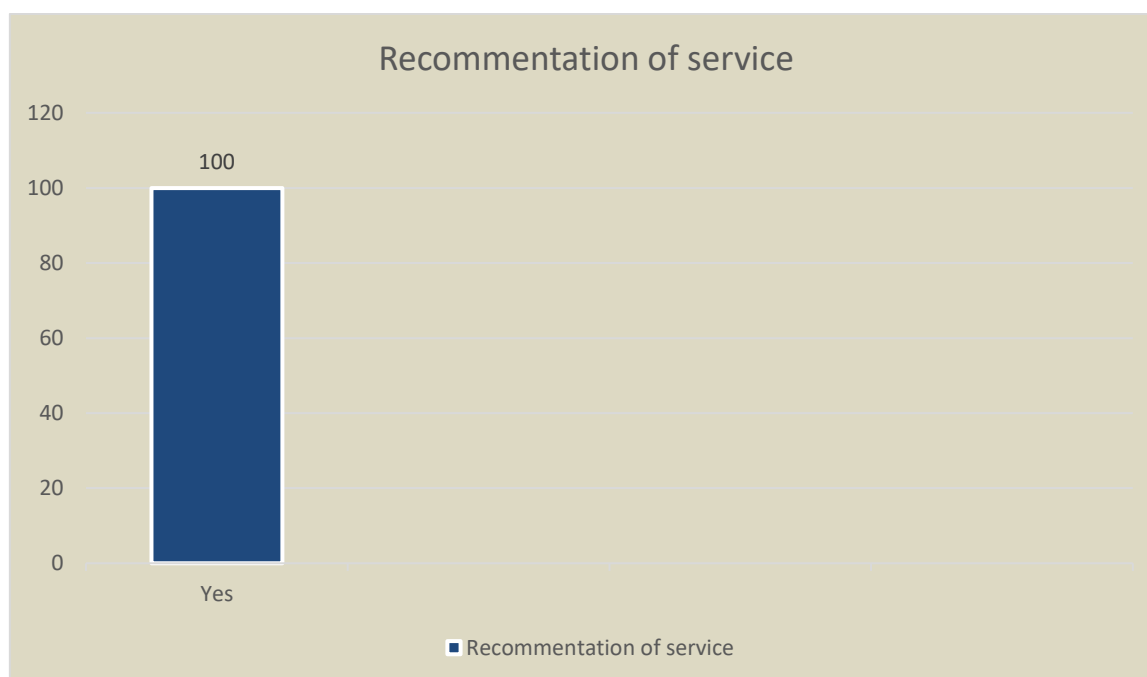


100 % of patients were positively answered

family and friends. It is shown in figure 3:

to recommendation of this service to their

Figure 3: Recommendation of services



CONCLUSION

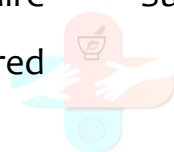
This survey results, high number of people satisfied by the OPD service and their expectations are fulfilled. And also this study reveals the merits and demerits of the OPD facilities and give an opportunity to develop that and improve the quality of the services. In this survey, most of the people says, they recommend this service. Leah Honigman, MD; Anthony Mazzeo, MD; Thomas B. Pinson, MD, MBA; Kevin Reed, MD; Jennifer L. Wiler, MD, MBA† Patient Satisfaction Surveys and Quality of Care: An Information Paper,



to their family and friends. This is the booster dose for the workers and staffs to work more enthusiastic in the GSMC and Hospital at palayamkottai and leads to more people visit to the hospital for consulting.

REFERENCES

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To cite this: *Ragavi G, Antony Duraichi R, Rajarajeshwari A, Patients Satisfactory Survey on Out Patient Department Specialities and Services at Government Siddha Medical College and Hospital, Palayamkottai- From May 2018 to August 2018, International Journal of Reverse Pharmacology and Health Research, 2018, 1(2): 148-153.*