

A STUDY ON PATIENT SATISFACTION IN MASTER HEALTH CHECKUP, IN ONE OF THE MULTISPECIALITY HOSPITALS IN COIMBATORE

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ABSTRACT:

The study aims to evaluate patient satisfaction in Master's Health Check-up. A descriptive survey research design was used for this study. The target population was patients from the Master Health Check-up department. By using convenient sampling techniques, 150 sample participants were selected from the target population. The data were collected on a predesigned and pretested questionnaire. Most of the respondents were satisfied with availability of services, waiting time, coordination of doctor, nurse, and the other staff. The overall satisfaction level was 28% of patients were regarding the Waiting Time in ECHO and 55% of patients were asked how they rate teamwork rated the Master Health Check-up staff. Future Scope: The findings are also expected to pave the way for future research work.

Keywords: Patient Satisfaction; Master Health Check-up; Waiting Time;

INTRODUCTION:

The Master Health Exam contains unique diagnostic test profile for a comprehensive health assessment from an early age. Explore the most common health conditions related to thyroid, heart, liver, kidneys, bones and blood. This pack includes a wider range of tests including lipid profile, LFT, KFT, thyroid profile and more.

It is a fact that all people are susceptible to disease, regardless of various factors. Long waits during them master check-up make the process more tedious and time consuming. This research study focuses on the Master Health Check (MHC) Department of General Hospital, Coimbatore, with the aim of optimizing processes using lean management.

Satisfaction is one of the key factors associated with government policies and thriving businesses, and can only be maintained by providing exquisite quality services that lead to increased satisfaction. These improved regulations require effective service delivery, cost allocation and control strategies. In the context of providers, there are two types of his service providers that work particularly well in both private and public hospitals in developing countries. Choosing the right health centre and competent physicians has a positive impact on patient care and is essential to achieving the goal of patient satisfaction.

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Patient input is becoming increasingly important in the process of improving healthcare systems. Patient satisfaction is the state of pleasure or well-being experienced by patients when using healthcare services. Patient care is therefore a fundamental task of all health care providers. It is one of the measures of efficiency and effectiveness, and hospital efficiency is related to service delivery and quality care. Patient satisfaction is the real test of the effectiveness of health care service management.

OBJECTIVE 1.1

objectives of the study

- To study the patient satisfaction in Master Health Check-up
- To analyse various factors influencing patient satisfaction
- To suggest measures to improve patient satisfaction

II.REVIEW OF LITERATURE:

According to Rezarta Kalaja, (2023), this research paper aims to explore the field of patient satisfaction in health care, by performing a literature review on existing healthcare articles that analyse determinants of patient's satisfaction and theories on patient satisfaction assessment. Patient satisfaction is one of the most important factors to determine the success of health care providers. Determining the exact definition, determinants and characteristics of patients that influence satisfaction, as well as different theories on satisfaction, are highly discussed elements in the literature for a long

period of time. The research instrument was a literature review by combining different view from many researchers.

According to Yun Ai, et al (2022), in this study, the setting in which healthcare services are provided, patient experiences, and attitudes regarding those services were all investigated. In order to gather information from 367 respondents who had previously visited general practise clinics in Malaysia, self-administered questionnaires were used. The underlying hypotheses were tested using the Smart PLS statistical programme. The findings showed that factors such as atmosphere, service quality, interior design, and cleanliness significantly impacted patients' trust and contentment whereas the external design had little bearing on either. Patients' intention to return, willingness to pay for a premium healthcare service, and participation in word-of-mouth for healthcare services were all significantly impacted by their pleasure and trust.

According to Sri Harsha Chalasani, et al (2022), patient satisfaction is a multifaceted measure of how well a patient's expectations of the service received from medical treatment have been met and serves as a benchmark for judging the safety and calibre of that care. The three quality domains mentioned above are also applicable to anaesthesia: effectiveness, which evaluates discomfort associated with the procedure; patient-centeredness, which evaluates patient satisfaction with the care received; and safety, which calculates the frequency of events that may cause long-term harm, such as accidental awareness during general anaesthesia.

According to Fahad D. Alosaimi, et al (2022), for many years, patient satisfaction with healthcare was acknowledged as an essential element of programmes to ensure the quality of

that service. Psychosocial factors influencing patient satisfaction with cancer care have only been somewhat studied. Our study's goals were to gauge patient satisfaction with cancer

treatment in Riyadh, Saudi Arabia, and identify the psychosocial and clinical factors that influence it.

III.METHODOLOGY

Descriptive research includes surveys and fact-finding inquiries of different kinds. The major purpose of descriptive research is to describe the current state of affairs. The people taking up the Master Health Check-up program at the hospital during the data collection period of the population of the study. Thus, the total sample size was 150. All the samples have been tracked from the point of entry to exit from the master health check-up department by the researcher. The data for the study was mainly collected from primary sources, including observations and interviews. Accordingly, the survey tool is a structured questionnaire divided into two parts. The first part includes demographic questions such as gender. And the second part is composed of fourteen questions about patient satisfaction.

IV.ANALYSIS

The above Chart I shows the respondents Gender

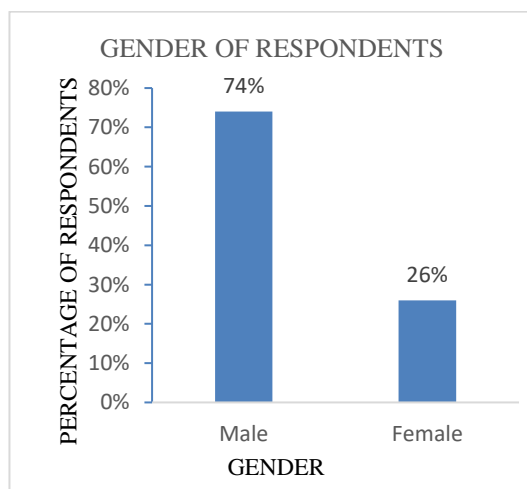
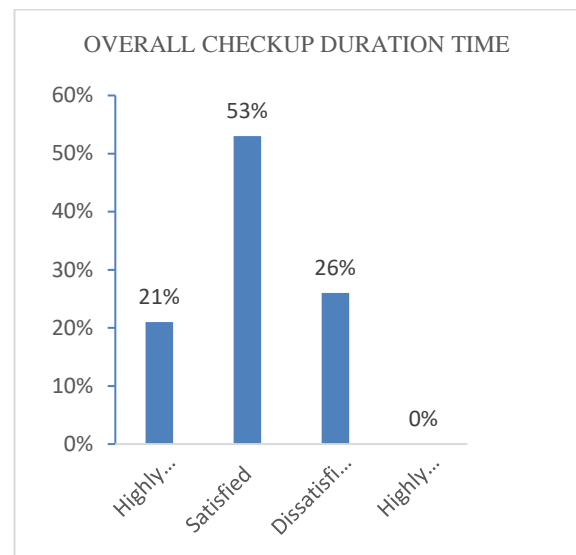


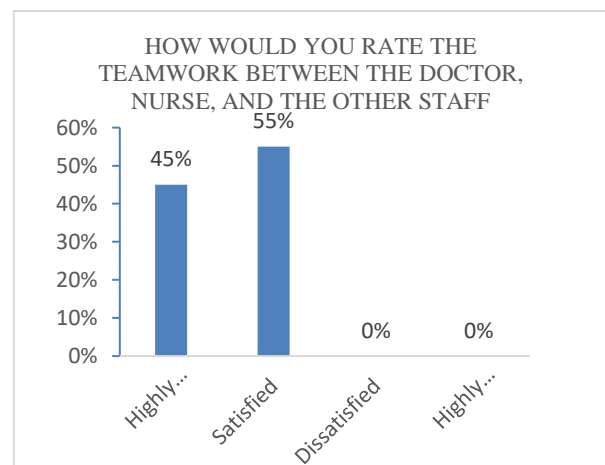
Chart- I From the above chart it is interpreted the 74% of respondent's are male and 26% are female

Chart- II Chart showing the respondents “overall check-up duration time”



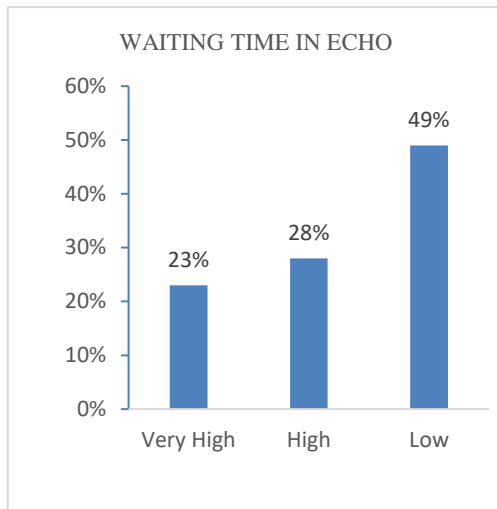
As we can see from the above Chart- II, 21% of patients reported being extremely Highly Satisfied, 53% of patients reported being Satisfied, and 26% of patients reported being Dissatisfied with the “Overall check-up duration time”

Chart- III Chart showing the respondents “How would you rate the teamwork between the doctor, nurse, and the other staff”



As we can see from the above Chart – III, when asked “How would you rate the teamwork between the doctor, nurse, and the other staff” 45% of responded Highly Satisfied and 55% of patient responded Satisfied.

Chart- IV Chart showing the respondents “Waiting time in ECHO”



As we can see from the above Chart – IV 23% of patient have responded Very High, 28% of patient have responded High, and 49% of patient have responded Low regarding “Waiting time in ECHO”

MAJOR FINDINGS

- It was found that 60% of patients were Highly Satisfied in Communication with the staff.
- It was found that 55% of patients were satisfied with how they rate teamwork between the Master Health Check-up staff.
- It was found that 51% of patients were Highly Satisfied by the guidance provide.
- It was found that 51% of patients were Highly Satisfied and comfortable with the reception area.
- It was found that 28% of patients felt that the waiting time in ECHO was high.

SUGGESTIONS:

- In order to reduce waiting times, billing counters should be increased.
- Number of restrooms to be increased and hygiene in the department should be improved.
- To ensure employees who are on the telephonic services of the department speak bilingual language.

- Appointments system through online should be introduced at Master Health Check-up in order to avoid registration rush.

CONCLUSION:

A useful tool for assessing hospital performance from the perspective of the patient in the Master Health Check-up department's survey on patient satisfaction was conducted. Patient satisfaction is a good indicator of hospital service quality at all levels. In order to analyse the many aspects that contribute to patient satisfaction, this study was assembled. The primary finding and suggestion provided in the study would be helpful to improvise the patient satisfaction.

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