

A Study on Patient Satisfaction in Outpatient Department, in One of the Multispecialty Hospital at Coimbatore

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Abstract- Outpatient satisfaction is a key indicator of healthcare quality in hospitals. This study examines various factors influencing patient satisfaction in the outpatient department (OPD), including waiting time, doctor patient communication, facility cleanliness, and administrative efficiency. By analysing patient feedback and survey data, the study aims to identify areas for improvement and enhance service delivery in healthcare facilities.

Key words: outpatient, healthcare, satisfaction,

The objective of the study include,

- 1) To research the outpatient department's patient satisfaction level
- 2) To analyse the factors influencing patient satisfaction among review patient'
- 3) To provide recommendations or propose actions for enhancing patient satisfaction.

1.LITERATURE REVIEW

Tirhas Tadese et al. (2022) conducted a study to explore patients' experiences regarding the quality of care at the outpatient department. The increasing patient flow to outpatient services in Ethiopian hospitals highlights the need to meet growing healthcare demands while ensuring quality care. The study used a qualitative phenomenological research design and was centered on Yekatit 12 Hospital Medical College. Purposive sampling was used to choose 144 patients in total, and interviews were recorded transcribed, and subjected to thematic analysis. Semi-structured questionnaires were used to gather data. The findings revealed three main themes from the focus group discussions: violation of ethical principles, inadequate infrastructure, and an unwelcoming physical environment. The study concluded that the hospital's quality of care was unsatisfactory, recommending that hospital management should develop and implement strategies to enhance care quality and improve patient satisfaction.

S. Grogan et al. (2000) conducted research to validate a survey intended to assess the level of satisfaction patients have with the services provided by general practitioners. To ensure meaningful assessment, the accuracy and reliability of the Patient Experience Survey (PSQ) were the main subjects of the study. The study included 1,390 individuals from five practices in Scotland, the Midlands, and northern England. The researchers assessed the construct validity and internal reliability of the questionnaire, using confirmatory factor analysis to evaluate its factor structure. The analysis confirmed that the items corresponded well with the five-factor model

1.INTRODECTION

A.Patient satisfaction

A key indicator of healthcare quality and a crucial part of a patient-centered healthcare system is patient happiness. It shows how well healthcare services satisfy patients' needs in terms of communication, accessibility, overall experience, and service quality. Better treatment adherence, better health outcomes, and more trust in healthcare practitioners are all linked to high patient satisfaction levels

B.Outpatient department

An outpatient department (OPD) is an essential part of the healthcare system, offering medical services to individuals who do not need overnight hospitalization. OPD facilities are commonly found within hospitals or as standalone clinics, playing a crucial role in the overall healthcare process. They provide a broad range of services, including doctor consultations, diagnostic testing, minor surgical procedures, and follow-up care. OPDs cover various medical specialties, allowing patients to benefit from prompt and cost-effective care, as they can return home after treatment. This model reduces the strain on inpatient services and helps optimize healthcare resources. OPDs are crucial for delivering both primary and specialized care, managing chronic conditions, and promoting preventive health initiatives. They improve access to medical services, making healthcare more convenient and accessible, which contributes to better community health and well-being.

(doctors, nurses, access, appointments, and facilities). Furthermore, the subscale scores exhibited strong positive correlations with the general satisfaction subscale, supporting the questionnaire's construct validity.

METHODOLOGY

Questionnaire is used in this study, A questionnaire in research is a structured set of written or digital questions designed to gather information from individuals or groups for the purpose of data collection and analysis. Data was collected using simple random sampling from a target population of 150 patients at the hospital. The study utilized percentage analysis (using Excel) to process the data. The formula applied to calculate the percentage was:

•PERCENTAGE OF RESPONDENTS = NUMBER OF RESPONDENTS / TOTAL RESPONDENTS * 100.

ANALYSIS

Table- 1 shows the nurses understand patient needs level of

S.N O	PARAMETERS	NO.OF RESPONDENT	PERCENTAGE
1	EXCELLENT	55	37%
2	GOOD	80	53%
3	AVERAGE	15	10%
4	POOR	0	0%

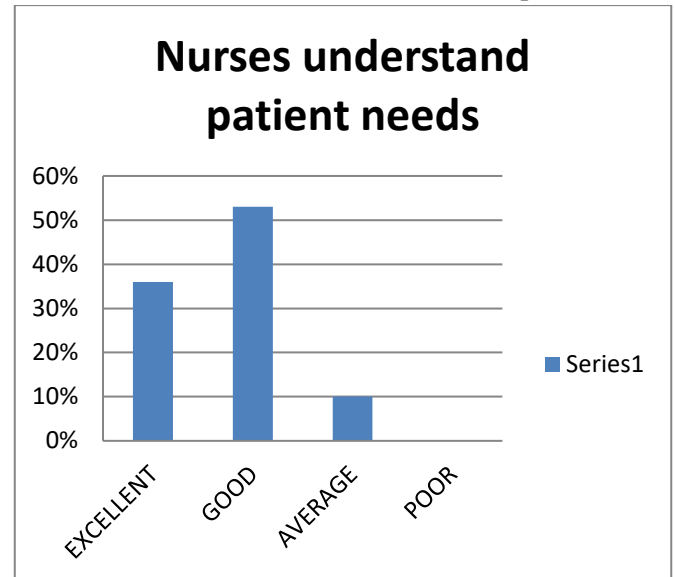
The survey results show that most respondents are satisfied, with 53% rating the subject as "Good" and 37% rating it as "Excellent." Only 10% rated it as "Average" .

TABLE- 2 Shows time delay in pharmacy

S.N O	PARAMETERS	NO. OF RESPONDENT	PERCENTAGE
1	EXCELLENT	50	33%
2	GOOD	50	33%
3	AVERAGE	30	20%
4	POOR	20	13%

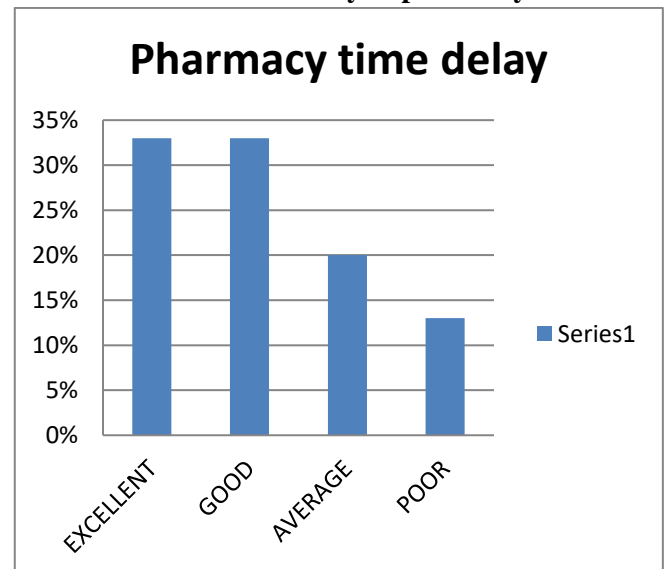
he survey results show a divided but mostly positive response, with 33% of respondents rating the subject as "Excellent" and another 33% as "Good." However, 20% of respondents rated it as "Average," and 13% rated it as "Poor."

CHART-1 It shows the nurses understand patient needs



It shows that 37% of respondents have responded as feel excellent, 53% of respondents have responded as feel good, 10% of the respondents have responded as feel average, 0% of the respondents have responded as poor for the question "DID UNDERSTAND PATIENT NEEDS".

Chart-2 It shows time delay in pharmacy



It shows that 33% of respondents have responded as feel excellent, 33% of respondents have responded as feel good, 20% of the respondents have responded as feel average, 13% of the respondents have responded as poor for the question " TIME DELAY"

FINDINGS& RECOMMENDATION

1.36% of respondents have responded as feel excellent, 53% of respondents have responded as feel good, 10% of the respondents have responded as feel average “NURSES UNDERSTAND PATIENT NEEDS”.

2.33% of respondents have responded as feel excellent, 33% of respondents have responded as feel good, 20% of the respondents have responded as feel average, 13% of the respondents have responded as poor “TIME DELAY IN PHARMACY”.

The recommendation include,

1. Give additional training, better communication to address the needs of all patients.
2. To reduce waiting time, and increase staffing during peak hours in pharmacy

CONCLUSION

This study underscores the importance of factors like waiting time, staff behavior, communication clarity, facility cleanliness, and accessibility in influencing patient perceptions and satisfaction. The results highlight the need for healthcare providers to enhance operational efficiency, promote compassionate and professional interactions, and adopt a patient-centered approach. Focusing on these areas can help strengthen patient trust, loyalty, and improve overall healthcare outcomes. Ongoing feedback and continuous quality improvement efforts are crucial to maintaining high levels of patient satisfaction in outpatient environments.

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