

## Patients satisfaction with standard of care in Pakistan Ordinance Factories Hospital Wah Cantt.

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**Objective:** To determine the patients' satisfaction with standard of care being provided in Pakistan Ordinance Factories (POF) Hospital, Wah Cantt.

**Methodology:** The study was conducted at POF Hospital Wah Cantt from January 2013 to July 2013 in which, 100 patients from different wards were interviewed. A questionnaire inquired the patients regarding the standard of emergency protocols, the condition of the ward as well as the quality of care being provided by the doctors and the nursing staff and the level of hygiene of the food and cutlery. The answers were translated into a score and matched accordingly. Results were analyzed using SPSS 19.0.

**Results:** Out of 100 patients, 57% were males and 43% were females, 60% were married. 59%

were admitted via Emergency and 41% through OPD. 24% patients were from Surgical ward, 48% from Medicine, 12% from Gynecology and 16% from Pediatrics ward. Their cumulative score showed that 8% were not satisfied, 38% were partially satisfied and 54% were completely satisfied from hospital's quality of care.

**Conclusion:** Overall majority of the people were satisfied with the quality of care. The patients raised concerns over some lack of communication and counseling which led to social and mental anxiety during treatment and lack of knowledge about their condition and medication. (Rawal Med J 2014;39:327-330).

**Key Words:** Patient satisfaction, quality of care, hospital care.

## INTRODUCTION

Patients' satisfaction is a set of attitudes and perceptions of patients towards health services. It is the degree to which an individual regards health-care as useful, effective and beneficial.<sup>1</sup> Patient satisfaction is one of the two main components of quality of care which includes respect for the patient and understanding the needs of the patient and providing services accordingly. It is a major indicator of quality care.<sup>2</sup> Hence, over the past decade there has been increasing realization of the need to take into account patient reports of their hospital experiences in the development of action plans for improvement of services, safety and care provided. Getting views of the patients on the care services is a much realistic tool to evaluate and improve the health care services since it is based on direct experiences of the users.<sup>3</sup>

Satisfaction with the hospital experience is a complex and multifactor phenomenon which incorporates (but it is not limited to) relationships

with medical personnel, physical surroundings and/or the healthcare organization itself.<sup>4</sup> Satisfaction is a subjective concept for the patient and professionals have to accept its existence.<sup>5</sup> Various studies have concluded that satisfied patients are more likely to continue using the medical care service, to maintain the relationship with a specified provider and to comply with medical regimen.<sup>6</sup> The aim of this study was to determine the patients' satisfaction with standard of care being provided at our institution in the hope to generate data that can help managers and doctors to improve the standard of care they provide in line with the wishes of the patients.

## METHODOLOGY

This hospital based descriptive study was conducted in conveniently selected sample of 100 patients, under treatment in different wards of POF Hospital, Wah Cantt having stay of more than 2 days, from January 2013 to July 2013. A questionnaire having

matrix format was set inquiring the patients (parents in Pediatrics ward) regarding the standard of emergency protocols, the condition of the ward as well as the quality of care being provided by the doctors and the nursing staff, and the level of hygiene of the food and cutlery.

The answers were translated into a score and matched accordingly. Scores were awarded out of 46, patients having score greater than 35 were considered "completely satisfied", patient falling in the range 20-35 were considered "partially satisfied" and patients having score less than 20 were considered "not satisfied". The data were analyzed using SPSS V-19.

## RESULTS

Out of 100 patients, 57% were males and 43% were females, 60% were married. 59% were admitted via Emergency and 41% through OPD. 24% of the patients were from Surgery ward, 48% from Medicine, 12% from Gynae and 16% from Paeds ward. The patients were evaluated in emergency protocols, ward care, food and hygiene. Individual scores of wards as well as cumulative total were calculated.

**Table 1: Satisfaction with food service.**

	Satisfied with food service of hospital			Total	P-value
	No	Partially	Completely		
Male	6	21	30	57	0.036
Females	0	12	31	43	
Total	6	33	61	100	

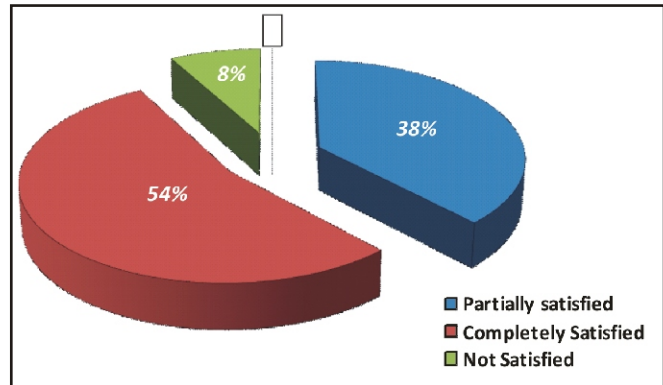
**Table 2: Patients' satisfaction with food service of hospital in different wards**

Ward	Satisfied with food service of hospital			Total	P-value
	No	Partially	Completely		
Surgery	2	9	13	24	0.094
Medicine	4	20	24	48	
Gyn	0	1	11	12	
Paeds	0	3	13	16	
Total	6	33	61	100	

60% and 54% patients were satisfied with doctors' and nurse' behavior respectively, 24% felt that they were not given enough information while 43% were satisfied with cleanliness of wards. Regarding food

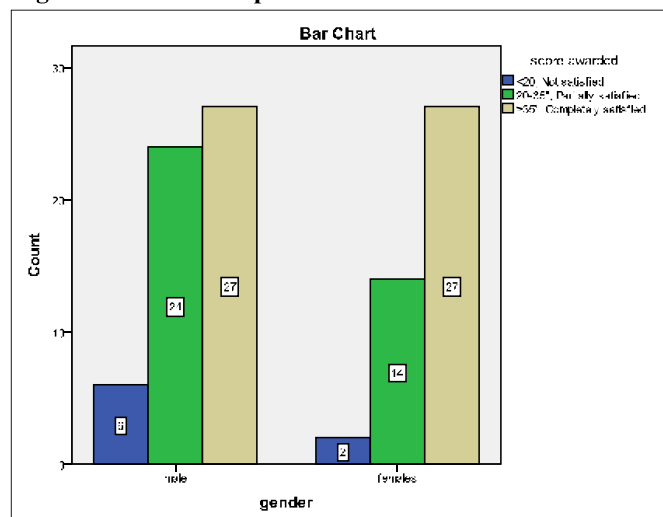
service of hospital 61% were completely satisfied, 33% were partially satisfied and 6% were not satisfied.

**Figure 1: Cumulative Score.**



58% were satisfied with cleanliness of cutlery used, 67% satisfied with hygiene of people bringing food to them and 59% thought that hospital food was healthy. Their cumulative total turned out to be 8% were not satisfied, 38% were partially satisfied and 54% were completely satisfied (Fig. 1). The results regarding gender and satisfaction with food service were significant ( $p=0.036$ ) (Table 1).

**Figure 2: Gender and patients' satisfaction.**



The results regarding gender and cumulative score ( $p=0.256$ ) (Fig. 2), marital status and cumulative score ( $p=0.636$ ), wards and cumulative score ( $p=0.298$ ), marital status and satisfaction with food service ( $p=0.791$ ) and wards vs satisfaction with food service ( $p=0.094$ ) (Table 2), were insignificant.

## DISCUSSION

It is often felt that developing countries need to improve their quality of healthcare provision. Society has long acknowledged the importance of the views of public in developing the very services provided to them, and in the case of the health care system, patients have been found to be aware of health issues to the extent that they have been described as "expert witnesses" to the health care process. It is suggested that efforts to improve health care will be wasted unless they reflect what patients want from the service.<sup>3</sup>

In this study with the aim of assessing the quality of care in POF Hospital we found that majority of the patients i.e. 54% were completely satisfied with the health services offered to them, followed by partial satisfaction level of 38% and 8% people were not satisfied at all.

Important factors which influenced the decision of the patients were gender and marital status. We found that females were more satisfied because there were no unsatisfied patients (0%) in gynecology and pediatrics ward. Level of satisfaction was better among unmarried as compare to married patients.

We found that there is a some lack of required communication between the patients and the doctors, as 24% felt that they were not given enough information. Patients complained that they were not informed about the disease and the medicine they are taking properly which led to social and mental anxiety and a decreased in satisfaction level. These results are similar to a study from King Khalid Hospital Riyadh Saudi Arabia.<sup>6</sup> Another study from Karachi showed that 5.3% patients felt that they were not given enough information, 20% of the patients did not find anyone in the staff to talk to about their worries and fears while 27.6% felt that they were given emotional support to only some extent.<sup>3</sup> In Switzerland, a study revealed that 56.1% patients expressed a general treatment satisfaction while 80.0% patients appreciated that their physicians listened to them.<sup>7</sup> Our figures compare extremely favorably with western figures,<sup>8</sup> in which 23% of patients felt that they were not given sufficient information about their condition and treatment. Our data showed that 38% patients were

not satisfied with cleanliness of wards, these results are comparable to data from the NHS survey<sup>8</sup> as well as from Brazil<sup>9</sup> where the respective proportions are also much higher.

The hospital provides standardized food to all patients along with special diets for patients with special needs. Hospital foodservice is a system where subsystems, including procurement, production, distribution/service, and safety/sanitation, are interrelated.<sup>10</sup> In this study, 6% patients were not satisfied with food, 58% were satisfied with cleanliness of cutlery used, 67% satisfied with hygiene of people bringing food to them and 59% thought that hospital food was healthy. This dissatisfaction rate is similar to another study where 14% of patients were not happy with the quality of hospital food provided to them,<sup>3</sup> while it is better than the NHS survey where dissatisfaction rate is 46%.<sup>8</sup>

Nursing staff is one of the most important part of the hospital and directly affects the patient's experience. In our study, 54% patients were completely satisfied with the nursing staff's skills, behavior, attitude, and response. In District Headquarters Hospital, Dera Ismail Khan<sup>2</sup> 55% patients were not satisfied at all. This again shows the importance of communication which the patient needs for fighting his illness confidently.

Hospital management and environment holds a high ground in maintaining patient satisfaction. Our study showed that majority of the patients revealed contentment when asked about the Emergency protocols including admission procedures and sitting area. A study from King Khalid hospital Riyadh<sup>6</sup> showed that admission procedure was so difficult that it reduced their level of satisfaction with the hospital management. Another study revealed that hospital size had a significant effect on patient satisfaction<sup>11</sup> which emphasizes the fact that environment plays an important role in patient satisfaction.

Some limitations should also be considered when interpreting the results of the present study. The study was carried out only in one tertiary care hospital of Wah Cantt and also the convenient method of sampling was used, therefore may not be applicable to other settings.

## CONCLUSIONS

Overall the patients were satisfied with the quality of care being provided in the hospital. The patients raised concerns over lack of communication and counseling which led to social and mental anxiety during treatment and lack of knowledge about their condition and medication. The quality of food needs to be improved. Patients should be provided more privacy during their treatment and nurses and doctors need to improve their communication with the patients. The health care team should provide more emotional support to the patient so that they have at least someone in the staff with which they can share their fears and worries.

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