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Attitude of Supporting Staffs and Patient Satisfaction – A Study in Secondary Health Care Centre

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ABSTRACT

Undoubtedly, quality of the hospital is completely depending upon the satisfaction of patients. This study is to understand the patient satisfaction in district level hospital. Researcher has interviewed 200 patients relating to the attitude of the supporting staffs. It is known by everyone that doctors diagnose the patient but rest of the services generally furnish various supporting staffs such as nurse, patient care assistants, laboratory assistant, the clerical support of the unit coordinators and the billing assistant. It is a cross-sectional study by analyzing data collected with the help of five point (Likert scale) structured ordinal questionnaires.

INTRODUCTION

Quality service in the healthcare sectors is one of the vital factors now days. The organizations dealing with health care domain is experiencing a transitional period for reaching to the pinnacle of the high quality service. One of the important viewpoints in the present situation is the patients' perception has been taken as an important sign of quality of services and clinical effectiveness. There are many services have been recognized by many researchers, for example, admission process in systematic way, proper food services, the mannerism and proper guest treatment to the family members of patients, the right information to the patients and his family members about disease and the hospital services, and the most important aspects are the counseling, interpersonal communication and behavioural attitude of the supporting staffs. Those services are required to be taken as top priority by the management in the list of total service. According to the version of various researchers that constant services in better way to the aforementioned segments will consistently change the perception of patients about hospitals.

OBJECTIVES

- A. To what extent patients are satisfied with the attitude of 'Patient care assistants' during admission or discharge from hospital.
- B. To what extent patients are satisfied with 'Nursing care' during stay in hospital.
- C. To what extent patients are satisfied with the support of 'Laboratory assistant'.
- D. To what extent patients are satisfied with the 'Patient support assistants' who help units stay clean and equipped.
- E. To what extent patients are satisfied with the 'Unit coordinators' provide clerical support, directions and answer questions for families and visitors.
- F. To what extent patients are satisfied with the helping attitude of 'Billing assistant'.

LITERATURE REVIEW

Chopra in his study observed that recovery is the main factor of satisfaction otherwise rest all part like food sweeping, communication, discharge policy and rest others were found dissatisfactory factor. P H Mishra and Shakti Gupta in their

study of patient satisfaction in a surgical unit of a tertiary care teaching hospital established five satisfactory factors and five dissatisfactory factors such as, Behavior of doctors, Explanation about disease and treatment, Courtesy of staff at admission counter, Behavior of nurses, Cooperation of nurses are satisfactory factors. And five major dissatisfactions are Cleanliness of the toilet, Quality of the food, Explanation about rules and regulations, Behavior of Hospital and sanitary attendants, Room preparation. Bhatia A.K Bhatia; in research paper Patient perception of Needs & problems in the Hospital setup has told that there are factors are the reasons of dissatisfactions like visiting hours food& entertainment. In addition to that they are also unhappy with petite interaction attitude of doctors and nurses. Houston and Pasanen found that the hidden tendency of medical staffs i.e. doctors do not unveil the patients about their infirmity. Dr. Saud Ahmed, Dr. Sayd Saheed Ahmed, Dr. N Junior Sudresh and Dr. Mohammed Yunus Kafil, 'Implementation of the Friends and Family Test' at a multispeciality centre in Bangalore. implemented the robust patients feedback system by using the 'Friends and Family test'. In which they observed that patients compliance is only 27 percent that can be improved with the help of FFT informative material. Hall, J., and Dornan, M. (1988) did the Meta analysis of 221 studies about satisfaction with medical care where they found that majority of the meta analysis have high level of satisfaction.

According to the Fitzpatrick, (1991) healthcare care initiatives can be validated by the alternative indicator which is none other than patients' satisfaction. Parasuraman (1994) developed five dimensional service quality which was earlier ten dimensional. In addition to that, a number of researches publicized that the importance nursing care for patients' satisfaction. Nursing care shows the accountability of hospital to the public and result about their health care experience (Kumari et al.2009).

“With the support of SERVQUAL, it is used to measure quality expectations and perceptions by 22 items but there are altogether five dimensions by using Likerts scale such as 1) Tangibles-physical facilities, equipment and appearance of personnel, 2) Reliability-ability to perform the promised service dependably and accurately, 3) Responsiveness-willingness to help consumers and provide prompt service, 4) Assurance-competence, courtesy and security, and 5) Empathy-caring and individualized attention that used reorganized version by the study of Siobhan Drummond, Ian Yeoman in their Quality Issues in Heritage Visitor Attractions, 2001.

A study of Joshi, Sochaliya, Purani & Kartha, (2013) shown that patients give more importance seating arrangement, cleanliness and timings as compare to availability of sufficient doctors in OPD. 97%, 95% and 93% patients are satisfied for seating arrangement, cleanliness and and timings respectively but 85% are satisfied with the availability of doctors in the outpatients departments.

RESEARCH DESIGN AND SAMPLING

Researcher has preferred to take cross-sectional study in the research with five point Likert scale. Data plays a significant role in any study; accordingly data was collected from different sources. Researcher has decided to collect data not only from primary source but also from secondary source. The ordinal scale structured questionnaires prepared for the collection of data. All data were collected exclusively from patients. The random sampling process was opted to collect the data i.e. every day there are 200 to 300 patients visits in OPD, out of those few patients are admitted, which is depending upon the seriousness of illness. It was decided to interview 200 patients as sample. 20% of 200 patients will be interviewed out of 200. SPSS and Excel application are used for quantification and analysis of data. Likerts 5 point Ordinal scale was used in the interview schedule.

Strongly dissatisfied	Dissatisfied	Neutral	Satisfied	Strongly Satisfied
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Patients of the hospital are considered as unit of analysis.

Personal characteristics of samples (n=200)

Item	Numbers	Percentage
Age		
Less than 25	37	18.5
26-35	22	11
36-45	41	20.5
46-55	49	24.5
56 and more	51	25.5
Sex		0
Male	123	61.5
Female	87	43.5
Unit		0
Medical Unit	66	33
Surgical Unit	54	27
OPD	80	40

Item	Numbers	Percentage
Marital Status		
Single	43	21.5
Married	139	69.5
Divorced	4	2
Widowed	14	7
Level of Education		0
Primary	91	45.5
Secondary	56	28
Higher Secondary	23	11.5
Graduate	18	9
Post graduate	12	6
Occupation		
Service	117	58.5
Business	83	41.5

1. Analysis and Result

H₀1: There is a no significant correlation between Patient satisfaction and the attitude of 'Patient care assistants' during admission or discharge from hospital.

Correlation between Patients Satisfaction and attitude of patients care assistance

Spearman's Correlation Coefficient	-.038
Sig. (2-tailed)	0.594
N	200

The spearman correlation coefficient value between patient satisfaction and the attitude of 'patient care assistant' during admission or discharge from hospital is -.038. The P value for the two test for the same is 0.594 is higher than the significant limit of 0.05. The null hypothesis 'there is a no significant relation between Patient satisfaction and the attitude of 'Patient care assistants during admission or discharge from hospital' is failed to reject. So it is understood that patients are not satisfied with attitude of patients care assistants during admission and discharge from the hospital.

H₀2: There is a no significant relation between Patient satisfaction and nursing care during stay in hospital.

Correlation between Patients Satisfaction and nursing care during stay in hospital

Spearman's Correlation Coefficient	.024
Sig. (2-tailed)	0.736
N	200

The spearman correlation coefficient value between Patient satisfaction and nursing care during stay in hospital is 0.024. The P value for the two test for the same is 0.736 is higher than the significant limit of 0.05. The null hypothesis 'there is a no significant relation between Patient satisfaction and nursing care during stay in hospital' is accepted. So it is understood that Patient are not satisfied with the nursing care during stay in hospital.

H₀3: There is a no significant relation between Patient satisfaction and the support of 'Laboratory assistant'.

Correlation between Patients Satisfaction and the support of 'Laboratory assistant.

Spearman's Correlation Coefficient	0.062
Sig. (2-tailed)	0.383
N	200

The spearman correlation coefficient value between patient satisfaction and the support of

'laboratory assistant' is 0.062. The P value for the two test for the same is 0.383 is higher than the significant limit of 0.05. The null hypothesis 'there is a no significant relation between Patient satisfaction and the support of 'Laboratory assistant' 'is failed to reject. So it is understood that patients are not satisfied with the support of laboratory assistant of the hospital.

H₀4: There is a no significant relation between Patient satisfactions and the support of 'Patient support assistants' who help units stay clean and equipped.

Correlation between Patients Satisfaction and the support of 'Patient support assistants' who help units stay clean and equipped.

Spearman's Correlation Coefficient	-.162
Sig. (2-tailed)	0.022
N	200

The spearman correlation coefficient value between patient satisfaction and the support Patient support assistants' who help units stay clean and equipped is -.162. The correlation coefficient shows that the relation is weak and in the inverse direction which possibly the prevalence of irrational state during the study. Moreover, The P value for the two test for the same is 0.022 is lower than the significant limit of 0.05. So, there is a no significant relation between Patient satisfactions and the support of 'Patient support assistants' who help units stay clean and equipped is failed to accept. So it is understood that patients are satisfied with the support of 'Patient support assistants' who help units stay clean and equipped.

H₀5: There is a no significant relation between Patient satisfactions and the 'Unit coordinators' provide clerical support, directions and answer questions for families and visitors.

Correlation between Patients Satisfaction and the 'Unit coordinators' provide clerical support, directions and answer questions for families and visitors.

Spearman's Correlation Coefficient	-.022
Sig. (2-tailed)	0.762
N	200

The spearman correlation coefficient value between Patient satisfactions and the 'Unit coordinators' provide clerical support, directions and answer questions for families and visitors is -.022. The P value for the two test for the same is 0.762 is higher than the significant limit of 0.05. The null hypothesis there is a no significant relation between Patient satisfactions and the 'Unit coordinators' provide clerical support, directions is failed to reject. So it is understood that patients are not satisfied with the support of 'Unit coordinators' provide clerical support, directions and answer questions for families and visitors.

H₀6: There is no significant relation between Patient satisfactions and the helping attitude of 'Billing assistant'.

Correlation between Patients Satisfaction and the 'Unit coordinators' provide clerical support, directions and answer questions for families and visitors.

Spearman's Correlation Coefficient	0.115
Sig. (2-tailed)	0.106
N	200

The spearman correlation coefficient value between Patients Satisfaction and the 'Unit coordinators' provide clerical support, directions and answer questions for families and visitors is .115. The P value for the two test for the same is 0.106 is higher than the significant limit of 0.05. The null hypothesis is there is no significant relation between Patient satisfactions and the helping attitude of 'Billing assistant' 'failed to reject. So it is understood that patients are not satisfied with the helping attitude of 'Billing assistant'.

CONCLUSION

The fundamental point of this study is to understand the attitude of the supporting staffs towards patients. It is crystal clear now days that

behavior of the supporting staffs and user-friendly health services are intangible medication that helps the patient to get cured as fast as possible. Researcher has interviewed 200 patients to find out the correct outcome. There are 6 hypothesis are selected in the research study where it is found with the help of conclusive analysis that attitude of 'Patient care assistants', nursing care of nurses, support of 'Laboratory assistant', the clerical support of the 'Unit coordinators' and the helping attitude of 'Billing assistant' are unsatisfactory except the support of 'Patient support assistants' who help units stay clean and equipped. Here patients are satisfied with the support of 'Patient support assistants' who help units stay clean and equipped but, the correlation coefficient has moved towards negative direction i.e. the value of correlation coefficient is (-.162), which does not match with the p value i.e.0.022. So, the result of this hypothesis is ambiguous.

SUGGESTIONS

There are of inverse correlations between patients satisfaction and attitude of supporting staffs. Therefore, various vast scale uniform trainings are needed concerning to etiquette, courtesy, manner and code of conduct to make the supporting staffs understand the significance of patients satisfaction particularly in secondary healthcare centre where employee has the multi-responsibility such as (a) to build up the self-confidence of patient and (b) to develop faith on secondary health care centre. (c) to understand the expectation of the patients and. (d) a necessary courses of action ought be made to take the feedback from the patients. In that regards many a number means like official website, suggestion box and messaging through whatsapp/ face book are required to be introduced. Towards end a meeting procedure of patients with top management should be adopted one day before them discharging from the hospital.

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