

# A CASE STUDY ON PATIENT SATISFACTION IN SMHS HOSPITAL, SRINAGAR

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## ABSTRACT

A survey on patients satisfaction ratio at SMHS Hospital, Srinagar was conducted for inpatient services. An exit interview adopting the questionnaire technique was conducted for 100 patients admitted in Surgical, Medical, ENT, Ophthalmology, Dermatology, Burn Wards. The objectives of the study was to elicit the patients opinion about the quality of services at SMHS Hospital, Srinagar and to analyze and interpret various factors which influence the patient satisfaction and to suggest measures for introduction of quality management Programme for Hospital services at SMHS Hospital.

*JK-Practitioner 2005;12(3):154-155*

### INTRODUCTION

The goal of any service organization is creation of satisfaction among the customers. The Maslow's theory of hierarchy of needs is famous theory which says that man is wanting animal and his motives go on changing. The fulfilled motive no longer remains a motive, once one's need is fulfilled the other takes the place.<sup>1</sup> The concept of patient satisfaction is rapidly changing to customer's delight which means the patient is not only cured of his ailments during the hospital stay but is also pleased with the amenities provided to him by the hospital and its staff during the stay which he fondly remembers after being discharged. The role of manpower does play a very important role in patient satisfaction. The hospital is a complex institute and every person directly or indirectly involved in rendering services is important for the patient.<sup>2</sup> The modern treatment based on advance technology is not only costly but is full of complexities. Therefore patient satisfaction has a special consideration in treatment.

### MATERIALS & METHODS

There is no specific tool by which one can measure quality of services in medical services, however the level of satisfaction of patient about the hospital services can be considered an important tool of quality services<sup>3</sup>. The patients satisfaction is an increasing assessing tool for measurement of quality services and this can be used a positive feedback systematically to choose between alternative methods of organizing or providing health care to the masses.<sup>4</sup> The study of patient satisfaction was carried out in the SMHS Hospital on the inpatients. A sample of 100 inpatients (both male & female) between 15 to 70 years age from Medical, Surgical, ENT, Ophthalmology, Dermatology, Burn Wards were included in the study. Questionnaire was developed and responses collected from the patients of long stay directly. Data thus collected was scrutinized, analyzed and inferences were drawn.

### THE QUESTIONNAIRE CONSTITUTED THE FOLLOWING ASPECTS

1. Opinion about admitting & registration procedures.
2. Opinion about services in ward.
3. Opinion about nursing services.
4. Opinion about Nutrition & Dietary services.
5. General information about attitude of doctors, laboratory services, Radiology Services, Hospital linen etc.
6. Marketing questions for e.g. willingness to recommend this hospital to friends and relatives etc.
7. It contained also the back ground information of the patients Name, Age, duration of stay, Bed/Ward, Sex, Residence.

### OBSERVATIONS:

In the outcome related to quality care, the credit points are "number of lives saved, number of patients recovered and rehabilitated." Debt points are "deaths, complications due to drugs or procedural errors, hospital

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#### Accepted for Publication

January 2005

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infections and so on".<sup>5</sup> The study of patient satisfaction with the Hospital services at SMHS Hospital was carried out to elicit the patient's opinion about the quality of services at SMHS Hospital and to analyze the various factors which influence patient's satisfaction or dissatisfaction with the hospital services.

The SMHS Hospital is 710 bedded teaching hospital which is spread in a large share. It has many well reputed associated hospitals like Bone & Joint Surgery Hospital, Gynaecology Hospital (Lalla Ded) Pediatric Hospital, Psychiatry Hospital and Chest Diseases Hospital. It has a good laboratory back up. It has facilities of C.T. Scan and MRI. It has got well established laundry Department, CSSD Deptt. and Blood Bank etc. The opinion of 100 patients were studied using the patient satisfaction questionnaire schedule. Patient's response was categorized as poor, average, good and excellent.

#### **RESULTS & CONCLUSION:**

The hospital administrators should be aware of the needs and expectations of the public as per the feedback of the public relations department and accordingly take policy decisions. These measures play a significant role in patients satisfaction.<sup>6,7</sup> A good communication between the patient and provider of health care is vital factor for patient satisfaction. There should not develop any communication bridge between the

doctor and the patient.<sup>8</sup>

From the aggregate of scores of 21 questions of satisfaction questionnaire, it was found that 14.3% patients considered the services at SMHS Hospital as excellent, 69.9% considered it as good, 9.1% say that it was average and 6.7% of patients were poorly satisfied with the services.

Item- wise satisfaction score showed highest score for patient satisfaction of excellent category regarding attending doctors (50%), followed by 31% about quality nursing care and 13% regarding quality laboratory work. Item wise dissatisfaction score showed highest score for poor satisfaction i.e. 32% regarding patient linen, followed by poor variety of selection of food items (22%) and poor cleanliness of toilets and bathrooms (12%).

95% of patients preferred to suggest this hospital for friends and relations and for future consultations. Most of the patients suggested that the necessary medicines and surgical items required should be made available in the hospital even if they have to pay for it and they should not be asked to run to market for these medical & surgical items. It was also found that almost all the patients and their attendants stressed that the hospital management should regularly visit the ward area to listen to the grievances of the patients and should apply necessary remedial measures.

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