

Patient satisfaction across surgical units in tertiary care hospitals

R. Padma Hepsiba¹ , Dr. Tapti Bhattacharjee²

¹ Ph D Scholar, NIMS University, ² Professor, NIMS University, Jaipur, Rajasthan, India

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Abstract

Patient satisfaction is the most primary thing during surgeries in tertiary care hospitals. Based on the expectations of the patients, evolutions of the hospitals take place. In every health care institution, patient-level satisfaction assessment has become more important in terms of enhancing quality as well as maintaining the sustainability of the hospitals. In this article, we will discuss patient satisfaction in tertiary care hospitals across surgical units. The surgical unit is one of the important parts of the hospitals where patients receive special treatment and medications and recover through the surgical procedure. Patients are sent to the surgical units in critical cases where they need quality of care and protection. Satisfaction among the patients in the surgical units is most important for the recovery of the patients.

Keywords: Patient satisfaction, surgeries, tertiary care hospitals, surgical units, and quality of care

Introduction

With time hospitals have been shifted from isolation wards to the place where the patients get facilities like five stars. Patients prefer to be admitted to hospitals where they not only get proper treatment but also the best medical facilities. In the surgical units, patients are admitted when they require surgical treatment. Satisfaction of the patients in the surgical units depends upon the kind of care they get from the medical staff as well as the kind of comfort they feel in terms of bed or the medical treatment. To enhance satisfaction among the patients, hospitals are changing their infrastructure as well as improving the quality provided by them. Tertiary hospitals have realized the needs of the patients and they are developing the infrastructure according to the needs of the patient. Changes in the tertiary hospitals have been done due to increment in the market competitions as well as from the exposure of the media.

Literature review

Importance of patient satisfaction in tertiary hospitals

Patient satisfaction is the key factor for the growth of tertiary hospitals and the profitability of the hospitals depends on the level of satisfaction among the patients from the hospitals (Muhammad et al. 2020). Patient satisfaction is used as a tool for measuring the effectiveness of the care provided by the hospitals. Patients prefer to get admitted in the hospitals only where they feel comfortable not only in terms of treatment but also where they get a positive environment. In the

surgical unit, the satisfaction of the patient depends upon the kind of medical facilities they are getting as well as the quality of the behavior they get from the hospital's staff.

Patient satisfaction leads to an increment in the customer base of the hospitals. Nowadays hospitals are investing a lot of money in providing proper care to the patients to increase patient satisfaction across the surgical unit. Hospitals are enhancing their services by providing better staff behavior as well as using updated equipment for the surgeries of the people and working on many other facilities (Kol et al. 2018).

Factors that affect the patient satisfaction across the surgical units in tertiary hospitals

Various factors influence patient satisfaction across the surgical units in the tertiary hospitals such as the quality of care they get from the hospital staff, getting treatment from updated equipment, the behavior of doctors as well as other facilities including beds and food (Karaca and Duma 2019). Increment in the waiting time to get a consultation with a doctor adversely affects the satisfaction among the patients. In the surgical unit patients don't want to wait for getting treatment as soon as they want to get treated. The care and behavior of the medical staff also affect patient satisfaction.

The satisfaction of patients increases when they get a positive response from the hospital staff, in the same manner, they are negatively affected by the rude behavior of the staff. Availability of all the kinds of medicine in the pharmacy of the hospitals provides a positive satisfaction among the patients and delivery of the report to the patient in minimum time makes the patient happy. As per Aiken et al. (2021), locations of the hospitals also affect the satisfaction among the patients as patients don't want to wander in the search of the hospitals. They want to get admitted to the hospitals where they can easily reach to save their time as well as money.

Materials method

The survey was conducted to measure the satisfaction among the patients across the surgical units in the tertiary hospitals. Structured questionnaires were formed that contained dimensions based on the literature review. The format of the questionnaires was divided into two parts; the first part involves demographic details of the patients participating in the survey and the second part seven dimensions are present with attributes that allow the respondents to provide a rate on Likert's three-point scale.

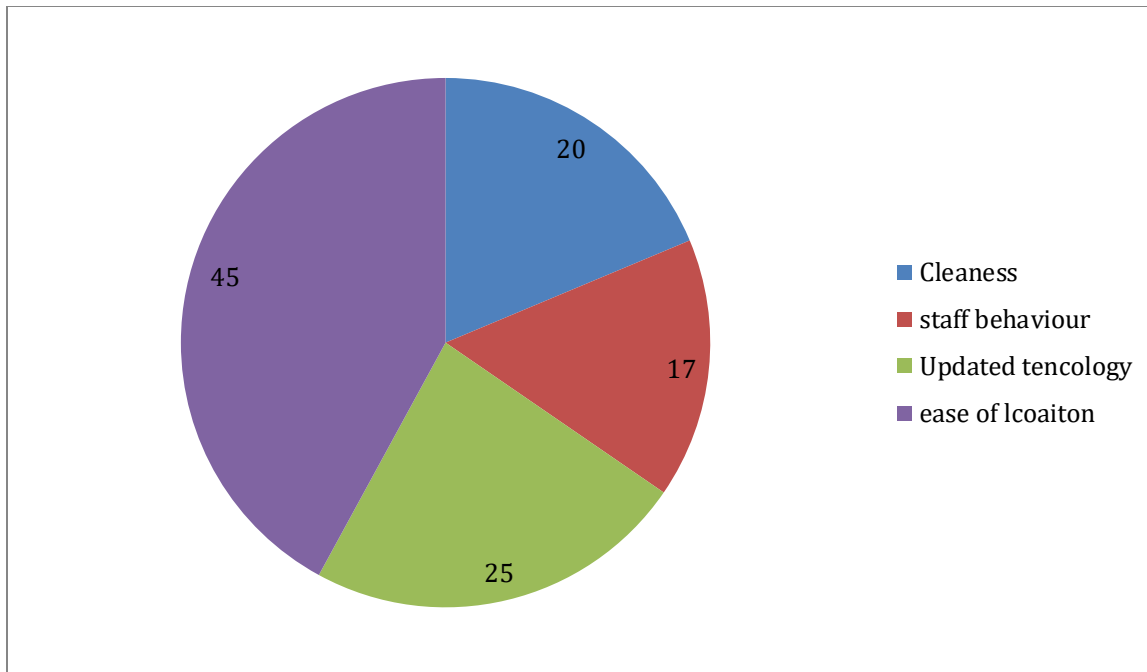


Figure 1: Factors responsible for patient satisfaction
(Source: Liu et al. 2019, p.567)

Table 1: Profile of responders

Gender	Male	Female					Not Responded
	144	115					
Literacy	PG	Graduated	Inter	School	Illiterate		
	24	83	3	104	42		3
Occupation	Govt Job	Pvt. Job	Business	Farmer	Daily Wage	Students	
	61	42	25	13	18	80	9
Referred by	Doctor	Media	Friend	Direct walk-in			
	85	80	15	79			

Health Condition after Treatment	Improved	Same	Worsened	First visit			
	197	23	1	38			

For knowing the patient satisfaction the survey was only for the outpatients. 260 outpatients participated in the survey based on the outpatient average attendance. Postgraduate students of the tertiary hospitals act as survey members and they provide seven questionnaires to the sample patient and obtain their written responses on the rating scale. MS office excel was used for analyzing the valid response provided by the patients (Maazurenko et al. 2017).

Result and Discussion

It has been seen that in the sample patients both male and female were present. They both shared their experience in the hospital as well as provided ratings according to their satisfaction level. 56% of the patients were male and the rest of the patients were female. 84% of patients were literate who belonged to various occupations. 63% of the patients were referred by doctors and the rest of the patients were direct in the hospital. Patients were rated good in the treatment areas as well as other areas (Sillero and Zabalegui 2018). Staff behaviors and service promptness were considered as the most important factor in the surgical unit that enhanced satisfaction among the patients. Patents provided a very bad rating to the waiting time. Increment in the waiting time in the hospitals decreases the satisfaction among the patients.

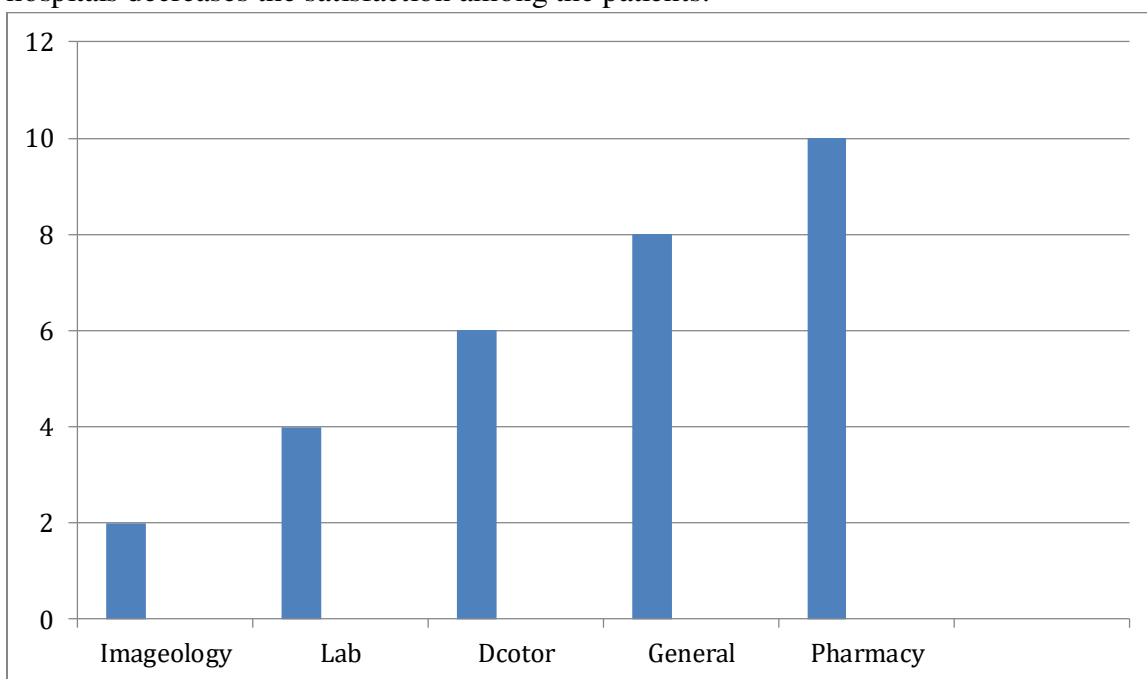


Figure 2: Service-wise remarks and suggestion

(Source: Ramiaet al. 2017, p.456)

Table 2: Reception of Registration

Attribute	Poor	Average	Good
Erase of Location	4	57	198
	1.54	22.01	76.45
Behavior of Receptionists	4	70	185
	1.54	27.01	72.42
Promptness of service	4	60	194
	1.53	23.16	74.28
Waiting Time	10	40	208
	3.85	15.43	79.68
Registration Process	1	47	210
	0.37	18.13	81.45
Further Guidance	3	65	186
	1.54	25.86	71.58

Table 3: Doctor Consultation

Attribute	Poor	Average	Good	Blank
Ease of location	1	34	221	1
	0.38	13.56	85.04	
Doctor Interaction	1	13	242	1
	0.39	5.42	94.18	
Attention to your	1	18	237	1

problem				
	0.39	5.422	94.18	1
Waiting time	10	61	186	1
	3.87	23.63	72.47	
Doctor Examination	1	21	234	1
	0.38	8.52	90.08	
Doctor Counseling	3	19	234	1
	1.15	7.74	91.08	

Doctor's consultation and interaction, counseling, and waiting time for the consultations were also considered as important factors for creating satisfaction among the patients. In the survey, these factors enhance the satisfaction among the patients. Pharmacy service, ease of location, and report delivery help in enhancing patient satisfaction. Among all the patients 65% were satisfied with the surgical units provided in the hospitals where 37% of the patients were not satisfied with the facility they got from the hospitals (Vivian et al. 2019).

Conclusion

It has been concluded that satisfaction among the patients in the surgical cross-play an important role in treatment as well as in maximizing the profitability of the tertiary hospitals. Staff behavior, pharmacy condition of hospitals, ease of location, waiting time, and as well as early delivery of reports are all the major factors that are responsible for enhancing the satisfaction among the patients. In the surgical units, patients are admitted to provide surgery where the patient's satisfaction affects the kind of medical facilities they are getting as well as the quality of care they get from the hospital staff.

Recommendation

Tertiary hospitals must focus on the kind of treatment they are providing to the patients as well as they should ensure that there should be healthy relationships between the patients as well as the hospital staff that will improve patient satisfaction. Hospitals should provide the updated equipment to the doctor for providing treatment to the patient. In the surgery unit, there must be some hospital staff present for providing care to each patient admitted. Cleanses of the surgery

ward should be properly maintained. Tertiary hospitals should use updated technology to reduce the waiting time of the patients and provide easy treatment to the patients.

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