

Original Article

Outpatients' Satisfaction on Healthcare Services of a Medical College Hospital in Dhaka

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Abstract

Background: Patient satisfaction is an effective metric for determining the quality of healthcare services. It serves as concrete proof of the administration's ability to effectively provide healthcare services in hospital settings.

Methods: A hospital-based cross-sectional study was carried out to assess the levels of outpatient satisfaction regarding healthcare services among the 137 patients in the purposively selected a tertiary level hospital located in Dhaka, Bangladesh.

Results: The mean age of the outpatient was 29.6±13.2 years and more than half (55.5%) from the age groups 18-25 years. The majority of the participants were literate (93.6%) and about half of the patients (48.9%) were students. The mean of the monthly household income was 26109.5±18804.6 BDT. The levels of patient satisfaction regarding the hospital, more than two-thirds of the patients (78.2%) were satisfied. The patient satisfaction was statistically significant with the patient's age group, gender, education and occupation (P<0.05). The levels of satisfaction were satisfactory among the age group 41-65 years (53.6%), males (48.8%), illiterate (55.6%) and homemakers (60.0%).

Conclusion: The study findings rendering that most of the patient's satisfaction level was satisfactory. It is necessary to monitor progress continuously in order to determine how sustainable it is.

Keywords: Patient's satisfaction, Medical college hospital, OPD, Bangladesh.

Received on: 11.09.2022; **Accepted on:** 12.11.2022

Introduction

Bangladesh's rapid improvement in health metrics has received widespread attention and is widely documented.^{1,2} The health statistical findings of last few decades showed that life expectancy at birth has been raised; the infant mortality has been declined and child under five years mortality has also been reduced.^{3,4}

Patient's satisfaction is a dense indication that is influenced by a variety of elements, such as a person's lifestyle, experiences, expectations, and the value of both the individual and society.⁵ Globally, the idea of contentment is evolving; specially in low- and middle-income countries.⁶ It increases access to healthcare, which improves its effective use which is influenced by providers' attitudes and behaviors, a sufficient supply of medications, and diagnostic and waiting room amenities.^{7,8}

The outpatient department (OPD) acts as the plant window for all medical services and is the initial point of contact with patients.⁹ The services being rendered and the healthcare received in the OPD are indicators of the quality of services offered by any hospital.¹⁰

Improvement of patient's care has become a priority for all healthcare service providers for achieving a high degree of patient satisfaction. In contrast to their competitors, good healthcare service delivery also gives enterprises or public trusts the chance to stand out in a cutthroat market.

Methods

Study design and settings

This is a hospital-based cross-sectional study that was conducted to assess the levels of outpatient satisfaction regarding healthcare services among the 137 patients in the purposively selected a tertiary level hospital named

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Dhaka Central International Medical College Hospital located in Dhaka 1207, Bangladesh.

Participant's selection

Patients were selected conveniently from the outpatient department (OPD), who received health services from OPD of this hospital. The selection criteria were a person with health problems, who were visited the hospital for any sort of diagnosis or treatment, but didn't require a bed or to be admitted for overnight care at that time.

Data collection

A pre-tested semi-structured questionnaire was used for data collection participants during the study period March to September, 2020 through face-to-face interviews after obtaining informed written consent from each participant. The questionnaire is composed of the socio-demographic outlines, patient satisfaction regarding waiting times, service provider attitudes, quality of medical care, environmental quality and global assessment of the patients.

Statistical analysis

The data were checked and cleaned followed by making a template, categorizing data, coding and recoding into IBM SPSS v23. The quantitative data were analyzed descriptively such as frequency, percent, mean and standard deviation were computed for continuous variables. Chi-square and Fisher's exact test was used to assess the significance of associations between two nominal variables and a p-value of <0.05 at a 95% confidence interval was taken as significant. The results were presented in tables and bar diagrams.

Ethical consideration

Ethical approval was obtained from the Institutional Review Board (IRB) of the ASA University, Dhaka 1207, Bangladesh.

Results

Socio-demographic outlines of the outpatients

Table 1 demonstrates the socio-demographic outlines of the 137 outpatients from the OPD. The mean age of the patient was 29.6 ± 13.2 years with the age range 18-65 years, where more than half (55.5%) belong to the age groups 18-25 years. Among the interviewed OPD patients, majorities were male (89.8%) and Muslim (97.8%). Regarding education, majority of the participants were literate (93.6%) and only 6.6% was illiterate. Nearly half of the patients (48.9%) were students and the rests were in different occupational states. The mean of the monthly household income was $26,109.5 \pm 18,804.6$ Bangladeshi taka (BDT) and two-thirds of the outpatient's (67.2%) monthly family income was $\leq 25,000$ BDT.

Patient's satisfaction towards the facilities

Table 2 describes the patient's satisfaction towards the facilities provided in the Dhaka Central International Medical College Hospital. Regarding waiting time, majorities were very satisfied with the extent of waiting for registration (87.6%), the extent of waiting for a doctor (77.4%), the extent to getting medicine (67.4%) and the extent of waiting for laboratory examination (56.5%). Only 2.8% of outpatients were dissatisfied with the extent of waiting for laboratory examination. The majorities of the patients were very satisfied with the attitudes of the doctors (87.6%), medical technicians (55.8%) and other hospital staff (56.9%). A few patients were dissatisfied with the attitudes of the medical technicians (1.8%) and other hospital staff (1.5%). The extent of the doctor's respect of privacy in the case of medical care was very satisfactory (84.7%), and the patients were also very satisfied with the extent of the doctor's professional and scientific skillfulness (88.3%). The quality of the environment of the hospital areas was very satisfactory, such as the extent of cleaner and security's service quality was 79.6%, and the extent of cleanliness and comfort of the environment was 73.7%. The patient were very satisfied on the extent of the reasonableness of medical costs (76.6%), global assessment of the doctor's medical morality (86.1%) and global assessment of service quality (65.0%).

Figure 1 illustrates the needs of the outpatients after getting healthcare services from the hospital. The majority of the patient (94.2%) opined that they required medicine for treatment and above three-fourths (78.8%) required laboratory examination for the diagnosis of the diseases. About one-fifth of the patients (17.5%) opined shortage of medical technicians in the laboratory of this hospital.

Levels of patient's satisfaction regarding provided services

Figure 3 illuminates the levels of patient satisfaction regarding the hospital's provided services. More than two-thirds of the patients (78.2%) were satisfied and only 4.40% were dissatisfied.

Table 3 interprets the association of socio-demographic outlines with the levels of patient satisfaction association. The patient satisfaction was statistically significant with the patient's age group (0.003), gender (0.038), education (0.055) and occupation (0.027). The levels of satisfaction were satisfactory among the age group 41-65 years (53.6%), males (48.8%), illiterate (55.6%) and homemakers (60.0%).

Table 1: Socio-demographic outlines of the participants (n=137)

Components	Frequency (n)	Percent (%)	
Age groups (years)	18-25	76	55.5
	26-40	33	24.1
	41-65	28	20.4
Mean±SD = 29.6±13.2			
Sex	Male	123	89.8
	Female	14	10.2
Religion	Muslim	134	97.8
	Hindu	3	2.2
Education	Illiterate	9	6.6
	Literate	128	93.6
Occupation	Service holders	36	26.3
	Students	67	48.9
	Businessmen	15	10.9
	Farmers	2	1.5
	Day laborers	5	3.6
	Retired persons	7	5.1
	Homemakers	5	3.6
Monthly household income (BDT)	5,000-10,000	22	16.1
	10,001-25,000	70	51.1
	25m001-50,000	34	24.8
	>50,000	11	8.0
Mean±SD = 26109.5±18804.6			

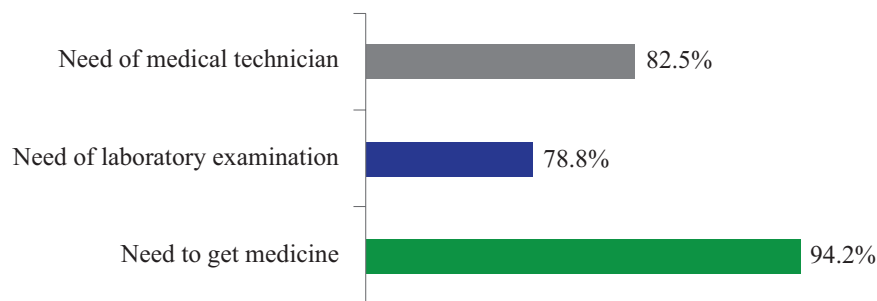


Figure 1: Patient’s need from the hospital facility (n=137)

Table 2: Patient’s satisfaction towards the facilities provided in the hospital (n=137)

Components	Patient’s satisfaction				
	Very satisfied	Satisfied	Average	Dissatisfied	Very dissatisfied
	n(%)	n(%)	n(%)	n(%)	n(%)
Information related to waiting time					
The extent of waiting for registration	120(87.6)	17(12.4)	0(0.0)	0(0.0)	0(0.0)
The extent of waiting for a doctor	106(77.4)	31(22.6)	0(0.0)	0(0.0)	0(0.0)
The extent to get medicine	87(67.4)	38(29.5)	4(3.1)	0(0.0)	0(0.0)
The extent of waiting for laboratory examination	61(56.5)	40(37.0)	4(3.7)	3(2.8)	0(0.0)
Information related to service provider attitudes					
The doctor’s attitude	120(87.6)	17(12.4)	0(0.0)	0(0.0)	0(0.0)
The medical technician’s attitude	63(55.8)	41(36.3)	7(6.2)	2(1.8)	0(0.0)
The other hospital staff’s attitude	78(56.9)	47(34.3)	8(5.8)	2(1.5)	2(1.5)
Information related to medical care quality					
The extent of doctor’s respect of privacy	116(84.7)	21(2.3)	0(0.0)	0(0.0)	0(0.0)
The extent of doctor’s professional and scientific skillfulness	121(88.3)	13(9.5)	3(2.2)	0(0.0)	0(0.0)
Information related to environment quality					
The extent of cleaner and security’s service quality	109(79.6)	25(18.2)	3(2.2)	0(0.0)	0(0.0)
The extent of cleanliness and comfort of the environment	101(73.7)	29(21.2)	7(5.1)	0(0.0)	0(0.0)
Information related to global assessment					
The extent of reasonableness of medical costs	105(76.6)	26(19.0)	6(4.4)	0(0.0)	0(0.0)
Global assessment of the doctor’s medical morality	118(86.1)	19(13.9)	0(0.0)	0(0.0)	0(0.0)
Global assessment of service quality	89(65.0)	48(35.0)	0(0.0)	0(0.0)	0(0.0)

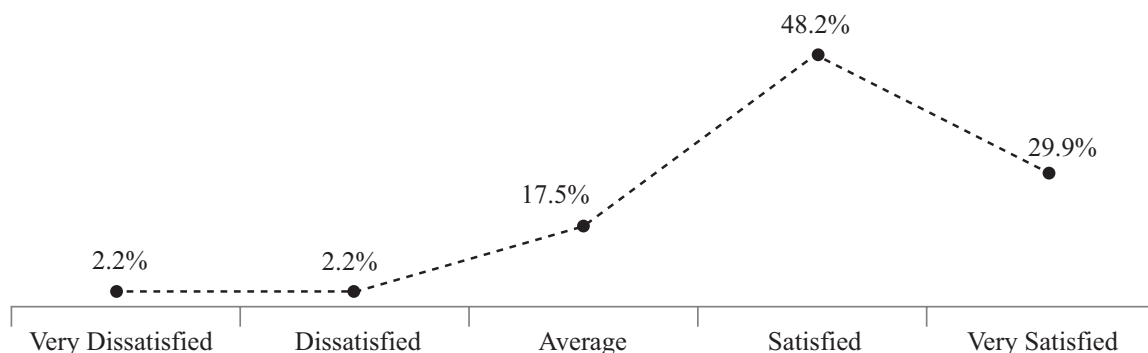


Figure 2: Levels of patient’s satisfaction regarding hospital’s provided services (n=137)

Table 3: Association of socio-demographic outlines with the levels of patient's satisfaction (n=137)

Components	Levels of patient's satisfaction						χ^2 value	p-value
	Very satisfied	Satisfied	Average	Dissatisfied	Very dissatisfied	Total		
	n(%)	n(%)	n(%)	n(%)	n(%)	n(%)		
Age groups (years)								
18-25	32(42.1)	35(46.1)	8(10.5)	1(1.3)	0(0.0)	76(100)	†19.902	*0.003
26-40	6(18.2)	16(48.5)	8(24.2)	1(3.0)	2(6.1)	33(100)		
41-65	3(10.7)	15(53.6)	8(28.6)	1(3.6)	1(3.6)	28(100)		
Gender								
Male	37(30.1)	60(48.8)	23(18.7)	1(0.8)	2(1.6)	123(100)	†9.396	*0.038
Female	4(28.6)	6(42.9)	1(7.1)	2(14.3)	1(7.1)	14(100)		
Religion								
Muslim	40(29.9)	64(47.8)	24(17.9)	3(2.2)	3(2.2)	134(100)	†2.787	1.000
Hindu	1(33.3)	2(66.7)	0(0.0)	0(0.0)	0(0.0)	3(100)		
Education								
Illiterate	(0.0)	5(55.6)	3(33.3)	0(0.0)	1(11.1)	9(100)	†8.438	*0.055
Literate	41(32.0)	61(47.7)	21(16.4)	3(2.3)	2(1.6)	128(100)		
Occupation								
Service holders	5(13.9)	21(58.3)	9(25.0)	1(2.8)	0(0.0)	36(100)	†35.279	*0.027
Students	29(43.3)	29(43.3)	7(10.4)	1(1.5)	1(1.5)	67(100)		
Businessmen	3(20.0)	8(53.3)	3(20.0)	0(0.0)	1(6.7)	15(100)		
Farmers	0(0.0)	1(50.0)	1(50.0)	0(0.0)	0(0.0)	2(100)		
Day laborers	1(20.0)	1(20.0)	3(60.0)	0(0.0)	0(0.0)	5(100)		
Retired persons	2(28.6)	3(42.9)	1(14.3)	0(0.0)	1(14.3)	7(100)		
Homemakers	1(20.0)	3(60.0)	0(0.0)	1(20.0)	0(0.0)	5(100)		
Monthly household income (BDT)								
5,000-10,000	5(22.7)	11(50.0)	5(22.7)	0(0.0)	1(4.5)	22(100)	†8.076	0.764
10,001-25,000	21(30.0)	31(44.3)	15(21.4)	2(2.9)	1(1.4)	70(100)		
25m001-50,000	12(35.3)	18(52.9)	2(5.9)	1(2.9)	1(2.9)	34(100)		
>50,000	3(27.3)	6(54.5)	2(18.2)	0(0.0)	0(0.0)	11(100)		

*Statistically significant value

†Fisher's exact test value

Discussion

The patient's opinion is more important in the improvement process of a healthcare delivery system and patient care is the prime role of every healthcare provider. Patient satisfaction can measure the standards of efficiency and effectiveness of a hospital, which is related to the provision of service delivery and quality care.

In the study, the mean age of the outpatients was 29.6±13.2 years with the age range 18-65 years. Regarding education, majority of the participants were literate (93.6%) and only 6.6% was illiterate. Nearly half of the patients (48.9%) were students and the rests were

in different occupational states. The mean of the monthly household income was 26,109.5±18,804.6 Bangladeshi taka. These findings are similar with the studies.¹¹⁻¹³

Regarding the different variables of patient's satisfaction, majorities were very satisfied with the extent of waiting for registration (87.6%), the extent of waiting for a doctor (77.4%), the extent to getting medicine (67.4%) and the extent of waiting for laboratory examination (56.5%). The majorities of the patients were very satisfied with the attitudes of the doctors (87.6%), medical technicians (55.8%) and other hospital staff (56.9%). The extent of the doctor's respect of privacy in the case of medical care was very satisfactory (84.7%), and the patients

were also very satisfied with the extent of the doctor's professional and scientific skillfulness (88.3%). The quality of the environment of the hospital areas was very satisfactory, such as the extent of cleaner and security's service quality was 79.6%, and the extent of cleanliness and comfort of the environment was 73.7%. The patient were very satisfied on the extent of the reasonableness of medical costs (76.6%), and global assessment of service quality (65.0%)

In this study, the levels of patient satisfaction regarding the hospital provided services more than two-thirds of the patients (78.2%) were satisfied. This finding is similar with this studies.^{8,12}

The patient satisfaction was statistically significant with the patient's age group, gender, education and occupation ($P < 0.05$). The levels of satisfaction were satisfactory among the age group 41-65 years (53.6%), males (48.8%), illiterate (55.6%) and homemakers (60.0%). These findings are similar with the studies.^{12,14}

Conclusion

Patient's satisfaction is a basic tool to monitor and evaluate the quality of the health services provided in the hospital settings. The study findings reveal that the majorities of the patients were satisfied regarding the provided health services by this hospital. The hospital administration should monitor and analyze the patient's subjective feedbacks and healthcare professional conduct connected to services in order to raise the quality of care.

Acknowledgments: The authors are thankful to the patients who took part in this study and hospital authorities for their kind cooperation.

Competing Interests: No competing interests by authors.

Funding: This study did not receive any fund.

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