



A study to assess the level of satisfaction on services received during hospitalization among patients admitted at Pravara Rural Hospital

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Abstract

Health is a common theme in most cultures. In fact, all communities have their concepts of health, as part of their culture. Among definitions still used, probably the oldest is that health is the "absence of disease". In some cultures, health and harmony are considered equivalent, harmony being defined as "being at peace with the self, the community, God and cosmos". The widely accepted definition of health is that given by the World Health Organization (1948) in the preamble to its constitution, which is, "Health is a state of complete physical, mental and social well-being and not merely an absence of disease or infirmity"¹ Objective: -1) Assess the level of satisfaction on services received during hospitalization among patients. 2) Associate the level of satisfaction on services received during hospitalization with their selected sociodemographic variables. Material and method: - The study was conducted on patients admitted in Pravara Rural Hospital, Loni. Descriptive study cross sectional survey design was used in this study 50 patients were selected for the study. Likert Scale on the level of satisfaction on services received during hospitalization among patient admitted in Pravara rural hospital. Result: The results revealed that the level of satisfaction on services received during hospitalization shows that the overall mean was (93.88 ± 3.23) which is 80.23 of maximum score. It shows that patients had good level of satisfaction on services received during hospitalization. A significant association was found between the level of satisfaction on services received during hospitalization and demographic variables like Age, Health professional cared, type of treatment, duration of hospital stays, which were ($X^2= 6.44, 8.98, 7.38$ and 5.87) respectively.

Keywords: Assess, satisfaction on services, patients

Introduction

Health is a common theme in most cultures. In fact, all communities have their concepts of health, as part of their culture. Among definitions still used, probably the oldest is that health is the "absence of disease". In some cultures, health and harmony are considered equivalent, harmony being defined as "being at peace with the self, the community, God and cosmos". The widely accepted definition of health is that given by the World Health Organization (1948) in the preamble to its constitution, which is, "Health is a state of complete physical, mental and social well-being and not merely an absence of disease or infirmity"^[1].

Problem statement

"A study to assess the level of satisfaction on services received during hospitalization among patients admitted at Pravara Rural Hospital"

Objective of study

1. Assess the level of satisfaction on services received during hospitalization among patients
2. Associate the level of satisfaction on services received during hospitalization with their selected sociodemographic variables.

Research methodology

Research Approach: Descriptive Cross-Sectional Approach.

Research Design: Descriptive Research Design.

Population: Patients with chronic disease.

Sample: Patients.

Sample Size: 50.

Setting: The study was conducted on staff nurses of Pravara Rural Hospital, Loni.

Sampling Technique: Stratified Random Sampling.

Tool: Likert Scale on the level of satisfaction on services received during hospitalization among patient admitted in Pravara rural hospital.

Sampling criteria

Inclusion criteria

The patients who are,

1. Above 18 years of age with either gender
2. Willing to participate in the study and will provide written informed consent.
3. Admitted at Pravara Rural Hospital, Loni.

Exclusion criteria

The patients who are

1. Admitted at critical care areas
2. Critically ill and unable to respond.

Section I: Description of Sociodemographic data

- Percentage wise distribution of parents according to their Age depicts that (26%) were in age group of 26 to 35 years and 24% of them were in age group of 56 to 65 years. It can be interpreted that most of the respondents were in the age group of 26 to 35 years.
- Percentages wise distribution of patients according to their Gender depicts that (56%) of the respondents were Female and 44% of them were Male. It can be interpreted that most of the respondents were Female.
- Percentage wise distribution of patients according to their Education depicts that (34%) respondents had no formal education and 28% of them had primary education. It can be interpreted that most of the respondents were illiterate.
- Percentage wise distribution of parents according to their Occupation depicts that (72%) were farmer and 8% of them were home maker and daily wagers respectively. It can be interpreted that most of the respondents were farmer.
- Percentage wise distribution of patients according to their per- capita monthly income depicts that (76%) were in the income group of (Rs. >6616 -11026) and 12% of them were in the income group of (Rs.>2228-6615) and (Rs. ≤ 2227) respectively. It can be interpreted that most of the respondents were in lower income group (Rs.1050 and below).
- Percentage wise distribution of parents according to their family type depicts that (66%) were from joint family and 34% of them were from nuclear family. Hence it can be interpreted that majority of the respondents were from the joint family. Percentage wise distribution of parents according to their Marital Status depicts that (62%) were married and 22% of them were unmarried. It can be interpreted that most of the respondents under study were married.
- Percentage wise distribution of patients according to their Religion depicts that (72%) were Hindu and 22% of them were Muslim. All (100%) of them were residing at Rural area. It can be interpreted that most of the respondents were Hindu and belongs to rural area.

Section II: Description of admission profile

- Percentage wise distribution of patients according to duration of hospital stay depicts that (42%) of the respondent’s duration of stay was 5-10 days and 36% of the respondent’s duration of stay was < 5 days. It can be interpreted that most of the respondent’s under study had duration of stay 5-10 days.
- Percentage wise distribution of patients according to reason for hospitalization depicts that (32%) of respondent’s reason for hospitalization was Medical illness and 30 % of respondent’s reason for hospitalization was surgical illness. It can be interpreted that most of the respondents had hospitalization because of Medical and Surgical illness.
- Percentage wise distribution of patients according to the type of ward (admitted) depicts that (70%) of the respondent’s type of ward (admitted) was general ward and 20 % of the respondent’s type of ward (admitted) was another ward. It interprets that most of the respondent’s type of ward was general ward. Similarly, 20% respondents were selected from Medical, surgical, ENT, ICU and Onco ward respectively.

- Percentage wise distribution of patients according to Health professional cared depicts that (50%) of the respondent’s health professional was cared by nurses and 18 % of them was cared by physician and surgeon. It can be interpreted that most of the respondent’s health professional cared was nurses.
- Percentage wise distribution of patients according to the type of treatment depicts that (58%) of respondent’s type of treatment was medical care and 24 % of the respondent’s type of treatment was surgical care. It can be interpreted that most of the respondent’s type of treatment was medical care.

Section-III: Area wise comparison of mean, SD and mean % of level of satisfaction on services received during hospitalization

Table 1

SN	Area	Maximum score	Satisfaction on services		
			Mean	SD	Mean %
1	Admission	15	8.52	2.90	56.80
2	Doctor’s services	18	15.32	1.81	85.11
3	Nursing services	18	15.82	2.03	88
4	Housekeeping or Sanitary services	15	13	2.97	86.67
5	Pharmacy services	15	13.04	2.51	87
6	Laboratory facilities	12	9.62	2.13	80.17
7	Medical Social worker facility	09	7.38	1.97	82
8	Discharge	15	11.44	2.31	76.27
	Overall	117	93.88	3.23	80.23

Distribution of mean, SD and mean % of level of satisfaction on services received during hospitalization shows that the overall mean was (93.88 ± 3.23) which is 80.23 of maximum score. It seems that patients had good level of satisfaction on services received during hospitalization. The highest mean score which is (15.82 ± 2.03) 88 % of total score was obtained in relation to Nursing services it shows that the patients had good level of satisfaction on services received during hospitalization; the second highest mean score which is (13.04±2.51) 87 % of the total score were obtained in the pharmacy services. The lowest mean score which is (8.52 ±2.90) 56.80% was obtained in Admission. It showed that patients had average level of satisfaction on services received during hospitalization.

Section IV: Comparison of the level of satisfaction on services received during hospitalization with their selected sociodemographic variables.

- Comparison of mean, SD, mean % of level of satisfaction on services received during hospitalization with regards to age group shows that 46-55 years patients had higher mean satisfaction on services (85 ± 13.25) which is 73% (Good level of satisfaction on services). It can be interpreted that the 46-55 years patients had a good level of satisfaction on services.
- Comparison of mean, SD, mean % of level of satisfaction on services received during hospitalization with regards to gender shows that Male patients had higher mean satisfaction on services (86 ± 5.736) which is 74% (Good level of satisfaction on services). It can be interpreted that the Male patients had a good level of satisfaction on services.

- Comparison of mean, SD, mean % of level of satisfaction on services received during hospitalization with regards to type of illness shows that surgical illness patients had higher mean satisfaction on services (95 ± 8.9) which is 81% (Good level of satisfaction on services). It can be interpreted that the surgical illness patients had a good level of satisfaction on services.
- Comparison of mean, SD, mean % of level of satisfaction on services received during hospitalization with regards to areas shows that Onco ward patients had higher mean satisfaction on services (94 ± 8.29) which is 80% (Good level of satisfaction on services). It can be interpreted that the onco ward patients had a good level of satisfaction on services.
- Comparison of mean, SD, mean % of level of satisfaction on services received during hospitalization with regards to duration of hospital stay shows that Onco ward patients had higher mean satisfaction on services (94 ± 8.29) which is 80% (Good level of satisfaction on services). It can be interpreted that the onco ward patients had a good level of satisfaction on services.

Table 2: Association between levels of satisfaction on services received during hospitalization with their selected sociodemographic variables

SN	Variables	χ^2	Level of significance
1	Age	6.44	Significant
2	Gender	1.97	Not significant
3	Education	2.14	Not significant
4	Occupation	1.39	Not significant
5	Monthly income	2.45	Not significant
6	Family type	1.15	Not significant
7	Marital status	2.37	Not Significant
8	Religion	2.467	Not significant
9	Duration of hospital stay	5.87	Significant
10	Reason for Hospitalization	0.487	Not significant
11	Type of ward (admitted)	6.87	Not significant
12	Area	1.235	Not significant
13	Health professional cared	8.98	Significant
14	Type of treatment	7.38	Significant

df – 1, table = 3.84, $p \geq 0.05$, not significant

Summary

Analysis and interpretation of data collected to assess the level of satisfaction on services received during hospitalization among patients admitted in Pravara Rural hospital. Findings reveals that mean, SD and mean % of level of satisfaction on services received during hospitalization shows that the overall mean was (93.88 ± 3.23) which is 80.23 of maximum score. It shows that patients had good level of satisfaction on services received during hospitalization. A significant association was found between the level of satisfaction on services received during hospitalization and demographic variables like Age, Health professional cared, type of treatment, duration of hospital stays, which were ($\chi^2 = 6.44, 8.98, 7.38$ and 5.87) respectively.

Discussion

In accordance with demographic variables, regarding age, depicts that (26%) were in the age group of 26 to 35 years and 24% of them were in the age group of 56 to 65 years. It was consistent with the study conducted by Wallin, E., Lundgren, P, Ulander, K. and Holstein, C. who also observed that highest percentage of patients mean age was 26-35 years.

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