

Patient's Satisfaction with Healthcare Services in Out Patient Department of a Tertiary Cardiac Centre in Nepal

Suraksha Dhungana^{1,2}, Dipanker Prajapati³, Sunita Khadka^{1,2}, Prati Badan Dangol¹, Murari Dhungana^{2,3}, Nita Devi Dangol¹, Deoki Saru¹, Roji Shakya¹, Kopila Luitel¹, Shanta Singh Thakuri¹, Chandra Mani Adhikari³

¹ Department of Nursing, Shahid Gangalal National Heart Centre, Bansbari, Kathmandu, Nepal

² Department of Preventive Cardiology and Cardiac Rehabilitation, Shahid Gangalal National Heart Centre, Bansbari, Kathmandu, Nepal

³ Department of Cardiology, Shahid Gangalal National Heart Centre, Bansbari, Kathmandu, Nepal

Corresponding Author: Suraksha Dhungana

Shahid Gangalal National Heart Centre, Bansbari, Kathmandu, Nepal. Phone Number: +977-9841559966

Email: dhunganasuraksha@gmail.com

ORCID ID: 0000-0003-0761-0568

Cite this article as: Dhungana S, Prajapati D, Khadka S, et al. Patient's Satisfaction with Healthcare Services in Out Patient Department of a Tertiary Cardiac Centre in Nepal. Nepalese Heart Journal 2023; Vol 20(1), 17-21

Submission date: 7th September, 2022

Accepted date: 5th February, 2023

Abstract

Background and Aims: Patient's satisfaction with the healthcare services is important because evidence suggests that satisfied patients are more adherent to treatment guidelines and have better clinical outcomes. We aim to assess the patients' satisfaction with healthcare services in a tertiary cardiac centre of Nepal.

Methods: We conducted a descriptive cross sectional study to collect the data by convenience sampling method from 365 patients who attended the out-patient Department of Shahid Gangalal National Heart Centre from December 2021 to March 2022. In this study a validated tool was used after translation into Nepali language. A semi structured face to face interview schedule was used to collect data from the patients, which was then filled in Kobo Toolbox; the web based questionnaires and were analyzed.

Results: Overall satisfaction rate of the patients with the health care services provided by a tertiary cardiac center was 91.25%. In this study, 89.86% were satisfied with physical facilities, 91.24% with registration and pharmacy services, 93.36% with physicians and nurses' services and 90.56% with other services.

Conclusion: In this study, most of the participants were highly satisfied with the services provided by the hospital. However, the feedback from this study can be used for the improvement of the health care services which could be beneficial for the hospital as well as cardiac patients with overall benefit in cardiovascular outcome.

Keywords: Health care services, Out patient department, Patient satisfaction, Tertiary cardiac centre.

DOI: <https://doi.org/10.3126/njh.v20i1.55000>

Introduction

Patients' satisfaction is the result of matching one's expectation of healthcare services with actual experiences. Whether pleasant or disappointed, it is important because evidence has suggested that satisfied patients are more adherent to instructions and have better clinical outcomes.¹ Jalem et al showed that the most relevant determinants of the overall impression of outpatient clinics are relationship between patients and healthcare providers, time needed to complete services, overall cleanliness of facilities, nursing services, the availability of medicines at the pharmacy, waiting time for laboratory reports etc.² Patients' satisfaction is positively associated with patient's trust, doctors' interpersonal skills and communication behavior and negatively associated with waiting time.³ Socio-demographic factors such as age, sex, ethnicity, education, occupation, and religion were associated with general satisfaction of the patients.⁴ The objective of this study is to assess

the patients' satisfaction with healthcare services in Out Patient Department of Shahid Gangalal National Heart Centre (SGNHC), a Tertiary Cardiac Centre, Kathmandu, Nepal.

Methods

A descriptive cross sectional research design was used to collect the data by convenience sampling method from the patients who were attending the Out Patient Department (OPD) of SGNHC from December 2021 to March 2022. An ethical approval was taken from Institutional Review Committee, SGNHC and informed written consent was taken from participants prior to data collection. In this study the adult patients who were willing to give consent and have completed at least one OPD visit were included. Patients, who needed emergency attention and those having difficulties in communication including those with psychiatric issues were excluded.

Taking reference of the study which showed the general satisfaction rate of 39%, sample size was calculated using population

proportion formula.^{4,5} Using the 39% prevalence rate, 5% margin of error, 95% confidence interval and 140093 size of population (total number of patients attended in the OPD of SGNHC in 2020), we estimated the total sample size of 365.⁶ A validated tool was used for data collection after taking permission.⁷ The questionnaire was translated to Nepali language and translated back to English. A semi structured face to face interview was used to collect data from the patients, which was then filled in Kobo Toolbox; the web based questionnaire. Socioeconomic status was classified according to the Kuppuuswamy's Socioeconomic Status Scale in the context of Nepal.⁸ IBM Statistical Package for the Social Sciences (SPSS) version 20 was used for data analysis.

Results

A total of 365 patients were included in the study. Among them 59.45% were male, 84.12% were Hindu, 43% were from upper lower socio-economic class. Apart from regular general services to patients, SGNHC also provides paying service, which includes same day investigations and follow-up in addition to extra fee. In this study, 91.8% have used general health services and only 8.2% have used paying services. Most of the patients (86.85%) have used out of pocket payment. Remaining 13.15% have waived their payment in different ways among which 10.96% used health insurance policy, 0.82% used payment from non-governmental or private organization and 1.37% used free financial assistance services from hospital. (Table 1).

Table 1. Socio- Demographic Characteristics of the Participants. (n=365)

Variables	Frequency	Percentage (%)
Age (Mean ± SD)		51.66 ± 13.61
Sex		
Male	217	59.45
Female	148	40.55
Socio-economic Scale		
Upper	4	1.1
Upper Middle	89	24.4
Lower Middle	108	29.6
Upper Lower	157	43.0
Lower	7	1.9

Table 2 shows the satisfaction related to physical facilities, registration and pharmacy services of the hospital. Majority of participants were satisfied with clean and tidy hospital departments (98.36%), medical supplies (98.08%) and spacious, bright and airy ward (97.53%) whereas only 71.51% were satisfied with "ease of coming back to visit in the same day". The participants were highly satisfied with the maintenance of confidentiality of the patient records

(98.63%) whereas only 67.67% were satisfied with adequacy of the medicine in the pharmacy.

Table 2. Patients' Satisfaction with Physical Facilities, registration and pharmacy services. (n=365)

Variables	Satisfactory		Unsatisfactory	
	n	(%)	n	(%)
Hospital location is easy to find.	353	96.71	12	3.29
Hospital departments are clean and tidy.	359	98.36	6	1.64
There are enough waiting chairs in the waiting area.	319	87.40	46	12.60
There is a clean restroom in the waiting area.	305	83.56	60	16.44
The ward is spacious, bright, and airy.	356	97.53	9	2.47
Hospital facilities (bed, chair, restroom etc.)	313	85.75	52	14.25
Medical supplies (thermometers, stethoscopes etc.)	358	98.08	7	1.92
Ease of coming back to visit in the same day.	261	71.51	104	28.49
Ease of registering process.	328	89.86	37	10.14
Registration staffs warmly welcomed you.	342	93.70	23	6.30
Registration staffs informed you where ward is.	348	95.34	17	4.66
Registration staffs were punctual and reachable.	357	97.81	8	2.19
Pharmacy staffs showed respect toward you.	345	94.52	20	5.48
Pharmacy staffs explained how to use drugs.	310	84.93	55	15.07
There were adequate amount of medicines available in the pharmacy.	247	67.67	118	32.33
Pharmacists were punctual and reachable.	352	96.44	13	3.56
Ease of finding Medicine in the hospital.	300	82.19	65	17.81
The attitude and respect of receptionist.	354	96.99	11	3.01
Confidentiality of the patient records.	360	98.63	5	1.37
Attitude and cooperation of Pharmacy staffs.	353	96.71	12	3.29

Regarding physicians and nurses' services, most of the participants were satisfied with self-confidence and ethics of the physicians (98.63%) and punctual and reachable nurses (98.08%). However, one third of the participants (35.62%) stated that physicians didn't introduce their names to the participants (Table 3).

Table 3. Patients' Satisfaction with Physicians' and Nurses' Services. (n=365)

Variables	Satisfactory		Unsatisfactory	
	n	(%)	n	(%)
Physicians introduced their names to you.	235	64.38	130	35.62
Physicians informed you the treatment process.	335	91.78	30	8.22
Physicians took your health history in detail.	325	89.04	40	10.96
Physicians understood your health complaint.	345	94.52	20	5.48
You had chances to discuss problems with physicians.	328	89.86	37	10.14
Physicians spent enough time in consultation.	317	86.85	48	13.15
Physicians were punctual and reachable.	344	94.25	21	5.75
Language used by physicians.	355	97.26	10	2.74
Friendly manners and attentiveness of nurses.	354	96.99	11	3.01
Physicians' communication skill.	359	98.36	6	1.64
Physicians and nurses kept you away from worrying.	335	91.78	30	8.22
Self-confidence and ethics of the physicians.	360	98.63	5	1.37
Quality of care by nurses.	356	97.53	9	2.47
Chances in describing your health conditions.	340	93.15	25	6.85
Method of consultation and treatment.	354	96.99	11	3.01
Explanation of the diagnosis.	338	92.60	27	7.4
Awareness of your health conditions.	352	96.44	13	3.56
Health improvement after treatment.	352	96.44	13	3.56
Nurses welcomed you with respect.	350	95.89	15	4.11
Nurses answer to your questions gently.	354	96.99	11	3.01
Nurses prepared you for the consultation.	351	96.16	14	3.84
Nurses were punctual and reachable.	358	98.08	7	1.92

Table 4 shows about the satisfaction related to other services. Most of the participants (97.81%) were satisfied with the good coordination between wards whereas only 82.74% were satisfied with waiting time in registration process.

Table 4. Patients' Satisfaction with Waiting Time, Working Schedule and Service Procedure. (n=365)

Variables	Satisfactory		Unsatisfactory	
	n	(%)	n	(%)
Waiting time in registration process is appropriate.	302	82.74	63	17.26
Waiting time in receiving consultation is appropriate.	318	87.12	47	12.88
Waiting time in receiving medicine is appropriate.	335	91.78	30	8.22
Hospital working shift was easy for you.	350	95.89	15	4.11
Clinical staffs were available when required.	343	93.97	22	6.02
Registration process was done timely.	320	87.67	45	12.33
Good coordination was established between wards.	357	97.81	8	2.19
Appropriate waiting time.	309	84.66	56	15.34
Regular presence of clinical staffs.	341	93.42	24	6.58

Overall satisfaction level of the participants was found to be high (91.25%). Most of the participants (93.36%) were satisfied with physicians and nurses services compared to satisfaction with physical facilities which was only 89.86% (Table 5).

Table 5. Level of Patients' Satisfaction with Health Care Services. (n=365)

Variables	Satisfactory (%)	Unsatisfactory (%)
Physical Facilities	89.86	10.14
Registration and Pharmacy Services	91.24	8.76
Physicians and Nurses Services	93.36	6.64
Waiting Time, Working Schedule and Service Procedure	90.56	9.44
Overall Satisfaction Level	91.25	8.75

Discussion

In this study, overall satisfaction rate of the participants was 91.25%. The participants were most satisfied with physicians and nurses' services (93.36%) and least satisfied with physical facilities (89.86%).

The mean age of the participants in this study was 51.66 ± 13.61 years. The similar findings was reported in the study done by Shrestha et al in Nepal Medical College, Teaching Hospital where the mean age of the patient was 49.48 ± 17.82 years.⁹ In this study

more than half of the participants (59.45%) were male which was similar to findings (52%) noted in the study done by Kulkarni et al in Out Patient Department of Maharashtra, India.¹⁰ Most of the participants were Hindu (84.12%) which was similar (87.8%) to the research conducted by Chand et al in Kathmandu, Nepal.¹¹ Only 10.96% of the participants have used the health insurance policy for the payment. On the contrary to our findings, the study conducted by Adhikari et al in Out Patient Department of Bhaktapur Hospital reported 42.6% use of Health Insurance Policy.⁴ It might be due to the differences in availability of all the services in Bhaktapur Hospital compared to only cardiac services in our center. Moreover, the need of referral letter from the primary health care center and lack of information of availability of health insurance policy in our centre might have resulted in less use of the health insurance policy compared to health insurance policy use in Bhaktapur Hospital.

This study showed that 98.36% were satisfied with clean and tidy hospital departments which was higher than the findings of the study done by Jalem in Out Patient Department of a general hospital of Mexico (87%).² Among the participants, 83.56% were satisfied with the clean rest room in the waiting area which was slightly less than the findings of the study done in Mexico (87%).² Our study showed that, 28.49% were unsatisfied with "ease of coming back to visit in the same day". Contrary to our findings, only 8.1% were unsatisfied in the study conducted at selected public hospitals of Somalia.⁷ The results of our study might be due to delay in the collection of the reports of the investigations due to large volume of patients and unavailability of follow-up OPD service in the same day.

In our study, most of the participants (98.63%) were satisfied with the confidentiality of the patients records which is similar (96%) to the study done by Hassan in selected public hospitals of Somalia.⁷ The similarities between the studies might be due to medical ethics and effective medical record keeping. Most of the participants (89.86%) were satisfied with the registration process; similar finding was reported by the study conducted in OPD of general hospital in Mexico (85%).² However, 67.67% of participants were satisfied with the adequacy of the medicines available in the pharmacy which is higher (45%) than the study done in a tertiary health care institute in North India.¹² In contrary to our findings, 84% of the patients were satisfied with the availability of prescribed medications in a study conducted in a tertiary care teaching hospital, South India.¹³ The low availability rate of medicines in the pharmacy might be due to inadequate funding, inability to forecast need of medicines accurately and inefficient purchasing system and/or supply chain management system.

In this study, most of the patients (86.85%) were satisfied with the time spent by the physician during consultation. This was less compared to 91.5% satisfied with the consultation time in Chitwan Medical College Teaching Hospital of Nepal, and 89.7% in a tertiary care teaching hospital of South India.^{13,14} Though one third patients (35.62%) were unsatisfied with "introduction of the physicians with them", 98.36% of patients were satisfied with physicians communication skill which is higher than the cross sectional study conducted by Poudel et al in Out Patient Services of a Tertiary Care Center of Nepal (79.25%).¹⁵ Satisfaction with friendly manners and attentiveness of nurses was 96.99% which was slightly higher than the study conducted in selected public hospital of Somalia (91.9%).⁷ To the question "Nurses answer to your questions gently", 96.99% were satisfied which is similar to the study conducted in a Tertiary Care Teaching Hospital of South India (95.6%).¹³

Our study showed that, 82.74% were satisfied with the waiting time in registration process which is lesser than the study done by Kulkarni in Maharashtra, India (92%).¹⁰ Among the participants,

87.12% were satisfied with the waiting time in receiving consultation which is higher than the study conducted in OPD of a tertiary care hospital in India (80%).¹⁰ Though the availability of adequate medicines was low, the satisfaction related to waiting time for receiving medicine was high (91.78%) which reflects that distribution of medicines is done effectively. Contrary to our findings, only 52% of the participants were satisfied with the time taken in getting medicine from pharmacy in Maharashtra, India.¹⁰

A cross-sectional study done in Family Medicines Clinics of Karachi showed 86.3% were satisfied with the services whereas our study shows the overall satisfaction rate of 91.25%.¹⁶ A descriptive cross sectional study conducted in Bir Hospital, Kathmandu showed that 74.78% had overall satisfaction with the services.¹⁵

The strength of our study is use of a validated tool. We have also explored the different components of satisfaction and dissatisfaction which may contribute to formulate plans and policies to improve the health care services in the hospital.

There are few limitations in this study. The population who was not satisfied may not have given consent for the participation in the study. A convenience sampling method was used to select the population. Moreover, it is a single centered study which couldn't be generalized to other hospitals.

Conclusions

Our study concluded that most of the participants were highly satisfied with the services provided by the hospital. The study shows the higher satisfaction rate with physicians and nurses services. The satisfaction rate was low on ease of coming back to visit in the same day, adequate amount of medicine in the pharmacy and self-introduction by the physicians. Based on the result of the study, there is still an opportunity for the improvement of the health care services which could be beneficial for the hospital. Hospital administration need to strengthen existing services with particular improvement in above mentioned low-satisfaction areas.

Acknowledgement:

We would like to thank all the patients who have participated in our study. Moreover, we would like to acknowledge Dr. Liban Hassan Mohamud for providing consent for using his tool.

Conflict of Interest: None

References

1. Vaz N. Patient Satisfaction. In: Healthcare Administration for Patient Safety and Engagement. 2018. p. 186–200.
2. Jalem SR. Evaluation of Patient Satisfaction in Outpatient Department of a General Hospital in Mexico – A Questionnaire Based Study. 2020;(2):7.
3. Chandra S, Ward P, Mohammadnezhad M. Factors Associated With Patient Satisfaction in Outpatient Department of Suva Sub-divisional Health Center, Fiji, 2018: A Mixed Method Study. *Front Public Health*. 2019;7:183.
4. Adhikari M, Paudel NR, Mishra SR, Shrestha A, Upadhyaya DP. Patient satisfaction and its socio-demographic correlates in a tertiary public hospital in Nepal: a cross-sectional study. *BMC Health Serv Res*. 2021 Feb 12;21(1):135.
5. Population Proportion - Sample Size - Select Statistical Consultants [Internet]. [cited 2021 Sep 18]. Available from: <https://select-statistics.co.uk/calculators/sample-size-calculator-population-proportion/?fbclid>

6. Shahid Gangalal National Heart Centre. Annual Report 2020.
7. Hassan Mohamud L. Satisfaction of Patient Attaining Healthcare Services at Selected Public Hospitals of Somalia. 2018.
8. Joshi SK, Acharya K. Modification of Kuppuswamy's Socioeconomic Status Scale in the Context of Nepal, 2019. Kathmandu Univ Med J. 2019 Jul 26;17:1-2.
9. Shrestha S, Devkota R. Patient Satisfaction in Nepal Medical College Teaching Hospital. 2018 Sep 20;
10. Kulkarni DSK. A study of patient satisfaction level in Out Patient Department (OPD) in a tertiary care hospital in Maharashtra. :9.
11. Chand BB, Katuwal SB, Pandit R, Pandey A. Satisfaction with Quality of Health Care among Teaching Hospitals in Kathmandu, Nepal. Asian J Med Health. 2018 Feb 21;1-11.
12. Verma M, Rana K, Kankaria A, Aggarwal R. Assessment of patient's satisfaction visiting a tertiary health care institute in north India. J Pharm Bioallied Sci. 2020;12(3):252-61.
13. Nilakantam SR, Madhu B, Prasad MC, Dayananda M, Basavanagowdappa H, Bahuguna J, et al. Quality Improvement Project to Assess Patient Satisfaction Towards Outpatient Services of a Tertiary Care Teaching Hospital, South India – A Cross-sectional Study. Ann Afr Med. 2021;20(3):198-205.
14. Rajbanshi L, Dungana GP, Gurung YK, Koirala D. Satisfaction with health care services of out patient department at Chitwan Medical College Teaching Hospital, Nepal. J Chitwan Med Coll. 2014 Jul 30;4(1):11-8.
15. Poudel L, Baskota S, Mali P, Pradhananga P, Malla N, Rajbhandari B, et al. Patient Satisfaction in Out-patient Services at a Tertiary Care Center: A Descriptive Cross-sectional Study. JNMA J Nepal Med Assoc. 2020 May;58(225):301-5.
16. The Influence of Socio-Demographic Characteristics on Patient Satisfaction in Family Medicine Clinics of Karachi. Liaquat Natl J Prim Care [Internet]. 2021 [cited 2021 Sep 17]; Available from: <https://journals.lnh.edu.pk/lnjpc/pdf/171f8695-51f2-452f-9672-ce1ad91ed819.pdf>