

Satisfaction of women with health service provider in outpatient department of Obstetrics and Gynecology at a Tertiary care hospital

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Abstract

Background: Patient's satisfaction over the health care services is very important issue in Bangladesh.

Objective: The purpose of present study was to find out the level of satisfaction of women attending in the OPD of Obstetrics and Gynecology department at a tertiary care hospital in Dhaka. **Methodology:** This descriptive type of cross sectional study was carried out in the OPD of Obstetrics and Gynecology department at Dhaka Medical College from September 2011 to October 2011 for a period of one month. All the women attending in Obstetrics and Gynecology department in outdoor service at Dhaka Medical College Hospital, Dhaka with the age group of 22 to 40 years were selected as study population. A purposive sampling method was used to collect the data. **Results:** A total number of 200 cases were taken for this study. Highly satisfied over the services delivered by the doctors was reported in 135 (65.8%) cases and service of nurses was satisfied 111(55.8%) of cases. Satisfactory waiting time (two hours) was 143(71.9%) of cases and the satisfactory hospital environment was 127 (63.8%) of cases. **Conclusion:** In conclusion most of the women are satisfied to the treatment delivered by the doctors at the OPD of a tertiary care hospital. [J Shaheed Suhrawardy Med Coll, 2014;6(2):79-81]

Keywords: Satisfaction; Obstetrics & Gynaecology; health services; OPD

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Introduction

Patient's satisfaction is also known in Oliver's terms as Patient's fulfillment response¹. It is a judgment that a health care gives services a pleasurable level of consumption related fulfillment. Bangladesh Government and its development partners have also acknowledged their concerns about the quality of health care services². Concern over the quality of health care services in Bangladesh has led to loss of faith in Government hospitals. These lead to low utilization of public health facilities and increasing outflow of Bangladeshi patients to hospital in neighboring countries.

Under these circumstances, assessment of the countries quality of health care service has become imperative, in which patients must begin to play a greater role³. In developing countries like Bangladesh, few studies have sought patients' view on satisfaction with services. There is

little effort to involve them in measuring satisfaction or defining health standards. Service orientation of doctors has strong factor influencing patients satisfactions in hospital. Service orientation of nurses is an important factor for ensuring patients satisfaction in Bangladesh, but dearth of nurses is a continuing problem. This Study attempts to identify the determinants of patient's satisfaction in outdoor hospital. The purpose of the present study was to assess the satisfaction level of women attending in outpatient department in Dhaka Medical College, Dhaka.

Methodology

This descriptive type of cross sectional study was carried out in the OPD of Obstetrics and Gynecology department at Dhaka Medical College from September 2011 to October 2011 for a period of one month. All the women attending in Obstetrics and Gynecology department in outdoor service at

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Dhaka Medical College Hospital, Dhaka with the age group of 22 to 40 years were selected as study population. A purposive sampling method was used to collect the data. The patients those are very sick and deny to give answer about satisfaction were excluded from this study. Data Analysis was done SPSS Version 16. Written Informed Consent was taken from each of the participant. The dependent variables of this study were the satisfaction of the women regarding the service doctors and nurses and facilities in outpatient department.

Results

Out of 200 cases most the age group was within 21 to 25 years of 52 (26.1%) cases (Table 1). Opinion about services of Doctors was highly satisfied was 135 (5.8%) of cases (Table 2) and service of Nurses was satisfied 111 (55.8%) of cases (Table 3).

Table 1: Distribution of respondents by age

Age groups	Frequency	Percent
16-20 Years	39	19.6
21-25 Years	52	26.1
26-30 Years	44	0.1
31-35 Years	35	17.6
36-40 Years	19	9.5
Above 41+	9	4.5
Total	199	100.0

Satisfactory waiting time (two hours) was 143 (71.9%) of cases (Table 4) and the satisfactory hospital environment was 127 (63.8%) of cases (Table 5).

Table 2: Opinion of the respondents about service of doctor

Level of Satisfaction	Frequency	Percent
Highly Satisfied	135	65.8
Satisfied	65	33.7
Poorly satisfied	2	0.5
Total	197	100.0

Discussion

Improving patient satisfaction is a key element in strategies for improving the long-term economic viability of health care institutions. Patient satisfaction, defined as the client's overall positive evaluation of the health care services⁵, largely influences health care provider choice in health care sector⁶. Patients satisfied with the health care services of a particular hospital may tend to visit the institution consistently and maintain beneficial relationships with health care providers. Such patients are also likely to show high compliance with their prescribed treatment plans and maintain positive relationships with medical staff with less chance of legal sue for practice, which may ultimately facilitate their collaboration with health care providers⁶. For these reasons, hospitals providing tertiary care services regard customer satisfaction as a crucial determinant of institutional viability and make efforts to respond flexibly to changing health care environments and the public's health care needs.

Majority respondents are younger age group. In this study most of the age group are in 21 to 25 years of age which is 52 (26.1%) cases. The services of doctors were highly satisfied. The services of nurses are only satisfactory.

Table 3: Opinion of the respondents about service of Nurse

Level of Satisfaction	Frequency	Percent
Highly Satisfied	76	38.2
Satisfied	111	55.8
Poorly satisfied	12	6.0
Total	199	100.0

The waiting time was satisfied less than 2 hours. The hospital environment was also satisfactory to the women attending in the OPD of the Obstetrics & Gynecology at Dhaka Medical College, Dhaka. This result indicates that patients waiting in the OP D for seeking health services are still well delivered. Few women are poorly satisfied over the waiting time in more than 3 hours.

Table 4: Opinion of the respondents about waiting time

Level of Satisfaction (hours)	Frequency	Percent
Highly Satisfied/1 hour	30	15.1
Satisfied /2 hours	143	71.9
Poorly satisfied/3 hours	26	13.0
Total	199	100.0

Patient satisfaction is evaluated on the basis of both provider- and client-focused aspects. While provider-focused aspects refer to the provision of sound medical skills, client-focused aspects are centered on the extent to which the patients feel their needs and expectations are being met during the provision of health care services⁷. Previous researches have reported that gaps between these aspects exist⁸, suggesting that identifying factors affecting perceived customer satisfaction is critical for providing quality care. To improve the patient's satisfaction most of the patient suggested for more doctors and supporting staff, improvement of waiting room facilities, cafeteria clean water supply toilet facilities should be done. Drug supply and laboratory investigations should be ensured.

Table 5: Opinion of the respondents about setting of environment

Level of Satisfaction (hours)	Frequency	Percent
Highly Satisfied/1 hour	24	12.1
Satisfied /2 hours	127	63.8
Poorly satisfied/3 hours	48	24.1
Total	199	100.0

The Government of Bangladesh should provide well equipped furniture with sitting facilities and well ventilated space. There should be a available clean water supply, toilet facilities cafeteria for best services. Satisfaction of patients depends on behaviors of the physician. Attained stillness is very import to satisfy the patients in this set up. This study attempts to identify the factors that influences faction the patients.

Regarding the service of doctors respondent's opinion was highly satisfied (65.8) and poor satisfactory was only 0.5% cases. Regarding the services of Nurses respondent's opinion was only satisfied about 111(55.8%) cases. Regarding the opinion waiting time of respondent's cases about 143 (71.9%) cases was about 2 hours.

Conclusion

In conclusion majority respondents have given the answer regarding highly satisfaction over the treatment given by the doctors. Furthermore the service delivery given by the nurses is also satisfactory to the women attending in the OPD of the Obstetrics & Gynaecology Department at a tertiary care hospital in Dhaka.

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