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SATISFACTION OF PATIENTS VISITING OUT-PATIENT DEPARTMENT OF ENT AND HEAD & NECK SURGERY AT TERTIARY CARE CENTER

ABSTRACT

Objective:

To assess the satisfaction of patient visiting out patient department (OPD) of Ganesh Man Singh Memorial Academy of ENT and Head and Neck studies, Tribhuvan University Teaching Hospital.

Materials and methods:

This was a cross sectional study conducted on 162 patients visiting ENT OPD of Tribhuvan University Teaching Hospital using questionnaire related to patient satisfaction from 22nd July to 5th August, 2017. All the patient visiting to ENT OPD of Tribhuvan University Teaching Hospital for any type of services were included in this study. Only those patients not willing for participating in the study were excluded from the study. Data collection was done & entered in Microsoft Excel.

Results:

Most of the patients (67.3%) were satisfied with the services given by ENT department of TUTH and 43.9% cases chose to come here only for further ENT problems.

Conclusion:

Most of the patients were satisfied with the services provided by ENT OPD. Regular audit helps to further improve patient's satisfaction if the recommendations are properly executed.

Keywords: Audit, Otorhinolaryngology, Satisfaction

INTRODUCTION

Success and failure of health care system or any health care institution depends upon the satisfaction of patient and their attendants. There are various factors to be considered during patient care for their satisfaction. Satisfaction can be defined as the extent of an individual's experience compared with his or her expectations.¹ Assessing the satisfaction of patient is one of the ways of judging the quality of services provided in health care centres. Evidence has suggested that care which is less than satisfactory to the patients, is also less effective, because dissatisfaction is associated with noncompliance with treatment

instructions, delay in seeking further care and poor understanding and retention of medical information.² Conducting a clinical audit regarding patient satisfaction in a department can assess the quality of services provided by the department. Clinical audit is a quality improvement process that seeks to improve patient care and outcomes through systematic review of care against explicit criteria and the implementation of change.³ In a democratic society patient assessment of satisfaction is a means to realize principles of citizen involvement, of respecting the individual's integrity and self-determination.⁴

This study aimed to measure satisfaction of the

patients visiting outpatient department (OPD) of Ganesh Man Singh Memorial Academy of ENT and Head and Neck studies (GMSMA), Tribhuvan university teaching hospital, Institute of Medicine.

MATERIALS AND METHODS

This was a cross sectional study carried out in the OPD of Ganesh Man Singh Memorial Academy of ENT-HNS, Tribhuvan University Teaching Hospital (TUTH), Kathmandu, Nepal. Duration of the study was from 22nd July to 5th August, 2017. Topics related to different aspects of patient's satisfaction were selected and questionnaire was prepared.

All the patients visiting to OPD of GMSMA of ENT-HNS for any types of service were included in this study. Only those patients not willing to participate in the study were excluded from the study. Patients were requested to fill up the questionnaire at different zones in the ENT OPD. Visitors were requested to help if the patient could not fill the form. Assistance was provided by hospital staffs for filling the forms if required. Data collection was done & entered in Microsoft Excel and statistical analysis was performed.

RESULTS

Out of total 162 participants, 141 filled the form completely. Maximum participants (56.7%) were from age group of 13-29 years. Fifty eight percent of the patients filled the form themselves (Figure I). Most common reason (68.3%) for visit was found to be for primary check-up.

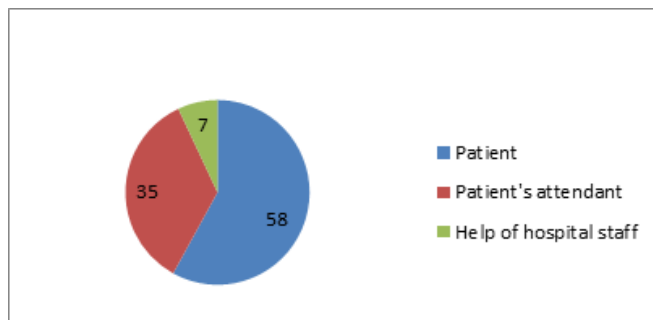


Figure I. Person filling the form (n=162)

Most of the patients i.e. 99 (67.3%) patients were satisfied with the services given by ENT department of TUTH (Table 1) and 71 (43.9%) cases chose to come here only for further ENT problems.

Table 1. Satisfaction of patients on the OPD services provided by the department of ENT (n = 147)

Degree of satisfaction	Number of participants (per cent)
Very satisfied	40 (27.2%)
Satisfied	99 (67.3%)
Unsatisfied	8 (5.4%)

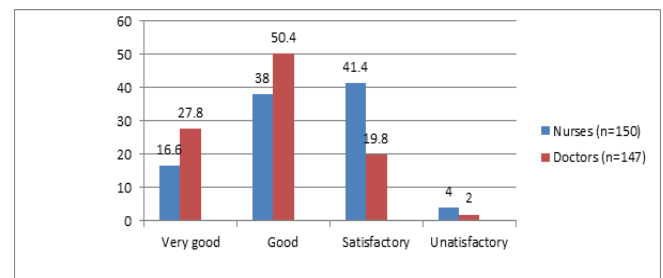


Figure II: Perception towards behaviour of doctors and nurses

Perception on behaviour of nursing staff was satisfactory in 41.4% cases and perception on behaviour of doctors was good in 50.4% cases (Figure IV).

Most of the patients got the OPD ticket (42.3%) and got checked (48.05%) within 30-60 minutes. Patients had to wait less than 30 minutes for hearing assessment in 56.8% cases and for endoscopy in 44.1% cases.(Table 2)

Table 2. Waiting time for different purposes in ENT OPD

	<30 min	30 to 60 min	1 to 3 hour	> 3 hour
Time taken to get OPD ticket n=156	49 (31.4%)	66 (42.3%)	32 (20.5%)	9 (5.7%)
Time taken to get checked n=154	30 (19.4%)	74 (48.05%)	46 (29.8%)	9 (5.7%)
Time taken for hearing assessment n=58	33 (56.8%)	17 (29.3%)	7 (12%)	1 (1.7%)
Time taken for endoscopy n=43	19 (44.1%)	11 (25.5%)	10 (23.2%)	3 (6.9%)

DISCUSSION

Regular audit helps to point out the areas of weakness that need to be focussed for improvement in providing service to the patients. Conducting regular audit in an institution in various areas helps to improve quality of service provided to patients and thus improving patient's satisfaction. Fifty six percent of the patients visiting to our department belonged to age group of 13-29 years which is similar to 51.3% cases belonging to 18-30 years in a study conducted in otolaryngology OPD of medical college in India.⁵In our audit, 58% of patients filled their form themselves which is similar to 55.6% in a study by Quintana et al.⁶Five percent of cases in our study were dissatisfied with the OPD service provided. This can be accounted to their high expectations or insufficient time provided by doctors owing to the increased patient load. Nineteen percent of the patients got checked within 30 minutes in OPD which is much higher compared to the data of government medical college in India.⁷Waiting time for tickets can be decreased by arranging online ticket which has been recently started in our hospital. Arranging a fixed appointment time to the patients can also help to decrease the waiting time of patients for visiting the doctors.

Implementation of recommendations from previous audit has improved in many areas of patient satisfaction. Similarly, our audit has also few recommendations to add on it for further improvement. Conducting regular audit and implication of its recommendations, reducing the cost of services, establishing separate enquiry counter and notice board mentioning the presence and absence of doctors and their turn, improving co-ordination between staffs, doctors and nurses, improvement in attitude and behavior towards patients by the doctors, nurses and staffs and proper counseling to the patients would

definitely improve the quality of care provided to our patients.

CONCLUSION

Regular audit helps to improve the performance in the clinical field if the recommendations are properly executed. Audit should be conducted regularly in every department of hospital to keep an update about the current status, compare it with reference standards and recommend solutions to the problems if identified and also to assess the extent to which recommendations from previous audit has been implemented.

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