



AN ANALYTICAL STUDY ON PATIENTS SATISFACTION OF ED IN MULTI-SPECIALTY HOSPITAL, VADODARA

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ABSTRACT

The aim of the study is to identify the factors responsible for influencing the satisfaction of patients on ED related services. The result of the study 54% patients were fully satisfied by the overall services provided by the hospital. It has been observed that factors influencing patient satisfaction are indicators to measure the outcomes. 50 patients were surveyed by convenience sampling. Method.

Keywords: Satisfaction, ED, Doctor, Patient, Factors

1. Introduction

An emergency department is a medical treatment facility that particularizes in acute medical care of patients.

It is a medical treatment facility in emergency medicine that concentrates on acute care of patients who visit without prior appointment; either by their own means or by ambulance.

Patient satisfaction scope is to verify if the patients are happy with their healthcare services and then measuring care quality.

Patient satisfaction displays provider's insights in to numerous aspects of medicine, adding the efficacy of their care and their magnitude of empathy.

2. Review Papers

The researcher has attempted to analyze the level of satisfaction of patients and their perceived quality of services provided by the hospitals. It is hoped that the health care providers would pay attention to quality in every aspect of patient care, both medical and non-medical.

High level of satisfaction with treatment invariably leads to high level of confidence in the doctor, thereby ensuring better patient compliance and better health status in the form of early recovery from illness.

Patient satisfaction is an indicator of the quality of care provided by EDs and it is affected by several domains. Nursing care, doctor care, waiting time, and time of visits are the key factors that drive satisfaction with EDs.



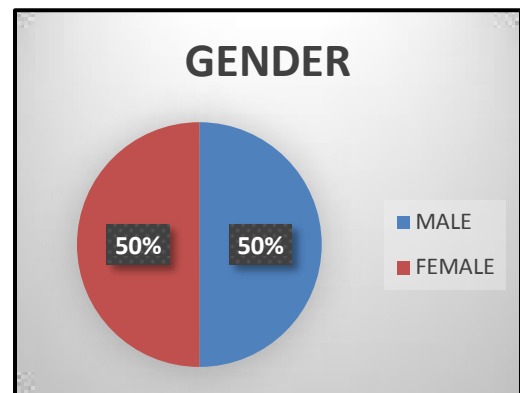
3. Research Methodology

Descriptive research design was used in this research which clearly indicates that the study is to identify the factors responsible for influencing the satisfaction of patients on ED related services. Convenience sampling technique was used for data collection. Response was taken from 100 patients sample size in Vadodara. Questions were circulated over the targeted sample and response was taken for data analysis. Here are the questions and responses received:

1) Gender

TABLE 1 Fig 1

GENDER	
MALE	FEMALE
25	25



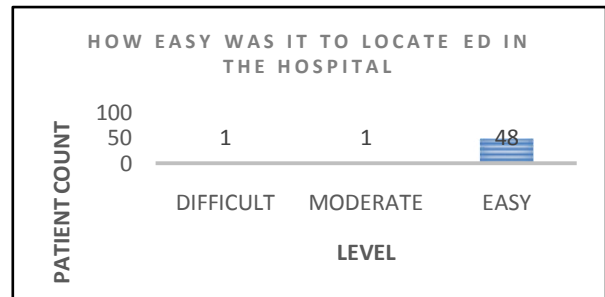


2) How easy was it to locate ED in the hospital?

TABLE 2

How easy was it to locate ED in the hospital		
DIFFICULT	MODERATE	EASY
20	80	100

FIG 2

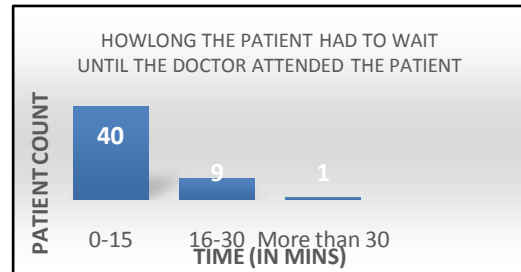


3) HOW LONG THE PATIENT HAD TO WAIT UNTIL THE DOCTOR ATTENDED THE PATIENT?

Table 3:

HOW LONG THE PATIENT HAD TO WAIT UNTIL THE DOCTOR ATTENDED THE PATIENT		
0-15	16-30	More than 30
40	9	1

Fig 3:

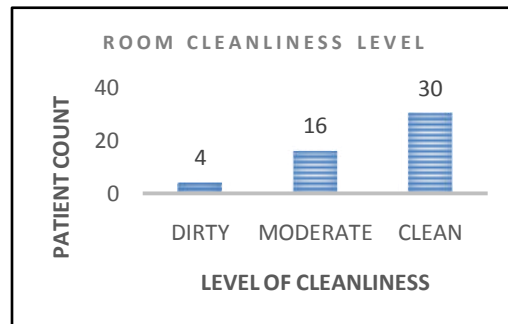


4) ROOM CLEANLINESS LEVEL

Table 4:

ROOM CLEANLINESS LEVEL		
DIRTY	MODERATE	CLEAN
4	16	30

Fig 4:



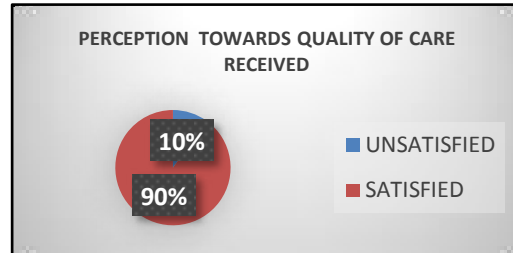


5) PERCEPTION TOWARDS QUALITY OF CARE RECEIVED:

Table 5:

PERCEPTION TOWARDS QUALITY OF CARE RECEIVED	
UNSATISFIED	SATISFIED
5	45

Fig 5:

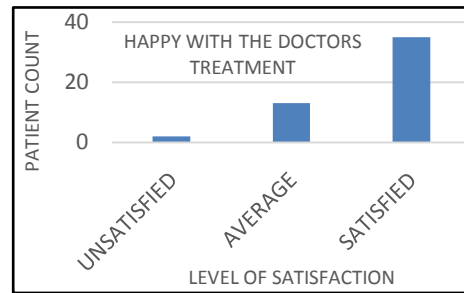


6) HAPPY WITH THE DOCTORS TREATMENT:

Table 6:

HAPPY WITH THE DOCTORS TREATMENT		
UNSATISFIED	AVERAGE	SATISFIED
2	13	35

Fig 6:

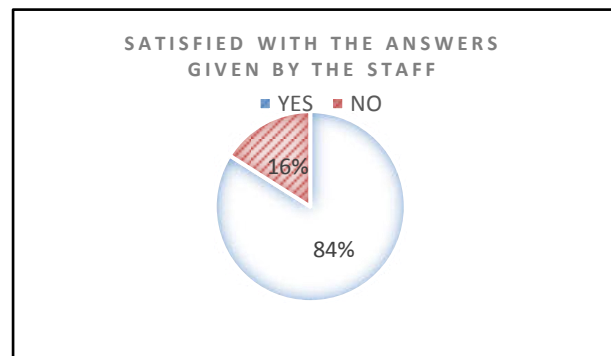


7) SATISFIED WITH THE ANSWERS GIVEN BY THE STAFF:

Table 7:

fig 7:

SATISFIED WITH THE ANSWERS GIVEN BY THE STAFF	
YES	NO
42	8





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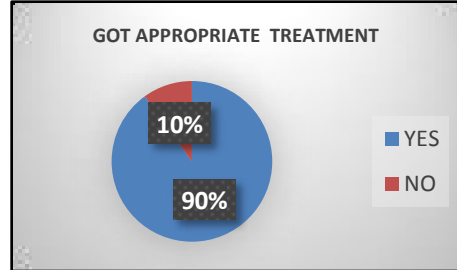
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8) GOT APPROPRIATE TREATMENT:

Table 8:

GOT APPROPRIATE TREATMENT	
YES	NO
45	5

Fig 8:

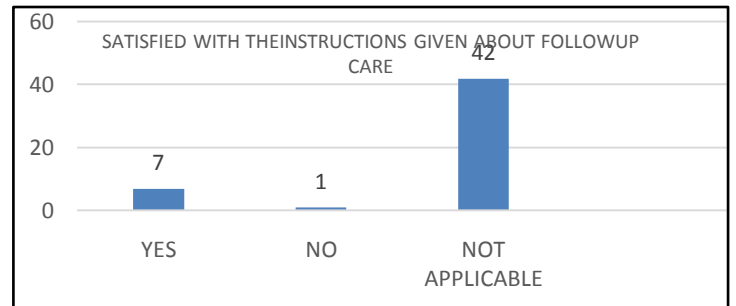


9) SATISFIED WITH THE INSTRUCTIONS GIVEN ABOUT FOLLOWUP CARE:

Table 9:

SATISFIED WITH THE INSTRUCTIONS GIVEN ABOUT FOLLOWUP CARE		
YES	NO	NOT APPLICABLE
7	1	42

Fig 9:

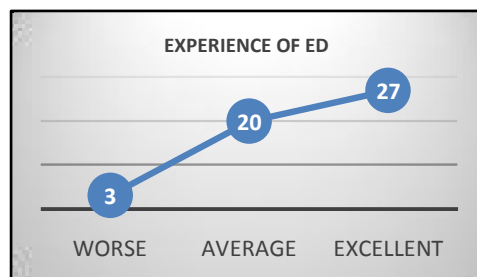


10) EXPERIENCE OF ED:

Table 10:

EXPERIENCE OF ED		
WORSE	AVERAGE	EXCELLENT
3	20	27

Fig 10:





4. RESULTS AND CONCLUSIONS:

RESULTS:

- Equal proportion of male and female were targeted to understand the factors responsible for influencing the satisfaction of patients on ED related services.
- Majority of the patient faced no difficulty in finding or reaching out the ED
- Doctors approached the patient within 0-15 minutes. Only in few cases Doctors took 16-30 minutes to approach and check the patient. In a rare case the patient had to wait more than half an hour for the doctor.
- Few patients found the room dirty, while 32 % patient were averagely satisfied by the condition of the room. 60 % patient were satisfied and by the room tidiness.
- Maximum patient were satisfied by the Quality of care received in the hospital.
- 70 % patients were satisfied with the doctor's treatment and 26% patients were averagely satisfied.
- Maximum patient were satisfied with the answers given by the staff. Few patient were discontented.
- Majority of patient were happy that they got appropriate treatment.
- Patient which were eligible for follow up were satisfied by the follow up care.
- 54% patients were fully satisfied by the overall services provided by the hospital.

Conclusion:

- It is seen that care provided to the patient plays an important indicator to measure success of the delivery system.
- Patient were more satisfied with the doctor's treatment which enhances the patient's loyalty towards hospital.
- With proper and better communication helps in improving patient satisfaction
- Waiting time of the patient can contribute to better patient trust and it leads to positive outcomes.
- Determinants factors of patient satisfaction identified were waiting time till seen by the doctor, reaching out the ED, Cleanliness of the room, Quality of care received, Doctors treatment and queries resolved by the staff.

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