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A Case Study: Directorate General of Khoula Hospital Neurosurgery Department Muscat Oman, Smart Objective to Increase the Patient Satisfaction Rate Up To 80% of Patients in Neurosurgical OPD

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Abstract: Patient satisfaction from the hospital services remains an important criteria for the well-functioning of an institution. An attempt was made by our institute to get feedback from the patient in this regard. A pilot study was undertaken followed by the detailed study and finally results were analysed to assure the patient grievances were addressed to large extent.

Keywords: neurosurgery Department, neurosurgical OPD.

1. INTRODUCTION

Patient satisfaction is an indicator for measuring the quality in health care. Patient satisfaction affects clinical outcomes, patient retention and medical malpractice claims. It affects the timely efficient and patient centered delivery of quality health care.¹ A study was planned in our hospital to get feedback from the patients in similar regard to improve our services .

2. MATERIAL AND METHODS

Initial study was conducted where a total no of 51 patients were selected. A questionnaire during initial study was planned and it contained 3 questions with 2 options. Questions involved were 1.perfomance of registration staff, 2.performance of nursing staff and 3.performance of doctors. Answers had **two options** 1.satisfied or 2.not satisfied. Based on this a questionnaire was drafted as Fig 1. A pilot study was conducted and results were analyzed. Then a detailed study was performed in subsequent months and all answers to the questionnaire were analyzed and a conclusion was withdrawn to improve the outpatient services in our hospital

3. RESULTS

Initial study revealed a total of 51patients out of satisfied patient s were 49 and not satisfied were 2. This revealed that on average 96% of patients were satisfied. A new questionnaire was designed as per Fig 2. Pilot study was conducted in April 2017. A total no of patients who gave feedback were 26. The answers we got are as per Fig 3. A total no of patients Page | 109

Novelty Journals

Vol. 4, Issue 3, pp: (109-113), Month: September - December 2017, Available at: www.noveltyjournals.com

participated were 26. Out of them 43% strongly agreed , 32.3% agreed , 11.5% were not sure , 7.3% disagreed and strongly disagreed patients were 5.5% to hospital facilities . Satisfaction rate we found 75.22% . Patients not sure were 11.9% and not satisfied 12.8%. In month of May the results were analyzed as Fig 4. The results of June , July and August are shown as per Fig 5 and of month of Sept 2017 as fig 6 . 5 Months of study till now and a total no of patients studied were 90 .The questionnaire received is as per Fig 7 . Final outcome we got shows strongly agreed patients were 69.57% , agreed patients were 21.4% , 2.32% patients who were not sure and disagreed patients were 4.01% and strongly disagreed 2.33%. A total satisfaction rate was 91.02%. A comparison of both studied revealed strongly agreed 43% vs 69.57% , agreed ones were 32.3% vs 21.4%, not sure ones were 11.5% vs 2.32% , disagreed ones were 7.3% vs 4.01% and styrongly disagreed ones were 5.5% vs 2.33% . The satisfaction rate we got 75.22% vs 91.02% .

The notable findings were waiting time of patients is the most important factor which is noticed to be showing improvement in terms of patient satisfaction but still at 37%. And secondly all other factors showed improvement with major shift of patients who disagreed to the agreed and patients who were agreed to the strongly agreed group. This task we accomplished by awareness among doctors and nurses and awareness among patients. We noticed that patient should have a private place to express unbiased opinion .Need of staff unrelated with the study to explain the questionnaire. Number of doctors and staff in OPD should be optimum for better satisfaction of patients. Feedback rate shows total patients seen were 2384 and feedbacks we got in 157.

TISEACTION	C			ТЛ	D
ANSFACTION		Apra Apra	y pit Y Reference	ch j Y Dinagree	Lagree July J
تىمىرىشان رەيۇنىك Nurses were cheerful, friendly and courteous					
المىرصنت يجهن على لار أستلاس Nurses answered of my quest					
اشیر شده بیمانان طل شیریمیزی آنه افر عبیه . را باشار می اطلاق شینگر آنمه تعییر طرحه در Nurres monitation of my provider future proces					
ناطی پردین درمانین Doctors were cheerful, friendly and courte					
والجامه ويعين عن على استثنى Doctors annowed all of my question					
ن الأطباط بطبر هون الإمراد فلن تلقيات Doctors explained procedure before startin					
ن تأطيب بيتيمرن هائين المسية، بتعال لانق Follow up examinations/ investigation by the doctors were according					
فر اهن رقت برسطة تصبيل نمرز ان شري تطبيب منسيد Was the waiting time acceptable from registration til I came to the examination by the decise					
طر کشت محملة مراقض اسم السجيل متبسية Was the treatment of the registration officers satisfactory					
المرضات المرضات فمرجعه مالي مراجع مراجع و مراجع و مراجع م م م م م م م م م م م م م م م م م م م	بعن هي هي المعالية (friendly and courteous المعام على المعالية (friendly and courteous المعام على المعالية (friendly and courteous المعام على المعالية (friendly and courteous) المعام على المعالية (friendly and courteous) المعام على المعالية (friendly and courteous) (friendly a	العندين المراجعة المراجع	المؤرنة المؤرنة	نوابط العام العام العام العام العام العام العام العام	الماني الماني الماني الماني الماني

Fig 1 The performa

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	2017	IL	R	AF		
Ī	هيزيت	أرياقي يقدة Strongly Agree	نرائق Agree	¥ أمري Not sure	لا أبراق Dinagree	لرطق بلمة Strongly I disagree
	Nurses were cheerful, friendly and courteous	15/26 57%	5/26 19%	2/26 8%	1/26	1/26 4%
	غلات شمېرهنکه يجين طل کل آسللنې Nurses answered of my questions	10/26	9/26 37%	4/26	1/26 4%	1/25
	عقت المبريشات يمانللان طل غصريميني، أكا للرعاية . إينكل بالالله من ذهق أستكل للابة يتعيم فر معية . (Nurses maintainder my privacy during procedure	14/26 54%	9/26 35%	2/26 8%	1/26 4%	1/25
	على الأطباء ردوبين ومهانين Doctors were cheerful, friendly and courteous	12/26 46%	8/26 31%	3/26	1/26	2/26
	عن الأطباء يجبين على كل اسلتني Doctors answered all of my questions	13/26	7/26 27%	5/25 19%	1/26 4%	1/26
	عَنَ بَرَعْمَاتِ بِشَرِهِرِنَ الْإِمْرَاءَ عَلَى تَعَيَّدُه Doctors explained procedure before starting	12/26 46%	8/26 30%	3/26 12%	1/26 4%	1/25 4%
	کان الأطباء بتایین هلتی المسیة بشقل لاق Follow up examinations/ investigation by the doctors were accordingly	9/26 34%	8/26 31%	5/26 19%	1/26 4%	2/26 8%
	مَ مَنَ رِفَتَ الإِسْتَقَرِ مِنْ لَمَظَةَ النَّسَولَ الْمَرْلِ الْنِ الْطَيْبِ مَنْسَبَ Was the waiting time acceptable from registration till I came to the examination by the doctor.	5/26 20%	10/26 38%	5/25 20%	4/26 16%	2/26 8%
	مل كانت معانية مرتقاني اسم التسبيل مناسبة Was the treatment of the registration officers satisfactory	11/26	11/26	3/26	3/26	1/26

Fig 2 Result of April 2017

Vol. 4, Issue 3, pp: (109-113), Month: September - December 2017, Available at: www.noveltyjournals.com

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	2017	A Y	VIA			
تعارات	برت برت	أراقق يشدة Strongly Agree	آریاقی Agree	۲ آبری Not sure	لا أراقق Dtsagree	لا أراق يثمة Strongly disagree
ما حالة	يلات المعرضات ودودات ومهديات	20/27	6/27	1/27	0/27	0/27 0%
	Nurses were cheerful, friendly and courteous	74%			1/27	0/27
کلت ا stions	علات الممرضات يجين على كل أسللتي Nurses answered of my questions	19/27 70.3%	5/27 18.8%	2/27 7.4%	3.7%	0%
	علات المبرشت، يماثلن على خصرسيتي ألنا الزعية .)يمثل بالثلاء من إغلاق السقر ألناء تقديم الرعاية (Nurses maintained my privacy during procedure	21/27 77.7%	5/27 18.8%	1/27 3.7%	0/27 0%	0/27 0%
کان ۱	عن الأشابة وياديني رميانين Doctors were cheerful, friendly and courteous	20/27 74%	4/27 14.8%	1/27 3.7%	1/27 3.7%	1/27 3.7%
	کان الأطباء بجبین علی کل استثنی Doctors answered all of my questions	22/27 81.8%	5/27 18.8%	0/27 0%	0/27 0%	0/27 0%
6 کان ing	عن الأطباء يشر هون الإجراء قان تنفيذه Doctors explained procedure before starting	21/27 77.7%	3/27 11.1%	3/27 11.1%	0/27 0%	0/27 0%
gly 7	کان الأطباء بشیمین حالتی اصحیة بشکل لاق Follow up examinations/ investigation by the doctors were accordingly	18/27 66.6%	4/27 14.8%	2/27 7.4%	2/27 7.4%	1/27 3.7%
10	هُ كَانَ رِقْتَ الإَسْتَقَارِ مِنْ لَحَقَّةَ السَّبِعِلَ تَعَرَّيْ أَنْ أَشَيَبَ مَنْسَبَ Was the waiting time acceptable from registration till I came to the examination by the doctor.	12/27 44%	5/27 18.5%	2/27 7.4	4/27 4.8%	4/27 14.8%
	مل كانت معاملة مواقص قصم النسجيل متاسية Was the treatment of the registration officers satisfactory	25/27 92%	1/27 3.7%	0/27 0%	1/27 3.7%	0/27 0%

Fig 3 Result of May 2017

PATIENT SATISFACTION JUNE JULY AUGUST 2017

"	ميرك	أراقق يشدة	أراقي	¥ أنري	۲ آرائق	لا أراق يشدة Strongly
	ب	Strongly Agree	Agree	Not sure	Disagree	disagree
1	کلت المریشان ریوان ریوانیان	36/48	9/48	0/48	2/48	1/48
	Nurses were cheerful, friendly and courteous	75%	18.7%	0%	4.1%	2%
	عالت المدرضات يجيئ على كل أسللتي	31/48	12/48	0/48	3/48	2/48
	Nurses answered of my questions	64.5%	25%	0%	6.2%	4.1%
	کلات آشدر شدت بدهانش طلی تصریمیش، اکثا اثر علیهٔ پسٹل بائناند من باهلای است.فر آگاء تقدیم اثر علیهٔ (Nurses maintained my privacy during procedure	35/48 72.9%	9/48 18.7%	1/48 2.0%	2/48 4.1%	1/48 2%
	ىنى «ئىلىيە دىدىيىن رىچىلىين	36/48	8/48	1/48	2/48	1/48
	Doctors were cheerful, friendly and courteous	75%	16.6%	2.0%	4.1%	2%
5	کان الأطباء بجنین علی کل اسلتن	35/48	10/48	1/48	1/48	1/48
	Doctors answered all of my questions	72.9%	20.8%	2.0%	2.0%	2%
6	کان تاطیب بشر هون. تازیرانه قبل تنقیده	39/48	6/48	1/48	1/48	1/48
	Doctors explained procedure before starting	81.25%	12.5%	2.0%	2.0%	2%
7	كان الأطباء يلتجرن حلتي السمية يشكل لانق	34/48	12/48	0/48	1/48	1/48
	Follow up examinations/ investigation by the doctors were accordingly	70.83%	25%	0%	2.0%	2.0%
8	هن غان رفته الإنتقار من لمثلة التسجل لنغرل الى تطبيب متاسب Was the waiting time acceptable from registration till I came to the examination by the doctor.	14/48 29.1%	21/48 43.7%	4/48 8.3%	5/48 10.4%	4/48 8.3%
9	هن کافت معملة مولقني قسم التسجيل مندسية.	35/48	9/48	2/48	1/48	1/48
	Was the treatment of the registration officers satisfactory.	72.9%	18.7%	4.1%	2.0%	2.0%

Fig 4 Result of June, July and August 2017

Novelty Journals



Vol. 4, Issue 3, pp: (109-113), Month: September - December 2017, Available at: www.noveltyjournals.com

2017					PA
	أرائل بشدة Strongly Agree	uluj Agree	لأفري Not sure	۲ آرافل Disagree	۲ أراق يشدة Strongty disagree
تىرىغات رىريات رىچىنىڭ ئېرىنىڭ مەرىيات رىچىنىڭ مەرىغات يېچىنىڭ ئېرىغان يېچىنىڭ مەرىغات يېچىنىڭ ئېرىغان يېچىنىڭ	10/15 66.6%	5/15 33.3%	0/15 0%	0/15 0%	0/15 0%
عقت شىرىغىت يېپىن على قار أسللتى Nurses answered of my questions	9/15 60%	6/15 40%	0/15 0%	0/15 0%	0/15 0%
علات شمر شدن بماطل على همرسيتري. آنتا اثر عنية.)ستل باشانه من إطلاق استقر آنتاء تقديم اثر عنية. (Nurses maintained my privacy during procedure	10/15 66.6%	5/15 33.3%	0/15 0%	0/15 0%	0/15 0%
ڪن (اظهار ويريين ويمانين) Doctors were cheerful, friendly and courteous	11/15 73.3%	4/15 26.65%	0/15 0%	0/15 0%	0/15 0%
عن ناؤشیه بیمیون علی علی استثنی Doctors answered all of my questions	10/15 66.6%	5/15 33.3%	0/15 0%	0/15 0%	0/15
عن الأطباء يشرحون الإجراء قبل تنفيذه Doctors explained procedure before starting	11/15 73.3%	4/15 26.65%	0/15 0%	0/15 0%	0/15
کان الأطباء ينجمون ملاني المسعية بشتل لائق Follow up examinations/ investigation by the doctors were accordingly	9/15 60%	6/15 40%	0/15	0/15 0%	0/15 0%
هل کنن وقت الإنتقار من لحقة، لتسبيل لشغول شن الطبيب متعنب Was the waiting time acceptable from registration till I came to the examination by the doctor.	8/15 53.3%	11/15 13.3%	0/15 0%	3/15 20%	2/15 13.3%
عل كافت معاملة من نظفي قسم التسجيل متنسية Was the treatment of the registration officers satisfactory	12/15 80%	3/15 20%	0/15	0/15	0/15

Fig 5 Result of Sept 2017

PATIENT SATISFACTION FINAL OUT COME

	هيزران ا	أراق يشدة Strongly Agree	أراق Agree	لا أنرى Not sure	۲ آرائی Disagree	لا أر الق يشدة Strongly disagroe
	کلت المرخت ويونت ويونت ويونت Nurses were cheerful, friendly and courteous	66/90 73.3%	20/90 22%	1/90 1.1%	2/90 2.22%	1/90 1.135
2	عقت المرتبعة يجين على قد أسللتي Nurses answered of my questions	\$9/90 65.5%	23/90 25%	2/90 2.22%	4/90 4.4%	2/90 2.22%
	عاتت المعرضات يعاقلان على مصيرمينين. أثنا فرجهة .) يمكن يتنابع من باهلان الستان أثناء تعيم فرجهة (Nurses maintained my privacy during procedure	66/90 73.3%	19/90 21.1%	2/90 2.22%	2/90 2.22%	1/90 1.1%
4		67/90 74.4%	16/90 17.75	1/90 1.135	2/90 2.22%	1/90 1.1%
3		67/90 74.4%	20/90 22.2%	1/90 1.1%	1/90 1.1%	1/90
6	کان الأطباء بشرحون الإهراء قبل تشیده Doctors explained procedure before starting	71/100 78.8%	13/90 14.4%	4/90 4.3%	1/90 1.1%	1/90 1.1%
7		62/100 68.8%	22/90 24.4%	2/90 2.22%	3/90 3.33%	1/90 1.1%
8		34/90 37.7%	28/90 31.1%	6/90 6.66%	12/90 17.3%	10/90 11.11%
9		72/90 80%	13/90 14.4%	2/90	2/90	1/90

Fig 6 The final outcome

Vol. 4, Issue 3, pp: (109-113), Month: September - December 2017, Available at: www.noveltyjournals.com

4. CONCLUSION

How we can improve more in this aspect ? Our suggestions are by reducing the waiting time in the OPD by organizing the visits on the basis of time provided through the medical records department and not on first come first serve basis . 2ndly by awareness among patients regarding the importance of time of OPD visit. By educating and emphasizing upon patients regarding the study meaning how will it affect positively their satisfaction rate. Also periodical doctors and nurses and other related staff feedback ,education and assessment is essential .

5. DISCUSSION

Thomas S etal studied the barriers in patient satisfaction in intensive care units in 2017 .¹ . Sam CJ etal emphasized by their study of parental satisfaction in a tertiary care hospital in the day care surgery in Oct 2017 .² Graham C studied the people 's experience in the weekend in national surveys in Sept 2017 .³ D'Lima D studied the quality of continuous monitoring and quality of recovery after anesthesia in July 2017 .⁴ Meacock R studied the higher mortality among admission in emergency in the weekends in Jan 2017 .⁵ Zambrana-García JL etal also studied the mortality and medical care of admission during weekends in Aug 2017.

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