

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.performance 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study was performed in subsequent months and all answers to the questionnaire were analyzed and a conclusion was withdrawn to improve the outpatient services in our hospital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

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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 strongly 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.

Fig 1 The performa

Fig 2 Result of April 2017

PATIENT SATISFACTION MAY 2017

العبارات	أوافق بشدة Strongly Agree	أوافق Agree	لا أرى Not sure	لا أوافق Disagree	أوافق بشدة Strongly disagree
1 كانت الممرضات ووديات ومهذبات Nurses were cheerful, friendly and courteous	20/27 74%	6/27 22.2%	1/27 3.7%	0/27 0%	0/27 0%
2 كانت الممرضات يجيبن على كل أسئلتي Nurses answered of my questions	19/27 70.3%	5/27 18.8%	2/27 7.4%	1/27 3.7%	0/27 0%
3 كانت الممرضات يحافظن على خصوصيتي أثناء الرعاية . (مثال: بالتأكد من إغلاق الستائر أثناء 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%
4 كان الأطباء ووديين ومهذبين 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%
5 كان الأطباء يجيبون على كل أسئلتي Doctors answered all of my questions	22/27 81.8%	5/27 18.8%	0/27 0%	0/27 0%	0/27 0%
6 كان الأطباء يشرحون الإجراء قبل تنفيذه Doctors explained procedure before starting	21/27 77.7%	3/27 11.1%	3/27 11.1%	0/27 0%	0/27 0%
7 كان الأطباء يتبعون حثس الصحة بشكل لائق 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%
8 هل كان وقت الإنتظار من لحظة التسجيل لدخول في الطبيب مناسب 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 14.8%	4/27 14.8%
9 هل كانت معاملة موظفي الاسم التسجيل مناسبة 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

العبارات	أوافق بشدة Strongly Agree	أوافق Agree	لا أرى Not sure	لا أوافق Disagree	أوافق بشدة Strongly disagree
1 كانت الممرضات ووديات ومهذبات Nurses were cheerful, friendly and courteous	36/48 75%	9/48 18.7%	0/48 0%	2/48 4.1%	1/48 2%
2 كانت الممرضات يجيبن على كل أسئلتي Nurses answered of my questions	31/48 64.5%	12/48 25%	0/48 0%	3/48 6.2%	2/48 4.1%
3 كانت الممرضات يحافظن على خصوصيتي أثناء الرعاية . (مثال: بالتأكد من إغلاق الستائر أثناء تقديم الرعاية) 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%
4 كان الأطباء ووديين ومهذبين Doctors were cheerful, friendly and courteous	36/48 75%	8/48 16.6%	1/48 2.0%	2/48 4.1%	1/48 2%
5 كان الأطباء يجيبون على كل أسئلتي Doctors answered all of my questions	35/48 72.9%	10/48 20.8%	1/48 2.0%	1/48 2%	1/48 2%
6 كان الأطباء يشرحون الإجراء قبل تنفيذه Doctors explained procedure before starting	39/48 81.25%	6/48 12.5%	1/48 2.0%	1/48 2%	1/48 2%
7 كان الأطباء يتبعون حثس الصحة بشكل لائق Follow up examinations/ investigation by the doctors were accordingly	34/48 70.83%	12/48 25%	0/48 0%	1/48 2.0%	1/48 2.0%
8 هل كان وقت الإنتظار من لحظة التسجيل لدخول في الطبيب مناسب 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 هل كانت معاملة موظفي الاسم التسجيل مناسبة Was the treatment of the registration officers satisfactory	35/48 72.9%	9/48 18.7%	2/48 4.1%	1/48 2.0%	1/48 2.0%

Fig 4 Result of June, July and August 2017

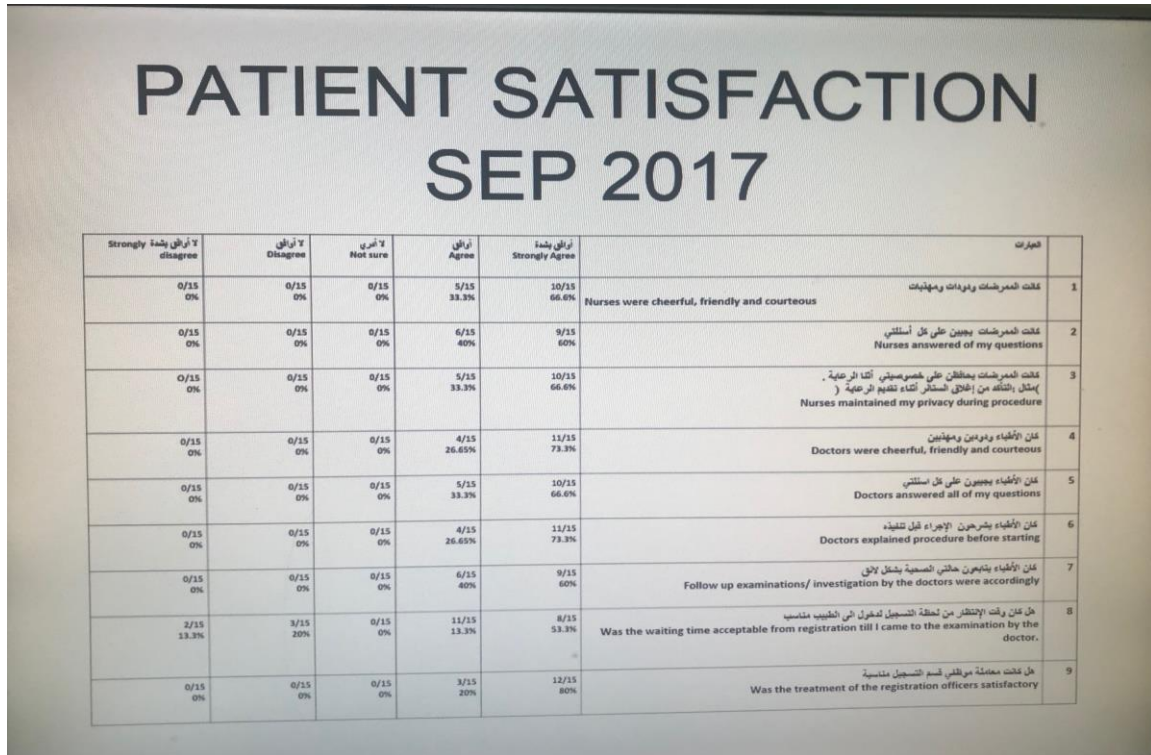


Fig 5 Result of Sept 2017

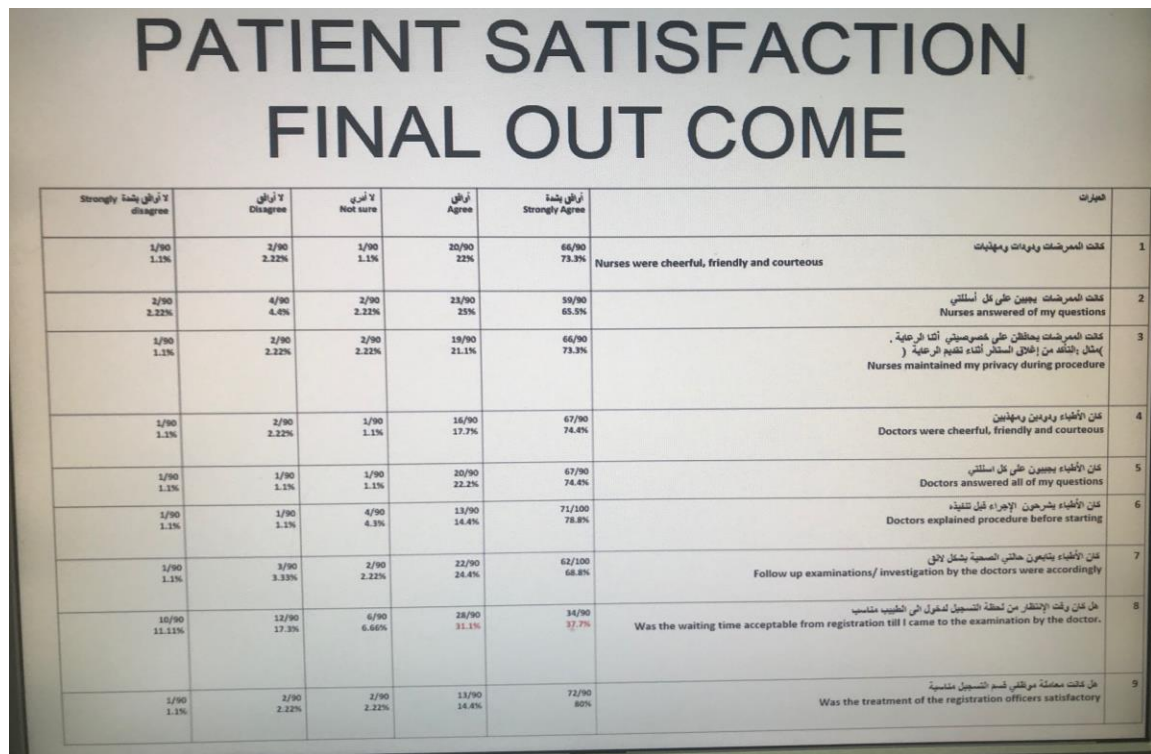


Fig 6 The final outcome

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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