

# Factors Affecting the Provision and Quality of Healthcare Services in Allied Hospital PMC Faisalabad

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**Abstract:** Quality of health care has become crucial in improving patient satisfaction. The health care organization should make sure that patients receive high level quality care. Attempts have been made to improve this condition but it seems not much achieved in this regard. This is due to the limited information about the factors that affecting the provision of services quality. The purpose of my study was to examine nurses' perception on the factors that affecting the provision and quality of health services in Allied Hospital, Faisalabad. **Methods:** A descriptive cross sectional study with self administered questionnaire was done in Allied Hospital Faisalabad. Sample size of the study consists of 248 qualified nurses working in this tertiary care hospital. **Results:** Overall 76.6% participants were not satisfied with quality of care provided at Allied Hospital Faisalabad. Low employees' capacity, Poor communication, shortage of employees, lack of facilities and lack of financial resources were the reasons for the provision of low quality care in tertiary care hospital. **Conclusion:** The findings of my study finally concludes that work force, employees' capacity, communication channels technology and financial resources should be improved to make sure the provision and quality of healthcare services in public health sector.

**Keywords:** Service quality, Allied Hospital Faisalabad, communication, employee, financial resources.

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## 1. INTRODUCTION

### Introduction

Quality is defined as a relative perception and if the intrinsic characteristic of a service meets the needs of the customer, it can be scored as high quality (Reinartz, 2004). Experience of the patient plays a vital role in ranking and assessment of quality of services in health care organization. In healthcare, quality may consist of effective medication, newer technology, higher staff to patient ratios, affordability, competence and effectiveness of service delivery (Tam, 2005). Service quality has become very important (Ennis and Harrington, 2001) in improving patient satisfaction because it directly affects the customer satisfaction and financial prosperity of service businesses. Providing quality service has considerable effect on client satisfaction, client retention, and organizational growth.

The provision of service is a very challenging task particularly in the healthcare sector. Good health care system is an important requirement of every country and it is important to recognize that a healthy population is better responsible for achieving the efficiency that is required so as to increase and maintain continued growth of the economy of each country. The provision of high- quality affordable healthcare service is a difficult task due to the complexities of healthcare services included cost, service delivery and organization financing. There has been an effort to improve the situation but it

seems not much has been attained in raising the quality of service in public health organization and this is compounded by insufficient information on the factors that trouble the delivery of service quality in the public health sector in Pakistan. The purpose of my study was to examine nurses' perception on the factors that affecting the provision and quality of health services in Allied Hospital, Faisalabad

## 2. MATERIALS AND METHODS

A descriptive cross sectional study with self administered questionnaire was done in Allied Hospital Faisalabad. Sample size of the study consists of 248 qualified nurses working in this tertiary care hospital. The questionnaire was distributed and collected from all the participants by the researcher in order to guarantee the data quality and consistency. Moreover the questionnaires were distributed to the qualified nursing staffs of the hospital. After getting informed consent the researcher distributed self-administered questionnaires to collect data from the hospital nursing staff that participates in the study. Data was analyzed by using SPSS-16.0 version and results were presented in the form of tables and charts.

## 3. RESULTS

Data analysis reveals that service quality was not adequate at hospital. 190(76.6%) participants reported that provision of services quality was not high at hospital. Moreover, table # 1 reveals that majority 202 (81.4%) participants reported that workforce is adequate according to need of hospital. Majority 239 (96.4%) participants indicated that provision of service quality was affected by employees work load in Allied Hospital. 225(90.7%) nurses agreed that a skillful employee provide a good quality of care, 09(3.6%) were neutral and only 14(5.7%) nurses were disagree in their opinion. 112 (45.2%) participants reported that employees were well trained at this hospital, 08(3.2%) were neutral and 128 (51.6%) nurses were contrary of the opinion. Majority 232 (93.5%) participants indicated that adequate training of employees was an important factor and it affects the provision and quality of care. Table # 2 reveals that 138 (55.7%) nurses agreed that availability of adequate facilities affect the quality of care and 240(96.8%) nurses agreed that availability of adequate facilities effect the provision of care quality. 180 (72.6%) participants agreed that technology investment was adequate in hospital and 236 (95.2%) nurses reported that adoption of adequate level of technology effect the provision of health care. Table # 3 indicated that 107( 43.1% ) agreed that the communication channels used in hospital were good and effective and majority 230 (92.7%) nurses viewed that effective communication improved patients' satisfaction. 213(85.9%) nurses reported that nature of treatment and procedure were well explained at hospital and 228(91.9%) nurses reported that communication channels affect the quality of care. Figure # 1 indicated that 93% nurses reported that financial resources affect the provision and quality of healthcare services.

**Table # 1 Staff and provision of service quality**

Sr #	Questions	Agree	Neutral	Disagree
1	The work force is adequate according to the need of hospital	30(12.1%)	16(6.5%)	202(81.4%)
2	Shortages of the employees affect the provision and quality of care	231(93.1%)	9(3.6%)	8(3.2%)
3	The employ's workload affects the provision and quality of care	239(96.4%)	3(1.2%)	6(1.4%)
4	The employ's skills and knowledge influence the provision of service quality	225(90.3%)	9(3.6%)	14(5.6%)
5	The employees are well trained at this hospital	112(45.2%)	8(3.2%)	128(51.6%)
6	Adequate training of workforce affect the provision and quality of care	232(93.5%)	7(2.8%)	9(3.6%)
		178(71.8%)	9(3.6%)	61(24.5%)

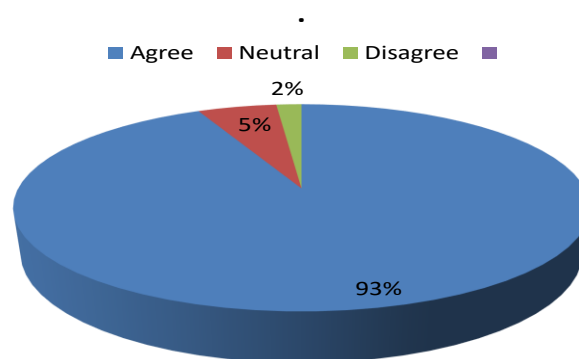
**Table # 2 Availability of facilities and technology and its affect on provision of service quality**

Sr #	Questions	Agree	Neutral	Disagree
1	Availability of adequate facilities effect the quality of healthcare services	138(55.7%)	10(4.0%)	100(40.3%)
2	Availability of adequate facilities effect the provision of healthcare services	240(96.8%)	3(1.2%)	5(2.0%)
3	There is an adequate level of technology investment in this hospital	180(72.6%)	8(3.2%)	60(20.4%)
4	Adoption of adequate technology improves the service quality	231(93.1%)	10(4.0%)	7(2.8%)
5	Adoption of adequate technology affects the provision of healthcare services	236(95.2%)	6(2.4%)	6(2.4%)

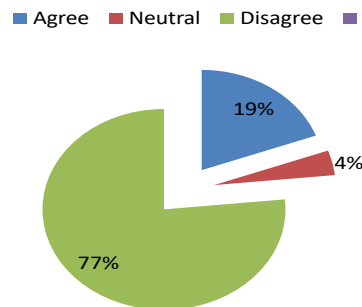
**Table #3 Communication and provision of service quality**

Sr #	Questions	Agree	Neutral	Disagree
1	Communication channels used by this hospital are effective	107(43.1%)	8(3.2%)	133(53.6%)
2	Effective communication improves patient satisfaction	230(92.7%)	8(3.2%)	10(4.0%)
3	Nature of treatment and procedures are well explained to the patients	20(8.1%)	15(6.0%)	213(85.9%)
4	Poor communication channels affect the provision of healthcare services	226(91.1%)	18(7.3%)	4(1.6%)
5	Communication channels affect the quality of healthcare services	228(91.9%)	15(6.0%)	5(2.0%)

### Financial resources affects on provision of service quality



## Adequate service quality provided at Allied Hospital Faisalabad



### 4. DISCUSSION

The findings of this study indicated that provision and quality of health care services was poor in Allied Hospital Faisalabad. 190(76.6%) participants reported that provision of services quality was not high in hospital. The study indicated that 202(81.4%) participants reported that the workforce was not adequate in Allied Hospital. Moreover, 231(93.1%) nurses believed that shortage of employees affect the provision and quality of health care services and 239(96.4%) participants reported that heavy work load led to the poor quality and provision of healthcare services. The findings of the study are similar to a previous study done by (Aiken, Clarke & Sloane, 2002) revealed inadequate patient care seems to be linked with heavy nursing workload. Moreover, heavy nursing workload negatively affects patient safety and quality of care. It also negatively affects nurses' job satisfaction and consequently, it contributes to high job termination and the shortage of nursing staff that mostly lead to inadequate care to patients. .

The findings of this study revealed that 225(90.7%) participants reported that knowledge and skills of employees affects the provision and quality of healthcares and 128(51.6%) nurses reported that employees were not well trained in hospital. 138(55.7%) participants reported that facilities were not adequate. 123(49.6%) participants reported that communication channels used by the hospital were not effective The study findings revealed that 123(49.6%) participants reported that financial resources allocation were not enough in hospital and 236(95.2%) participants reported availability of adequate financial resources affects the provision and quality of health care services

The findings of study were similar to a previous study conducted by (Wangari, et al 2013). This study revealed that provision of service quality was also poor in their health care system due to lack of skilled health care workers, poor communication, lack of facilities and lack of financial resources. Moreover, a previous study indicated that provision of quality health service has significant affect on patient satisfaction (Swanson & Davis, 2003), client retention (Yeas, et al 2004) and organizational growth (So hail, 2003).

### 5. CONCLUSION

The findings of my study finally conclude that quality of health care is low in Allied Hospital Faisalabad. Work force, employees' capacity, communication channels technology and financial resources should be improved to make sure the provision and quality of healthcare services in public health sector.

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