



SATISFACTION OF PATIENTS ON OUTREACH SERVICES PROVIDED IN GURGAON

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Conflicts of Interest: Nil

Abstract:

Background: Patient's satisfaction is an attitude, a person's general orientation towards a total experience of health care. It can be defined as the degree to which an individual regards the health care service or the manner in which it is delivered by the provider as useful, effective, or beneficial. It is achieved when the patient's perception of the quality of care and services received in healthcare setting has been positive, satisfying and meets expectations and therefore is an indicator of quality service.

Aim: To find out how much satisfied the patients who want rural camp.

Purpose: To know the patient satisfaction in camp.

Material and methods: A total of 99 subjects were participated in the study. Data collected after finishing the eye camp. This is the questionnaire based study. Majority of them were male 57(57.6%) and female were 42(42.4%). Most of them had completed secondary level of education.

Result: In our study satisfaction of camp services was found to be strongly agreed by 21(21.2%), neutral among 35(35.4%) while 5(5.1%) were strongly disagreed. Patient satisfaction in glass were found to be strongly agreed among 24(24.2%), neutral among 30(30.3%) while 8(8.1%) strongly disagree. Satisfaction from medicine found to be strongly agreed among 25(25.3%), neutral 25(25.3%) while 5(5.1%) strongly disagreed.

Conclusion: 35(35.4%) of the patients we found neutrally satisfied in overall eye care camp services. While significant number 21(21.2%) of subjects were extremely satisfied.

Keywords: Satisfaction, Camp, Agree, Disagree, Neutral.

Introduction

Patient's satisfaction is an attitude, a person's general orientation towards a total experience of health care. It can be defined as the degree to which an individual regards the health care service or the manner in which it is delivered by the provider as useful, effective, or beneficial. It is achieved when the patients' perception of the quality of care and services received in healthcare setting has been positive, satisfying and meets expectations and therefore is an indicator of quality service. [1]

In developing countries, the demand for better and low-cost health services is increasing due to increased population. On the other hand, end-users of these services are expecting high standards of facilities. Eye care providers try to satisfy both qualitative and quantitative demands of clients. Due to better access to the knowledge and services, concerns for affordability, and changing practices of proactive marketing of health services, the health care services have undergone rapid transformations in the last three decades. A happy customer not only shows faithfulness in availing the services for rest of the life, but also acts as an agent to bring few more

customers. Hence, measuring the satisfaction level of patients, and understanding and meeting their expectations are crucial. [2]

Satisfied patients are more likely to come back for services and recommend same to others which will boost revenue and profile of the health institution. The multiplier effect of this in the 'social media' age cannot be underestimated. [3] Patient satisfaction is the extent to which the patients feel their needs and expectations were met by services provided [2]. The main reason for the establishment of health institutions is the patients and their satisfaction is therefore uppermost in service delivery. Their experiences with the health system will determine their attitude toward the health institution; their return visits, compliance with. [3]

We conducted this study to determine clients' satisfaction regarding eye care services offered and suggest changes to make the services more suited to the client's needs. [2]

Methods and Material

Study Design: Prospective study

Study period: Jan to April 2018

Study place: Rural area Gurgaon.

Sample size: 99

A study was conducted from Jan to May 2018 on satisfaction of patients who received eye camp services in regular ophthalmic outreach programs. This program was organized in rural area of Gurgaon. An Interviewer-administered questionnaire was used for data collection and administered to every consecutive new and old patient. Participants were interviewed after receiving care, just prior to being given an appointment for their next visit. The questionnaire used for study having pretested and validated. Data from questionnaires were pre-coded and entered into Microsoft Excel 2010 and transferred to SPSS (Statistical Package for Social Sciences version 20 software) for analysis. Frequencies and percentages were used. The data collection tool comprised of socio-demographic questions validated patient satisfaction questionnaires and complementary questions on physical facility of the ophthalmic outreach sites. The evaluates satisfaction with glass, medication,

cataract treatment, child treatment facility and overall satisfaction.

Inclusion criteria:

- Patient can able to respond of the questionnaire.
- Subjects those whoever attendant the eye camp during data collection.
- Subjects have taken only from rural area of Gurgaon.
- 1-80 Age Groups has taken.

Exclusion criteria:

- Mentally retarded and poor co operative patients.
- Subjects who are not willing to participate in the study.

RESULT

A total of 99 study participants were interviewed. The majority of them were male, 57(57.6%) and female were 42 (42.4%). Most of them had completed secondary level education. Patients satisfaction from camp services was found to be strongly agreed by 21(21.2%), neutral among 35(35.4%) while 5(5.1%) were strongly disagreeing. Overall camp satisfaction from camp services, patients satisfaction in glass were found to be strongly agreed among 24(24.2%), neutral among 30(30.3%) while 8 (8.1%) strongly disagreed. Satisfaction from medication from camp was found to be strongly agreed among 25(25.3%), neutral 25(25.3%) while 5(5.1%) strongly disagreed. Satisfaction regarding cataract services was found to be strongly agreed among 24(24.2%), neutral among 39 (39.4%) while 8 (8.1%) strongly disagreed. Satisfaction level for child treatment in camp was found to be strongly agreed among 24(24.2%), neutral among 30 (30.3%) while 7(7.1%) strongly disagreed. Majority of the study subjects were responding as neutrally satisfied while significant number of respondents were strongly agreeing about the overall satisfaction from the camp services. Results of responses were classified separately as per the level of education, age group and occupation that the respondents were involved in. Maximum respondents (45) who fall in the secondary level education group responded neutrally (mean value 2.89, SD: 1.91) regarding

satisfaction from cataract treatment at camp levels. Also their response regarding overall treatment satisfaction was neutral (mean value 3.11, SD:1.027).On performing ANOVA, there was found to be statistically significant differences in the responses of overall satisfaction in camp services ($p = 0.011$), satisfaction in glass services ($p = 0.045$) and cataract treatment services ($p = 0.016$) among respondents from different categories of education. On further analysis (post hoc bonferroni), the statistically significant differences was found to occur between responses between primary and secondary education groups; in overall satisfaction in camp services ($p = 0.008$) and satisfaction in glass services ($p = 0.035$). Primary level educated group were somewhat agreeing to the satisfaction (2.09, SD: 1.20) and satisfaction with glass services (2.2, SD: 1.32) while secondary level educated group were just responding neutral level of satisfaction. Maximum respondent in the occupation group, labour (47) were somewhat agreeing with the satisfaction for cataract treatment provided in camp services (2.38, SD: 1.208) and were neutral towards the overall treatment services provided (2.83, SD: 1.372).No statistically significant difference in satisfaction level at various aspects

of camp services was found between the groups of occupation. In age wise grouping, maximum respondents were in the age group 31-40 (33.33%).Most of them somewhat agreed to the satisfaction level regarding cataract services provided in the camps (2.36,SD:1.208).Their response regarding satisfaction from overall treatment provided was more towards neutral(2.64 ,SD:1.194).There was no statistically significant difference regarding responses for various aspects of services provided in the camps between several age groups.

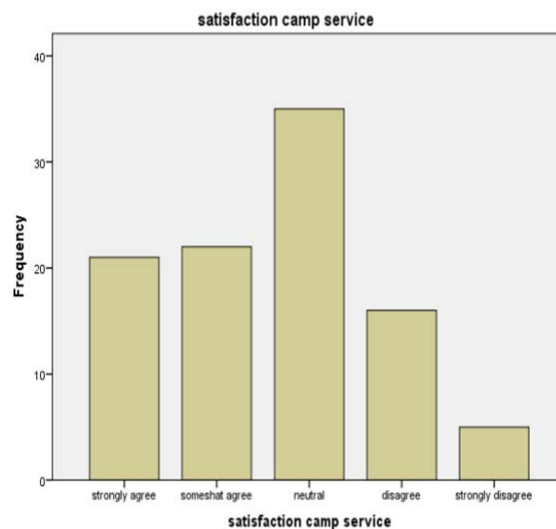


Figure 1:

Table 1: Eye care facilities provided to the patients in eye camp (n=99)

Facility provided	strongly satisfied	dissatisfied	neutral	somewhat	strongly dissatisfied
Medicine	25	18	25	25	5
Cataract Rx	24	16	39	12	8
Child treatment	24	20	30	18	7
Overall Rx	20	35	27	13	5

DISCUSSION

The present study is a questionnaire based prospective study and was conducted in the rural area of Gurgaon where patient had received eye care outreach camp service. It has been found majority of the patients neutrally satisfied from the camp services as well as we also observed most of the patients never went for clinical eye check up. After finishing the camp questionnaire were distributed to patients those who attendant the eye camp facilities. Results were classified as per the level of education, age group, and

occupation. Maximum respondents who fall in the secondary level (45) education group responded neutrally regarding satisfaction from cataract treatment as well as overall satisfaction in camp services. Maximum responded in the occupation group, labour (47) were somewhat agree with the satisfaction of cataract treatment services and neutral toward the overall satisfaction.

In Age wise grouping maximum respondents were in the age group 31-40 (33.33%). There was no statistically significant difference regarding

responses for various aspects of services provided in the camps between several age groups.

In our study, the mean overall satisfaction score measured by PSQ was 3.11 ± 1.027 from a maximum of 5. This is lower than similar study done in South West Ethiopia on 'patients satisfaction with outreach eye care service provided' (4.71 ± 0.5). There was also a study done on overall satisfaction regarding eye care in Nigeria where 93.5% were satisfied. This figure was showing higher than our finding. These two studies concentrated on static eye care services making accurate comparison with our study.

In this study child treatment satisfaction was 30 neutrally, 24 strongly satisfied while 7 is strongly dissatisfied.

CONCLUSION

Majority of the patients were responding as neutrally satisfied while significant number of respondents were strongly agreeing about overall satisfaction from the camp services. Mostly

secondary level of patients' participant in this study there was statistically found to be significance difference.

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