

Title: SATISFACTION OF PATIENTS ATTENDING ANTI RABIES CLINIC IN A GOVERNMENT TERTIARY HOSPITAL

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Keywords Patient satisfaction, rabies, post exposure prophylaxis

Abstract The Anti rabies clinic of Mandya Institute of Medical Sciences (ARC-MIMS) provides appropriate PEP to animal bite victims and others exposed to the risk of rabies. Assessing the patients satisfaction provides valuable inputs and feedback about the equality of services and provides opportunities for service improvement..

Original Article

Satisfaction of patients attending Anti Rabies Clinic in a Government Tertiary Hospital

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ABSTRACT

Background: The Anti Rabies Clinic of Mandya Institute of Medical Sciences (ARC-MIMS) provides appropriate PEP to animal bite victims and others exposed to the risk of rabies. Assessing the patient's satisfaction provides valuable inputs and feedback about the quality of services and provides opportunities for service improvement.

Objective: 1. To assess the satisfaction of patients receiving PEP in ARC-MIMS with regard to Environmental factors, Amenities, People skills and Medical expertise.
2. To obtain suggestions for improving services in ARC-MIMS

Methods: A total of 200 victims were interviewed, who received the 4th dose of the rabies vaccine using a pre-tested and semi-structured questionnaire. They graded 26 aspects on a 5 point graded scale. Analysis was done by using proportions.

Results: The satisfaction level as perceived by most victims was 'good' in all 4 aspects. It was 69.1% for environmental factors, 76.2% for amenities, 68.2% for people skills and 74.8% for medical expertise. With regard to overall scoring, 78.5% respondents gave a score of >8 on a scale of 1 to 10. The frequent suggestion given was expanding the area (22.5%) and reducing the cost of immunoglobulin (7.5%).

Key Words: Patient satisfaction, Rabies, Post Exposure Prophylaxis

INTRODUCTION

Assessing patient's satisfaction coming to our clinics regarding services we provide is a valuable input to guide modifications and improvement in health service delivery. Conducting client satisfaction activities can help us to (a) Identify opportunities for service improvements (b) Identify what the patients want as opposed to what we think they want and (c) Provide feedback about staff, procedures and efficiency¹.

Assessment of patient satisfaction can become a powerful tool to make great improvements to the service delivery and satisfied patients are more likely to be cooperative, compliant and complete treatment regimens. Aspects of the care experience such as waiting times, the quality of basic amenities, and communication with health-care providers ranging from medical care to follow up, etc. help in identifying the tangible priorities for improving the quality of services^{2,3,4}. The changes can be simple and inexpensive and can make a big difference. Discussing the results of patient satisfaction with staff will give us ideas from the staff on improving our clinic¹.

The Anti Rabies Clinic of Mandya Institute of Medical Sciences (ARC-MIMS) is part of the government tertiary care hospital of Mandya city, Karnataka state. ARC-MIMS provides appropriate

post exposure prophylaxis (PEP) to animal bite victims and others exposed to the risk of rabies.

OBJECTIVE

1. To assess the satisfaction of patients receiving post exposure prophylaxis in ARC-MIMS with regard to Environmental factors, Amenities, People skills and Medical expertise.
2. To obtain suggestions for improving services in ARC-MIMS

MATERIALS AND METHODS

In this hospital based cross sectional study, patients receiving fourth dose of the rabies vaccine in ARC-MIMS were interviewed using a pre-tested and semi-structured questionnaire. Sample size was determined by the formula $n=4pq/d^2$ with allowable error of 10%, where p is 77.5% as assessed by pilot study. The sample size worked out to 134. After explaining the purpose of the study and obtaining consent, a total of 200 patients were interviewed from 1st September 2013 till the sample size was met.

200 patients graded 26 aspects with respect to (a) Environmental factors (b) Amenities (c) People skills and (d) Medical expertise on 5 point graded scale as very good, good, average, bad and very bad respectively. Overall satisfaction and satisfaction with

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regard to medical consultation was assessed on a ten point scale. Statistical analysis was done by using MS excel software and results presented in proportions.

RESULTS

A total of 200 patients were interviewed. 73.5% (147) were males. 46.5% (93) were aged 15 to 45 years and 29.5% (59) were aged less than 15 years. 33.5% (67) had high school education and 25.5% (51) had been to college.

The various factors which affect a patient's satisfaction were categorized into (a) Environmental factors (b) Amenities (c) People skills and (d) Medical expertise⁵.

968 (69.1%) responses felt that the environmental factors of ARC-MIMS were 'good' while 350 (25.0%) responses felt that it was 'average'. None of the respondents felt any of the environmental factors was 'very bad'. Only 33 (2.3%) responses graded the environment as bad. 88 (44.0%) and 37(18.5%) Patients opined that 'ease of moving around the clinic' and 'cleanliness' are areas which can be improved (Table 1)

1066 (76.1%) responses felt that the amenities of ARC-MIMS were 'good' while 243 (17.5%) responses felt that it was 'average'. Time taken to get out patient department (OPD) slip seemed to be a problem, as 1 respondent graded it as 'very bad' and 14 (7.0 %) graded it as 'bad'. Patients have

Table 1
Patient satisfaction regarding
Environmental factors of ARC-MIMS

Sl	Details	Rating				
		Very Bad	Bad	Average	Good	Very Good
1.	Location in hospital	nil	5 (2.5%)	38 (19.0%)	149 (74.5%)	8 (4.0%)
2.	Condition of the building	nil	2 (1.0%)	32 (16.0%)	149 (74.5%)	17 (8.5%)
3.	Cleanliness	nil	7 (3.5%)	79 (39.5%)	107 (53.5%)	7 (3.5%)
4.	Ease of moving around	nil	4 (2.0%)	88 (44.0%)	105 (52.5%)	3 (1.5%)
5.	Comfort of waiting room	nil	7 (3.5%)	39 (19.5%)	148 (74.0%)	6 (3.0%)
6.	Comfort of examination room	nil	2 (1.0%)	37 (18.5%)	152 (76.0%)	9 (4.5%)
7.	Comfort of injection room	nil	6 (3.0%)	37 (18.5%)	162 (81.0%)	10 (5.0%)
	Total	nil	33 (2.3%)	350 (25.0%)	968 (69.1%)	60 (4.3%)

Table 2
Satisfaction regarding Amenities at ARC-MIMS

Sl	Details	Rating				
		Very Bad	Bad	Average	Good	Very Good
1.	Time taken to get OPD slip	1 (0.1%)	14 (7.0%)	96 (48.0%)	82 (41.0%)	7 (3.5%)
2.	Waiting for consultation	nil	4 (2.0%)	17 (8.5%)	167 (83.5%)	12 (6.0%)
3.	Availability of soap and water	nil	1 (0.5%)	20 (10.0%)	169 (83.5%)	10 (5.0%)
4.	Privacy for washing wound	nil	1 (0.5%)	29 (14.5%)	167 (83.5%)	8 (4.0%)
5.	Privacy of examination room	nil	2 (1.0%)	34 (17.0%)	156 (78.0%)	8 (4.0%)
6.	Privacy of injection room	nil	8 (4.0%)	35 (17.5%)	148 (74.0%)	9 (4.5%)
7.	Waiting for getting injection	nil	nil	12 (6.0%)	177 (88.5%)	11 (5.5%)
	Total	1 (0.1%)	30 (2.1%)	243 (17.4%)	1066 (76.1%)	65 (4.6%)

opined that privacy of the examination room and injection room should be improved (Table 2)

954 (68.2%) responses felt that faculty of ARC-MIMS have 'good' people skills. 153 (12.8%) responses graded it as 'very good'. None of the aspects were 'very bad'. Of the 200 patients interviewed 17 (8.5%) felt that they needed the faculty to spend more time on 'explaining about the disease' (Table 3)

1048 (74.8%) responses felt that the medical expertise of the faculty of ARC-MIMS was 'good' and 119 (9.9%) graded it as 'very good'. Not a single respondent rated 'medical expertise' to be 'very bad' and 5 (0.4%) responses graded medical expertise as bad. patients opined that there is scope for improvement in giving injections and answering queries. (Table 4)

Patients were asked to score their overall experience on a scale of 1 to 10. With regard to satisfaction with consultation, 82.5% (165 respondents) gave a score of more than 8. With regard to the overall experience, 78.5% (157 respondents) gave a score of more than 8. (Table 5)

Of the 152 patients (76.0%) who had 'Below Poverty Line' card, 90.8% (138) opined that the charge of Rs. 50/- per injection was affordable. Of the remaining 48 (24.0%) patients who did not have the card, 81.3% (39) felt that the charge of Rs. 100/- per injection was affordable.

Table 3
Patient satisfaction regarding People skills at ARC-MIMS

Sl	Details	Rating				
		Very Bad	Bad	Average	Good	Very Good
1.	Greeting on arrival	nil	nil	6 (3.0%)	166 (83.0%)	28 (14.0%)
2.	Friendliness & helpfulness	nil	nil	4 (2.0%)	169 (84.5%)	27 (13.5%)
3.	Willingness to listen & talk	nil	nil	6 (3.0%)	166 (83.0%)	28 (14.0%)
4.	Explaining about disease	nil	17 (8.5%)	50 (25.0%)	114 (57.0%)	19 (9.5%)
5.	Explaining about treatment	nil	1 (0.5%)	8 (4.0%)	168 (84.0%)	27 (13.5%)
6.	Advice & follow up	nil	1 (0.5%)	4 (2.0%)	171 (85.5%)	24 (12.0%)
	Total	nil	19 (1.5%)	78 (6.5%)	954 (68.2%)	153 (12.8%)

58 (29.0%) patients responded to the open ended question on suggestions for improvement of ARC-MIMS. 29 (14.5%) opined that ARC-MIMS needs expansion to avoid overcrowding. 16(8.0%) felt the need for bigger waiting room. 15(7.5%) opined that the immunoglobulin, (Rs. 500/- for adults & Rs. 250/- for children), was costly. 5 (2.5%) felt that more privacy needs to be maintained. 7 (3.5%) felt that more OPD slip counters should be present. 3 (1.5%) felt that more chairs were required in the waiting room.

DISCUSSION

55.5% of the victims reporting at ARC-MIMS opined that waiting time for getting OPD slip was too long. Similar results were found in studies conducted by Ranjeeta K et al and Juliet NS et al. In our study patient satisfaction with respect to consultation was better (82.5) compared to study conducted by Ranjeeta K et al.

A study conducted by Krishna D R et al., opined that explaining about the disease was not satisfactory, similar results are reported in our study.

CONCLUSION

Most patients rated environment, amenities, people skills & medical expertise as 'Good'. The areas that required improvement were space, cleanliness, time taken to get OPD slips and privacy during examination & giving injections. Scoring the overall experience, on a scale of 1 to 10, 78.5% respondents gave a score of more than 8. Patients

Table 4
Patient satisfaction regarding Medical expertise at ARC-MIMS

Sl	Details	Rating				
		Very Bad	Bad	Average	Good	Very Good
1.	Taking history	nil	nil	6 (3.0%)	170 (85.0%)	24 (12.0%)
2.	Wound wash guidance	nil	nil	8 (4.0%)	167 (83.5%)	25 (12.5%)
3.	Giving injections	nil	2 (1.0%)	5 (2.5%)	172 (86.0%)	21 (10.5%)
4.	Explaining prescription	nil	nil	11 (5.5%)	180 (90.0%)	14 (7.0%)
5.	Answering queries	nil	2 (1.0%)	8 (4.0%)	183 (91.5%)	17 (8.5%)
6.	Efficiency and quickness	nil	1 (0.5%)	5 (2.5%)	176 (88.0%)	18 (9.0%)
	Total	nil	5 (2.5%)	43 (3.6%)	1048 (74.8%)	119 (9.9%)

Table 5
Satisfaction scoring (on a scale of 1 to 10) by patients at ARC-MIMS*

	5	6	7	8	9	10
1. Consultation	4 (2.0%)	10 (5.0%)	21 (10.5%)	65 (32.5%)	61 (30.5%)	39 (19.5%)
2. Overall experience	6 (3.0%)	14 (7.0%)	25 (12.5%)	72 (36.0%)	52 (26.0%)	33 (16.5%)

*none of the subjects gave a scoring of less than 5

opined that vaccine rates were affordable but immunoglobulin rates weren't. They felt the need for more space, privacy & OPD slip counters.

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