

Patient Satisfaction Survey (PSS)

- ❑ Assessment of patient satisfaction is required to help improve health system performance and promote better governance of the hospital services.
- ❑ Patient satisfaction at regular intervals of time, to aid in management of public hospitals is taken up for the first time in the country by the Institute of Health Systems.

Objectives

- ❑ To estimate the indices of patient satisfaction.
- ❑ To identify and report on the perceived strengths and weaknesses of the health care services provided to the patients in APVVP Hospitals.
- ❑ Provide Hospitals the information about their quality improvement initiatives with respect to services provided to the patients.
- ❑ Present data to allow hospitals to measure their performance in the sphere of providing care to patients as compared to similar hospitals.
- ❑ To help the Andhra Pradesh Vaidya Vidhana Parishad management to take appropriate allocative and managerial decisions for utilization of public hospitals by people who need them most and to improve the quality of their services.

Methodology

- ❑ PSS is conducted for the set of 20% of each type of hospitals(selected randomly) i.e., District, Area and Community hospitals, once in every Six months
- ❑ About 50 patients are randomly selected and interviewed in each hospital to get enough confidence on the estimates of patient satisfaction and statistical accuracy
- ❑ Patients who have stayed at least for three days in the hospital are interviewed by our Research staff

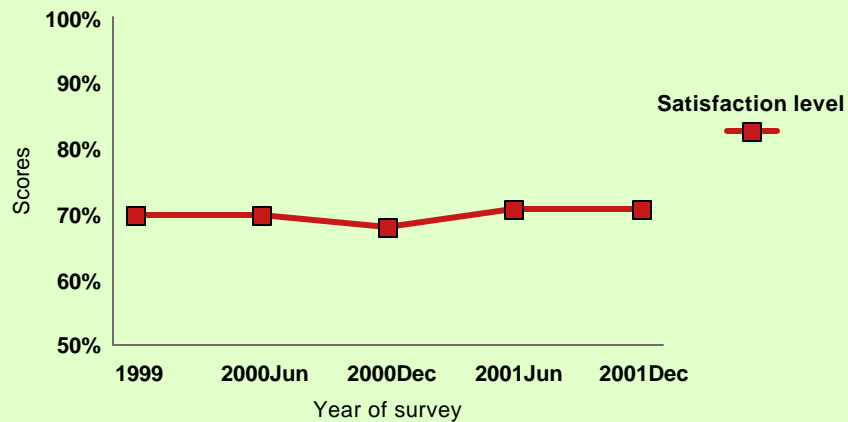
Survey Instrument

- ❑ Patient Satisfaction Questionnaire - III (PSQ-III) developed by Ware and others (Hays, Davies and Ware; 1987) with some modifications by the institute to suit the local requirement.
- ❑ To minimise framing effect, PSQ uses both negatively and positively framed questions for the same issue. The same approach was retained for this study. The order of presentation of questions was randomised to avoid any bias due to sequencing of items.
- ❑ Response to each item in the PSQ is obtained with the help of a rating scale, consisting of five categories ranging from strong disagreement to strong agreement.

Indices

- The Key indices in the questionnaire, used in this study are grouped into the following seven sub scales, as in case of PSQ-III
 - Access - Availability - Convenience
 - Communication
 - Financial Aspects
 - General Satisfaction
 - Interpersonal Aspects
 - Technical Quality
 - Time spent With Doctor

A graph showing the satisfaction level of all the previous surveys



Findings

- Treatment seeking at public hospitals is a burden to the people in rural areas because of user charges and inadequate drug supply
- Doctors do not spend enough time with patients in public hospitals
- Inadequate drug supply in APVVP hospitals
- Satisfaction level is stagnated from the last 3 years
- Attendants not allowed to accompany patients when doctors are on rounds - attendants understand & explain the patients condition better
- Behaviour of doctors, nurses and other supporting staff is not satisfactory
- Patients confidence on the technical quality of the doctors is relentlessly improving
- Communication subscale gets the highest level of satisfaction

Recommendations

- ❑ APVVP should supply medicines and provide optimum drug treatment
- ❑ To improve patient satisfaction in a positive direction it would be desirable to take up appropriate training and encourage doctors to spend more time with patients, and improve their interpersonal dealings.
- ❑ There should be an attitudinal change, motivation and improvement of interpersonal skills by the APVVP
- ❑ Adequate information about health and treatment options should be provided to the patients
- ❑ Patient education regarding self-healthcare and facility utilisation should be improved

Patients need ..

- ❑ Supply of medicines by APVVP and optimum drug treatment
- ❑ Adequate information about their health and treatment options
- ❑ Periodic communication about illness and recovery
- ❑ Better and more time with the doctor(Time spent with the doctor)
- ❑ Cordial atmosphere and importance for patient care
- ❑ Properly commissioned services, with uniformity of treatment
- ❑ Emergency Care - Quick and efficient handling procedures
- ❑ Cleanliness of the hospital
- ❑ Dietary services by the hospital authorities