

Evaluation of Various Factors Contributing to Accomplish Patient Pleasing OPD Services - A Questionnaire Based Survey

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Abstract

Health care quality is a global issue. The health care industry is undergoing a rapid transformation to meet the ever-increasing needs and demands of its patient population. Hospitals are shifting from viewing patients as uneducated and with little health care choice, to recognizing that the educated consumer has many service demands and health care choices available. The closest most of measuring consumers' experiences is the occasional satisfaction survey. The objective was to evaluate the satisfaction level of the patients attending OPD at Dhiraj Hospital, Piparia, to identify the areas of OPD services which require necessary improvements at Dhiraj hospital, Piparia, to evaluate satisfaction of patients based on gender of respondents and to evaluate satisfaction of patients based on age of respondents. A descriptive cross-sectional survey was conducted among people attending the OPD and they were requested to fill the proformas which contained 18 questions to assess the areas which needs to be rectified. Area which needs improvement is washrooms. Statistical results showed the difference of opinion between male and female in case of ease of transportation to the hospital and regarding nurse's and doctor's attention towards them. No difference found in satisfaction level of patients of various age groups. The aforementioned hospital has all the facilities and services which result in a satisfied patient output. The hospital should also focus on the hygienic and cleanliness aspect of the hospital as the first point of observation when a patient enters the hospital is its environment. The study showed a good level of satisfaction of patients with services obtained from this tertiary care centre. Appropriate and on-going data collection and analysis could help in optimizing utilization of outpatient services to achieve better outcomes.

Keywords: OPD, Patient satisfaction, services