

A study of Patient Satisfaction and Multispecialty Hospitals with special reference to Physician Services

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Abstract: Patients' satisfaction with an encounter with health care service is mainly dependent on the duration and efficiency of care. How empathetic and communicative the health care providers are. It is favoured by a good doctor-patient relationship. The satisfaction of patients coming to hospitals depends on the structure and functions of the medical care system of multispecialty hospitals. The structure of the medical care system is guided by the policies of the government, whereas the functioning of hospitals are mainly depend on those who manage the system. To understand the culture of customer service excellence in hospitals and patient satisfaction, it is required to understand the intangible aspects of perception and expectation that contribute to patient satisfaction.

Keywords: patient satisfaction, perception.

Introduction

Patient satisfaction is an important and it is commonly used indicator for measuring the quality of service in health care. Patient

satisfaction affects clinical outcomes, patient retention and medical malpractice claims. Effective doctor-patient communication is a central clinical function in building a therapeutic doctor-patient relationship, which is the heart and art of medicine. The doctor-patient relationship is central to the practice of healthcare, and is also essential for the delivery of high-quality health care in the diagnosis and treatment of disease. The quality of the patient-physician relationship is important to both parties. The relationship is one that is built in terms of mutual respect, knowledge and trust. Effective doctor-patient communication plays important role in building a therapeutic doctor-patient relationship.

- Kim et al. (2008) in their study linked patient satisfaction, and defined that patient satisfaction is the main factor for the judgment of perceived value and sustained response toward service related stimulus before, during or after the consumption of medical services by a

patient. Patient satisfaction is related with the expectations of patients which are fulfilled by medical services. In their study they stressed on those factors affecting the value of care and patient satisfaction and test the correlations among them. The quality of hospital services provided to the patients always affects hospital growth and goodwill under severe competition amongst large-sized hospitals. A hospital can demonstrate performance when it provides all those quality of services that customer expects.

- Narichiti (2010), found that there is a gap in the minds of doctors and nursing staff and services expected and received by the patients in the environment created for achieving patient satisfaction by hospitals. This study shows that there is a gap between the promising service and the service provided in addition to the patient's expectations and perceptions of the patients of selected hospitals.
- Subedi D. and Uprety K. (2014), their study mainly highlighted the patient satisfaction and patient opinions are very important for measurement of service quality of hospitals. Satisfied patients revisit the hospital and suggest others, on the other hand dissatisfied patient also helps in improvement of health services in

the hospitals. Patient satisfaction is an important measurement of service quality in health care organization. Physical comforts, communication, emotional support and respect towards patient, these determinants are major and help in satisfying the patients. Results show that on an average patients are more satisfied by technical skills followed by hospital policy, accessibility skill, interpersonal skill and least satisfied with room service of the hospital.

- Behrouz Pouragha and Ehsan Zarei (2016), this study supported that quality of hospital services play a vital role in achieving patient satisfaction. Patient satisfaction is a positive or negative attitude reflecting the patient's feeling in relation to the received services. Quality of services is associated with cognitive judgments, whereas patient satisfaction is associated with affective judgments. Understanding the importance of service quality helps managers to find out crucial dimensions that are related with patient satisfaction. It ultimately helps managers to better allocation of resources, implement effective management practices. The quality of outpatient services contributes significantly to a patient's overall impression of hospital services.

1. Research Methodology

The study is aimed to describe physician-patient relationship of multispecialty hospitals of Haryana, Chandigarh and Punjab. The target population was 500 patients from which the sample was drawn. For the present study, a judgement sampling technique was used. Only those patients who were availing the services of multispecialty hospitals, their satisfaction level are studied. Chi square method is used to check whether there is significant association between the two variables. The questionnaire includes physician patient relationship, physician services i.e. physician responsiveness to queries, explanation of tests and treatments, courtesy and respect given to patients, physician's knowledge to diagnose, skills and knowledge of treatment, aftercare instructions.

H₀ : There is no significant difference in service quality of multispecialty hospitals of Haryana, Punjab and Chandigarh.

2. Objective of the study

- To study the patient satisfaction level regarding quality of services especially physician services provided by multispecialty hospitals.
- To study the challenges for physician and patient satisfaction.
- To study the relationship between physician and patient.

3. Data Analysis and Interpretation

Data were collected from different multispecialty Hospitals of Haryana, Chandigarh and Punjab. Chi square method is used to test the significant level of satisfaction. Chi square method applied to the variables mentioned above, and results of the data analyzed and their implications are discussed in the following tables:

Table No. 1

Level of Satisfaction Regarding Physician service of Multispecialty Hospitals

	Overall Physician Services											
	Highly Satisfied		Moderately Satisfied		Neutral		Moderately dissatisfied		Highly Dissatisfied		Total	
Haryana 13	N	%	N	%	N	%	N	%	N	%	N	%

Multispecialty Hospitals	126	48.6%	57	22%	28	10.8%	24	9.3%	24	9.3%	259	100%
Chandigarh 07 Multispecialty Hospitals	31	38.3%	16	19.8%	13	16%	11	13.6%	10	12.3%	81	100%
Punjab 06 Multispecialty Hospitals	97	60.6%	29	18.1%	15	9.4%	10	6.3%	9	5.6%	160	100%
Total	254	50.8%	102	20.4%	56	11.2%	45	9%	43	8.6%	500	100%

	Value	df	Asymp. Sig. (2-sided)
Pearson chi square	15.096	8	.057

(Significant level of satisfaction is 0.05.)

Table No.1 indicates that 60.6 percent of the patients from Punjab perceived that physician services are highly satisfied in comparison to Haryana and Chandigarh. As far as moderately satisfied, respondents of Haryana are ahead to Chandigarh and Punjab. When compared all these results against total percentage it is found that percentage of highly satisfied respondents of Punjab is greater than the total but others are more or less similar. Table depicts that the percentage of highly dissatisfied, moderately dissatisfied and neutral is

small i.e. 11.2 percent, 9 percent and 8.6 percent. Overall we conclude that majority of respondents perceived the physician services provided by multispecialty hospitals of Haryana, Chandigarh and Punjab are highly satisfied. Calculated value of chi square is 15.096 and significant value is .057, which is higher than the value of α (0.05), thus the null hypothesis is rejected. Hence, there is a significant difference between quality of overall physician services of multispecialty Hospitals of Haryana, Chandigarh and Punjab.

Table No. 2

Level of Satisfaction regarding Physician Responsiveness to Queries

	Physician Responsiveness to Queries											
	Highly Satisfied		Moderately Satisfied		Neutral		Moderately dissatisfied		Highly Dissatisfied		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Haryana 13 Multispecialty Hospitals	59	22.8%	122	22%	32	12.4%	24	9.3%	22	8.5%	259	100%
Chandigarh 07 Multispecialty Hospitals	13	16%	27	19.8%	14	17.3%	14	17.3%	13	16%	81	100%
Punjab 06 Multispecialty Hospitals	57	35.6%	59	18.1%	19	11.9%	15	9.4%	10	6.3%	160	100%
Total	129	25.8%	208	41.6%	65	13%	53	10.6%	45	9%	500	100%

	Value	df	Asymp. Sig. (2-sided)
Pearson chi square	25.310	8	.001

Table No.2 indicates that 35.6 percent of the patients from Punjab perceived the physician services are highly satisfied in comparison to Haryana and Chandigarh. As far as moderately satisfied, respondents of Haryana are ahead to Chandigarh and Punjab. Majority of patients perceived the physician services provided by multispecialty hospitals of Haryana, Chandigarh and Punjab are moderately satisfied because patients expect effective communication with doctors. When compared all these results against total percentage, it is found that percentage of highly satisfied respondents of Punjab is

greater than the total but others are more or less similar. Table depicts that the percentage of highly dissatisfied, moderately dissatisfied and neutral is small i.e. 9 percent, 10.6 percent and 13 percent. Calculated value of chi square is 25.310 and significant value is .001 which is less than the value of α (0.05), thus the null hypothesis is accepted. Hence, there is insignificant difference between service quality of multispecialty Hospitals of Haryana, Chandigarh and Punjab regarding physician responsiveness to queries.

Table No. 3

Level of Satisfaction Regarding Explanation of tests and treatments by Physician

	Explanation of Test and Treatment by Physician											
	Highly Satisfied		Moderately Satisfied		Neutral		Moderately dissatisfied		Highly Dissatisfied		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Haryana 13 Multispecialty Hospitals	96	37.1%	85	32.8%	42	16.2%	19	7.3%	17	6.6%	259	100%
Chandigarh 07 Multispecialty Hospitals	26	32.1%	14	17.3%	16	19.8%	12	14.8%	13	16%	81	100%
Punjab 06 Multispecialty Hospitals	90	56.3%	34	21.3%	17	10.6%	8	5%	11	6.9%	160	100%
Total	212	42.4%	133	26.6%	75	15%	39	7.8%	41	8.2%	500	100%

	Value	df	Asymp. Sig. (2-sided)
Pearson chi square	36.715	8	.000

Table No.3 indicates that 56.3 percent of the patients from Punjab perceived the nursing services are highly satisfied in comparison to Haryana and Chandigarh. As far as moderately satisfied, respondents of Haryana are ahead to Chandigarh and Punjab. Table depicts that the percentage of highly dissatisfied, moderately dissatisfied and neutral is small i.e. 8.2 percent, 7.8 percent and 15 percent. Overall it is observed that majority of respondents perceived the physician

services provided by multispecialty hospitals of Haryana, Chandigarh and Punjab are satisfied. Calculated value of chi square is 36.715, and significant value is .000 which is less than table value 0.05, thus the null hypothesis is accepted, it shows that there is insignificant relationship along with satisfaction level of patients and explanation of test and treatment by physicians of multispecialty hospitals of Haryana, Chandigarh and Punjab.

Table No.4

Level of Satisfaction Regarding Courtesy and Respect given by Physician

	Courtesy and Respect given by Physician											
	Highly Satisfied		Moderately Satisfied		Neutral		Moderately dissatisfied		Highly Dissatisfied		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Haryana 13 Multispecialty Hospitals	91	35.1%	93	35.9%	11	4.2%	33	12.7%	31	12%	259	100%
Chandigarh 07 Multispecialty	31	38.3%	22	27.2%	11	13.6%	9	11.1%	8	9.9%	81	100%
Punjab 06 Multispecialty Hospitals	83	51.9%	44	27.5%	9	5.6%	14	8.8%	10	6.3%	160	100%
Total	205	41%	159	31.8%	31	6.2%	56	11.2%	49	9.8%	500	100%

	Value	Df	Asymp. Sig. (2-sided)
Pearson chi square	23.291	8	.003

Table No.4 indicates that 51.9 percent of the patients from Punjab perceived the physician services are highly satisfied with courtesy and respect given by the physician in comparison to Haryana and Punjab. As far as moderately satisfied, respondents of Haryana are ahead to Chandigarh and Punjab. When compared against total percentage it is found that percentage of highly satisfied respondents of Punjab is greater than the total but others are more or less similar. Table depicts that the percentage of neutral,

moderately dissatisfied and highly dissatisfied respondents is small i.e. 6.2percent, 11.2 percent and 9.8 percent. Overall it is concluded that majority of respondents perceived the physician services provided by multispecialty hospitals of Haryana, Chandigarh and Punjab are satisfied. Calculated value of chi square is 23.291 and significant value is .003 which is less than table value 0.05, thus the null hypothesis is accepted. It shows that there is insignificant difference among satisfaction level of patients and

courtesy and respect by physician of multispecialty hospitals of Haryana, Chandigarh and Punjab. It shows that

courtesy and respect given by the physicians is not similar in sampled hospitals.

Table No. 5

Level of Satisfaction Regarding Physician Knowledge to Diagnose in Multispecialty Hospitals

	Physician Knowledge to Diagnose											
	Highly Satisfied		Moderately Satisfied		Neutral		Moderately dissatisfied		Highly Dissatisfied		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Haryana 13 Multispecialty Hospitals	105	40.5%	76	29.3%	29	11.2%	29	11.2%	20	7.7%	259	100%
Chandigarh 07 Multispecialty Hospitals	24	29.6%	18	22.2%	14	17.3%	12	14.8%	13	16%	81	100%
Punjab 06 Multispecialty Hospitals	85	53.1%	43	26.9%	9	5.6%	13	8.1%	10	6.3%	160	100%
Total	214	42.8%	137	27.4%	52	10.4%	54	10.8%	43	8.6%	500	100%

	Value	df	Asymp. Sig. (2-sided)
Pearson chi square	24.893	8	.002

Table No.5 indicates that 53.1 percent of the patients from Punjab perceived the nursing services are highly satisfied in comparison to Haryana and Chandigarh. As far as moderately satisfied, respondents of Haryana are ahead to Chandigarh and Punjab. Respondents are moderately satisfied because of too much work load on staff and higher number of patients. When compared results against total

percentage it is found that percentage of highly satisfied respondents of Punjab is greater than the total but others are more or less similar. Table depicts that the percentage of neutral, moderately dissatisfied and highly dissatisfied is more or less same i.e. 10.4percent 10.8 percent and 8.6percent. Overall we conclude that majority of respondents perceived the nursing services provided by

multispecialty hospitals of Haryana, Chandigarh and Punjab are highly satisfied. Calculated value of chi square is 24.893 and significant value is .002 which is less than table value 0.05 thus, the null

hypothesis is accepted, it shows that views of the patients are having insignificant relationship with physician knowledge to queries of multispecialty hospitals of Haryana, Chandigarh and Punjab.

Table No.6

Level of Satisfaction Regarding physician Skills and Knowledge of Treatment in Multispecialty Hospitals

	Physician Skills and Knowledge of Treatment											
	Highly Satisfied		Moderately Satisfied		Neutral		Moderately dissatisfied		Highly Dissatisfied		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Haryana 13 Multispecialty Hospitals	102	39.4%	89	34.4%	28	10.8%	16	6.2%	24	9.3%	259	100%
Chandigarh 07 Multispecialty Hospitals	30	37%	21	25.9%	9	11.1%	8	9.9%	13	16%	81	100%
Punjab 06 Multispecialty Hospitals	99	61.9%	27	16.9%	7	4.4%	11	6.9%	16	10%	160	100%
Total	231	46.2%	137	27.4%	44	8.8%	35	7%	53	10.6%	500	100%

	Value	df	Asymp. Sig. (2-sided)
Pearson chi square	32.914	8	.000

Table No.6 indicates that 61.9 percent of the patients from Punjab perceived the nursing services are highly satisfied in comparison to Haryana and Chandigarh. As far as moderately satisfied, respondents of Haryana are ahead to Chandigarh and Punjab. When compared all these results against total percentage it is found that

percentage of highly satisfied respondents of Punjab is greater than the total but others are below the total percentage. Table depicts that the percentage of neutral, moderately dissatisfied and highly dissatisfied is small i.e. 8.8 percent, 7 percent and 10.6 percent. Overall it is concluded that majority of respondents

perceived the physician services provided by multispecialty hospitals of Haryana, Chandigarh and Punjab are satisfied. Calculated value of chi square is 32.914 and significant value is .000 which is less than table value 0.05 thus, the null hypothesis is accepted, it shows that there is insignificant relationship among

satisfaction level of patients and physician skills and knowledge of treatment in multispecialty hospitals of Haryana, Chandigarh and Punjab. It means that physicians of these hospitals are not having same competency of giving proper treatment to patients.

Table No. 7

Aftercare Instructions given by Physician of Multispecialty Hospitals

	Aftercare Instructions given by Physician											
	Highly Satisfied		Moderately Satisfied		Neutral		Moderately dissatisfied		Highly Dissatisfied		Total	
	N	%	N	%	N	%	N	%	N	%	N	%
Haryana 13 Multispecialty Hospitals	56	21.6%	29	11.2%	50	19.3%	114	44%	10	3.9%	259	100%
Chandigarh 07 Multispecialty Hospitals	37	45.7%	13	16%	10	12.3%	12	14.8%	9	11.1%	81	100%
Punjab 06 Multispecialty Hospitals	71	44.4%	28	17.5%	40	25%	14	8.8%	7	4.4%	160	100%
Total	164	32.8%	70	14%	100	20%	140	28%	26	5.2%	500	100%

	Value	df	Asymp. Sig. (2-sided)
Pearson chi square	84.506	8	.000

Table No.7 indicates that 45.7 percent of the patients from Chandigarh perceived the nursing services are highly satisfied in comparison to Haryana and Punjab. As far as

moderately satisfied, respondents of Punjab are ahead to Chandigarh and Haryana. When compared these results against total percentage it is found that percentage of highly satisfied

respondents of Chandigarh and Punjab is greater than the total but Haryana is below. Table depicts that the percentage of neutral and moderately dissatisfied is greater than moderately satisfied but highly dissatisfied is small i.e. 5.2 percent. Overall we conclude that majority of respondents perceived the physician services provided by multispecialty hospitals of Haryana, Chandigarh and Punjab are not satisfied. Calculated value of chi square is 84.506 and significant value is .000 which is less than table value 0.05 thus, the null hypothesis is accepted, it shows that views of the patients are having insignificant relationship with aftercare instructions given by the physician of multispecialty hospitals of Haryana, Chandigarh and Punjab.

Conclusion: This study made an attempt to describe physician services and its impact on patient's satisfaction of multispecialty hospitals. A physician always has contact with the patient and helps patient in raising confidence and restoring health and observes his/her mental and physical conditions. From this study it is found that there is significant relationship

between physician services and level of satisfaction among patients of multispecialty hospitals. This study indicates that respondents are highly satisfied with overall physician services but in case of physician responsiveness to queries and aftercare instructions given by the physician, their satisfaction level is low. Doctors and patient relationship play an important role in the overall performance of multispecialty hospitals. So it may be concluded that management of multispecialty hospitals gives due attention to provide better physician services to patients i.e. explanation of test, responsiveness to queries, courtesy and respect towards patients etc. the condition of physician services has a considerable impact on the rate of recovery of patients. As a result shows that there are certain aspects of physician services which are needed more attention of management of these hospitals.

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