



“A trend analysis study of Patient Satisfaction Index of beneficiaries visiting in out patient department of the Tertiary Care Hospital in the Rural Area of Central India.”



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INTRODUCTION

Since many year, the patient satisfaction has been a concern for the most of the healthcare professionals or policy makers, but after many years of extensive studies the concept has come to the public domain in view of motivation to develop the better healthcare system. From last two decades, patient satisfaction index has expressed its dominance in the this world of technology by creating the robust infrastructure for providing the information on the quality improvement in healthcare organizations, in view of constructing an action plan to understand the needs of the patient, hospital and providing the services for the benefit of both.

OBJECTIVES AND RATIONALE

The objective of the study is to determine the trend of the patient satisfactory index in the tertiary care hospital in the rural area of central india.
Rationale:- To understand the benefits of PS Index in view to patient, healthcare organizations for decision making to increase the satisfaction levels.

Sr. No.	Departments	August OR (95% CI)	September OR (95% CI)	October OR (95% CI)	Pooled OR
1	OPD	-	-	-	-
2	Patient Registration	0.75 (0.17-3.39)	1.00 (0.63-1.61)	1.00 (0.35-2.87)	0.98 (0.65-1.49)
3	Investigations dept	0.75 (0.16-3.38)	0.98 (0.61-1.57)	0.48 (0.19-1.21)	0.84 (0.56-1.25)
4	Pharmacy	0.19 (0.05-0.64)	0.64 (0.42-0.99)	0.37 (0.15-0.89)	0.43 (0.22-0.83)
5	Billing Dept.	0.12 (0.03-0.40)	0.51 (0.34-0.77)	0.35 (0.15-0.86)	0.33 (0.15-0.70)

METHODOLOGY & DATA ANALYSIS

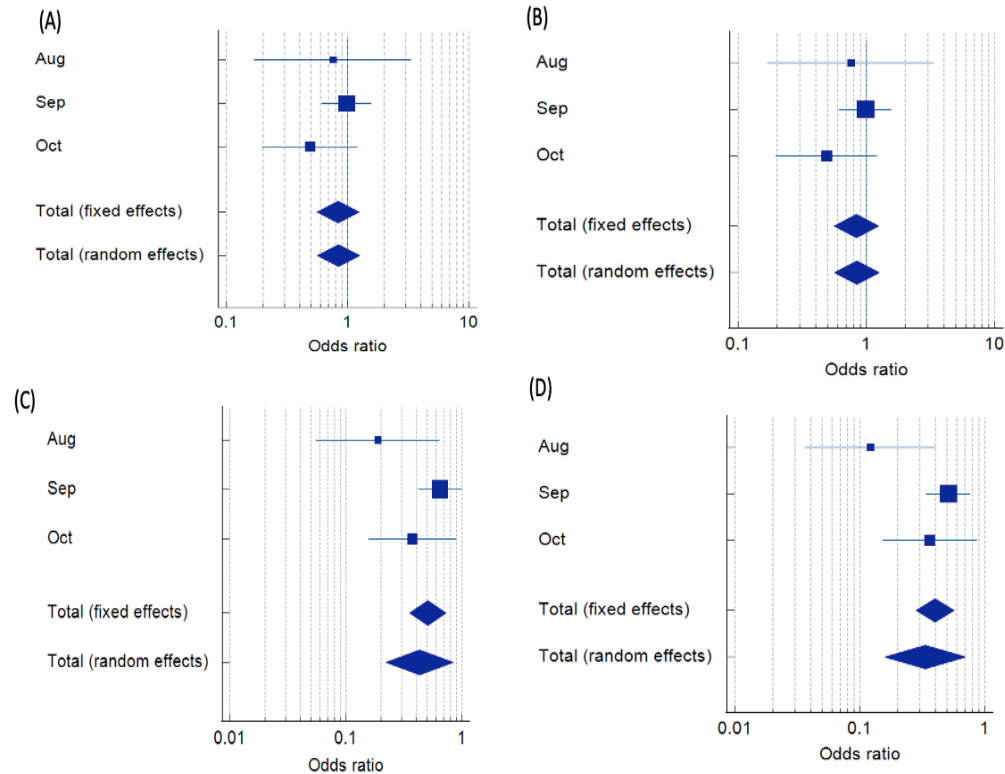
The hospital based trend analysis study was conducted during August 2021 to October 2021 in the Tertiary Care Hospital, Wardha. All beneficiaries who were registered in Out-Patient department visit between August 2021 to October 2021 period were included in the study. The records of these visits were obtained from Monthly Patient Satisfaction Report from Electronic Data Processing (EDP) of the hospital with Patient Feedback Form. p value was calculated for significance <0.05 with 95% Confidence Interval was calculated for odds ratio. And Forest plot was used for understanding the chronology of the study.

CONCLUSION -

We conclude that trend show in our study that people less satisfied in visiting Billing and Pharmacy as compared to the OPD. Also there is no significant difference present in the perceived satisfaction of the people visiting the investigation and registration departments respectively, in comparison to OPD. Hence, suggestion would to work more towards these departments for the betterment of the hospital organizations.

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