

## Patients' Satisfaction on Services of Border Guard Hospital, Guimara, Bangladesh

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DOI: <https://doi.org/10.3329/jafmc.v15i1.48632>

### Abstract

**Introduction:** Patients' satisfaction is one of the established yard sticks to measure success of the hospitals. To improve the quality of services, health organizations use patient satisfaction survey to evaluate their processes delivered. A satisfied patient is more likely to develop a deeper and longer lasting relationship with their medical service providers, leading to improved compliance, continuity of care, and ultimately better outcomes.

**Objectives:** To assess the patients satisfaction with services provided and the infrastructure facilities of Border Guard Hospital, Guimara (BGHG), of Khagrachari district Bangladesh.

**Materials and Methods:** This descriptive cross sectional study was conducted among the patients who attended the outpatient department of BGHG from January to December 2017. Total 1340 patients aged more than 18 years, irrespective of sex, having no serious complications and willing to participate were selected by convenient sampling. Data were collected by semi-structured questionnaire by face to face interview and analyzed by SPSS 21.0.

**Results:** Out of 1340 respondents 53.7% were serving BGB members, 18.3% were BGB families and 28.0% respondents were local residents. Majority of the patients stated that the general basic facilities at the hospital were adequate. Regarding cleanliness 94.7%, waiting room sitting facilities 91.9%, drinking water availability 88.4%, lighting arrangement 96.7%, ventilation arrangement 88.1% and toilet facilities 91.1% respondents reported that the hospital facilities were adequate. Most of the respondents were satisfied with the quality of professional services by all type of staffs of the hospital. Highest 84.9% of the respondents were satisfied with doctors' attitude, behavior and cooperation. About other staffs; 72.9% respondents were satisfied with attitude, behavior and cooperation of nurses, 71.9% with pharmacists, 71.1% with registration clerk, 75.3%, with information desk, 70.2% with guards and 73.8% with supporting staffs.

**Conclusion:** Patients attended at BGHG was highly satisfied about the infrastructure and the services provided the hospital. But few percentages of patients expressed their dissatisfaction. BGHG authority should keep it up and try to improve further.

**Key-words:** Patient satisfaction; Outpatient department, Border Guard hospital.

### Introduction

Human satisfaction is a complex concept that is related to a number of factors including lifestyle, past experiences, future expectations

and the value of both individual and society<sup>1</sup>. Patients' satisfaction is a component of health care quality and is increasingly being used to assess medical care in many countries in the world. Until recently, traditional assessments of medical care were done purely in terms of technical and psychological reports of outcomes. It is an established fact that satisfaction influences whether a person seeks medical advice, complies with treatment and maintains a continuing relationship with practitioners<sup>2</sup>. Concept of satisfaction is fast changing all over the world<sup>3</sup>. Patient satisfaction is one of the established yard sticks to measure success of the services being provided in the hospitals<sup>4</sup>. Improved socioeconomic status and easier access to medical care has led to high expectations and demands from consumers of hospital services<sup>4</sup>. For health care organization to be successful monitoring of customer's perception is a simple but important strategy to assess and improve their performance<sup>5,6</sup>. A patient is the ultimate consumer of the hospital. He is the person in distress. He expects from hospital comfort, care and cure<sup>7</sup>. Patient forms certain expectations prior to visit. Once the patients come to the hospital and experience the facilities, they may become either satisfied or dissatisfied<sup>8</sup>.

Patient satisfaction has long being considered an important component when measuring health outcomes and quality of care. The rising strength of consumerism in society highlights the central role of patient's attitude play in health planning and delivery<sup>9</sup>. Furthermore, a satisfied patient is more likely to develop a deeper and longer lasting relationship with their medical providers, leading to improved compliance, continuity of care, and ultimately better outcomes<sup>10</sup>. Keeping this background in mind the present study was undertaken to assess the quality of care provided in outpatient department of Border Guard Hospital, Guimara (BGHG) of Khagrachari district Bangladesh, regarding patients' satisfaction.

### Materials and Methods

This descriptive cross sectional study was conducted among the patients who attended the outpatient department of BGHG from January to December 2017. Total 1340 patients aged more than 18 years, irrespective of sex, and willing to participate were selected. Patients who were who regretted, who were working in the hospital and patients with severe physical or mental illness were excluded from the study. Informed verbal consent was taken from each patient and they were ensured about the confidentiality. A semi-structured pre-tested questionnaire was used which included socio-demographic profile and certain domains of satisfaction such as basic facilities, satisfaction towards OPD services regarding courtesy and quality of care. Face to face interview was taken to collect data. The patients were requested to give rating to the 3 points rating scale as following; 1) satisfied, 2) neither satisfied nor dissatisfied and 3) dissatisfied.

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Collected data were analyzed by SPSS 21.0 and qualitative data were expressed as frequency and percentage.

### Results

Out of 1340 respondents 720(53.7%) were serving BGB members, 245(18.3%) were BGB families and 375(28.0%) respondents were local residents. Majority 436(32.5%) respondents was within 41-50 years of age followed by 355(26.5%) within 31-40 years and 287(12.4%) within 51-60 years of age. Male respondents were 915(68.3%) and 425(31.7%) were female. Respondents' education status found 521(38.0%) were SSC level followed by HSC 364(27.2%) and primary 265(19.8%). Among the respondents 763(56.9%) were service holder and 264(19.7%) were housewife. Regarding monthly family income 788(58.8%) respondents had Taka 20000-30000 followed by 336(25.1%) had 10000-20000 Taka (Table-I).

Majority of the patients stated that the general basic facilities at the hospital were adequate. Regarding cleanliness 1269(94.7%), waiting room sitting facilities 1231(91.9%), drinking water availability 1185(88.4%), lighting arrangement 1296(96.7%), ventilation arrangement 1180(88.1%) and toilet facilities 1221(91.1%) respondents reported that the hospital facilities were adequate (Table-II). Most of the respondents were satisfied with the quality of professional services by all type of staffs of the hospital. Highest 1137(84.9%) of the respondents were satisfied with doctors attitude, behavior and cooperation. About other staffs; 977(72.9%) respondents were satisfied with attitude, behavior and cooperation of nurses, 963(71.9%) with pharmacists, 952(71.1%) with registration clerk, 1009(75.3%) with information desk, 941(70.2%) with guards and 989(73.8%) with supporting staffs (Table-III).

**Table-I:** Socio-demographic characteristics of the respondents (n=1340)

Characteristics		Frequency	Percentage
Type of patients	BGB members	720	53.7
	BGB families	245	18.3
	Locals	375	28.0
Age in years	≤20	95	7.1
	21-30	104	7.8
	31-40	355	26.5
	41-50	436	32.5
	51-60	287	21.4
	>60	63	4.7
Sex	Male	915	68.3
	Female	425	31.7
Education status	Illiterate	103	7.7
	Primary	265	19.8
	SSC	521	38.9
	HSC	364	27.2
	Graduate & above	87	6.4
Occupation	Service holder	763	56.9
	Housewife	264	19.7
	Cultivator	95	7.1
	Students	122	9.1
	Others	96	7.1
Family income (Taka)	<10,000	151	11.3
	10,000 - 20,000	336	25.1
	20,000-30,000	788	58.8
	> 30,000	65	4.8

**Table-II:** General basic facilities in the hospital (n=1340)

Basic Facilities	Adequate	Inadequate
Cleanliness	1269(94.7)	71(5.3)
Waiting room sitting facilities	1231(91.9)	109(8.1)
Drinking water	1185(88.4)	155(11.6)
Lighting arrangement	1296(96.7)	44(3.3)
Ventilation	1180(88.1)	160(11.9)
Toilets	1221(91.1)	119(8.9)
Signboards locating departments	1204(89.9)	136(10.11)

**Table-III:** Satisfaction of the respondent's towards OPD services (n=1340)

Behaviour of	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied
Doctors	1137(84.9)	140(10.4)	63(4.7)
Nurses	977(72.9)	238(17.8)	123(9.3)
Pharmacist	963(71.9)	211(15.7)	166(12.4)
Registration clerk	952(71.1)	247(18.4)	141(10.5)
Information desk	1009(75.3)	213(15.9)	118(8.8)
Guards	941(70.2)	176(13.1)	223(16.7)
Support staff	989(73.8)	197(14.7)	154(11.5)

### Discussion

In this study 53.7% respondents were serving BGB members, 18.3% were BGB families and 28.0% respondents were local residents. Since the location of BGHG is in a remote area of Khagrachari district, where health care facilities are not easily available thus BGHG used to serve the local people also. Majority of the patients stated that the general basic facilities at the hospital were adequate; regarding cleanliness 94.7%, waiting room sitting facilities 91.9%, drinking water availability 88.4%, lighting arrangement 96.7%, ventilation arrangement 88.1% and toilet facilities 91.1% respondents reported that the hospital facilities were adequate. These findings are consistent with other similar studies<sup>11,12</sup>. Another study done in Islamabad, Pakistan observed that 90.5% patients were satisfied with cleanliness of hospital<sup>13</sup> and study done in Madhya Pradesh India<sup>14</sup> also found 65% patients satisfied with cleanliness.

Most of the respondents were satisfied with the quality of professional services by all type of staffs of the hospital. Highest 84.9% of the respondents were satisfied with doctors' attitude, behavior and cooperation. This finding is higher than the other studies in military hospital in Bangladesh<sup>15</sup>. About 72.9% respondents were satisfied with attitude, behavior and cooperation of nurses. This finding is consistent<sup>4,11</sup> with other similar studies but inconsistent<sup>9,13</sup> with others. About 71.9% respondents were satisfied with pharmacists. This findings is almost similar with the study done in Saudi Arabia<sup>16</sup>. About 71.1% patients were satisfied with attitude, behavior and cooperation registration clerk, 75.3% with information desk, 70.2% with guards and 73.8% with supporting staffs. These findings are consistent with similar studies<sup>3,17</sup>. but state was better than other studies<sup>4,15</sup>. The present study observed that majority of the patients expressed satisfaction towards OPD services regarding courtesy and quality

of care. The patients were more satisfied with the behaviour of doctors as compared to the behaviour of nurses, pharmacists and other staff.

## Conclusion

Patient's satisfaction is a useful measure to provide an indicator of quality in health care services. It is a powerful management tool to capture the voice of the consumer. It is also an important tool to determine the success of health care facility. OPD is the first point of contact with the patients and serves as the shop window to any health care services. The care in the OPD indicates the quality of services of any hospital and it is reflected by patient's satisfaction with the services being provided. Patients attended at BGHG were highly satisfied about the infrastructure and the services provided the hospital. But few percentages of patients expressed their dissatisfaction. BGHG authority should keep it up and try to improve further.

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