



“Study on Satisfaction Rate among Parents and Patients Visiting Speech Language Pathology and Audiology Department”

¹Dr. Hetal Jagdishkumar Tripathi, ²Dr. Krupa Babulal Prabhakar, ³Dr. Titiksh Vijeshkumar Varma

¹ Ph.D., M.B.A. (H.A.), Lecturer & Occupational Therapist, Gujarat University, Government Occupational Therapy College, Ahmedabad, Gujarat, India

²Ph.D. Scholar, M.B.A. (H.A.), Physiotherapist, Trauma Center, Civil Hospital, Asarwa, Ahmedabad, Gujarat, India

³M.B.A. (H.A.), B.O.T., Lecturer & Occupational Therapist, Gujarat University, Government Occupational Therapy College, Ahmedabad, Gujarat, India

Abstract: Patient satisfaction is an important means of measuring the effectiveness of health care delivery and quality of medical care. It denotes the extent to which general health care needs of the patient are met to their requirements. The most important reason to conduct patient satisfaction surveys is that they provide the ability to identify and resolve potential problems before they become serious. This study was designed to assess the patient satisfaction regarding the services provided at speech language pathology and audiology department.

Objectives of the Study: The present study made an attempt to focus on various aspects of health care provided by Speech language pathology and Audiology department in relation with parents' and patients' satisfaction.

- To study the level of patient satisfaction at Speech language pathology and Audiology department
- To study different factors affecting patient satisfaction

Material and Methods: A cross-sectional study was carried out among patients attending speech language pathology and audiology department the period from July-2018 to March-2019. The data were collected on predesigned and pretested questionnaire.

Results: Most of the respondents were satisfied with availability of services, professional care, waiting time, behavior of consultant, nurses, paramedical staff and other staff. The overall satisfaction level was 73% excellent to good, 22% average and 94% respondents answered 'yes' to the question - 'would you recommend this hospital to friends and family'. Out of total 68% respondents were unsatisfied with toilet facility and 56% were unsatisfied with drinking water facility.

Conclusion: OPD services in a hospital need to be improved by developing patient feedback system.

Index Terms: Patient Satisfaction; Health Care Services; Outpatient Department; Professional Care

INTRODUCTION

The hospital of today is the evolutionary product of a long and arduous struggle of mankind to fine tune the art and science of healing and caring for the sick. One can well imagine the responsibilities and the functions of the hospital, which is an integral part of the society, which functions with the aim to provide comprehensive health care, both curative and preventive, for the dependent population, and whose outpatient services should reach out to the family in its home environment. Patient satisfaction is a very important aspect of medical care. We may have the most renowned medical professionals and infrastructure available, but there are many factors that affect patient satisfaction. We may not be aware of all of them. In modern times when expectation from healthcare institutions are increasing and level of satisfaction is decreasing, leading to increased number of legal suits and physical manhandling of medical professionals, it is very important to know the variables affecting patient satisfaction. Hence it was decided to take up the present study.

AIM & OBJECTIVES OF THE STUDY

The present study made an attempt to focus on various aspects of health care provided by Speech Language Pathology and Audiology department in relation with parents' and patients' satisfaction.

- To study the level of patient satisfaction at Speech language pathology and Audiology department
- To study different factors affecting patient satisfaction

METHODOLOGY

Study design: A cross-sectional study was carried out among patients attending speech language pathology and audiology department the period from July-2018 to March-2019.

Sample size: Simple random sampling technique was used to select 100 samples.

Inclusion criteria: New patients in the department.

Exclusion criteria: Patients not willing to participate and follow up patients were excluded from the study.

The patients and accompanying persons either parents or relatives for pediatric age less than 15 years were interviewed in the speech language pathology and audiology department after taking informed consent with the help of predesigned and pretested questionnaire. The questions included registration process, seating arrangements, cleanliness, approach to the speech therapist, other services like occupational therapy and physiotherapy, services provided by the speech therapist & their behavior with patients, depth of relationship with patient, time required for locating the consultant, consults by the speech therapist, investigations from other related medical fraternity and follow up (if any). The respondents could answer in this study as satisfactory/ unsatisfactory, yes/no, excellent/ good/ average/ poor. The patients were told that the purpose of the study was to assess the patient satisfaction of services provided by hospital so as to bring further improvement in services. The patients were also told that the investigator was not part of treatment team and they were free to give their responses.

RESULT: ANALYSIS & INTERPRETATION OF DATA

Out of 100 respondents 52 male, 48 female, a majority of patients belonged to age group 15- 45 years with mean age of 42.9(±19.53). The 94% of respondents were accompanying persons either parents or relatives for pediatric age less than 15 year of age and 6% of respondents were patient themselves. The participants were asked about concerned department (Table-1).

Regarding availability of services (Table-2) it was found that, most of the respondents were satisfied with sitting arrangement, cleanliness, convenience to reach speech language pathology and audiology department, finding of consultant in the hospital, convenience to reach other related medical fraternity and follow up (if any), appropriate signage, symbol, arrows in respective departments, consultants chamber, lab and pharmacy counters present in hospital OPD, but only 50% respondents were satisfied regarding convenience to reach speech language pathology and audiology department. Respondents were mostly unsatisfied with toilet and drinking water facility in the hospital.

Table-1: distribution of respondents according to socio-demographic variables and concerned departments

Variables	Respondent (n=100) Age
<15 year	6
15-45 year	58
46-60 year	16
>60 year	20
Sex	
Male	52
Female	48
Education	
Illiterate	14
Primary school	26
Middle school	18
Higher secondary	20
Graduate and above	22
Occupation	
Service	8
Business	28
Laborer	26
House wife	26
Student	12
Department	
ENT	41
Psychiatry	10
Plastic surgery	11
Oncology Pediatric	6
Pediatric	15
Pulmonary Medicine	4
Medicine	6
Neuromedicine& neurosurgery	7

Table 2: distribution of responses from the respondents according to availability of services

Availability of service	Respondent (n=100)
Seating arrangement in OPD	
Satisfactory	82
Unsatisfactory	18
Cleanliness in OPD	
Satisfactory	70
Unsatisfactory	30
Toilet facility	
Satisfactory	32
Unsatisfactory	68
Drinking water facility in OPD	
Satisfactory	44
Unsatisfactory	56
Convenience to reach respective referred department	
Satisfactory	72
Unsatisfactory	28
Finding of consultant in the hospital	
Satisfactory	80
Unsatisfactory	20
Convenience to reach other related medical fraternity and follow up (if any)	
Satisfactory	56
Unsatisfactory	44
Convenience to reach speech language pathology& Audiology department	
Satisfactory	
Unsatisfactory	50
Appropriate signage, symbol, arrows in the hospital	
Present	64
Not present	36

Regarding professional care and depth of relationship (Table 3) it was observed that, most of respondents were satisfied with examination by speech therapist, speech therapist's explanation about treatment, following speech therapist's advice, speech therapist tried to know everything about patient and speech therapist really knew what patient was thinking about. Regarding difficulty to share psychosocial and emotional stigma of patient's problem to speech therapist 68% patient felt it was difficult and 50% satisfied with understanding illness after consultation with speech therapist.

With regard to waiting time (Table 4) most of the respondents were satisfied with time taken to get OPD slip, time to reach consultation room. Only 52% respondents were satisfied with the time taken in receiving other services and 56% were satisfied with time taken in getting slip from OPD of Civil Hospital Ahmedabad. Respondents told that 56% of consultants take less than 5 min. for examination and 34% take 5- 15 min.

Table-3: distribution of responses from the respondents according to professional care and depth of relationship

Professional care and depth of relationship	Respondent (n=100)
Examination by speech therapist	
Satisfactory	68
Unsatisfactory	32
Speech therapist's explanation about treatment	
Satisfactory	62
Unsatisfactory	38
Following speech therapist's advise	
Satisfactory	74
Unsatisfactory	26
Understanding illness after consultation with speech therapist	
Satisfactory	50
Unsatisfactory	50
Speech therapist tried to know everything about patient	
Yes	62
No	39
Difficulty to share psychosocial and emotional stigma of patient's problem	
Yes	68
No	32
Speech therapist really knew what patient was thinking about	
Yes	56
No	36

Regarding general satisfaction (Table 5) most of the respondents were satisfied with behavior of consultant, nurses and paramedical staff, and behavior of clerical and other staff. In present study 94% respondents answered 'yes' to the question - 'would you recommend this hospital to friends and family'. The overall satisfaction level was excellent too good in 73% respondents, average in 22% and poor in only 5%.

Table-4: distribution of responses from the respondents according to waiting time

Waiting time	respondent(n=100)
time taken for opd slip	
satisfactory	92
unsatisfactory	8
time taken to reach speech therapist in opd	
satisfactory	80
unsatisfactory	20
time taken for examination	
less than 5min	56
5-15min	34
min	4
more than 30 min	6
time taken in getting other services	
satisfactory	52
unsatisfactory	48
time taken in getting slip from opd-cha	
satisfactory	56
unsatisfactory	44

DISCUSSION

Government spine institute and Physiotherapy College is super-specialty hospital in Ahmedabad-Gujarat, which is a centre of interest for large number of patients coming for rehabilitative services. In the present study majority of parents, caregivers and patients belonged to age group of 15-45 year age, which is productive age group. Factors impact on the patient's satisfaction may include the cleanliness of the environment, the appearance of the facility, the ease of access to specific locations, the concern expressed from various staff and providers for the patient's well-being, the amount of time they had to wait before getting care, the quality of the interaction with providers, the clarity of the communication from providers, the outcome from the care provided, the perceived efficiency in which care was delivered, etc.⁽¹⁾ In the present study outdoor patient satisfaction assessment was made by respondents on the basis of availability of services, professional care and depth of relationship, waiting time and general satisfaction.

A study conducted by Jadhav SB et al in Out-patient department of Government Medical College, Miraj, Dist. Sangli reported that 70.57% seating arrangement in OPD & 78.22% cleanliness of OPD found to be good, which was almost similar to our study.⁽²⁾ Jawaharsk, out patient satisfaction at a super specialty hospital in India, had reported that, 50% of the patients were satisfied with regard to the cleanliness of the hospital.⁽³⁾

Prasanna K S. et al, had reported in study consumer satisfaction about hospital services: a study from the outpatient department of a private medical college hospital at Mangalore, that patients were fully satisfied in respect to seating arrangement, cleanliness in the OPD, which was almost similar to our study.⁽⁴⁾ Patavegar Bilkishet al reported, 55.55% patients replied that they were satisfied with cleanliness of waiting area.⁽⁵⁾ In another study done by Pralhad Rai et al also found 65% satisfied patients with respect to cleanliness.⁽⁶⁾ Jadhavsb et al had reported 68.41% respondents satisfied with drinking water facility, 83.71% respondents could easily find the concerned department while 77.71% could find easily pharmacy or laboratory while 46.54% of total participants were not satisfied with available toilet facility in the hospital.⁽²⁾

Table -5: distribution of responses from the respondents according to general satisfaction

General satisfaction	Respondent(n=100)
Satisfaction regarding consultant's behavior	
Satisfactory	78
Average	18
Poor	4
Satisfaction regarding consultant's behavior	
Satisfactory	78
Average	18
Poor	4
Satisfaction regarding behavior of Nurse's and paramedical staff's	
Satisfactory	64
Average	35
Poor	1
Satisfaction regarding behavior of class 3 and class 4 worker	
Satisfactory	84
Average	12
Poor	4
General remark over experience in hospital	
Excellent	26
Good	47
Average	22
Poor	5
Recommendation of this hospital to your friends & family.	
Yes	94
No	6

In our study 72% respondents were satisfied with convenient to reach other respective departments, 80% of respondents said that finding of consultant easy and were satisfied, 56% satisfied with convenient to reach doctors in OPD of civil hospital ahmedabad, while 68% respondent unsatisfied with

toilet facility in hospital, 56% respondent unsatisfied with drinking water facility and 50% respondent said there was inconvenient to reach speech therapy department and were unsatisfied.

In the present study regarding professional care and depth of relationship with speech therapist, 68% respondents were satisfied with speech therapist check everything, 62% said speech therapist explain everything about treatment and were satisfied, 50% respond that they understand their illness after consultation with speech therapist and 74% of respondents follow speech therapist's advise. Krupal Joshi et al, explanation of the disease by the doctor was satisfactory in about 91% of patients,⁽⁷⁾ which was 81.6% in a study of Acharya & Acharya.⁽⁸⁾ Soleimanpour H. et al, on emergency department patient satisfaction survey in Imam Reza Hospital, Tabriz, Iran reported that the satisfaction level of patients in regard to the information given by care provider about medication was very good in 49.4% of patients.⁽⁹⁾

In the present study it was also found 62% of respondents said that speech therapist tried to know everything about illness but 68% also difficulty to share psychosocial and emotional stigma of patient's problem.

In the present study 92% of respondents were satisfied with time require to get OPD slip, 80% satisfied with time to reach other respective departments. Jadhav SB et al, 54.8% participants found that the time required for registration was inconvenient for them, 31.4% participants reported inconvenience in finding concerned department.⁽²⁾ In our study 52% respondents satisfied with the time getting other services and 56% with time getting slip from OPD-CHA. Jadhav SB. et al, 38.95% of total respondents were unsatisfied with time required for investigations while 48.7% were unsatisfied with time spent in pharmacy.⁽²⁾ In the present study respondents tell that 56% of consultant take time less than 5 min. and 34% take 5- 15 min. Jad- hav SB. et al time taken for consultation & examination by doctor was found to be satisfactory in case of 68.82% participants.⁽²⁾

Regarding general satisfaction in the present study 78% respondents were satisfied with behavior of consultant, 64% of respondents satisfied with behavior of nurses and paramedical staff, 84% satisfied with behavior of clerical and other workers. In a study by Acharya & Acharya, 82.8 % of the respondents showed that the approach of the doctor is personal, 93.2% of the subjects were satisfied with the examination by the doctor, and it was simple and easy to understand in 60% of the cases.⁽⁸⁾ Apria Bhattacharya et al reported 98.2% patients were satisfied with behavior of doctors.⁽¹⁰⁾ M V Kulkarni et al, 87.8% patients were satisfied with behavior of doctors.⁽¹¹⁾ Patavegar Bilkish et al, a cross-sectional study of patient's satisfaction to- wards services received at tertiary care hospital on OPD basis reported 94% patients were satisfied with friendliness and helpfulness of registration staff.⁽⁵⁾ This finding is in contrast to study conducted by Md. Ziaul Islam and Md. Abdul Jabbar. They found only 25 % patients were satisfied with friendliness and helpfulness of registration staff.⁽¹²⁾

In the present study the overall satisfaction level was in 73% respondent excellent to good while in 22% average. Jadhav SB. et al reported overall rate of avail- ability of services during their visit, it was excellent for 22.15%, good for 29.26%, average for 30%, poor for 8.79% & very Poor for 9.8% respondents.⁽²⁾ The study conducted by Chetwynd S.J. reported total satisfaction was 49%.⁽¹³⁾ Ranjeeta Kumari et al. in their study total satisfaction was 73 %.⁽¹⁴⁾ Asma Ibrahim et al showed 10% overall satisfaction in their study.⁽¹⁵⁾

CONCLUSION

Most of the respondents were satisfied with the availability of services, waiting time, professional care provided by speech therapist in speech language pathology and audiology department, behavior of consultant, nurse's and paramedical staff's. They were unsatisfied with toilet and drinking water facility present in the hospital, approach to speech therapy department, and understanding illness after consultation with speech therapist and difficulty to share psychosocial and emotional stigma of patient's problem with speech therapist. So, it is recommended that as speech therapy services are an important part of health care services in hospital, they need to be improved with special emphasis on improving toilet facility; drinking water facility and approach to the speech therapy and therefore hospital should develop patient feedback system which is vital for quality of services.

RECOMMENDATION

Patients reported that they were having difficulty to reach speech language pathology and audiology department. In present condition the department is situated at 4th floor of the building. Many of the patients were having locomotor disabilities as well. Department can be shifted to ground or first floor so that patients can have easy access to the department. There should also be proper signages to show the way to speech therapy department. Maps can be given in slip form to the O.P.D. personals who refer the patients to the department so that they can give the slip to the patients.

As patients are having difficulty in following the instruction given by the speech therapist, there should be change in the delivery of instruction given to the patient by the therapist. Charts and pictures can be incorporated for the treatment purpose. In the study it was also found that 62% of respondents said that speech therapist tried to know everything about illness but 68% also difficulty to share psychosocial and emotional stigma of patient's problem. Speech therapist should also try to focus on patients' social, emotional and psychological status. If needed therapist should refer the patient accordingly to respective departments. There is no proper water supply for drinking water at 4th floor of the building along with non-functional toilets. As patients were having difficulty in reaching the department as well, shifting of department can resolve these problems also. RO plant for the drinking water can be implemented along with proper water supply for toilets also till the department is shifted.

REFERENCES

1. Linda Powell. Patient satisfaction survey for critical access hos- pitals.2001 Linda Powell Mountain States Group, Inc. <http://www.ruralcenter.org/sites/default/files/Assessing%20Patient%20Satisfaction.pdf> accessed 30/01/14.
2. S.B. Jadhav, G.S. Lokhande, J.D. Naik, S.S. Rajderkar, S.P. Suryavanshi, K.R. Bhoje. Measuring patient satisfaction towards quality of outpatient care: a part of Health Systems Research. International Journal of Recent Trends in Science And Technology, 2011,1, (3),96-103.
3. Jawahar SK. A Study on Out Patient Satisfaction at a Super Specialty Hospital in India. Internet Journal of Medical Update 2007; 2(2):13-7.
4. Prasanna KS, Bashith MA, Sucharitha S. Consumer satisfaction about hospital services: A study from the outpatient department of a private medical college hospital at Mangalore. Indian J Community Med 2009; 34(2):156-9.
5. Patavegar Bilkish, Shelke Sangita , Adhav Prakash, Kamble Man- junath. A cross-sectional study of patient's satisfaction towards services received at tertiary care hospital on OPD basis. National Journal of Community Medicine 2012, 3(2),232-237.
6. Prahlad Rai Sodani, Rajeev K Kumar, Jayati Srivastava, Laxman Sharma. Measuring patient satisfaction: a case study to improve quality of care at public health Facilities. Indian J Community Med, 2010; 35(1):52-56.
7. Krupal Joshi et al. Patient Satisfaction about Health Care Ser- vices. International Journal of Medical Science and Public Health,2013, 2(3), 645-649.
8. Acharya JP, Acharya I. A study on compliance and behavioral responses of patients in an outpatient clinic. Indian J Community Med 2003; 28(1):19-25.
9. Soleimanpour H, Gholipouri C, Salarilak S, Raoufi P, Vahidi RG, Rouhi AJ, et al. Emergency department patient satisfaction sur- vey in Imam Reza Hospital, Tabriz, Iran. Int J Emerg Med 2011;4:2.
10. Arpita bhattacharya, Prema Menon, Vipin Koushal, KLN Rao. Study of patient satisfaction in a Tertiary referral hospital. Journal of Academy of hospital administration 2003;15,(1)(2003-01-2003-06)
11. M V Kulkarni, S Dasgupta, A R Deoke, Nayse. Study of satisfaction of patients admitted in a tertiary care hospital in Nagpur. National Journal of Community Medicine 2011; 2(1),37-39.
12. Md. Ziaulislam and md. Abdul jabbar. Patients' satisfaction of health care services Provided at outpatient department of Dhaka medical college hospital. Ibrahim Medical College Journal. 2008; 2(2): 55-57.
13. Chetwynd J. Satisfaction and dissatisfaction with the public and private hospitals. Newzealand Medical Journal. Sep 14; 1988; 101(853):563-69.
14. Ranjeeta Kumari, MZ Idris, Vidya Bhushan, Anish Khanna, Monika Agarwal, SK Singh/Study on Patient Satisfaction in the Government Allopathic Health Facilities of Lucknow District, India. Indian J Community Med.2009;34(1):35-42.
15. Asma Ibrahim Jiraporn Chompikul Sirikul Isaranurug. Patient satisfaction with health services at the outpatient department of Indira Gandhi memorial Hospital, Male' Maldives. Journal of public health and development. 2008; 6(1):144-152.