



A STUDY ON THE PERCEPTION OF PATIENTS TOWARDS HEALTHCARE PRE- AND POST -COVID

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ABSTRACT

The COVID-19 pandemic has been an unprecedented challenge for health care provision. The physical health risks of COVID-19 infection have been well documented. Throughout the pandemic there has been evidence of increased levels of relapse in people with pre-existing mental health conditions.

There have also been increased mental health problems in people with no previous mental health disorders. Greater carer strain has been seen in mental health services. This has been compounded by decreased or variable access to health care services, 24-hour care and day care services.

There have also been negative effects on the mental health care service and workforce. Significantly disabling post-COVID-19 infection has been associated with well-publicized reports of a chronic condition, described as 'long COVID'.

The pandemic negatively impacted on mental health education, research and training, all embedded in mental health services. It is within this context that this review scrutinizes the effects of the pandemic on various aspects of psychiatric services, including patient and carer care, psychiatrists, allied health professionals and wider service provision.

Positive and innovative solutions to the pandemic challenges developed by mental health services and their stakeholders are also discussed.

Keywords

Coronavirus, Hospitalisation, Recovery, COVID-19

INTRODUCTION

The world's rising population and increasing standards of living have driven significant growth within the global healthcare services sector, as consumers have demanded better medical care to support their improving lifestyles. Of late, India is becoming a preferred healthcare destination for neighbouring countries and the West due to low cost and high quality of treatment available, giving rise to the term "medical tourism".

In India more than 50 percent of the total health expenditure comes from individuals, as against the state-level contribution of below 30 percent. The government funds allocated to healthcare sector 5 have always been low in relation to the population of the country. In the private sector healthcare industry, healthcare facilities are run for profit by companies.

The point of this article is to share our involvement with the administration of post-Coronavirus patients at two medical clinics that have had a high rate of the sickness, and to propose general subsequent suggestions from a clinical and radiological viewpoint.

The absence of strong and vigorous logical proof on the administration of post-Coronavirus patients implies we should be adaptable and requires each middle to be ready to adjust their current clinical/radiological subsequent conventions, or propose elective ones.

Quality care continues to be a prominent “true north” indicator of the healthcare system. The quality of the healthcare system is a lumping parameter that reflects patient safety and satisfaction, service delivery efficiency, cost competitiveness, and aspects of sustainability (1). Therefore, measurement of quality care is an important practice in the healthcare system to ensure the continuous improvement of the parameters mentioned above and maintain agility and responsiveness of the system according to the patients' requirements

REVIEW OF LITERATURE

- ***“Isolated patients reported lower scores for questions regarding physician communication and staff responsiveness. Overall scores for these domains were lower in isolated than in non-isolated patients.”*** Joan Vinski et al. Infect Control Hosp Epidemiology. 2012 May.
- ***“Correct mask use was a highly adopted habit in patient-facing areas. The COVID-19 vaccine led to significantly increased feelings of safety among HCW, though the diverging narratives seen in the survey may be helpful to consider when crafting safety interventions.”*** Laura S. O'Donohue MD a,b,* , Susan Fletcher-Gutowski MS, FAPIC c, Amreetpal Sidhu MD a, Aishwarya Verma MD a, Tarin C. Phillips DO a, Preeti G. Misra MD.
- ***“The majority of patients strongly agreed and were satisfied using tele-dentistry. Just over 70% of patients strongly agreed that the video consultation ran smoothly and 75.7% strongly agreed that they were comfortable accessing the consultation from home rather than travelling in for the consultation. Just under 80% of patients stated that they would recommend the video consultation.”*** Payvand Menhadji, Rupal Patel, Koula Asimakopoulou, Barry Quinn

RESEARCH METHODOLOGY

Objective of the study :

We aim to find, appraise, and synthesize studies that assessed the impact of the covid-19 pandemic on the utilization of healthcare services, compared to a corresponding period of time prior to the pandemic.

- To examine the effect of COVID 19 on learning methods.
- To identify the different aspects significant for learning.

Population We will include studies that report changes in the utilization of healthcare services by patients and public, irrespective of age. We will exclude studies that reported on the utilization of healthcare services by patients diagnosed with covid-19.

Scope of the study :

We will include studies which compare utilization during any period within the pandemic, with a similar period in at least one year before the pandemic.

The primary outcome is the extent of changes in utilization of a healthcare service between the pre-pandemic comparison period and the pandemic period.

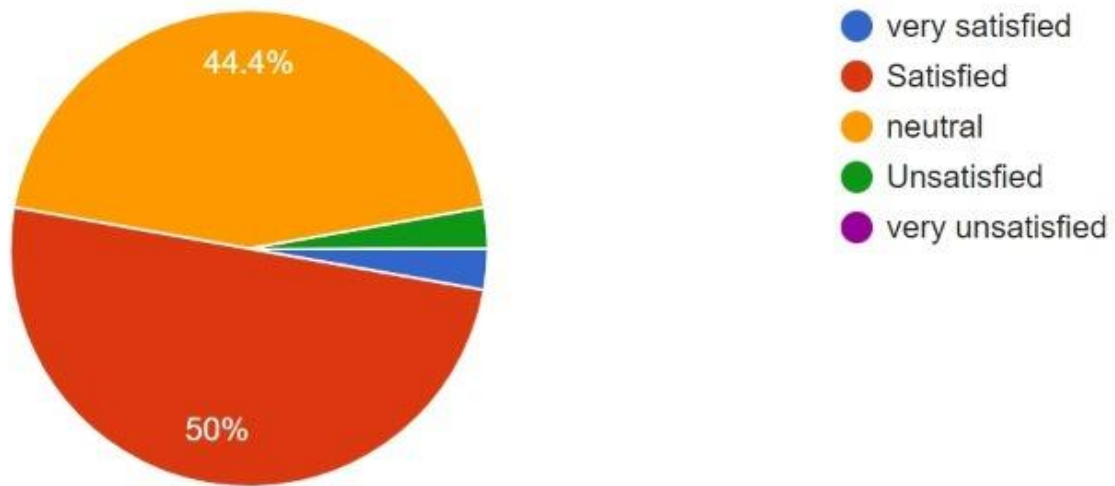
Healthcare service will include but not be limited to consultation healthcare services such as presentations or admissions to hospitals or visits to primary care; diagnostic healthcare services such as diagnostic imaging/investigations, laboratory testing; and therapeutic or preventive healthcare services such as prescriptions, or surgeries or utilization of vaccinations.

ANALYSIS

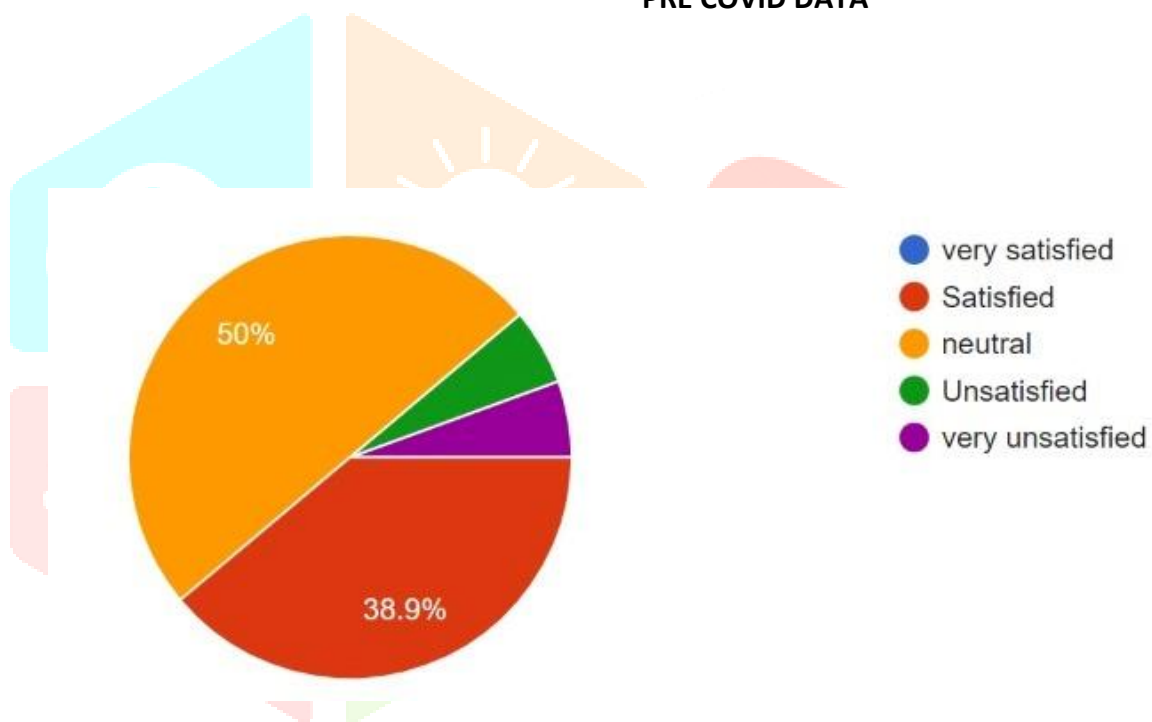
It is quite clear that the pandemic had quite an intense change in the way people perceived the health sector, the opinion of people towards the health sector has changed quite radically and positively, as many are taking to a healthier route to lead their lifestyles and a more thoughtful and concerned approach on how they treat any ailments.

A few points to be noted with the survey conducted: -

- There was a record number of people, claiming to have an increased expenditure towards the medical field than what they had during the pre-covid period, this gives a clear indication that people do not mind to spend more when it comes to health.
- There also has been a positive opinion with people on how they view the health care system in the country post covid, most of the people posed with the questionnaire were satisfied and very satisfied with administrative and other hospital related functions.
- The most interesting fact that arose when the answers were polled was that, usually people in their mid-30s and above tend to be more inclined towards having a better health care system, as compared to those younger, so with this data we can relate to the fact that, many of these people have families and this factor changes the way people perceive, the health care system in their environment.
- It is safe to say with the following analysis, that people have changed from their orthodox approach to healthcare to a more positive perspective towards the health care system.



PRE COVID DATA



POST COVID DATA

Findings

1. According to the research conducted by our team we find that there has been an increase in the amount of medical expenses incurred by the public of banglore. As we have a varied age demographic we can say that this applies to people across the spectrum.
2. Condition of medical equipment used was reported to be better after covid compared to before. This can be attributed to increased measures taken to sanitise equipment, machinery and tools.
3. Situations related to availability of doctors and nurses are observed to be more or less unchanged. There are no clearly defined variables that may have influenced these factors.

4. The overall healthcare delivery process of the hospitals has become better after the pandemic as observed by the participants of the survey. Although this cannot be solely attributed to the pandemic as other factors also come into play, it is still a significant contributor.

SUMMARY AND CONCLUSION

Based on patients' perceptions, the level of quality care was high, indicating competent healthcare delivery professionals and patient satisfaction. Healthcare leaders need to advance and improve patients' perception of quality of food being served through standing on personalized order and perceiving a variation in meal to become fancier. In addition, they need to consider the hospital cleanliness by adhering to infection prevention protocols and giving awareness about benefit the cleanliness.

Furthermore, human resources are important factor to upgrade the quality care services. In this regard, healthcare leaders can either recruit new qualified staff if possible or increase staff retention and reduce turnover. In addition, nurses and physicians should highlight the importance of care, especially for emergency-admitted patients, and pay more attention to patients' needs and participation in their care.

This study demonstrated the relationship between gender and the overall quality care as male patients were found to be more satisfied with quality care than counterpart did. The present study has provided insightful perspectives on the healthcare delivery outcomes.

These perspectives pave way for improvements in the work schedule routine and involvements patients in decision making about their care to upgrade the quality of services.

Continuous measurement of quality care shall identify the existing gaps in practice and research to demonstrate the requirement to improve the healthcare services and maintain sustainability.

Limitations of the study :

Quality care is a broad concept that may be influenced by different characteristics, however, in this study a valid and reliable questionnaire was used for data collection. In addition to quantitative studies, qualitative studies should be carried out to gain a deeper understanding of quality care concept and related environmental and internal organizational factors. Researchers have suggested providing more insight into interviews and focus group discussions with patients and healthcare providers to assess the quality of services. Additionally, this study was conducted only in 2 tertiary hospitals, which may affect the generalizability of results even in Oman.

Future scope of the study :

A future study drawing comparisons between patient and healthcare professionals' perspectives will help to better understand overall quality care and patient satisfaction. Moreover, it may also be interesting to explore how the pandemic has affected the healthcare system, and the quality of care perceived by patients and the way in which the healthcare raised concern and it's reaction to the seriousness of the situation.

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