

Patients' Satisfaction Level in HMGH OPD

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Hazm Mebareek General Hospital

عضو في مؤسسة حمد الطبية
A Member of Hamad Medical Corporation

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BACKGROUND

Patient satisfaction has been greatly valued in the services that are made in the outpatient departments of all the hospitals under HMC. In this regard, Hazm Mebareek General Hospital (HMGH) initiated a survey to garner data that would aid in achieving the optimal, most efficient, timely, and patient-centered health care service that the team would be able to offer. This survey would evaluate the overall satisfaction level of the patients who had their recent appointments to our clinics, from the time they register until they finish their consultation. This survey form comes in 5 languages namely: English, Arabic, Hindi, Malayalam, and Tagalog

OBJECTIVES

This patient satisfaction survey aims:

- To be easily understandable and accessible to all the patients, most especially to the vulnerable ones.
- To obtain the rate of patient satisfaction on their last visit.
- To identify the areas that needs improvement according to the patients' perception
- To gain patients' suggestions in improving the quality of services offered by the OPD staff
- To continuously acquire necessary data for initiating interventions and projects that would improve the health care service of HMGH-OPD.

METHODOLOGY:

All the patients who attended their appointments under our department were given a survey form by the assessment nurse. They were requested to accomplish the survey form, with the language format that they understood the most, after they finish their consultation. Each patient had to answer questions wherein they had to rate their satisfaction level regarding the services they received from OPD staff. The satisfaction scale was from 5 to 1, where 5 stands for "extremely satisfied", 4 as "satisfied", 3 indicates "neutral", 2 signifies "dissatisfied", and 1 as "extremely dissatisfied". Few more questions about the things that could have been done to improve the quality of service of the unit was also placed at the end of it to accommodate the patients' comments and suggestions. After the accomplishment of the form, they had to submit these to the reception. Data, from February to June of year 2019, were collated by the team and graphs were made to ease the analysis of the data acquired from the survey form below.



Figure 1: The English Version for the Survey (front and back)

RESULTS AND ANALYSIS:

About 1200 (almost 30%) patients submitted their replies about their satisfaction for the period from February to September 2019. We analyzed the result using the same form built electronically through Google Forms. English (38%) Hindi (36%) Arabic (14%) Malayalam (10%) Tagalog (2%) Figure 2: Distribution of Usage of the Language Formats of the Survey Forms The survey form came in different formats as mentioned in the methodology. Figure 2 indicates the rate of preference of usage of the language formats of the survey form. From this pie chart, it is clear that most of the patients opted to use the English and Hindi language formats in accomplishing the survey forms, with just 2% difference between the two. A little less an eighth of the patients preferred to use the ones in Arabic format. The ones in Malayalam account to less than a tenth of the patients' preference. Only a small minority opted to use the ones in Tagalog format.

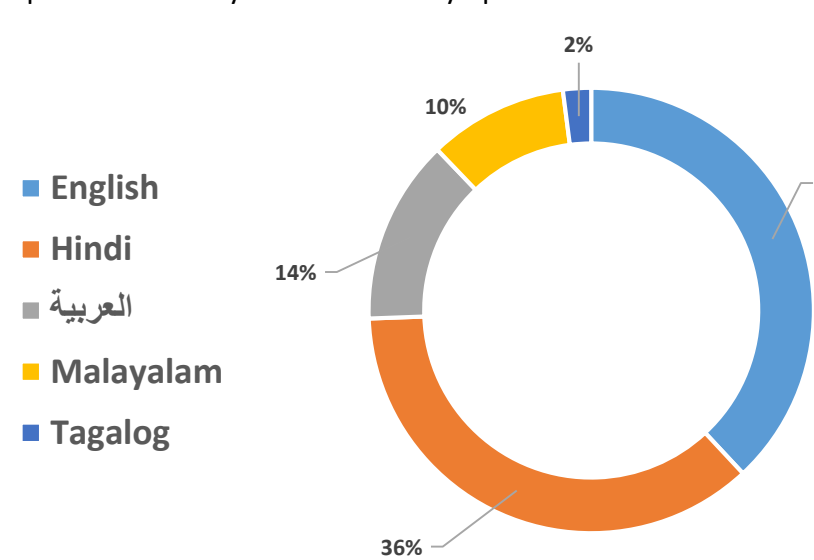


Figure 2: Distribution of Usage of the Language Formats of the Survey Forms

Figure 3 shows the overall satisfaction level of the patients based on their most recent visit at our clinics. This illustration showed a staggering percentage were extremely satisfied about their last visit. It is also significant to mention that the number of the ones who scored extremely dissatisfied were very minimal as per latest checkup. For in-depth analysis, an amazing percentage of majority rated their recent appointment with extreme satisfaction. Almost a tenth rated it as satisfied. Meanwhile, a very small number opted to be neutral. Finally, only 1 in 100 stated that there were dissatisfied and extremely dissatisfied with their last visit to our clinics.

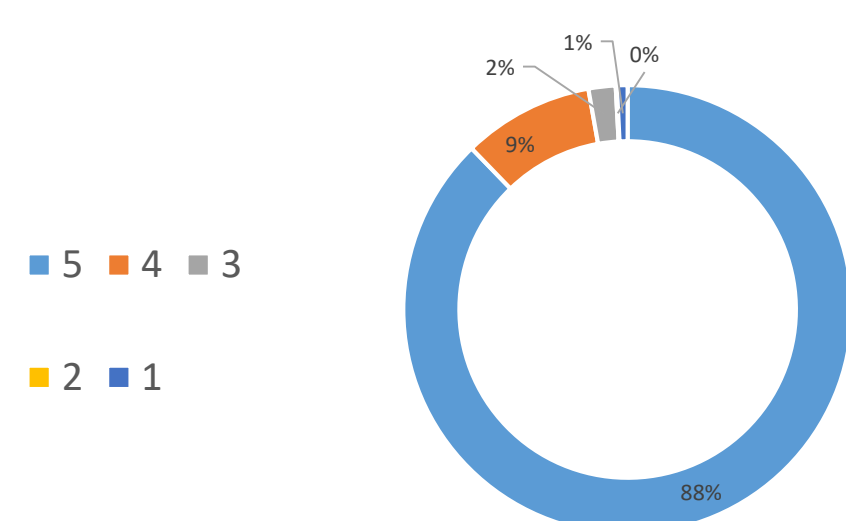


Figure 3: Overall Satisfaction

This Figure 4 illustrates the satisfaction level of the patients on the appointment schedule that they acquired. The chart apparently shows that a very large majority were extremely satisfied about their appointment time. It is also very noticeable that the fractions of dissatisfied and extremely dissatisfied patients were miniscule. As a thorough interpretation, over fourfifths of the patients were extremely satisfied about their appointment schedules. It is followed by a minority who stated that they were satisfied enough about it. A very small number chose to be neutral regarding this. On the contrary, only 2 in 100 claimed that they were dissatisfied or extremely dissatisfied with their appointment time.

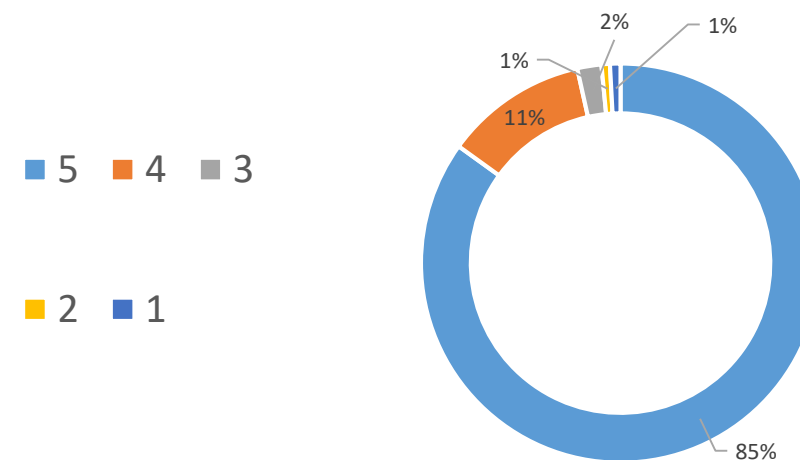


Figure 4: Patients' Satisfaction to Appointment Time

In Figure 5, it displays the satisfaction level of the patients about the duration of their visits. According to this pie graph, it is discernable that the biggest percentage went to the patients who were extremely satisfied about their visit duration. In addition, it is also readily distinguishable that the fractions on the chart covering the dissatisfied and extremely dissatisfied patients are both tiny. For a much more comprehensive discussion, there is approximately four-fifths of the patients who claimed that they were extremely satisfied about the duration of their visit. It is followed by over a tenth of the patients who stated they were satisfied with it. A small fraction of patients selected to be neutral about their visit duration. Again, only 1 out of 100 affirmed that they were dissatisfied and extremely dissatisfied on the Figure 5: Patients' Satisfaction to Visit aforementioned span.

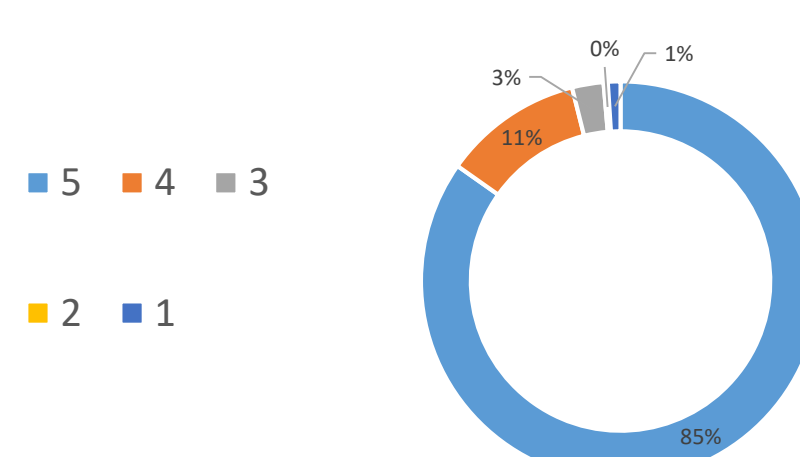


Figure 5: Patients' Satisfaction to Visit Duration

Figure 6 indicates the satisfaction level of the patients on the service that they received from the registration staff. This pie chart shows that a very big number claimed that they were extremely satisfied with the service of the registration staff. As a much more detailed analysis, a huge 88% rated the service rendered by the registration staff as extremely satisfied. Furthermore, one in ten were satisfied about their service. Apart from this, 2% opted to be neutral in this regard. Lastly, merely less than 1% said that they were extremely dissatisfied about the registration staff

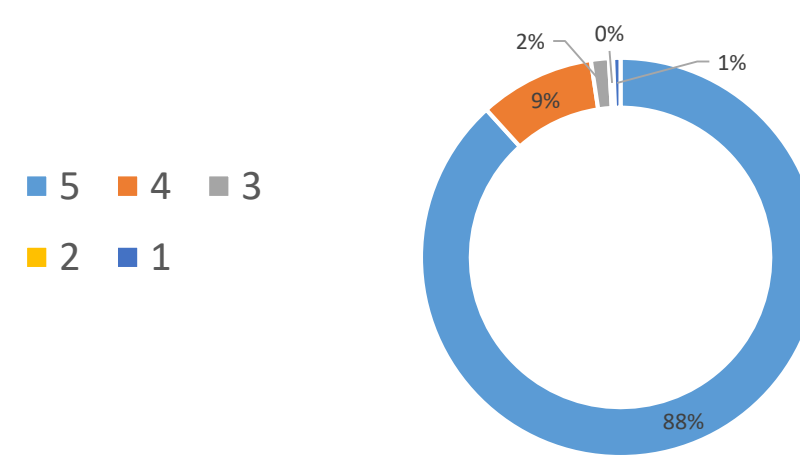


Figure 6: Patients' Satisfaction to Registration Staff

Figure 7 illustrates the patients' satisfaction level of the care that they received from the nursing team. According to the chart, an enormous majority claimed that they were extremely satisfied with the care given by the nursing team. It is also important to discuss that no patient rated the efforts of the nursing team with extreme dissatisfaction. For in-depth discussion, an astounding 92.93% of the patients claimed that they were extremely satisfied with the care that they received from the nursing team. In addition to this, a minority also stated that they were satisfied about it. Meanwhile, a miniscule fraction chose to be neutral about the care that they received from them. Finally, none scored extreme dissatisfaction as per patients' discernment

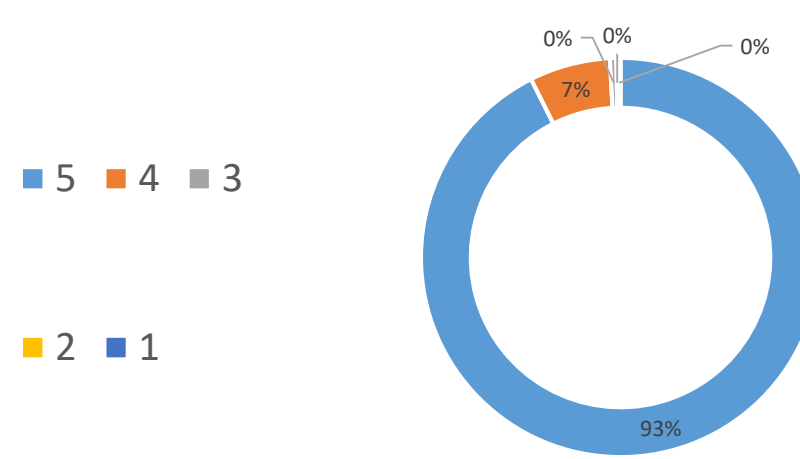


Figure 7: Patients' Satisfaction to Nursing Team

Figure 8 displays the patients' satisfaction level of the care that they received from the physicians. In this pie chart, it is shown that most of the patients rated the doctors' service as extremely satisfying. It is also essential to mention that the results showed that there was a mere number of patients who said that they were extremely dissatisfied. For a thorough breakdown, a huge bracket of patients, with a percentage of 92.71%, were extremely satisfied about the care that they received from the doctors. Moreover, a minority of 6.09% also claimed that they were satisfied about it. A minute percentage of 0.84% opted to be neutral and only 0.36% affirmed that they were extremely dissatisfied about the care provided by the doctors.

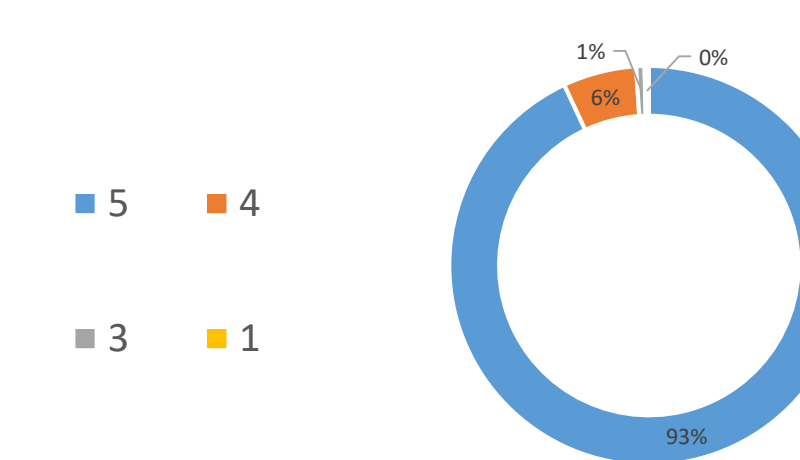


Figure 8: Patients' Satisfaction to Physicians

This bar graph in Figure 9 presents the chosen areas that needs to be improved by the OPD staff per patients' perception on their recent checkups. In this illustration, it is identifiable that the patients mostly chose "Listening to your needs" and "Answering your questions" to be the areas that must be improved. The five given options, pertaining to the areas that need improvement, had all been chosen by the respondents. This is a significant data that would help the team to further improve the services rendered by the OPD staff unto their patients.

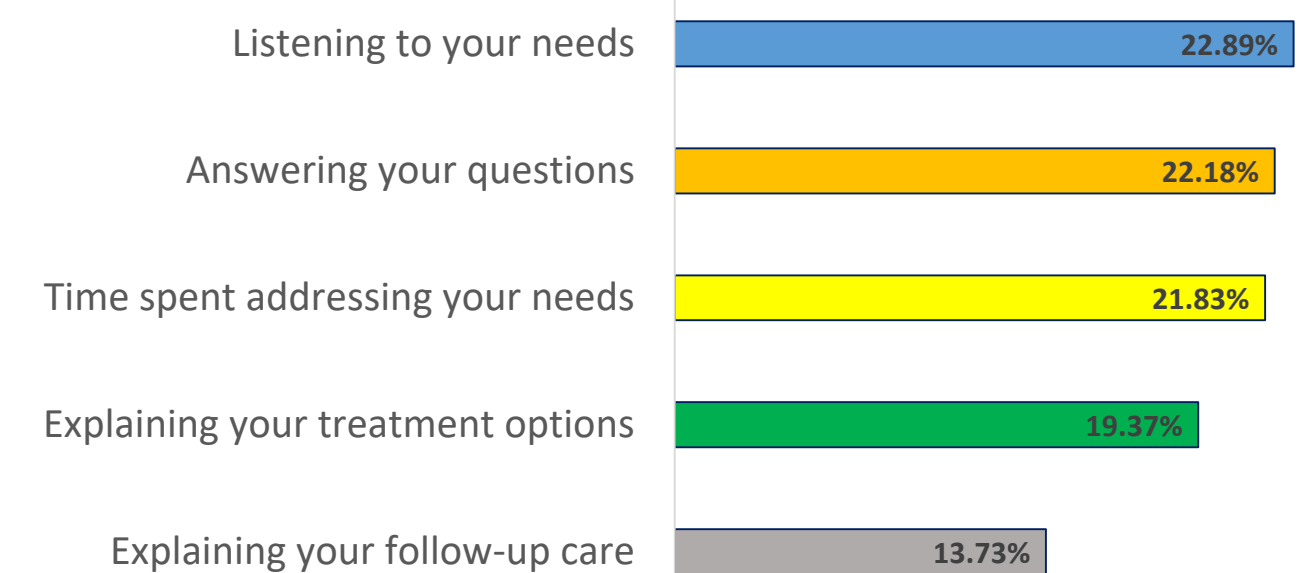


Figure 9: Areas that Need Improvement

The graph in Figure 10 presents how likely the patients would recommend our clinic to their friends and/or colleagues. In this pie graph, a stunning percentage chose to recommend our clinic to their colleagues and friends. It is also important to mention that there is a very minute number the would not likely recommend our clinic to others. For a much-detailed discussion, a remarkable 95% of the patients rated their visit to be extremely likely to be recommended to their colleagues and/or friends. However, 5.5% opted to be neutral with regards to this recommendation. Finally, only less than 1% of the total respondents would not recommend our clinic to others.

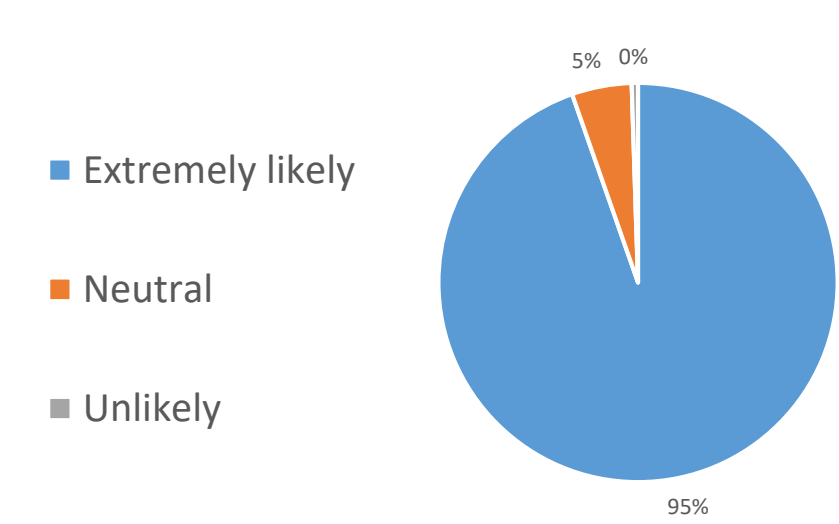


Figure 10: Likelihood of Patients' Recommending HMGH-OPD to Others

Question 9: Is there anything we could have done to improve your last visit

In this part of the survey form, patients were able to openly comment on the services that they were able to receive from the entire OPD staff. Furthermore, a fair distribution of compliments, comments, and suggestions were seen in this portion. Many patients mentioned that they were highly satisfied with the services that they received. A lot of them claimed that they were also happy and impressed about the flow of their last visit. In addition, other patients also amazingly remarked that all the staff are nice. There were also a group of the patients who wanted to improve some factors in the flow of the visit. Some of them suggested to have a number system in the pharmacy and registration to make things more systematic. An increase in the number of staffs in the cashier were also one of the suggestions of the patients. They were also hoping for reduction of consultation fees. Moreover, there were comments saying that they were waiting for a long time and that they wanted the delays to be avoided. Others wanted to be offered with water and provided with entertainment in the waiting area to lessen boredom. Conclusively, expedition of certain segments in the flow was the main point which some of the patients wanted to be taken in consideration. In spite of the said concerns, many patients were thankful of the good service and the care done by the staff.

RESULTS ACTION PLAN:

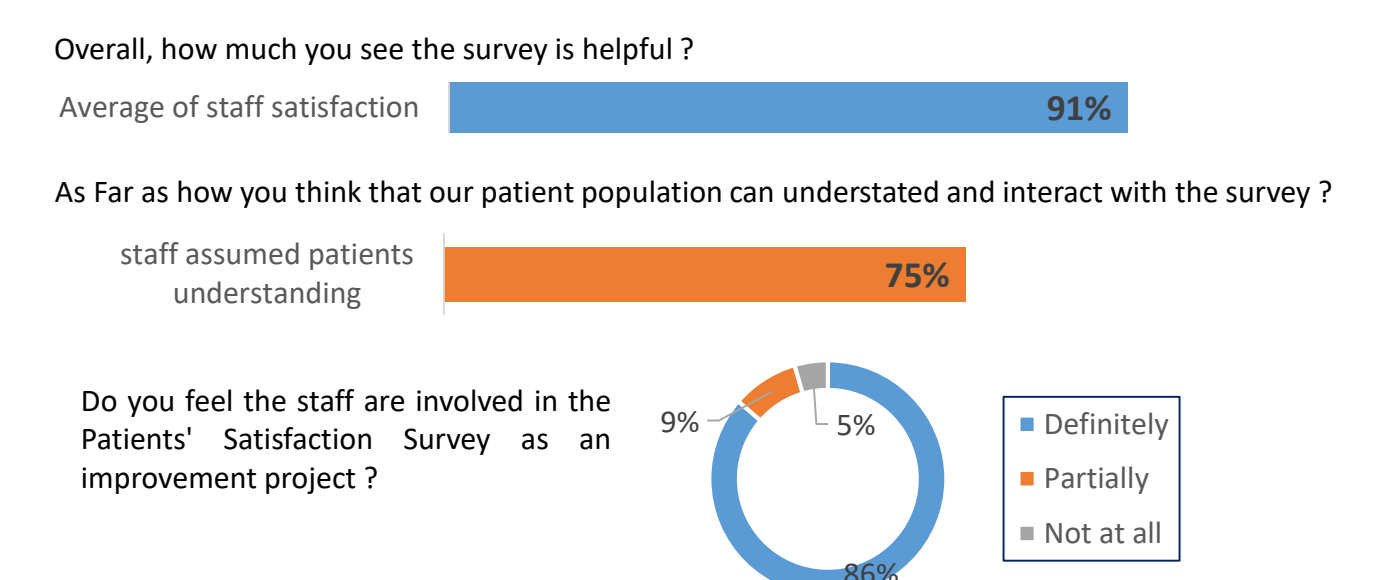
The result will be displayed through several committees and councils - Unit Based Council, Patient Satisfaction Committee, and Business Meetings. These committees will forward their recommendations to the Unit Leadership levels (Director Of Nursing, Head Nurses and Physician Lead) to get the approval and do the necessary changes

MONITORING :

To the unit level, a multidisciplinary team, formed from nurses and physicians, was appointed to a committee which was delegated to sort and find out the result of the survey on monthly basis. They are monitoring the flow and smoothness of the survey, patients' convenience to answer the questionnaire, appropriateness of the questions, and making sure that it is readily accessible and understandable. End of the month, the team collecting the data and being displayed to the unit leaders, then the necessary actions plan will be made.

Staff Satisfaction:

We asked the staff for their satisfaction against the survey, herewith what they replied:



Conclusion:

Overall, it was found out that majority of the patients were extremely satisfied about the services that they acquired from our clinics. With the help of the data garnered from the accomplished survey forms, we have successfully been able to identify the factors that must be improved within our unit to gain a higher level of patients' satisfaction for their visits. We were also able to list the patients' suggestions in improving the quality of care and services that we render unto them. These will also be a good start and a challenge at the same time for the members of the team to initiate and accomplish more projects to consistently give the best care that are due to our beloved patients

Team Members:

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In Collaboration with



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