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Inpatients satisfaction level toward b.p. koirala institute of health sciences: A health services management prospectives

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Background: Health care scenario is fast changing all over the world and Patient satisfaction is an important measure of service quality. The primary goal of any health care organization is to provide best possible health care and create satisfaction among consumer. This study was conducted to assess the level of satisfaction among the inpatients towards services and factors affecting inpatient satisfaction level at different wards in BPKIHS.

Materials and Methods: The present cross-sectional study was conducted among 440 randomly selected indoor patients admitted in different ward with a minimum hospital stay of 24 hours who are going to be discharge during 25/08/2016 to 25/11/2017. Face to face interview was done using pretested semi structured questionnaire.

Results: Most of the patient (52.3%) were female, were Hindu (83.4%) and were from Sunsari district (33.87%). Regarding quality of food service, 91.36% patients had taken food provided by the hospital, and among them 36.14% were satisfied, 43.2% patients were satisfied with drinking water, 91.6% were satisfied with cleanliness of the ward and 63% satisfied regarding the cleanliness in toilet/bathroom. Regarding nursing services, 90.6% of patient and 89.8% of their attendant were satisfied with the behavior/communication skill of nursing staff. Duration of hospital stay was found satisfactory in 96.1% patient. About 90% of the patient reported that the quality of care provided by BPKIHS is good.

Conclusions: The study reveals that overall patient satisfaction was good. Factors affecting inpatient satisfaction level was lack of communication skill in healthcare personnel and hospital staff, long waiting time everywhere in service area and physical environment of hospital. Most of the patients were dissatisfied with the cleanliness of toilets and bathroom, quality of food and place of drinking water. Major improvement is also needed for patient education related to home based care and health promotional activity.