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FULFILLMENT OF PATIENT'S EXPECTATION FROM THE DOCTOR

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ABSTRACT

Patients' satisfaction has long been considered as an important component when measuring health outcome and quality of care. The objective of this paper is to study expectations and satisfactions of patients attending UHC, Chidambaram. Data were collected from outpatients at UHC, Chidambaram through pre structured questionnaire. Data were analyzed statistically. A total of 200 patients were interviewed in this study to find out their expectations and satisfactions from the doctor. It was found that most of respondents were women and studied up to secondary level. Patients were fully satisfied in areas such as politeness and kindness of the doctor.

Key words: Expectations, Satisfaction, Doctor.

INTRODUCTION

Patient's expectation refers to anticipation or belief about what is to be encountered in a consultation or in health care system. These expectations may be openly presented by the patients or physician may have attempted to elicit them. Patient's satisfaction depends on many factors such as quality of clinical services, availability of medicines, services of doctor, cost of services, hospital infrastructure, physical comfort, emotional support and respect for patient preferences [1].

Patients attend the hospitals to get relief mentally and physically at the earliest. Medicines play minor role in curing the patients. In addition to medicines patients expect kind words from the physician. Kindness of the physician improves the compliance and gives emotional support to patients. Doctor's have certain role to provide quality health care to people of rural areas. In the hospital where majority of cases are non-emergency cases, doctor's behavior and communication with patients have an influence on satisfaction level of patients.

Patient's expectation in health care continuous to increase and thus needs to be managed adequately in order to improve outcomes and decrease liability. Doctors in developing countries where majority of population live in rural areas are facing difficult adjustments of their roles to attain health for all of rural population. Fulfillment of patients expectations may influence health care utilization,

affect patient satisfaction and be used to indicate quality of care [2-5]. The main objective of the paper is to study expectations and satisfaction of patients relating to services of doctor in a health centre.

MATERIALS AND METHODS

The study was carried out from 27th to 31st October 2014 in Urban health centre, Chidambaram. Urban health centre is located at the south car street of famous temple town Chidambaram. This centre caters to the population of around 7000. For outpatient services, the population of Chidambaram town and nearby villages approaches the centre for ailments such as URI, LRI, Myalgia, gastritis etc. It was a descriptive cross sectional study. In this study 200 outpatients attending UHC between 9 to 12 Noon (27—31st Oct 2014) were interviewed. The patients were mainly from the rural areas surrounding Chidambaram. The study was carried out using structured interview schedule with closed end questions. The Questionnaire covered the information related to patient's socio economic characteristics, number of visits, waiting time and consulting time, 6 questions each on expectations and satisfactions of patient. Scoring given to each questions. A score 1 was given if the patients expects and 0 for no expectation. Data were collected by third term MBBs students under supervision of staff members.

RESULTS

Table1 Shows demographic variables of the respondents .Maximum number of respondents (26.5%) belonged to age group of 41-50 yrs. 30% patient were males and rest 70% were women. One in four of respondent studied up to secondary education and illiterates were 22%. Majority of respondents (57%) were dependents. Majority of respondent's waiting time was found to be 5-10 min and consulting time with doctor of 2-5 minutes.

Table 2: Patients attending UHC were having more expectations that doctor should be polite and kind (90.5%) and to listen patiently to their complaints (96.5%).

Since the patients are mainly from rural areas they have low expectations (50%) in getting introduced.

Figure 3: Bar diagram shows the expectation and satisfaction levels of patients relating to questions asked to them. Patients are fully satisfied from politeness of the doctor and kind listening of the doctor to their complaints. Areas partially satisfied are getting introduced to doctor (59%) and touching while treating (43.8%).

Table 3 shows Mean and S.D of overall expectation and satisfaction. The significant p value of the t test infers that patients are fully satisfied with fulfillment of their expectations.

Table 1. Socio Demographic Variables of Respondents

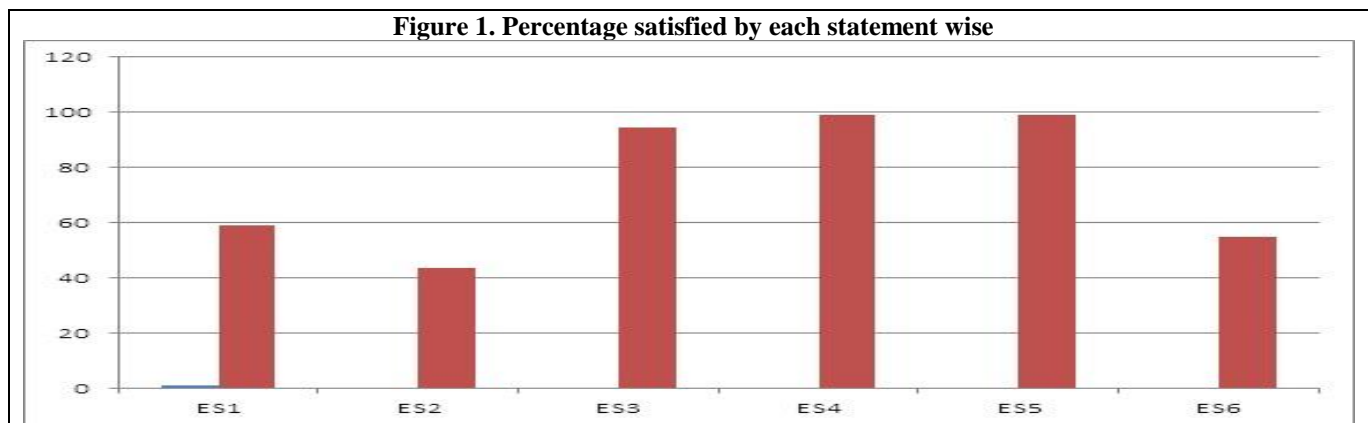
Variables	Categories	No	%
Age (Years)	21-30	31	15.5
	31-40	47	23.5
	41-50	53	26.5
	51-60	28	14
	>60	41	20.5
Sex	Male	60	30
	Female	140	70
Education	Illiterate	44	22
	Primary	33	16.5
	Middle	42	21
	Secondary	50	25
	Hr sec	12	6
	> Graduate	19	9.5
Occupation	Unskilled	28	14
	Semiskilled	46	23
	Skilled	12	6
	Dependent	114	57
Marital status	Married	164	82
	Unmarried	14	7
	Separated	3	1.5
	Widow/widow	19	9.5
Waiting time	< 5 min	84	42
	5-10min	85	42.5
	> 10min	31	15.5
Consulting time	< 2 min	21	10.5
	2-5 m in	148	74
	> 5 min	31	15.5

Table 2. Level of Expectation by each statement wise

No	Expectation	yes	%	no	%
ES1	Introduction to doctor	100	50	100	50
ES2	Touch and Treat	160	80	40	20
ES3	Offering a seat	128	64	72	36
ES4	Politeness of doctor	181	90.5	19	9.5
ES5	Listening patiently	193	96.5	7	3.5
ES6	Treating in privacy	68	34	3	66

Table 3. Expectation and satisfaction total

Total	Mean	Standard Deviation	T Test	P Value
Expectation total	4.14	1.03	T=2.55	P<0.05
Satisfaction total	4.4	1.006		significant



DISCUSSION

This descriptive study was conducted among 200 out patients attending UHC, Chidambaram to find out expectation and satisfaction of patients.

Patients attending UHC are having more expectations that doctor should be polite and kind (90%) and to listen patiently to their complaints (96.5%). Patients are fully satisfied in these fields. In this study, patients are mainly from rural areas and their expectations for introducing them to doctor are only 50%. Areas partially satisfied are introducing them to doctor (59%) and touching and treating them (43.8%). Majority of the patients have

moderate level of expectations. 2.5% of patients were of opinion they were fully dissatisfied. These results were similar to the findings of Leandro, where 6% of the patients were dissatisfied with the doctor [6].

CONCLUSION

In general, the expectations of the patient are satisfied. Kindness of physician in communicating to patient has great impact on patient health outcome. In our health centre majority of patient's expectations are mainly politeness and patient listening of doctor and they are almost fully satisfied with the doctor.

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