

In Determinants Of Patient Satisfaction Health Care

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Abstract

Understanding patient needs, issues and experiences is crucial for healthcare providers and measuring patient satisfaction enables you to do this. It provides invaluable insights that can drive improvements, foster patient loyalty, and enhance the overall quality of care. Review of related literature shows patients satisfaction is determined by certain active and passive factors. Present study is a conceptual analysis on the determinants of patient satisfaction. The study tries to find out the major factors that determine the satisfaction level of the patients. Major factor extends from Interpersonal care to outcome of care.

Key words: patient, health care, Interpersonal care, technical care, physical environment, accessibility, organizational structure, continuity in care, outcome of care

Introduction

Understanding patient needs, issues and experiences is crucial for healthcare providers and measuring patient satisfaction enables you to do this. It provides invaluable insights that can drive improvements, foster patient loyalty, and enhance the overall quality of care. The key reasons for prioritize patient satisfaction are to provide quality health care services to fulfill the health rights of the patients. And it will be indirectly influence the quality of the staff, stress of the patient and the accompanying person and the outcome of care. Present paper is a conceptual analysis on factors determining patient's satisfaction.

Review of related literature

Perspect Public Health 2017 : A large number of studies have addressed the detection of patient satisfaction determinants, and the results are still inconclusive. Furthermore, it is known that contradicting evidence exists across patient satisfaction studies. This article is the second part of a two-part series of research with a goal to review a current conceptual framework of patient satisfaction for further operationalization procedures. The aim of this work was to systematically identify and review evidence regarding determinants of patient satisfaction between 1980 and 2014, and to seek the reasons for contradicting results in relationships between determinants and patient satisfaction in the literature to design a further robust measurement system for patient satisfaction.

Safavi (2006) thinks that patient satisfaction depends on three basic issues of the health care system. They are patients' perceptions of the quality of care provided, skilled physicians and organizations capable of providing decent service. He reached at the conclusion that satisfaction with hospital service is driven by dignity and respect, speed and effectiveness of service delivery, comfort, information and communication as well as emotional support.

Otani et al. 2004, developed a questionnaire on hospitals in the USA to see the relationship between nursing care, medical care and the surrounding environment, and the overall satisfaction of patients, showing that all these factors were statistically significant and positively related to patient satisfaction, and nursing care had the greatest impact of these three factors. Research also showed that the courtesy and respect shown by medical staff also affects patient satisfaction, while the way of communication plays a secondary role.

Major determinants of patient satisfaction

Interpersonal care

Interpersonal care refers to the social-psychological aspects of the patient-physician interaction. It is an important component of quality of care and may help explain disparities in health between minority patients and their counterparts. Mastering interpersonal skills is essential for healthcare professionals as it enables effective communication, empathy, and collaboration, leading to improved patient outcomes and satisfaction. Effective communication with the patients is one of the important aspect of interpersonal care. Enhancing the communication with the patients has different dimensions, such as, starts from the reception and extending up to the pharmacy sometimes up to the café inside the hospital. Communication with the patient by the medical practitioner, other medical team members, diagnosis department, inpatient department are important in satisfying the patient. Enhancing communication with the patient as well as the accompanying persons also will be helpful for a better feedback from the client. Dictions used by the doctor, body language, voice modulation, approach etc are important in making the patient happy and satisfied. It is not only because of the medicines by the approach of the medical practitioners even can help the patient in recovery process. Attitude of the non medical staff also plays a key role in the satisfaction of the patients.

Technical care

Technical care is an important factor in satisfying the patient. Beyond a compassionate attitude and dedication of the medical practitioner, technical proficiency plays an in negligible role in imparting health care. It ensures high quality health care or technically proven health care, as it incorporates science, technology and expertise. Advocating better diagnosis, administration of accurate medicines, usage of advanced equipments along with technical skill helps the medical practitioner to approach a patient professionally and confidently. More over technical proficiency help the medical practitioner to prevent errors and provide safe effective care. Monitoring of vital signs, insertion of IV line, setting up a ventilator, or performing a catheterization, etc proves the precision capacity of the medical practitioner.

Physical environment

Florence Nightingale's environmental theory of nursing is a patient-centered theory that focuses on patient care rather than the nursing process or the relationship between nurses and their patients. The theory suggests that the nursing model must be streamlined to fit individual patients' needs, stressing that environmental factors affect patients uniquely, depending on their situations, and nurses must tackle these factors based on each case separately to ensure the best care is given to every patient according to their needs. (Christina Schrier October 19, 2023). Patients in various health care settings seeking safe, high-quality care. Patients, as well as the individuals who provide care, access health care environments in the hope that they will function as structured settings that promote positive health outcomes. Not only providing the better amenities but also the physical environment should be designed for prevention or control of infection. Risk assessment, hygiene infrastructure, Reprocessing, Cleaning of environmental surfaces, Water-related environmental infection control, Flow of patients, personnel, equipment and waste are the major aspects needed more attention. Provisions for privacy, reduced noise and distraction, single bedrooms, hygienic toilets facilities, nature friendly environment to reduce stress and anxiety, promote healing, improve mood, provision for natural light to improve sleep quality, reduce depression, ensure faster recovery, using sound absorbing materials, creating quiet zones are the facet can be provided by the hospital.

Accessibility

Accessibility means that healthcare services should be within reach for every individual, regardless of their geographical location, socioeconomic status, or physical abilities. It encompasses the idea that nobody should be left behind when it comes to receiving medical attention. Achieving healthcare accessibility involves: Accessibility includes, geographical accessibility, financial accessibility and physical accessibility. Geographical accessibility and the landscape is related and a vast number of people are inaccessible to the health care facilities. The economic status of individuals also a matter for accessibility and according to many studies, healthcare costs remain a significant burden for many Indian households. Physical accessibility is applicable to the persons with disability. Affordability implies that healthcare should not lead to financial hardship for individuals or families. Medical expenses will be affordable where, Universal Health Coverage being implemented to provide financial protection and quality healthcare services to vulnerable and economically disadvantaged families across the country. Preventing price gouging is another important aspect of affordability, by controlling the cost of healthcare services, medications, and medical equipment is essential to prevent price gouging. Preventive care also can be implemented by focusing on preventive measures and early intervention, such as immunization and maternal care programs, helps reduce the overall cost of healthcare.

Organizational Structure

Organizational structure is another important aspect that determines the satisfaction of the patient. Hospital provides better patient care, supporting public health through operational efficiency and for achieving these goals requires well functioning organizational structure that can define the roles, responsibilities and to collaborate properly to provide consistent, high quality health care. For the well functioning of the hospitals, organize their structure around three major components such as patient care, medical care and hospital staff and the design of the organization can influence the day to day operations, patient outcome and its ability to respond to change. Large hospitals and healthcare systems use a hierarchical design that is characterised by a clear hierarchy with multiple level of management.

Continuity of care

Continuity in care is another important aspect of patient satisfaction. A sustained relationship between a medical practitioner and patient is considered a fundamental component of primary care. Patients are more comfortable to discuss their health concerns asking questions and getting feedback for preparing treatment plan. Continuity in care that determines the ongoing relationship with their healthcare provider and fosters trust, communication and a sense of security. High levels of continuity of care result in positive patient experiences greater patient satisfaction, increased treatment adherence and improved patient outcome.

Outcome of care

Outcome of care is the result of health care intervention and it shows the effectiveness of health care facilities availed by the patient in the hospital and that determines their satisfaction level also. During treatment Improvements in health, reducing mortality, rate of recovery, control of infection, are the observable outcome of care from the patient side. After treatment patient's perception about their health, quality of life, pain levels and overall satisfaction etc also influence the satisfaction level of patients. Economic outcome also there with regard to the patients that is the cost effectiveness, financial impact over family, readmission, follow up treatment etc. The major factors affecting outcome of care are, quality of care, timely intervention, communication with the patient or accompanying persons, affordability, availability and accessibility of specialist, adaptation to the treatment, use of technology and innovation etc. Hospitals and other sectors in hospitals need improvement in the outcome of care to enhance the patient centered care, implementing preventive health care measures, strengthening health care policies and intervention in public health for making the patient satisfied in the outcome if care.

Conclusion

Patient satisfaction is an important element in health care sector. Measuring patient satisfaction is no longer a luxury—it's a necessity. Healthcare enterprises striving for excellence must recognize that patient satisfaction directly correlates with the quality of care and organizational success. Most of the hospitals provides average experiences and the facilities should be extended according to the requirement of the patients especially to satisfy their required needs

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