

PATIENTS' SATISFACTION IN PUBLIC AND PRIVATE HOSPITAL OF MORANG DISTRICT NEPAL: A COMPARATIVE CROSS SECTIONAL STUDY

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ABSTRACT

Patient satisfaction is a multidimensional aspect, represents a vital key marker for the quality of health care. The objective of the study was to compare the level of patients' satisfaction among public and private hospital. A cross sectional comparative was conducted in two hospitals of Morang District i.e. one public and one private hospital selected purposively. Patients discharged from different wards were selected by consecutive sampling method and exit interview was performed. The sample of study was 220. The written consent was taken before the interview. 5 points Likert scale was used for measuring patients' satisfaction. Discharged slip was checked for the maintaining validity and Chronbach's Alfa was calculated for ensuring reliability of tools. Coding, entry and analysis was done in SPSS version 16. A median score of 148 was used as the cutoff point for defining the level of patients' satisfaction. Patients in public hospital were more satisfied (61.8%) than those of private hospital (37.27%) and the difference in level of satisfaction and type of hospital found to be statistically significant ($p < 0.001$). Moreover, the patients in public hospital were more satisfied with overall cost of health services (OR=30.83, CI 95%:13.014-73.05), laboratory and registration facilities (OR=2.805, CI 95%:1.628-4.833) and other facilities of hospital (OR=8.35, CI 95%:4.31-16.196) compared to private hospitals. Patients in public hospital were more likely to be good satisfied compared to public hospital and the important reasons for this was found to be high cost of health services in private hospitals and lack of health insurance provision.

KEY WORDS

Patients Satisfaction, Comparative, Public, Private, Hospital

INTRODUCTION

Patient satisfaction has become an important indicator to measure the quality of care rendered to the patients while in hospital. Healthcare institutes have often used patients' outcome as measures to evaluate the health care services provided to patients. Patient satisfaction surveys can help identify ways of improving nursing and health care services. ¹Getting views of the patients on the care services is a much realistic tool to evaluate and improve the health care services since it is based on direct experiences of the users. ²The purpose of the study is to compare the levels of patients' satisfaction in public and private hospital of morang district Nepal.

METHODOLOGY

The study was cross-sectional comparative and was conducted in two hospitals i.e. one private and one public hospital of Morang District Nepal. Indoor patients atleast staying 2 days and were discharged from the different wards of hospital were regarded as the respondents of study and exit interview was conducted to minimize the victimization of patients by hospital staffs and to enhance the real scenario of the problem. Hospitals were selected purposively and consecutive sampling techniques had been adopted to select the respondents. The sample size was found to be 110 for each hospital and was calculated by using formula⁴

$n = 2(Z_{\alpha} + Z_{\beta})^2 / \text{Effect size}^2$; Where n = the sample size per group (assumed equal);

Z_{α} = the $(1 - \alpha / 2)$ percentile of the standard normal distribution for two-sided test; $(1 - \alpha)$ percentile for 1-sided test;

Z_{β} = the $(1 - \beta)$ = Power of the study

Face to face interview was used as the method of data collection using pre tested structured questionnaire. 5 point likert scale (very satisfied, satisfied, neutral, dissatisfied and very dissatisfied) that had been used in prior study with necessary modification in local context was used to measure the level of patients satisfaction. Patients' satisfaction had been then classified into two groups namely satisfied versus poorly satisfied using median score as a cutoff point.³

The right and confidentiality of the respondent was maintained throughout the research. The written consent was taken before the interview. The Chronbach's Alfa was calculated for ensuring reliability of tools which was found to be 74.06% and discharged slip was checked for ensuring the validity. The patients discharged from psychiatric ward and patients less than 16 years of age were not included in the study.

RESULTS

Table 1 represents the level of patients' satisfaction according to the types of hospital and found that nearly two third of the respondents (68.8%) in the public hospital were found to be satisfied as compared to 37.27% in private hospital.

Table No.1: Distribution of level of Patients' Satisfaction with different types of Hospital, n=220

Type of Hospital	Level of Satisfaction		Total n
	Satisfied n (%)	Poorly Satisfied n (%)	
Public	68(61.8)	42(38.2)	110
Private	41(37.27)	69(62.73)	110
Total	109(49.54)	111(50.45)	220

Table 2 represents the dimension of patients' satisfaction in public and private hospital and found that patients were more satisfied with the physician care and physical facilities in the private hospital as compared to public hospital. Similarly in other dimensions of patients satisfaction like cost for health services, registration and laboratory services and other services people were found more satisfied in public hospital as compared to private hospital. There seems no difference in satisfaction level in public and private hospital in contract to nursing care.

Similarly, Table 3 shows a significant association between type of hospital and level of satisfaction. Result shows that patients in the public hospital are nearly 3 times (OR=2.804, CI 95%: 1.628-4.830) more likely to be satisfied compared to the respondents of private hospital.

Table No. 2: Distribution of dimension of patients' satisfaction in Public and Private Hospital (n=220)

Dimension of patients' satisfaction	Type of Hospital	Level of patients' satisfaction	
		Satisfied n (%)	Poorly Satisfied n (%)
Physician Care	Public	47(42.7)	63(57.3)

Dimension of patients' satisfaction	Type of Hospital	Level of patients' satisfaction	
		Satisfied n (%)	Poorly Satisfied n (%)
Nursing Care	Private	56(50.9)	54(49.1)
	Overall	103(46.8)	117(53.2)
	Public	58(52.7)	52(47.3)
	Private	58(52.7)	52(47.3)
	Overall	116(52.7)	104(47.3)
Registration and Laboratory Services	Public	67(60.9)	43(39.1)
	Private	40(37)	70(63)
	Overall	107(48.64)	147(51.36)
Physical Facilities	Public	38(34.54)	72(65.46)
	Private	60(54.5)	50(45.5)
	Overall	98(45.54)	122(55.46)
	Public	74(67.28)	36(32.72)
Overall Cost of Health services	Private	07(6.36)	103(93.64)
	Overall	81(36.82)	134(60.91)
	Public	62(56.36)	48(43.64)
Other Facilities ^a	Private	15(13.64)	95(86.36)
	Overall	77(35)	143(65)

** <0.001, Others Facilities^a includes availability of drugs, courtesy and friendliness of Pharmacist, cost of food, availability of hygienic food, availability of beds and cost of bed and 1-reference category

Table No. 3: Association between Types of Hospital and level of Patients' Satisfaction (n=220)

Characteristics	Level of Satisfaction		P value	OR (95% CI)
	Poorly Satisfied n (%)	Satisfied n (%)		
Type of Hospital				
Private	69(62.73)	41(37.27)	<.001	1
Public**	42(38.2)	68 (61.8)		2.804(1.628-4.830)

**<001 and 1 – reference category

A statistically significant association seems between the laboratory and registration services, cost of health services and other facilities and types of hospital and other dimension of patients' satisfaction does not seem statistically significant. Patients in the public hospital were more than 2 times (OR= 2.805, CI 95% = 1.628- 4.833) more satisfied with the laboratory and registration services as compared to private hospital. Patients were more than 30 times (OR=30.83, CI 95%=13.014-73.05) more likely to be satisfied with the cost of health service at public hospital compared with private. Similarly Patients in public hospital were more than 8 times (OR=8.35, CI 95%: 4.31-16.196) more satisfied with other services compared with private hospital as shown in table 4.

Table No. 4: Association between dimension of Patients' Satisfaction and Types of Hospitals (n=220)

Dimension of Satisfaction	Types of Hospital	Level of Satisfaction		P value	OR (95% CI)
		Poorly Satisfied n (%)	Satisfied n (%)		
Physician Care	Private	54(49.1)	56(50.9)	0.277	1
	Public	63(57.3)	47(42.7)		1.39(0.817-2.365)
Nursing Care	Private	58(52.7)	52(47.3)	0.348	1
	Public	52(47.3)	58(52.7)		0.804(0.473- 1.365)

Dimension of Satisfaction	Types of Hospital	Level of Satisfaction		P value	OR (95% CI)
		Poorly Satisfied n (%)	Satisfied n (%)		
Registration and Laboratory Services	Private	70(63.6)	40(36.4)	<0.001	1 2.805(1.628-4.833)
	Public**	43(39.1)	67(60.9)		
Physical Facilities	Private	60(54.5)	50(45.5)	0.124	1 1.58(0.917- 2.719)
	Public	72(65.5)	38(34.5)		
Overall Cost of Health Services	Private	103(93.6)	7(6.4)		1 30.83(13.014-73.05)
	Public**	36(32.7)	74(67.3)		
Other Facilities ^a	Private	95(86.4)	15(13.6)	<0.001	1 8.35(4.31-16.196)
	Public**	48(43.6)	62(56.4)		

** <0.001, Others Facilities^a includes availability of drugs, courtesy and friendliness of Pharmacist, cost of food, availability of hygienic food, availability of beds and cost of bed and 1-reference category

DISCUSSION AND CONCLUSION

An investigation of level of patients' satisfaction between public and private hospital was conducted where exit interview was conducted to 220 respondents i.e. 110 from each hospital found that patients in the public hospital was nearly 3 times (OR=2.804, CI 95%: 1.628-4.830) more likely to be satisfied than patients in the private hospital. This result contracts with the study conducted in Peshawar Pakistan 2012⁵ and a study conducted by Suresh K Sharma and Pawan K. Karma (2013) which found the patients in private hospital were more likely to be satisfied with the services than public hospital.¹ The contradiction might be due to the absence or lack of provision of health insurance and high cost of services at public hospital.

The patients in the public hospital were found to be more than 2 times (OR= 2.805, CI 95% = 1.628- 4.833) more satisfied compared to public hospital which is contradictory to the study conducted by in Turkey but resembles with the result of patients satisfaction regarding physician care and types of hospital.⁶ The patients in the private hospital seems to be more satisfied

(53.6%) with the nursing care than the patients in the public care and the finding were supported by study conducted by Sharma SK and Karma PK in 2013.¹

The patients in the public hospital were more 30 times(OR=30.83,CI 95%=13.014-73.05) more likely to be satisfied with the overall cost of health service compared to that of private hospital and this is one of the leading reasons for high percentage of patient satisfaction in public hospital.

The study reveals that the patients in the public hospital were found to be more than 2 times good satisfied than those of patients in private hospital. The main reason behind the patients' good satisfaction in public hospital compared to private was that more patients in public hospital were found to be good satisfied in term of laboratory services and registration facilities, overall cost of the health service and other facilities of the hospital. However the study follows the consecutive sampling method, many respondents have been left and this may increase the selection biases.

Since the results of the finding was found to be contradictory with the finding of many other study conducted which highlights the need of the new research to find out the reason behind the difference in patients' satisfaction in public and private hospital.

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