

Assessment of Patient Satisfaction Among Pregnant Patients in The Out-Patient Department of Obstetrics and Gynecology Section at Metropolitan Medical Center Manila

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ABSTRACT

Patient satisfaction reflects the quality of an institution's delivery of health care services. Patient satisfaction is a critical factor in improvement or complete recuperation to wellness because satisfied patients will mean better compliance with treatment or follow up. As reported in the 2017 Annual OPD census of the Department of Obstetrics and Gynecology, there were 2617 total patient consultations. The majority of these (2138 or 81.7 %) were obstetrical cases. The average number of consultations per day (for Obstetrics and Gynecology patients combined) is 91. Therefore, the Out-Patient Clinic plays an important role in prenatal care, specifically preventing adverse maternal and neonatal morbidity and mortality. This study aimed to assess patient satisfaction among obstetrical patients in the Out-Patient Department of the Obstetrics and Gynecology Section at Metropolitan Medical Center from July 1, 2018, to July 31, 2018, and to see the relationship between a socio-demographic characteristic and the level of patient satisfaction. This study was a descriptive, cross-sectional study. Patient satisfaction was assessed as to physical facilities, the interaction between doctor and patient, the interaction between nurses and patient, and registration service. There were sixty-three subjects in this study. Sixty-three were satisfied with the inclusion criteria. The

validated questionnaire was the pretested questionnaire, 96 % valid and reliable by Cronbach's analysis.

Statistical analysis was done, which showed that respondents were generally satisfied. There was a significant relationship association between socio-demographic characteristics and level of patient satisfaction with a p -value < 0.05 .

Keyword : *Patient Satisfaction, Socio Demographic Characteristic*

INTRODUCTION

Patient satisfaction is gaining attention because it reflects the quality of an institution's delivery of health care services. Patient satisfaction is not limited to medical or surgical services but also includes infrastructure, logistics, Medical staff to patient relationship as well as non-medical to patient relationship. The health care system as a whole to meet individual patient needs. Patient satisfaction is a critical factor in improvement or complete recuperation to wellness because satisfied patients will mean better compliance to treatment or follow up.

Metropolitan Medical Center, a tertiary hospital, aims to continually improve quality management system to the highest satisfaction of its clients. As reported in the 2017 Annual OPD census of the Department of Obstetrics and Gynecology, there were 2617 total patient

consultations. Majority of these (2138 or 81.7%) were obstetrical cases. The average number of consultations per day (for Obstetrics and Gynecology patients combined) is 9.¹ Therefore, the Out-Patient Clinic plays an important role in prenatal care specifically the prevention of adverse maternal and neonatal morbidity and mortality.

This study aimed to assess patient satisfaction among obstetrical patients seen at the Out-Patient Department of Metropolitan Medical Center from July 1, 2018 to July 31, 2018, with the hope that the results and recommendation of the study will be useful in upgrading Out-Patient services to make it more effective, efficient, and satisfying to its clientele.

METHODS

This was a descriptive, cross sectional study which aims to determine the level of patient satisfaction and its significant relationships with socio-demographic characteristics of the sample population. The study was conducted at the Out-Patient Department of the Obstetrics and Gynecology Section at Metropolitan Medical Center from July 1, 2018 – July 31, 2018.

Sixty three (63) obstetrical patients who satisfied the inclusion/exclusion criteria were recruited by simple random sampling, to achieve 80% power and 95% confidence interval. To account for about 20% drop-out rate or non-response rate, a minimum of 60 obstetrics outpatients should have been enrolled in the study.⁷ The study population included 63 pregnant patients in the Out Patient Department, (both old and new charity patients) who came in for pre-natal checkup starting July 1, 2018 to July 31, 2018.

The study commenced with an interview of the subject in the Out-Patient Department, to determine if the inclusion criteria are met, to explain the purpose and the mechanics of the study and to secure an informed consent. Questionnaires were handed over to the subjects for them to fill up. The researcher was available to clarify and explain items as the need arises.

Ethical approval for the survey and data collection was sought from the Metropolitan Medical Center Ethics Committees. Ethics Committee approved the use of informed consent form that filled by respondent. Before interviewing, all respondents were briefed on the purpose of the survey and they were assured about the confidentiality of the information collected and their right to refuse to participate or withdraw at any time during the interview.

RESULTS AND DISCUSSION

There were sixty three (63) patients who participated in this study, sixty three (63) qualified. Most of the patients were single (54%) and 75% of them were college graduates, but most of them were unemployed (54%). Forty four percent (44%) consulted for more than five times. Majority of them paid their expenses (ie registration fee, laboratory and diagnostic procedures like Ultrasound) from their own income (73%). Most of our patients choose Metropolitan Medical Center because it has good services and highly recommended by family or relatives.

For the doctor's service, 19 (30%) were very satisfied, 44 (70%) were satisfied. As to Nurse's service, 32 (51%) were very satisfied, 31 (49%) were satisfied. 46% were satisfied with physical facilities, doctor's service, nurse's service, and with registration service and its relation with satisfied patient ratio is significant with a P Value <0.05.

The Metropolitan Medical Center is a tertiary private hospital. Majority of the patients seen at the Obstetrics and Gynecology Section of the Out Patient Department came in for prenatal check-up is from low-middle class socio-economic status. This is a window of opportunity to provide health education on the level of their understanding and stressed out the danger signs of pregnancy.

Obtaining patient's opinion about the services they receive during their prenatal check-up may serve as a tool for improving the quality of health services and may serve as a basis in the planning, implementation and monitoring of health care services.

In this study, the subjects were found to be generally satisfied with the services they received at the Obstetrics and Gynecology Section of the Out Patient Department. This may not be reflective of the true feelings or satisfaction of the respondents because it is affected by several factors at the time of the study. Although the research has been explained thoroughly there was still a hesitation to answer the questionnaires honestly. Upon observation, during the process of answering the questionnaire, some respondents felt uncomfortable in describing their experiences and their opinion about the services they received. Some of the respondents were in a hurry filling up the questionnaire and did not read the contents carefully. This is because of their fear of telling their true observations about the service that may affect how they will be attended to during their prenatal check up.

Nevertheless, this study had shown the significant relationship between socio-demographic factors and level of patient satisfaction in the Obstetrics and Gynecology of the Out-Patient Department. Majority of our respondents belonged to low socio-economic status (monthly income of less than 10,000). Respondents age 18-25 years and mostly single mothers. Mostly respondents college graduated, and unemployed, but were satisfied with the service. This study has shown most of them satisfied after 5th prenatal check up, it may be due to good service at Obstetrics and Gynecology Section of the Out Patient Department and short waiting hours.

Although most of our respondents paid their treatment, they were satisfied with our service. Most of the monthly family income of our respondents is less than PhP 10,000. Metropolitan Medical Center being a private hospital provides affordable health care for Out Patient Department.

The respondents had chosen MMC because it is accessible, good service and highly recommended commonly referred by family and relatives, which can be easily reached in < 15 minutes using public transportation.

Most of our respondents came in between 7:00 - 10 AM to have their registration. The duration from the registration until consultation is about 2-4 hours. Upon observation, the bottle neck was noted to be at the registration area wherein retrieving patient's chart took times, due to the chart is not in place. No significant difference between respondents that request for appointment basis or not, but if with appointment basis that charts could be retrieved faster, thus avoiding delays and long waiting time. Despite these problems, most of our respondents agree to recommend Metropolitan Medical Center to other patients.

CONCLUSION

In summary, patient satisfaction provides a guide in improving health services. This study showed that there is significant correlation between socio-demographic and level of patient satisfaction. Most of our satisfied respondents are in age between 18-25 years and single. Most of them college graduates were unemployed and with low-middle class socio-economic status, hence explaining why they choose a private hospital like Metropolitan Medical Center for its accessibility, affordability, and good service known to family and relatives. But only few respondent aware about MMC thru barangay, and no respondent aware about MMC from media.

With the positive result, Health care providers should not be complacent as this may not be the true reflection of the patient's feeling or assessment because of several factors affecting their answers at the time of the interview. They should instead, strive to look for the answers and accommodate the concerns of dissatisfied respondents, because they may reflect the true assessment where improvement can be implemented.

The hospital should do regular evaluation of patient satisfaction should be implemented and upgrading the OPD Medical Record Section to EMR (Electronic Medical Record) for faster and systematic retrieval of charts also interpersonal manner and communication

skills should be improved. Cleanliness, comfort and quality care in the Out Patient Department should be maintain. The hospital should do collaboration with Barangay and do promotion thru social media or bulletin. Future studies may focus on in-depth interview with respondents. Qualitative research can be conducted together with quantitative research on patient satisfaction with the service.

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