

A Study on quality of Inpatient Care in non-clinical services at a tertiary care hospital, Kerala

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Abstract— Non-clinical services are back bone of quality service providing by Hospital sectors. The IP patients' feedbacks are used to identify potential areas necessary to be improved which accomplish the quality of the non-clinical service. Patient satisfaction in the non - clinical services are concerned in the areas like front office, MRD, Discharge, Billing/Insurance, Pharmacy, Radiology, security service, Maintenance, Laundry, Housekeeping and Marketing. A questionnaire was prepared and distributed to random IP patients in the hospital. The result shows that the Discharge, Billing/Insurance, Security service and Maintenance are the department which requires improvement in quality of standards.

Keywords: Non-clinical services, Patients satisfaction, Quality

I. INTRODUCTION

The non-clinical service departments are Front office, MRD, Discharge, Billing/Insurance, Pharmacy, Radiology, Security, Maintenance, Laundry, Housekeeping and Marketing. Though the treatments facilities are the most important service of a hospital, patients and their relatives expect various other facilities from a hospital. These facilities help the patient to stay comfortable which thereby increases the satisfaction of hospital services among the patients. The most important and generally discussed aspect is the consideration of patient's satisfaction regarding the service of the provider. The referred patients' emotions, feelings and their perception of delivered healthcare services are considered as a part of the patient satisfaction. This study is made from patients' suggestion, which helps in identifying the problems for improving the patient's satisfaction level of non-clinical services.

The objectives of the study include,

- (1) To access the quality of inpatient care in non-clinical services
- (2) To identify the factors affecting the quality of non-clinical services
- (3) To suggest measures to improve the non-clinical services

II. LITERATURE REVIEW

According to Leonard L. Berry, Katie A. Deming & Tracey S. Danaher (2018) Nonclinical and clinical-support personnel services of patient's satisfaction on the front lines of care. Hospital management can improve the overall care they provide by focusing on nonclinical and clinical-support services in 5 crucial ways: (1) creating strong first

impressions at every care visit by prioritizing superb front-desk service; (2) thoroughly vetting prospective hires to ensure that their values and demeanour align with the organization's; (3) preparing hired staff to deliver excellent service with a commitment to ongoing training and education at all staff levels; (4) minimizing needless delays in service delivery that can overburden patients and their families in profound ways; and (5) prioritizing the services that patients consider to be most important.

According to Sathish Raju N, Jayati Bahuguna & Jagiri N Rao (2018) Patient satisfaction is commonly used indicator for measuring the quality of healthcare. To study the level of satisfaction of inpatients in general wards at a multispecialty teaching hospital, to study the different factors affecting patient satisfaction, to find the causes for dissatisfaction, if any and suggest measures for improvement of services leading to better patient satisfaction. Major satisfiers were quality and behaviour of doctors, explanation about disease and treatment by the doctors, courtesy of staff at the admission counter, behaviour of nurses, timely discharge process.

According to R.A.D.R. Priyadarshanie, S.R.S.N. Sudasinghe & D. M. E. Wedage (2017) Patients satisfaction is one of the most important goals of any health system. But it is very difficult to achieve and measure. Patients' feedbacks help to identify potential areas necessary to be improved and accomplishment of which is important to assure the quality of the service. The patient's satisfaction gained through the non - clinical services in the areas including the front office, housekeeping arena and information systems. The overall satisfaction of the patients is at an excellent level and half of them were ready to recommend to others as well.

III. METHODOLOGY

The method used to collect the data was simple random sampling technique. The IP patients discharge per day are above 30 in the hospital and according to Morgan's table 270 data were collected. Questionnaires were prepared and are distributed in ward patients of the hospital. Accordingly, the survey tool is a structured questionnaire are composed of 25 questions that are about departments Front office, MRD, Discharge, Billing/Insurance, Pharmacy, Radiology, Security service, Maintenance, Laundry, Housekeeping, Marketing. The analysis was Simple percentage method, Partial correlation and One-way ANOVA is used for analysis patient's satisfaction level of non-clinical services.

IV. ANALYSIS

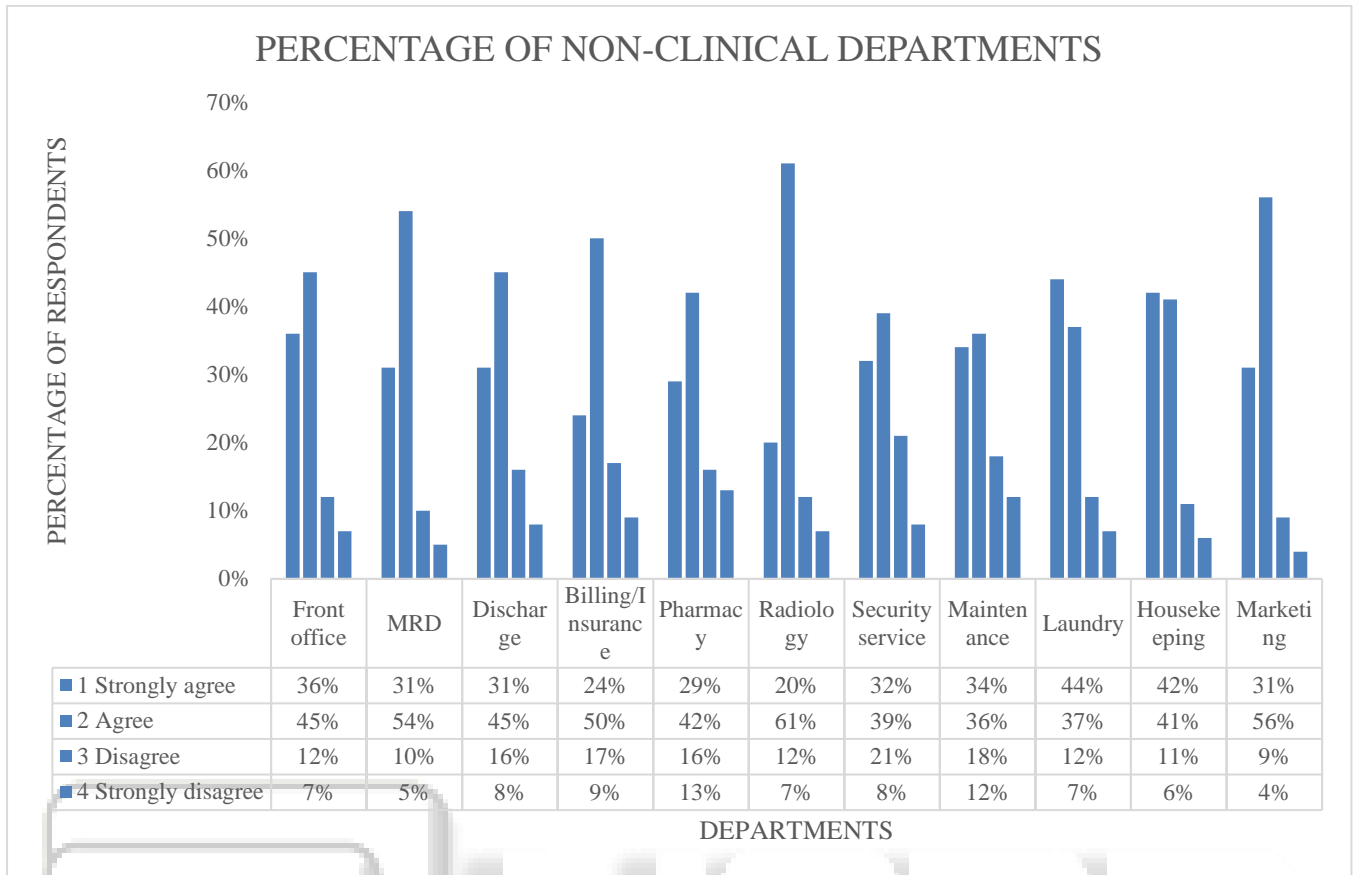


Fig. 1: Collection of respondents from Non-clinical department

The above chart shows that the percentage of Security service and Maintenance has low level of satisfaction among patients compared to other departments.

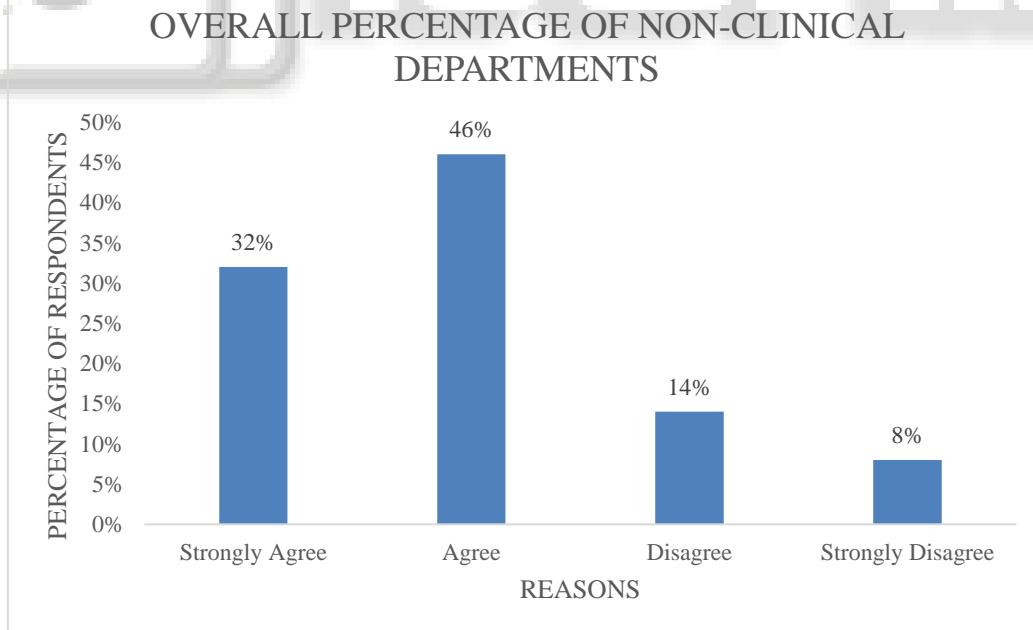


Fig. 2: Percentage of respondents from Non-clinical department

The above chart showing that overall percentage respondents of non-clinical departments are 46% for Agree, 32% for strongly agree, 14% for Disagree and 8% for strongly disagree.

Below table shows the correlation between various departments with the recommendation.

Correlations							
Control Variables			Front office	MRD	Discharge	Billing/ insurance	Pharmacy
Patients recommend others	Front office	Correlation	1.000	.061	.199	.110	.168
		Significance (2-tailed)	.	.318	.001	.071	.006
		D _f	0	267	267	267	267
	MRD	Correlation	.061	1.000	.095	.108	.012
		Significance (2-tailed)	.318	.	.118	.078	.850
		D _f	267	0	267	267	267
	Discharge	Correlation	.199	.095	1.000	.184	.162
		Significance (2-tailed)	.001	.118	.	.002	.008
		D _f	267	267	0	267	267
	Billing/insurance	Correlation	.110	.108	.184	1.000	.120
		Significance (2-tailed)	.071	.078	.002	.	.050
		D _f	267	267	267	0	267
	Pharmacy	Correlation	.168	.012	.162	.120	1.000
		Significance (2-tailed)	.006	.850	.008	.050	.
		D _f	267	267	267	267	0

Table. 1: showing the Partial Correlations between the patients recommends and their departments

Interpretation of table 1

H₀– There is no relationship between the variable patients recommends of hospital and their Discharge service.

H₁- There is relationship between the variable patients recommends of hospital and their Discharge service.

From the above table, the significant value is .001, which is less than .05, hence we reject H₀ and accept H₁. Thus, we prove that there is relationship between the variable patients recommends of hospital and their Discharge service.

Correlations							
Control Variables			Radiology	security service	Maintenance	Laundry	Housekeeping
Patients recommend others	Radiology	Correlation	1.000	.093	.048	.097	.062
		Significance (2-tailed)	.	.126	.433	.114	.310
		D _f	0	267	267	267	267
	security staff very courteous	Correlation	.093	1.000	.150	.094	.213
		Significance (2-tailed)	.126	.	.014	.122	.000
		D _f	267	0	267	267	267
	Maintenance	Correlation	.048	.150	1.000	.217	.197
		Significance (2-tailed)	.433	.014	.	.000	.001
		D _f	267	267	0	267	267
	Laundry	Correlation	.097	.094	.217	1.000	.372
		Significance (2-tailed)	.114	.122	.000	.	.000
		D _f	267	267	267	0	267
	Housekeeping	Correlation	.062	.213	.197	.372	1.000

		Significance (2-tailed)	.310	.000	.001	.000	.
		Df	267	267	267	267	0

Table. 2: Partial Correlations between the patients' recommends and their departments

Interpretation of table 2

H₀- There is no relationship between the variable patients recommends of hospital and their Housekeeping, Security service, Maintenance and Laundry departments

H₁- There is relationship between the variable patients recommends of hospital and their Housekeeping, Security service, Maintenance and Laundry departments

From the above table, the significant value is .000, which is less than .05, hence we reject H₀ and accept H₁. Thus, we prove that there is relationship between the variable patients recommends of hospital and their Housekeeping, Security service, Maintenance and Laundry departments.

V. MAJOR FINDINGS & RECOMMENDATIONS

Following are the major findings of the study carried out.

- (1) It takes more time for admission procedure
- (2) There is delay in discharge procedure
- (3) Some of the drugs are not present in the ward pharmacy
- (4) Some securities are behaving harsh towards bystanders
- (5) Hot water for drinking is unavailable at each floor
- (6) Washrooms are not cleaned properly

The recommendations include,

- (1) It could be better if all drugs are present in one pharmacy
- (2) Securities should show some kindness and politeness to bystanders
- (3) Install water doctor for hot water at each floor for patient convenience
- (4) Washrooms cleaning can be made better

VI. CONCLUSION

Hospital non-clinical services provided to the Inpatients more important to improve the patient satisfaction level. Nearly 78% of the respondents satisfied with the non-clinical services 22% of the patients expressed their unhappiness regarding the services of the hospital. The quality of non-clinical services shows low level of satisfaction in department such as security service, Maintenance, Billing/insurance and Discharge which requires improvement in the quality standards.

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