

## A Comparative Cross-Sectional Study of Patients' Satisfaction Levels in Public and Private Hospitals: Pakistan

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### Abstract

**Introduction:** The patient's view as a receiver of health care service is a key factor to be taken into account in evaluating the quality of health care services delivery in many developing countries. The idea of patient satisfaction centers around the evaluation of the nature of the clinical cooperation among patients and health maintenance processes in care facilities.

**Objective:** To assess patient's satisfaction levels in private and public hospitals of Peshawar, KP.

**Methodology:** A comparative cross-sectional study was carried out in two public and two private tertiary care hospitals of Peshawar, KP. The non-probability convenient sampling was used through Cochran formula of 50% prevalence. A total of 399 patients were interviewed using a closed ended questionnaire to obtain information on patient's satisfaction at the targeted hospitals. The data was analyzed through SPSS v.25, descriptive and inferential statistics were calculated on 95% confidence interval and 5% precision of error.

**Results:** The total number of in-patients in this study is 284 (71.2%) while the number of out-patients is 115 (28.8%). A total of 346 (87%) patients were satisfied with the health facilities provided by the hospitals while the rest 53 (13%) were unsatisfied with the health facilities provided by those hospitals. The standard value for in-patient's satisfaction level is 45. The total number of satisfied in-patients was 106 (26.5%) while only 9 (2.3%) of them were unsatisfied. The standard value for out-patient's satisfaction level is 30. 255 (63.7%) of the total out-patients were satisfied while only 29 (7.2%) were unsatisfied.

**Conclusion:** Taking into account the unreasonable satisfaction level of the private hospital patients, it is necessary for public hospitals to establish refinement measures in an effort to provide good quality health services and to get a serious spot in the health care market.

**Keywords:** Patients Satisfaction; Hospitals; Private Hospitals; Public Hospital

### Introduction

Envision a society without medical services. That should be a universe of tragedies and agonies. Now, envision a society with poor health care facilities. That must be a universe of more noteworthy agonies and more prominent pain. If bills are paid to such poor-quality

health facilities it will further heighten the distress of patients. The medical care area is one of the main areas in a country as it impacts different regions and has clinical, social, political and monetary implications and results. Lack of wellbeing invalidates the significance of everything, including each accomplishment. Abundance of wealth is of no value if one cannot take benefit from it [1]. The idea of patient satisfaction centers around the evaluation of the nature of the clinical cooperation among patients and health maintenance processes in care facilities. It covers the whole range of the elements of medical services such as the arrangement of medical and nursing care, etc. Moreover, it represents a complicated combination of patient's health needs, the assumptions they have for the kind and nature of care, and the care which the patients finally receive [2]. Patient fulfillment is a multi-layered medical care issue impacted by many elements [5]. Diminished fulfillment is connected to the mismatch between the patient's assumption and the assistance received [6]. Medical care providers come to know about the explicit issues with care that might require improvement through patients' evaluations [7]. Patient's fulfillment is strongly related to the wellbeing administration quality. Patients who have more faith in their doctor have more good health behaviors, less symptoms, a higher quality of life, and are more satisfied with their treatment [8]. At present, medical care customers request progressively more precise and legitimate proof of wellbeing plan quality. It is not necessary to rely exclusively on macroeconomic growth or other long-term development metrics to improve health status. Health outcomes can be rapidly improved in the short term by ensuring that the circumstances or setting in which the health care encounter occurs are appropriate (structural improvement) or by increasing the likelihood that health care providers will behave in ways that are most beneficial to patients under the current circumstances [9]. Fulfilled patients and their attendants have less objections of the services provided [10]. The success and life span of medical care organizations depends upon the services provided and the patient's fulfillment level [11,12].

### Purpose of the Study

The purpose of this research was to inquire the level of patient fulfillment and determine the variables impacting satisfaction, for both inpatients and outpatients in public and private hospitals in Peshawar.

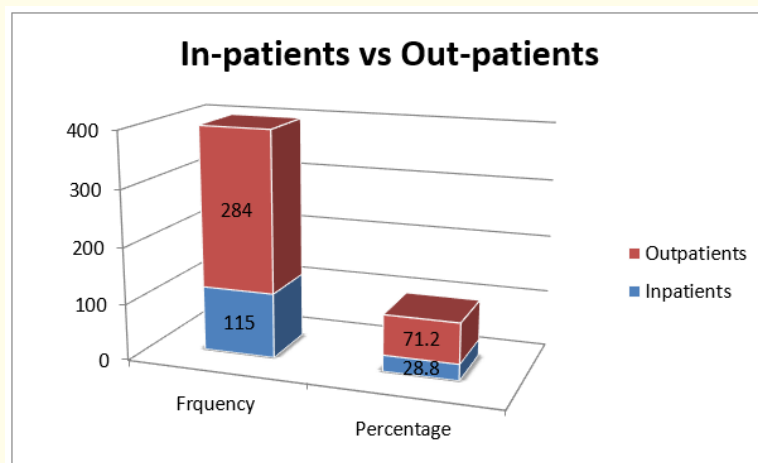
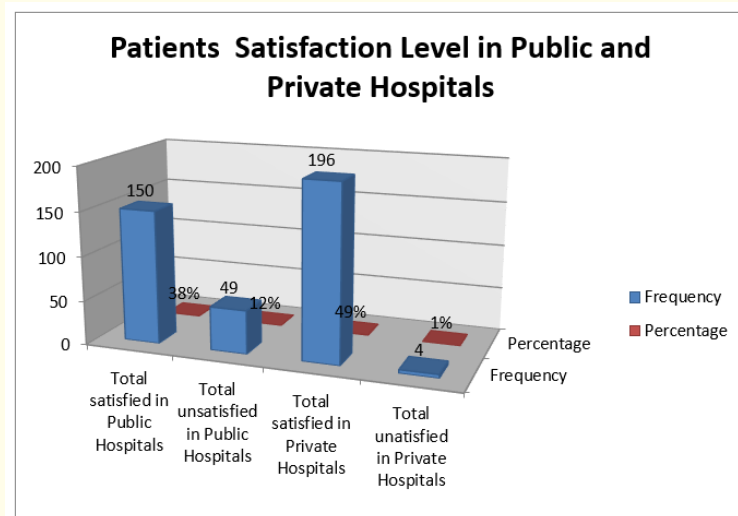
### Methodology

A comparative cross-sectional study was carried out at two public and two private hospitals of KP. This design is particularly directed to find out the levels of patient's satisfaction level in public and private hospitals. In order to achieve the set objective, a closed ended questionnaire was prepared after reviewing comprehensively the literature. The questionnaire comprises of 18 questions for in-patients and 12 questions for out-patients. Sample size was 399 with 95% confidence interval and 5% precision of error. The subjects in this study were out-patients and in-patients in four hospitals of Peshawar; Pak International Medical College, North-West School of Medicine, Hayatabad Medical Complex and Khyber Teaching Hospital. Selected samples were obtained from the patients who had visited the outpatient and inpatient department of these hospitals at the time of data collection. While conducting this study, permission was obtained from the Ethical Review Committee of Pakistan International Medical College, competent authorities of the hospitals. Moreover, an informed agreement was acquired from each participant in the respective study. The data was analyzed by SPSS to calculate relative frequencies, means and chi-square test.

### Results

A total of 399 patients were interviewed out of which 240 (60.2%) were male and 159 (39.8%) were female patients. Age groups of participants 15 - 25 years 20% (80), 26 - 35 years, 30% (122), 36 - 45 years, 25% (101), 46 - 55 years, 14% (59) and 56 - 66 years 9.3% (37). The number or ratio of patients taken from different hospitals were same i.e. 25% from each hospital. The total numbers of in-patients in this study were 284 (71.2%) while the numbers of out-patients were 115 (28.8%). The standard value for in-patient's satisfaction level is 45. The total number of satisfied in-patients were 106 (26.5%) while only 9 (2.3%) of them were unsatisfied. The standard value for out-patients' satisfaction level is 30. 255 (63.7%) of the total out-patients were satisfied while only 29 (7.2%) were unsatisfied. The total 346 (87%) patients were satisfied with the health facilities provided by the hospitals while the rest 53 (13%) were unsatisfied with the health facilities provided by those hospitals as shown in the figure. The total number of patients that were satisfied from public hospitals were 150 (38%) while those were satisfied from private hospitals were 196 (49%) as displayed in figure. Similarly, the total

number of patients that were unsatisfied from public hospitals was 49 (12%) while those who were unsatisfied from private hospitals were only 4 (1%). Chi-square test  $P > .05$ , so we rejected the null hypothesis.



Figure

**Discussion**

The finding of this study provides very principal information about patient satisfaction in evaluating the quality of health care service in public and private hospitals. A same study was conducted in Cyprus (2016) to explore the level of satisfaction among 1000 patients. The level of satisfaction was 82.6%. It was concluded that the physicians and nurses were perceived as 82.6% friendly [3].

In our study the overall level of satisfaction amongst 399 patients, 346 (87%) patients were satisfied with health care facilities allocated by the hospitals while the rest 53 (13%) were unsatisfied with health care facilities allocated by the hospitals. Since the patient satisfaction is a crucial tool to assess the worth of the quality of health care services in public and private hospitals, both public and private

hospitals are trying to provide leading patient care services to patients to assure their needs and to get control of the health care issues in Pakistan. In our studies, the total number of patients that were satisfied from public hospitals were 150 (38%) while those who were satisfied from private were 196 (49%). Similarly, 49 (12%) were unsatisfied from public hospitals and only 4 (1%) were unsatisfied from private hospitals.

Jawad Salim did a similar study in Civil Hospital Karachi. Their outcomes did not specify any cut off scores to indicate satisfied and unsatisfied. They included common circumstances in OPD's, doctor's point of view, ethical behavior, competence and demographic variables in their research. Their research was carried out in a very occupied surgical OPD in public hospital. They showed a remarkably low level of general fulfillment as opposed to our results. Their research shows 75% satisfied patients. They irrationally set a mean score as a cut off, above which patients were considered, fulfilled. If we apply a similar criterion to our study, our score showed 87% (346) fulfilled patients in private sector hospitals versus 13% (53) unsatisfied patients in public sector [4].

The principal point of this research is the fact that the patients who were admitted in private hospitals (NWDH/PIMS) had a high rate of overall fulfillment and trust as opposed to patients who were bedded in public hospitals (HMC/KTH). While conducting this study there were a lot of limitations. One of the limitations to this study was sample size. A sample size of 399 was taken which was not enough to generalize the results to such a huge population of KP. A quantitative study design is used in conducting this study instead of a qualitative one. Furthermore, a closed ended questionnaire was used instead of an open-ended interview. As the study is conducted only in 4 hospitals of Peshawar, the results cannot be generalized to whole population of KP. Last but not the least, emergency wards and intensive care units were not considered. These units must be considered in the future so that the satisfaction level of patients could be measured in emergency situations.

### Conclusion

The total number of patients that were satisfied from public hospitals were 150 (38%) unsatisfied were 49 (12%), while those satisfied from private hospitals were 196 (49%) unsatisfied were 4 (1%).

So, the principal discoveries of this research is that the level of patient's satisfaction is quite higher in the Private tertiary care hospitals of Peshawar as compared to the Public tertiary care hospitals. This discovery builds up the requirement for public tertiary care facilities to adjust their tactical and operational planning to answer satisfactorily to the requirements and requests of their patients, to get a serious spot in the medical care market, and for government funding to be utilized in the most productive way feasible.

Physician's services, nurse's services and other services have significant relationships with patient's satisfaction level. An attempt ought to be made to inquire patient's views or feedback on the care provided by the medical care providers in all instances.

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