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Cover Page Footnote

The authors wish to thank to Dr Anice George, Dean, Manipal College of Nursing, Manipal, for providing an opportunity to conduct the study and the individuals who were ready to participate in the study.

Satisfaction on healthcare services among people living with non-communicable diseases

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Abstract

Introduction: Community satisfaction towards an institution depends on its quality of care which decides the continuity in using their services. **Objectives:** To assess the satisfaction of people living with non-communicable diseases on healthcare services as measured by a rating scale and find the association between satisfaction on healthcare services and selected variables. **Methods:** A descriptive survey was conducted among 200 subjects from selected villages of Udupi District selected through non probability purposive sampling technique. These patients were suffering from asthma, hypertension, diabetes mellitus or both hypertension and diabetes mellitus. Satisfaction was measured by a three point rating scale through structured interview method. **Results:** The study findings showed that majority (96%) of people were satisfied with the healthcare services given by healthcare personnel through public or private agencies. The study also revealed that there was a significant association between types of clinic ($\chi^2=39.945$, $p=0.001$) and overall satisfaction on healthcare services and there was no significant association with age, gender, occupation, education, religion, marital status and type of diseases. **Conclusion:** The study concludes that the majority of the subjects were highly satisfied with the healthcare services they were obtaining from either government or private agencies.

Key words: Satisfaction, morbidity clinic, home care services.

INTRODUCTION

Health of the individual depends on health services available in that particular community. If we have inadequate healthcare facilities or dissatisfaction about healthcare services by the individuals needing it, it would be a waste of the healthcare system. Hence the healthcare services should be based on the need of that community and the community should be informed as to how it can be utilised.

Chandwani, Jivarajani, & Jivarajani, (2009) conducted a study on community perception and their satisfaction on primary healthcare facilities in a tribal setting of Gujarat. The purpose of the study was to find the awareness of people on primary healthcare facilities and its utilization among 479 tribal subjects. The study showed higher satisfaction

on immunization services (62.8%) than capability of the physician/healthcare workers (64.3%) or behaviour of the physician/healthcare workers (62%). It clearly demonstrates that satisfaction on immunization was high. There was unhappiness in the tribal community towards the availability of medicines and the investigations in the setting (32.3%).

Prakash, (2010) had discussed in a research study about how to ensure patient satisfaction in dermatological practice. In this study, it was observed that patient satisfaction is one of the significant and commonly used indicators for assessing the quality in healthcare services. It had effect on clinical response, patient retention and medical negligence. It also ensures the appropriate, effective and patient-centred delivery

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of quality health resources. Researchers opined that client satisfaction is a substitution but a very effective pointer to assess the achievement of health system.

By reviewing the literature and researchers' personal experiences, it was felt to assess the level of satisfaction of selected community members towards healthcare services. Thus the study was undertaken with the objective to assess the satisfaction of people living with non-communicable diseases on healthcare services and to find the association between satisfaction on healthcare services and selected variables.

MATERIALS AND METHODS

A descriptive survey was conducted among 200 people aged between 30 and 80 years with diagnosis of asthma, hypertension, diabetes mellitus or both hypertension and diabetes mellitus. Subjects were selected from Athrady and Hirebettu villages of Udupi district through purposive sampling technique. Demographic proforma was used to identify the basic information regarding subjects such as age, gender, education, occupation, marital status, religion, monthly family income, preference of health centre, frequency of visits to clinic, type of clinic, diseases, duration of illness, distance from house to clinic, and type of health insurance. Satisfaction on healthcare services was assessed by using a three point rating scale which was divided into two sections. Section A contained 20 items regarding services rendered through various morbidity clinics such as morbidity clinic of Manipal College of Nursing, Manipal, sub centres, primary health centres (PHC) and other private clinics. Section B consisted of 18 items regarding services rendered during home visits by nursing students and nursing staffs from PHC. Level of satisfaction was classified as <50% = not satisfied, 50-65% = moderately satisfied, 66-80%= highly satisfied and >81% = excellent service.

Tools were validated by seven experts and reliability of satisfaction scale was established by Cronbach's alpha and obtained reliability coefficient was 0.9. Data was collected after obtaining ethical clearance from Institutional Ethical Committee, administrative permission from respective Panchayats and

informed consent from each sample after assuring confidentiality. Data was collected by interview technique by the researcher through home visit. The time taken for completion of the tools was approximately 15 minutes.

RESULTS

Sample characteristics:

In the present study 63 (31.5%) of the subjects were in the age group of 60 to 69 years and 142 (71%) were females, 67 (33.5%) were illiterate and most of them were Hindu 189 (94.5%) by religion. About 66 (33%) were unemployed, and, 82 (41%) of subjects were having a monthly family income in the range of INR 2936-4893. Regarding type of family 159 (79.5%) belongs to joint family. All 200 (100%) were visiting any one of the morbidity clinic and most of the subjects were interested to go to private practitioner/ clinic 130 (65%). Majority 105 (52.5%) of subjects were suffering from hypertension.

Description of satisfaction on healthcare services:

Table 1: Description of level of satisfaction on healthcare services (n=200)

Area of satisfaction	Max possible score	Median	IQR	Minimum obtained score	Max obtained score
Overall healthcare Services	114	102	98-105	85	111
Morbidity clinic	60	52	48-56	41	60
Home care	54	50	49-51	42	51

Data presented in Table 1 shows that the majority of the subject's scores were within the IQR of 98-105, which indicates that most of the subjects were highly satisfied with the healthcare services such as morbidity clinic and home care services.

Satisfaction on morbidity clinic:

Satisfaction on morbidity clinic conducted by private clinic, Manipal College of Nursing, Manipal, PHC and sub centre was assessed by using a rating scale which consists of 20 items with areas such as accessibility to clinic, nature of staff and facilities available. The score was classified as not satisfied (less than 50%), moderately satisfied (50--65%), highly satisfied (66-

80%), and excellent (more than 81%) and is presented in Figure 1

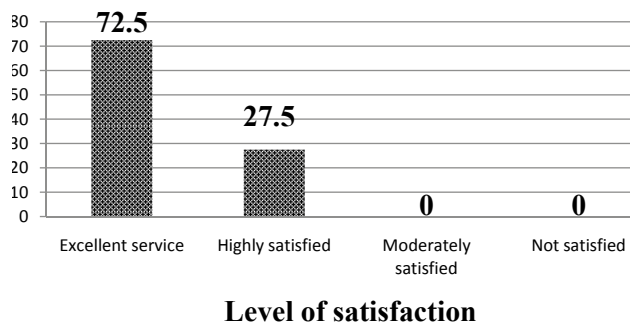


Fig. 1: Percentage distribution of satisfaction of subjects on morbidity clinic.

Figure 1 shows majority of the subjects 145 (72.5%) rated morbidity clinic as an excellent service and 55 (27.5%) rated it as highly satisfied with the service as they were availing services through these clinics. It is inferred that majority of the subjects were satisfied with the services rendered through various morbidity clinics conducted by Private Clinic, Manipal College of Nursing, Manipal, and PHC and sub centres.

Satisfaction on home care services:

Data presented in the Figure 2 shows that among 200 subjects, 196 (98%) rated it as an excellent service with home care services provided by Manipal College of Nursing. This shows that majority of the subjects were interested and also utilizing the home based care provided by the students and faculty members of Department of Community Health Nursing, Manipal College of Nursing, Manipal.

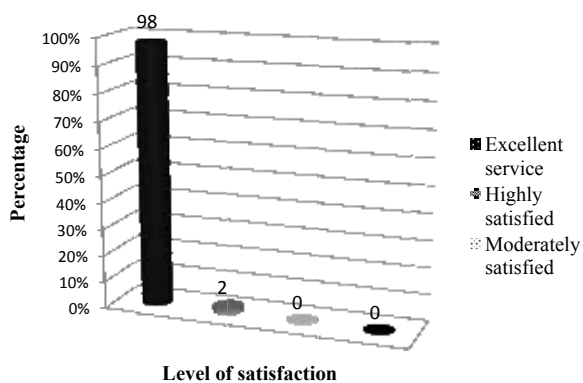


Fig. 2: Percentage distribution of satisfaction of subjects on home care services.

Association between overall satisfaction on healthcare services and selected variables:

Table 2: Association between overall satisfaction on healthcare services and selected variables [n= 200]

Variables	Below median	Above median	χ^2	df	p value
Age in years:					
Below 50	14	13	5.662	4	0.226
50-59	23	16			
60-69	32	31			
70-79	33	23			
80 and above	04	11			
Gender:					
Male	35	23	1.769	1	0.983
Female	71	71			
Marital status:					
Married	69	62	0.900	3	0.825
Widow /widower	35	31			
Separated/divorced	01	01			
Unmarried	01	00			
Monthly family income in rupees:					
2936-4893	39	43	8.685	4	0.069
4894-7322	21	20			
7323-9787	28	11			
9788-19574	11	16			
>19574	07	04			
Type of clinic: MCON clinic	03	09	39.945	3	0.001*
Private clinic/practitioner	90	40			
PHC	13	42			
All the above	00	03			
Type of diseases:					
Hypertension	53	52	2.234	3	0.525
Diabetes mellitus	20	16			
Both A and B	17	09			
Asthma	16	17			

Table 2 shows a statistically significant association between satisfaction on healthcare services and type of clinic [$\chi^2_{(3)}=39.945$, $p=0.001$]. Thus it infers that the clients were most satisfied with the morbidity clinic services conducted by private clinic, Manipal College of Nursing, Manipal, and PHC and sub centres. The satisfaction level was independent of other demographic variables.

DISCUSSION

Present study findings show that majority of the subjects were highly satisfied with the healthcare services (median=102, IQR=98-105). They have rated morbidity clinic as an excellent service 145 (72.5%) and 55 (27.5%) rated as highly satisfied with the services they were availing through these

clinics because of easy accessibility, nature of staff and facilities available. Majority of the subjects 196 (98%) rated home care services provided by Manipal College of Nursing as an excellent service as the services provided are comprehensive, need based with good referral services. These findings are supported by the study findings of Kumari, *et al.*, (2009) in Lucknow who reported that subjects were satisfied with the primary level health facilities as they were accessible (88.3%) and affordable (76.1%). The present study findings are also supported by the study findings of Patro, Kumar, Goswami, Nongkynrih, & Pamdav, (2008) in New Delhi. A cross sectional survey conducted by Chang, Chen, & Lan, (2013) among 285 outpatient departments of seven medical centres of Taiwan also supports the findings of present study.

Sharma, Sharma, & Sharma, (2011) conducted a cross sectional study to determine the satisfaction of patients regarding a multispecialty hospital in Chandigarh, India. Results showed that the overall satisfaction regarding the clinician-client professional and behavioural communication was >80% at various levels of facilities of health. Cooperation and sympathetic nature of laboratory staff and securities were rated as 70 per cent satisfaction. Majority were satisfied with the basic amenities (80%).

Limitations of the study: The study used non probability purposive sampling, so generalizability of the study was limited to study area and study was limited only to the people living with non-communicable diseases such as asthma, hypertension, diabetes mellitus or both hypertension and diabetes mellitus in adopted villages of Manipal College of Nursing, Manipal.

CONCLUSION

It is observed that majority of the subjects were highly satisfied with the healthcare services they were obtaining from either government or private agencies in these villages. Majority of subjects were satisfied with the services rendered through various clinics conducted by Private practitioners/ clinic, morbidity clinic conducted by Manipal College of Nursing, Manipal, PHC and sub centres including home care services. The study also revealed a

significant association between the type of clinic and satisfaction of people. Study also showed the people were utilizing the services which were rendered through nursing personnel.

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