

Critical Analysis of Quality of Inpatient Services in GMC Hospital Ajman

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Rationale

- UAE has increasingly developed its healthcare services in response to patient needs over decades.
- For health care organization to be successful monitoring of customer's perception is a simple but important strategy to assess and improve their performance

- **Research questions**

What is the level of patient satisfaction towards health services at the inpatient department of GMC Hospital?

- **Objective**

To assess the level of patients satisfaction with the health care services provided by the Inpatient Department of GMC hospital, Ajman, UAE.

Methodology

- **Study Design**-Cross Sectional Study
- **Study Population**-Inpatients aged from 18 – 80 years admitted in inpatient department of GMC
- **Time Period** -21st ,March -15th,April 2015

Inclusion Criteria

- Admitted in hospital, age ranges are from 18 years to 80 years old.
- Willing to give consent.
- At least one overnight stay in the hospital.
- Patients who were able to listen and understand English, Hindi and Urdu language

Exclusion Criteria

- Patients who had mental problems.
- Patients who needed emergency attention.
- Patients excluded on compassionate grounds (e.g., women with stillbirth or miscarriage).
- Patients cannot speak (mute) or listen (deaf).

Sample Size

- calculated using sample size calculator available on website (<http://www.raosoft.com/samplesize.html>).

 Raosoft®	
What margin of error can you accept? 5% is a common choice	5 %
What confidence level do you need? Typical choices are 90%, 95%, or 99%	95 %
What is the population size? If you don't know, use 20000	1500
What is the response distribution? Leave this as 50%	50 %
Your recommended sample size is	306

- The result of formula computation was **306** patients
- Adding, a 10% for incomplete answers, the total number came out to be **337**.

Sampling Technique

- Systematic Random Sampling
- The value for sampling interval K^{th} was calculated by using the following formula:
 - $k = a \div n$
 - $= 1500 \div 337$
 - $= 4.45 = 5$ patients

- Therefore, the researcher selected every fifth patient from the samples available at the time of data collection to be interviewed.

Data collection tools

- Structured Questionnaire
- The questionnaire was divided in to 4 parts;
- 1 – Patient Satisfaction with Doctor Care Quality
- 2 – Patient Satisfaction with Nurse Care Quality
- 3 – Patient satisfaction towards Patient Affairs Department
- 4-Overall Rating of the Hospital

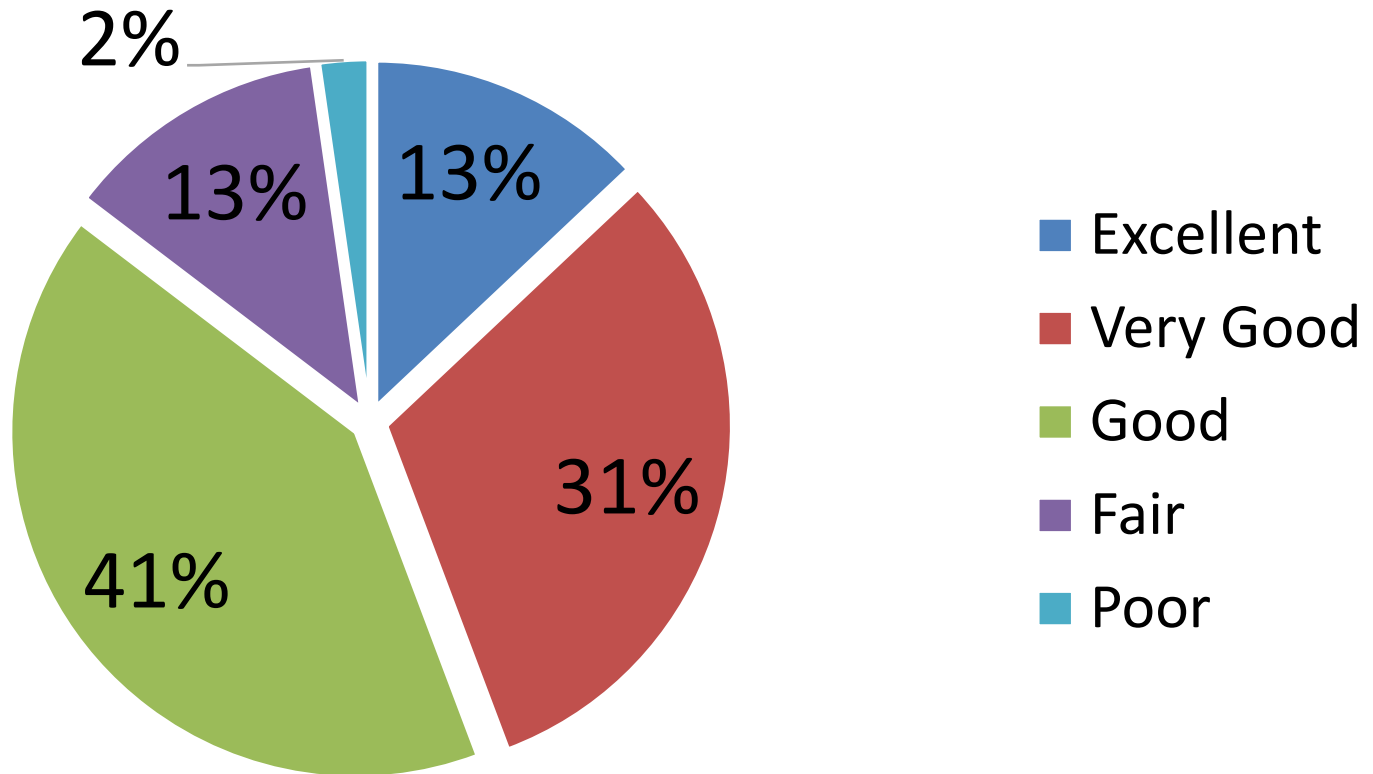
Ethical consideration

- Pre permission (written consent) was taken by the patients before answering the questionnaire.

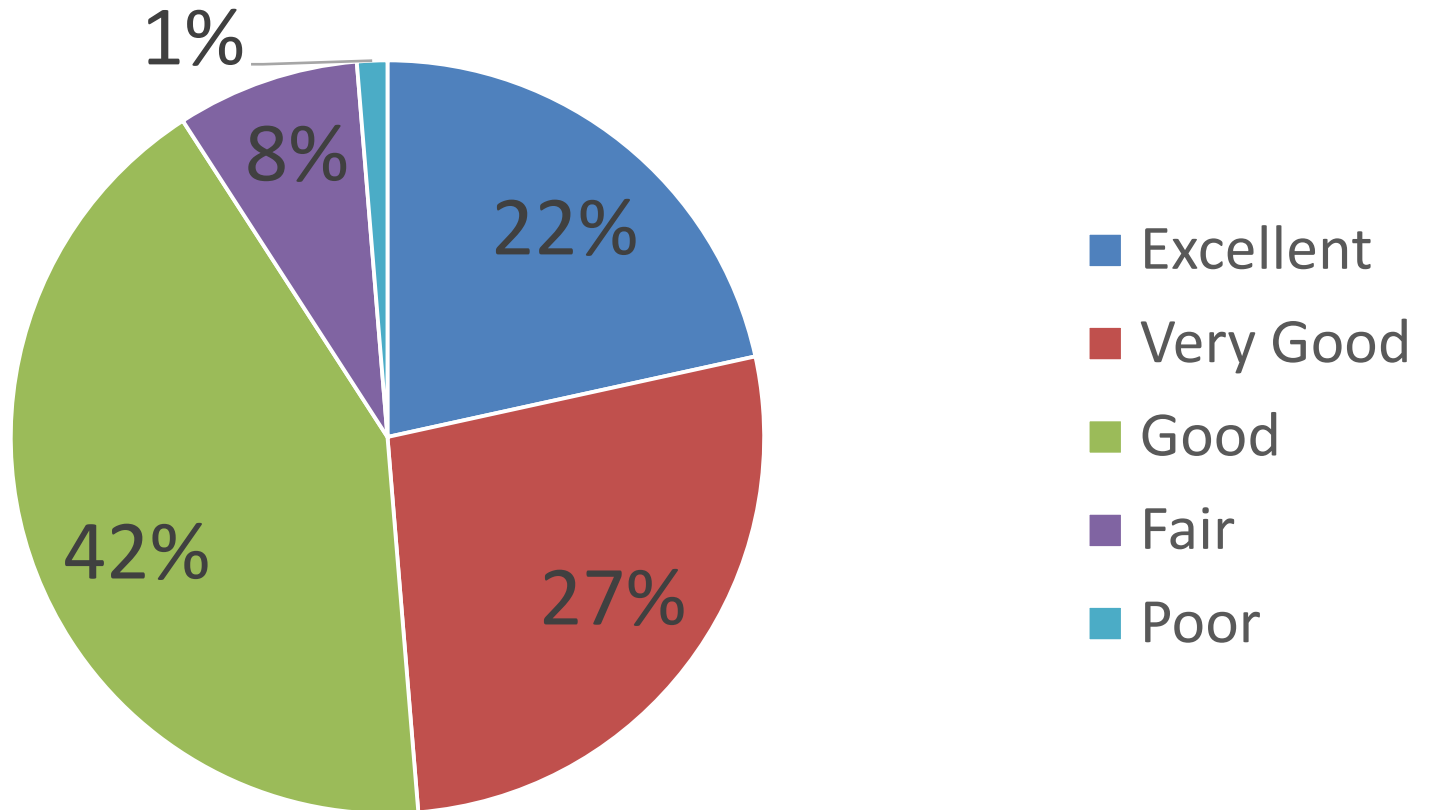
RESULTS

Critical Analysis of Quality of Doctor Care

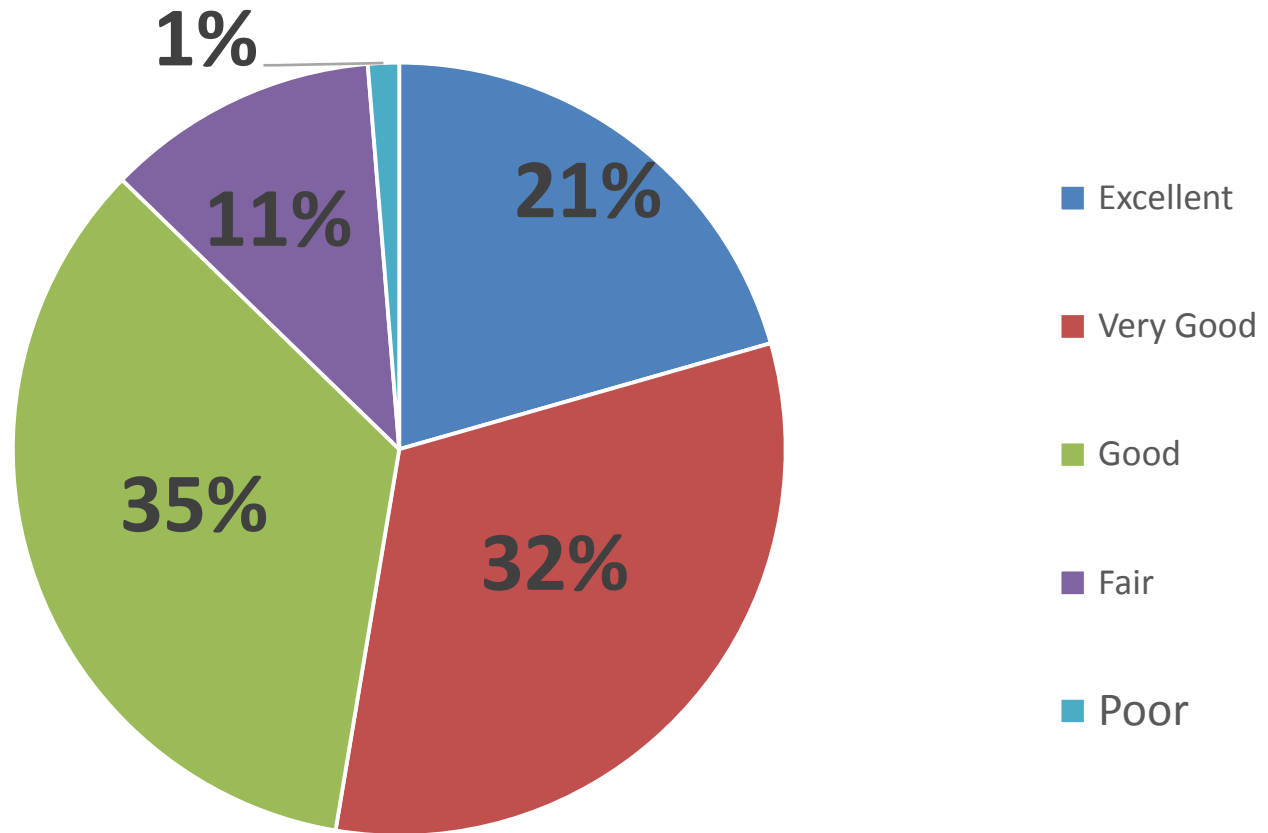
Being Polite



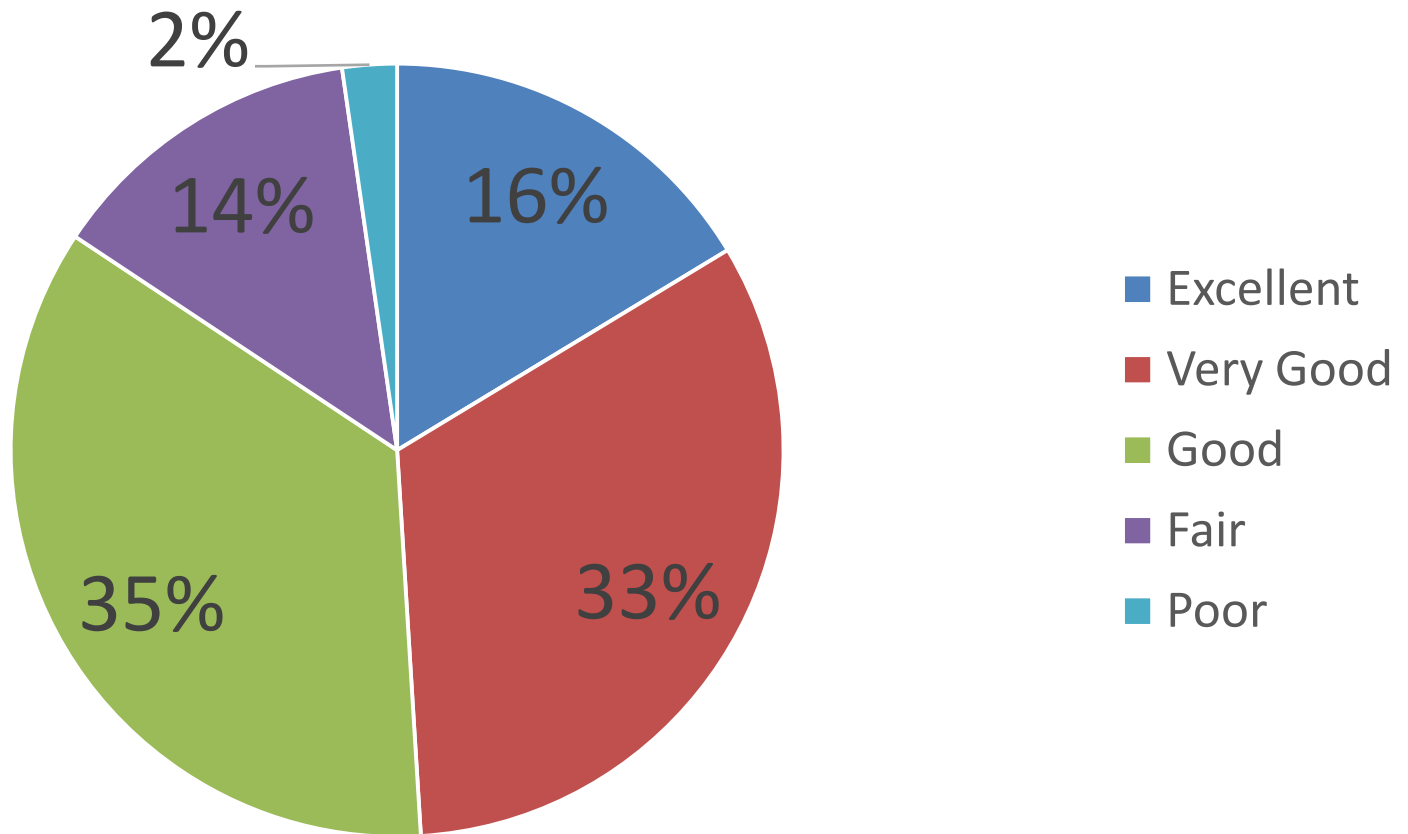
Answer Questions



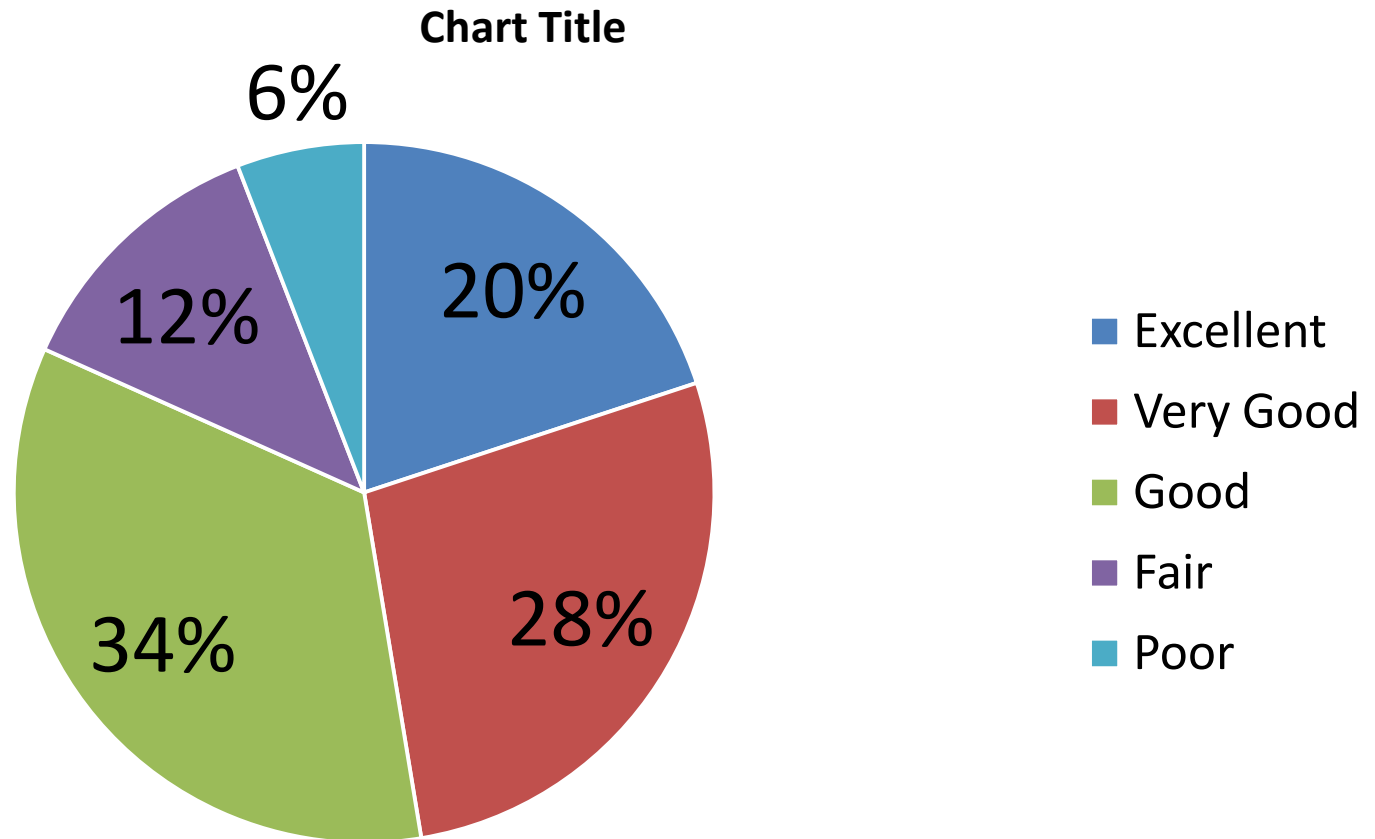
Listening to You



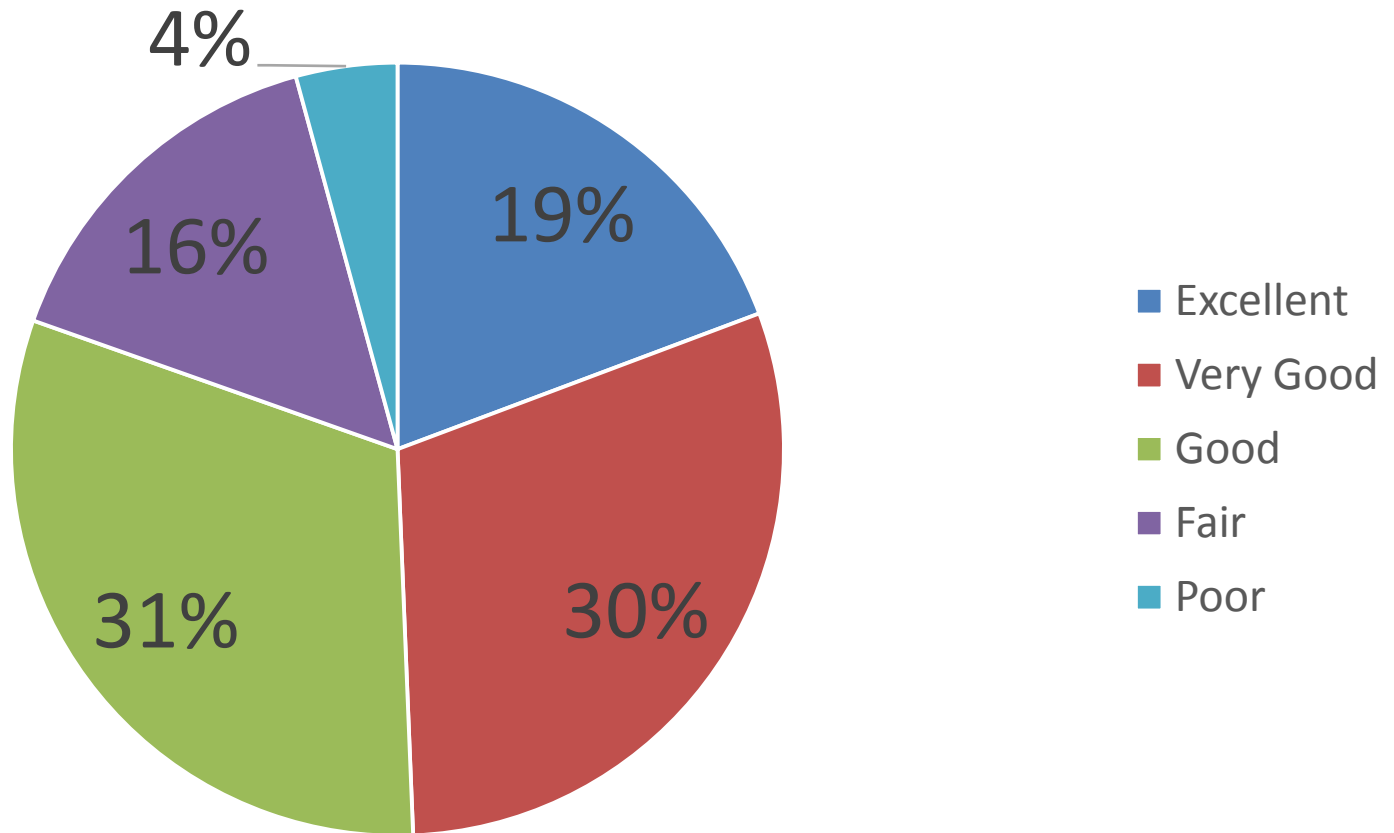
Assess your medical History



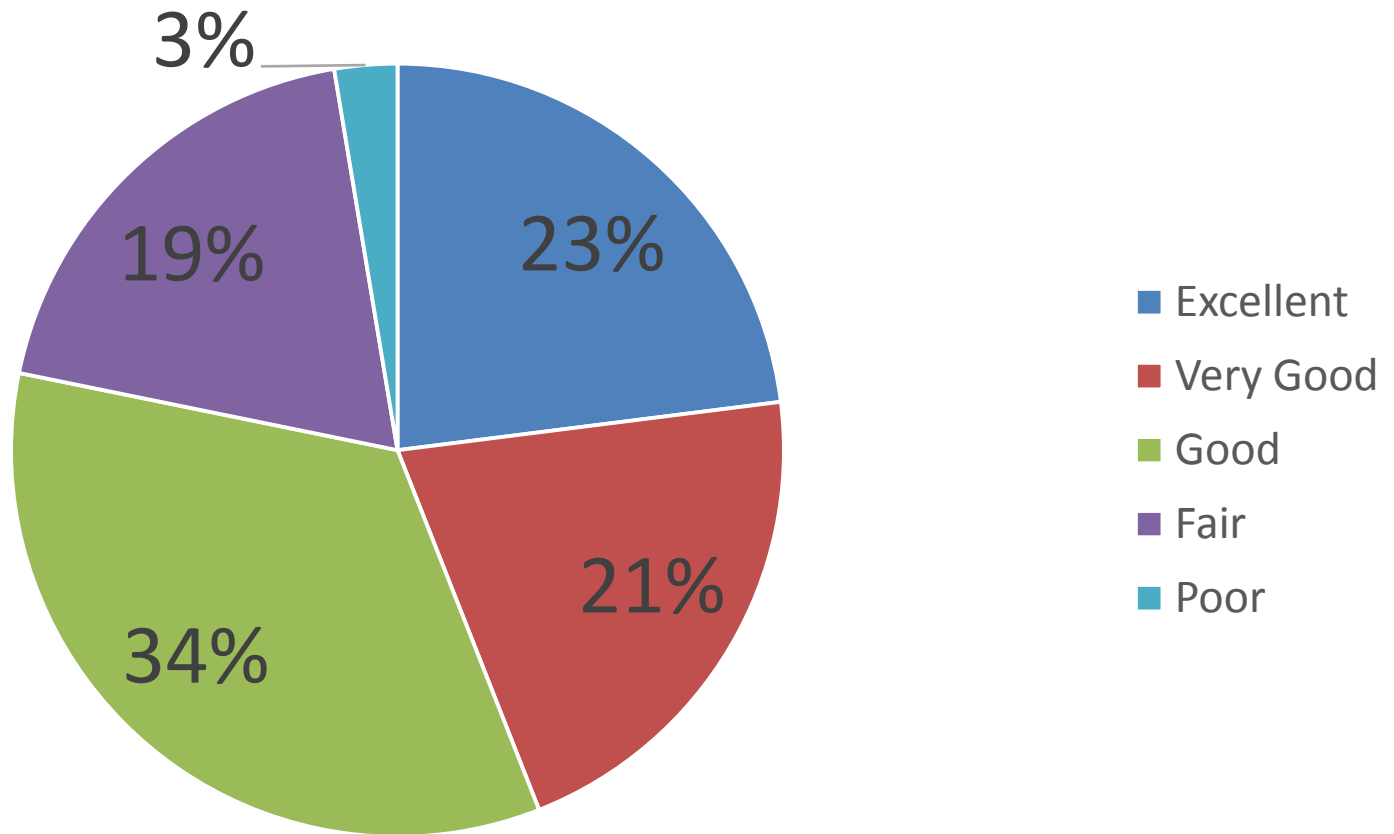
Explaining your condition and treatment



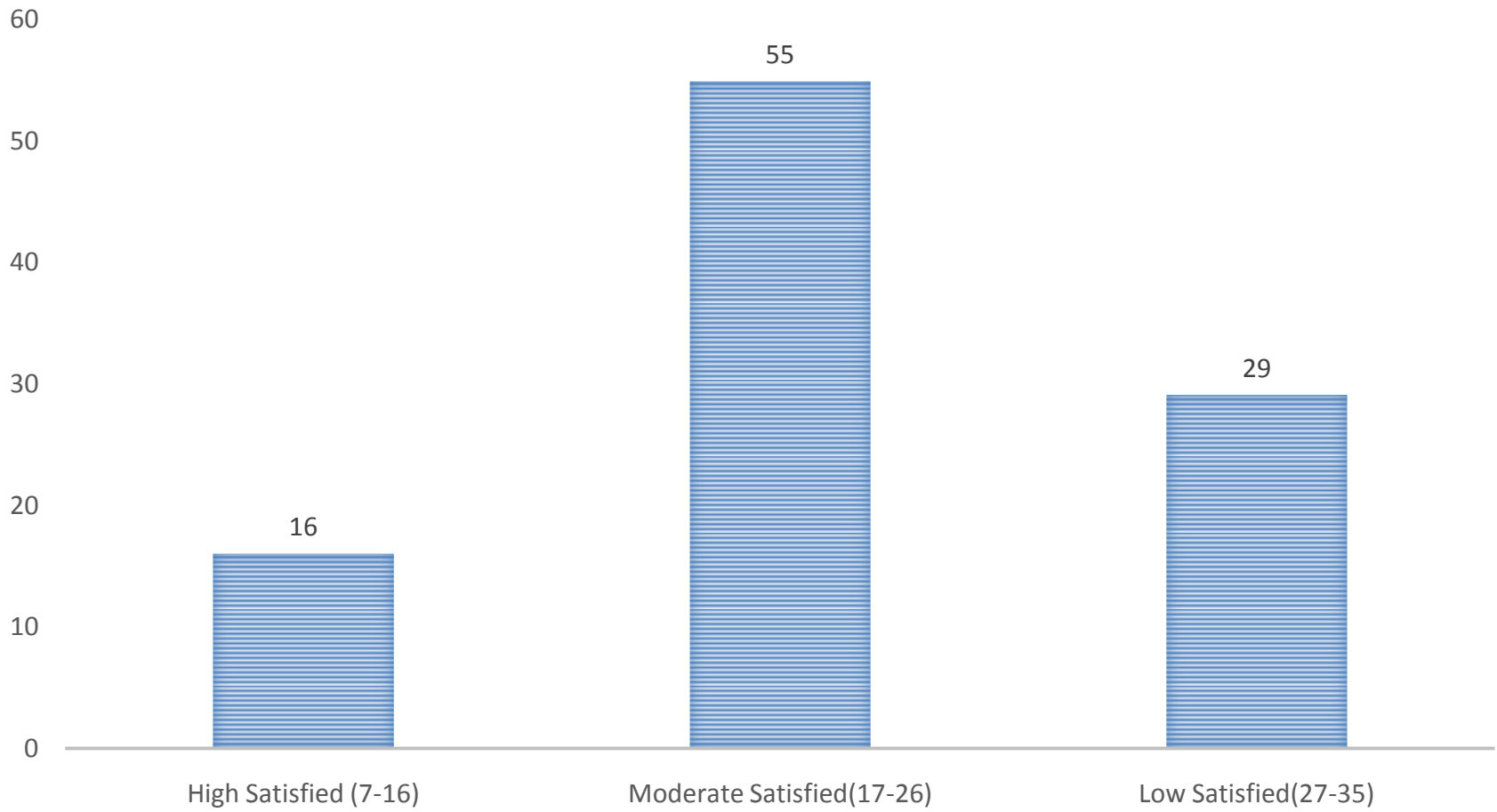
Involving(Informed) you in decisions about your treatment



Takes Enough time with you

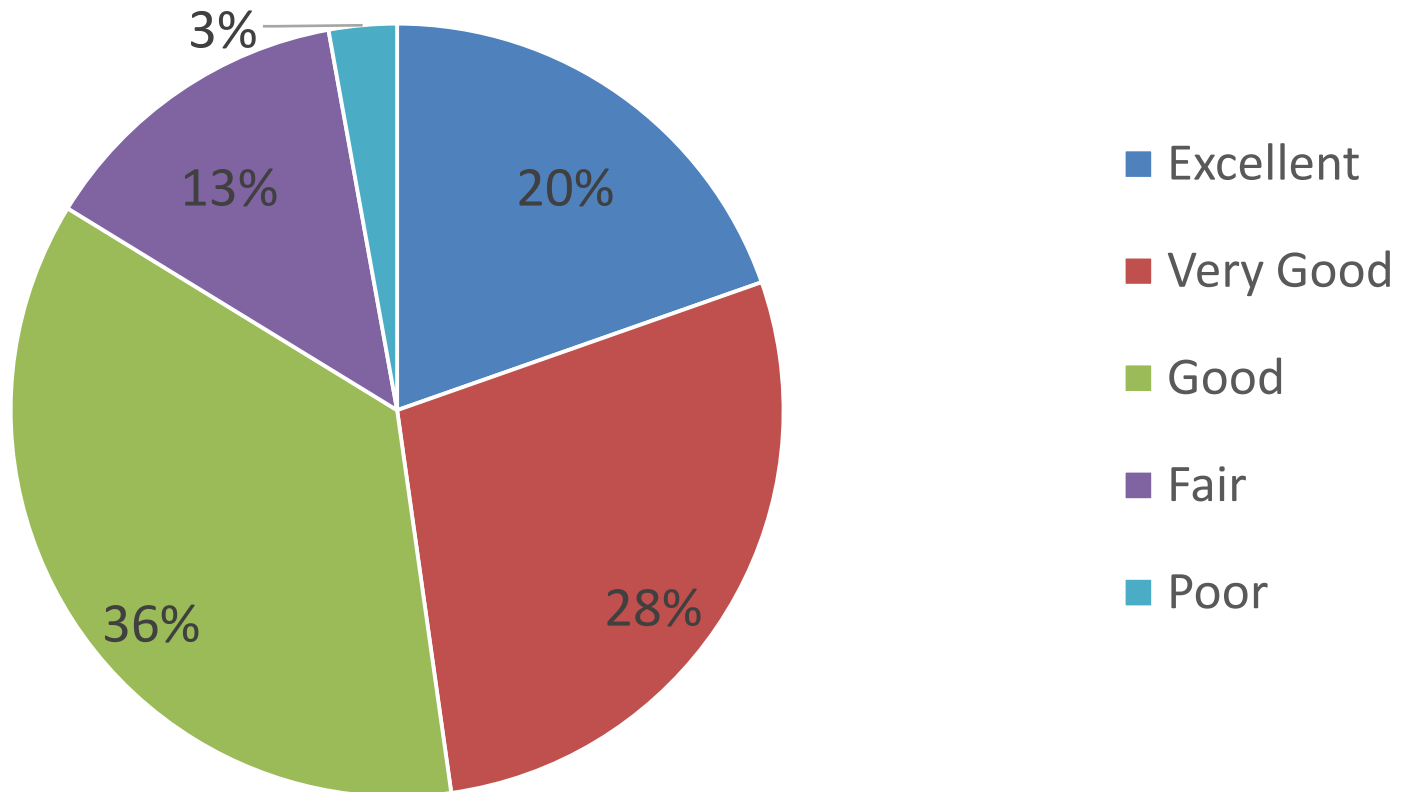


Composite Score -Doctor Care

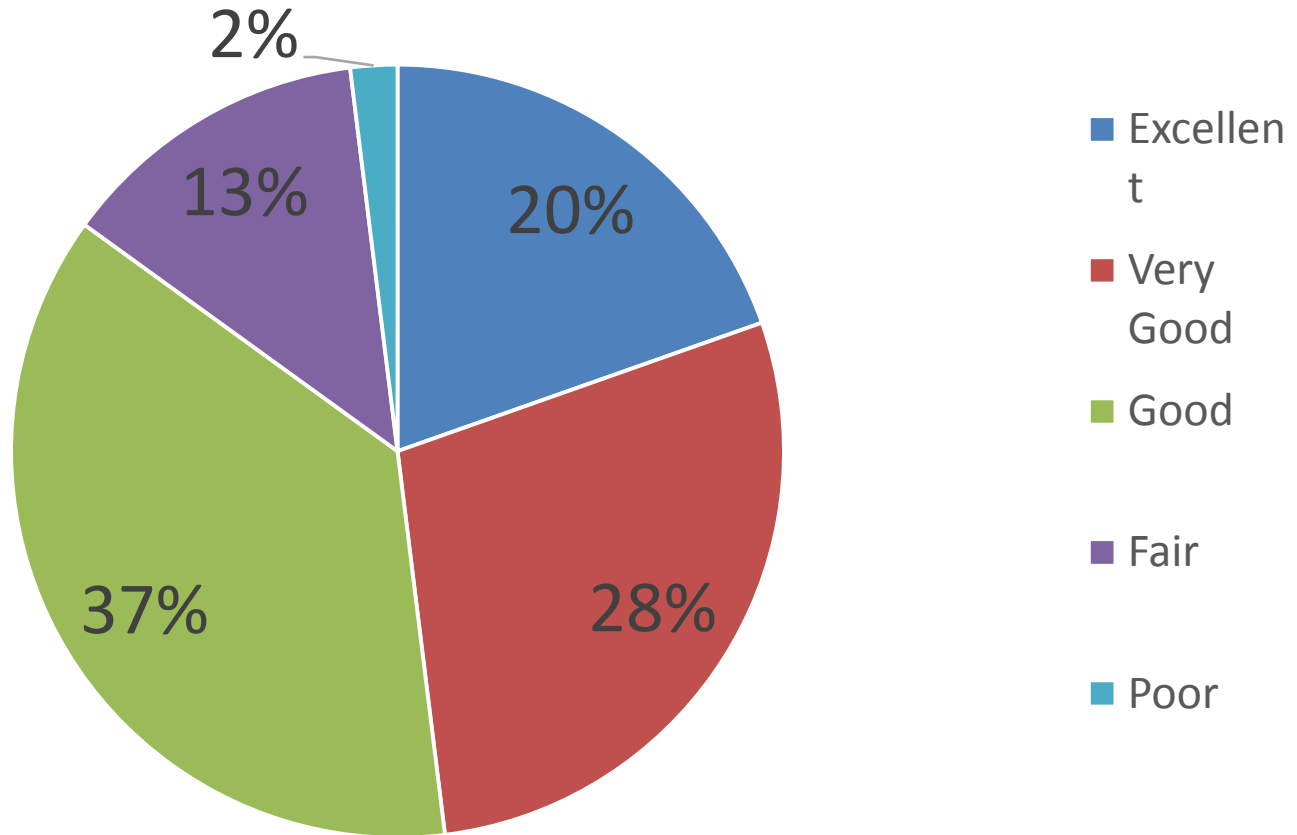


Critical Analysis of Quality of Nurse Care

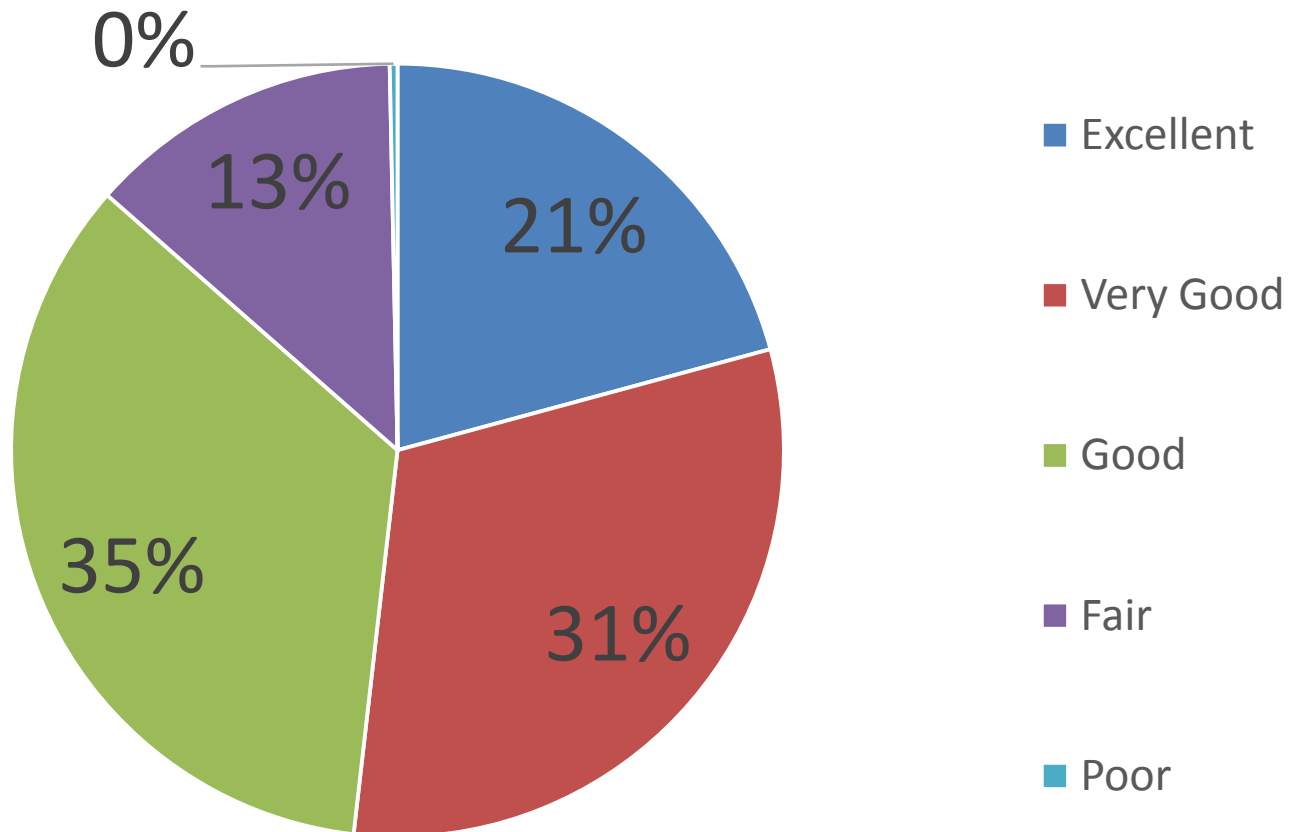
Information You Were Given



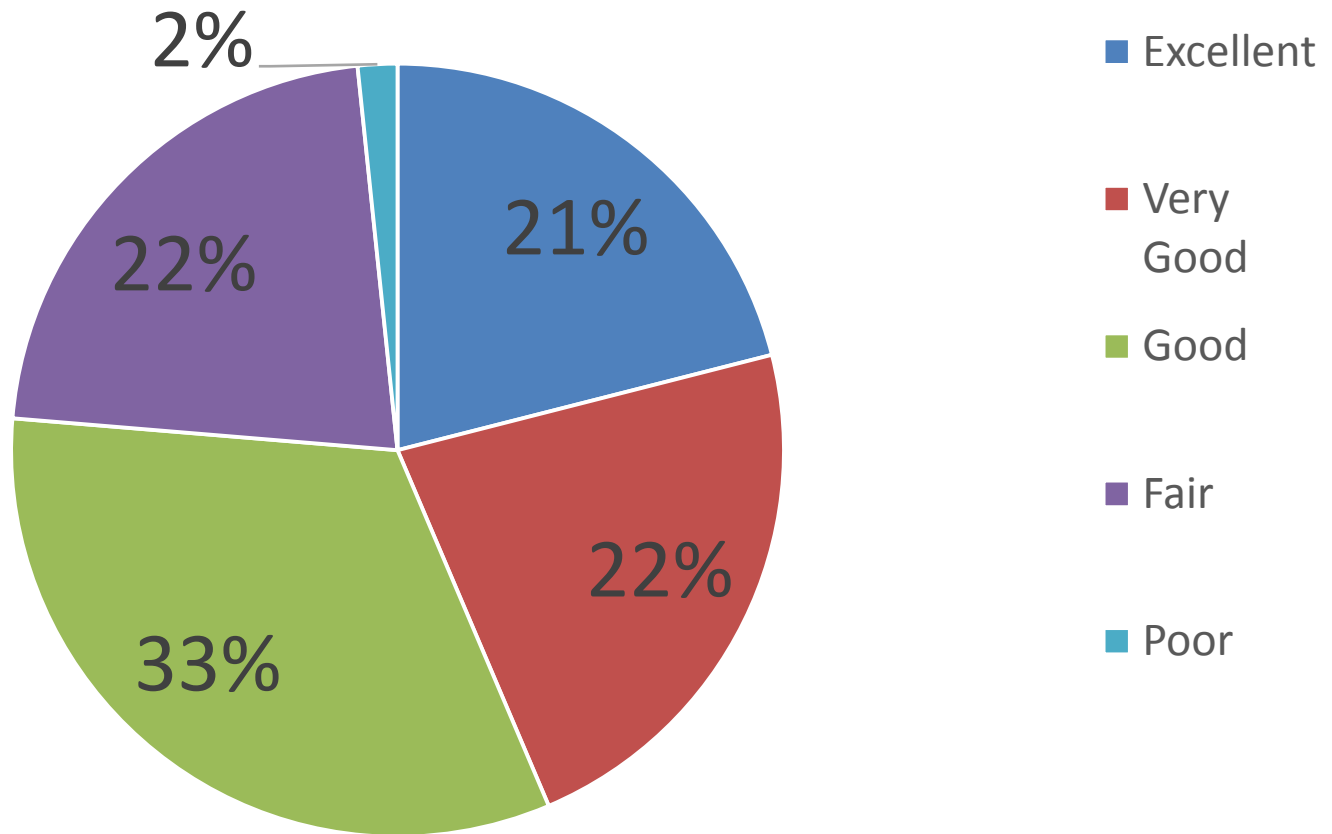
Ease of Getting Information



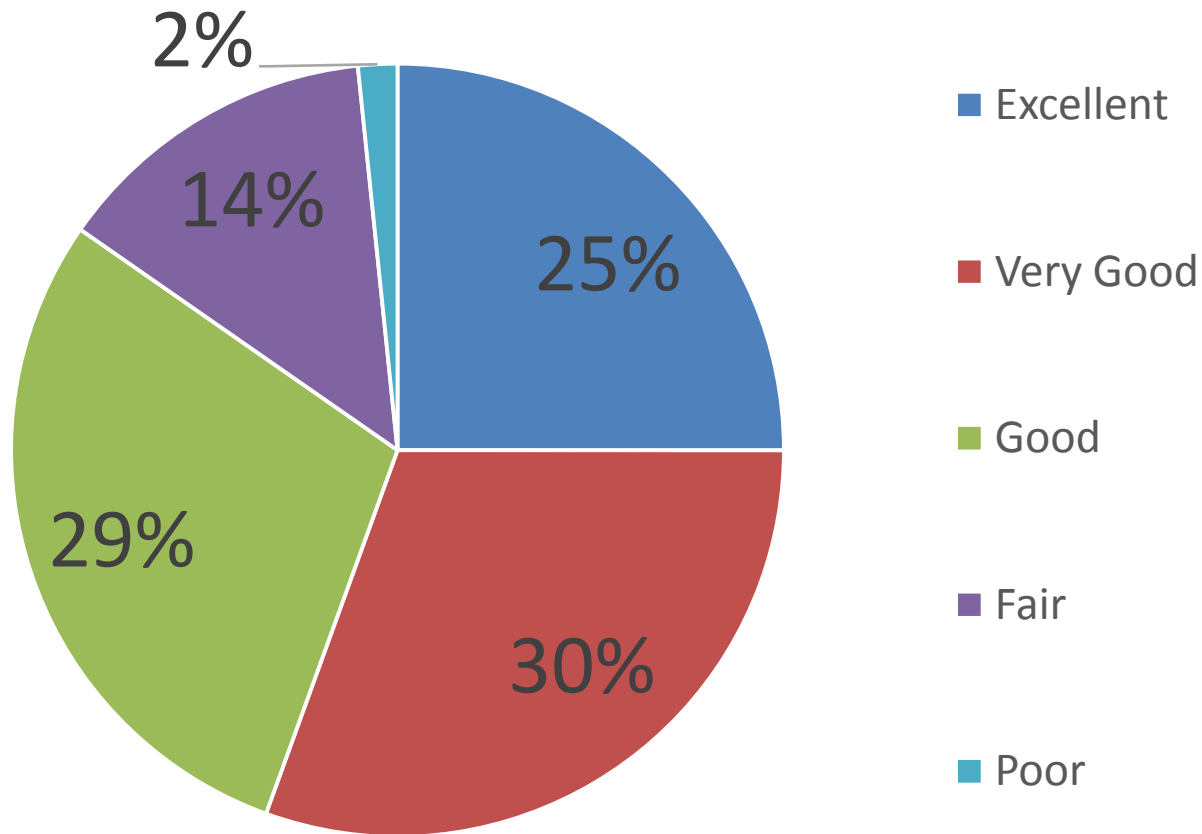
Attention of nurse to your condition



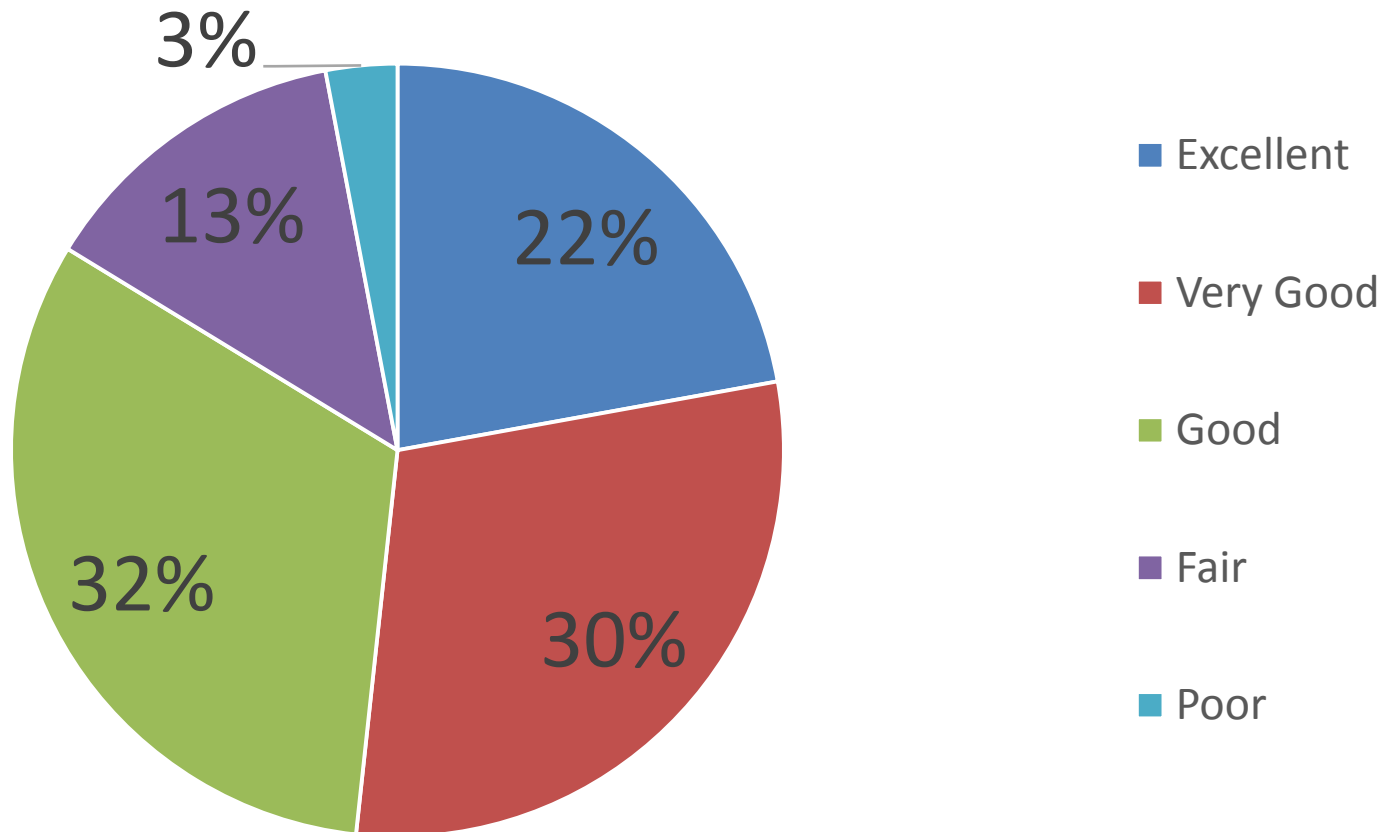
Nursing staff response to your calls



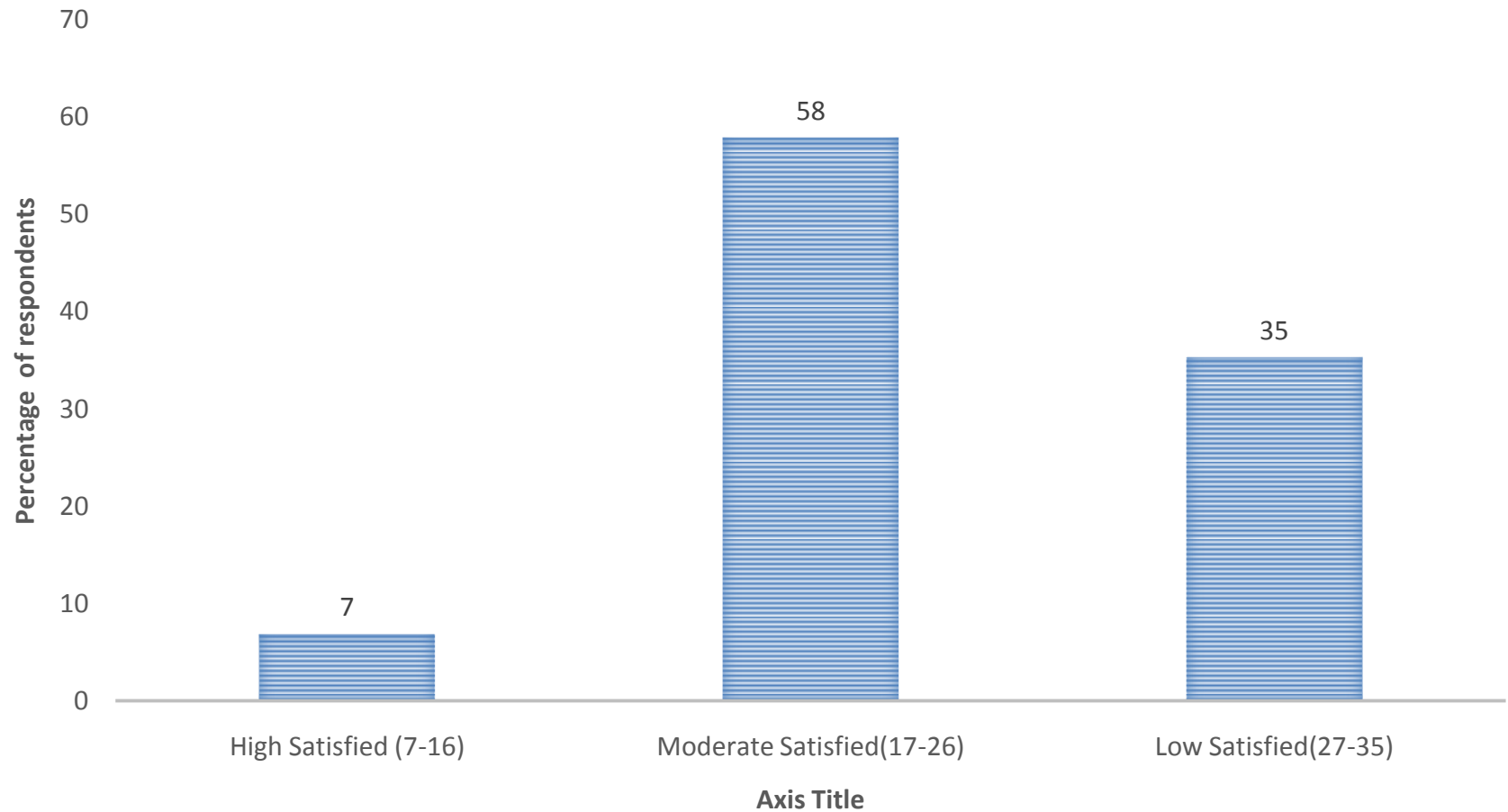
Skill and competence of nurses



Restful atmosphere provided by nurse

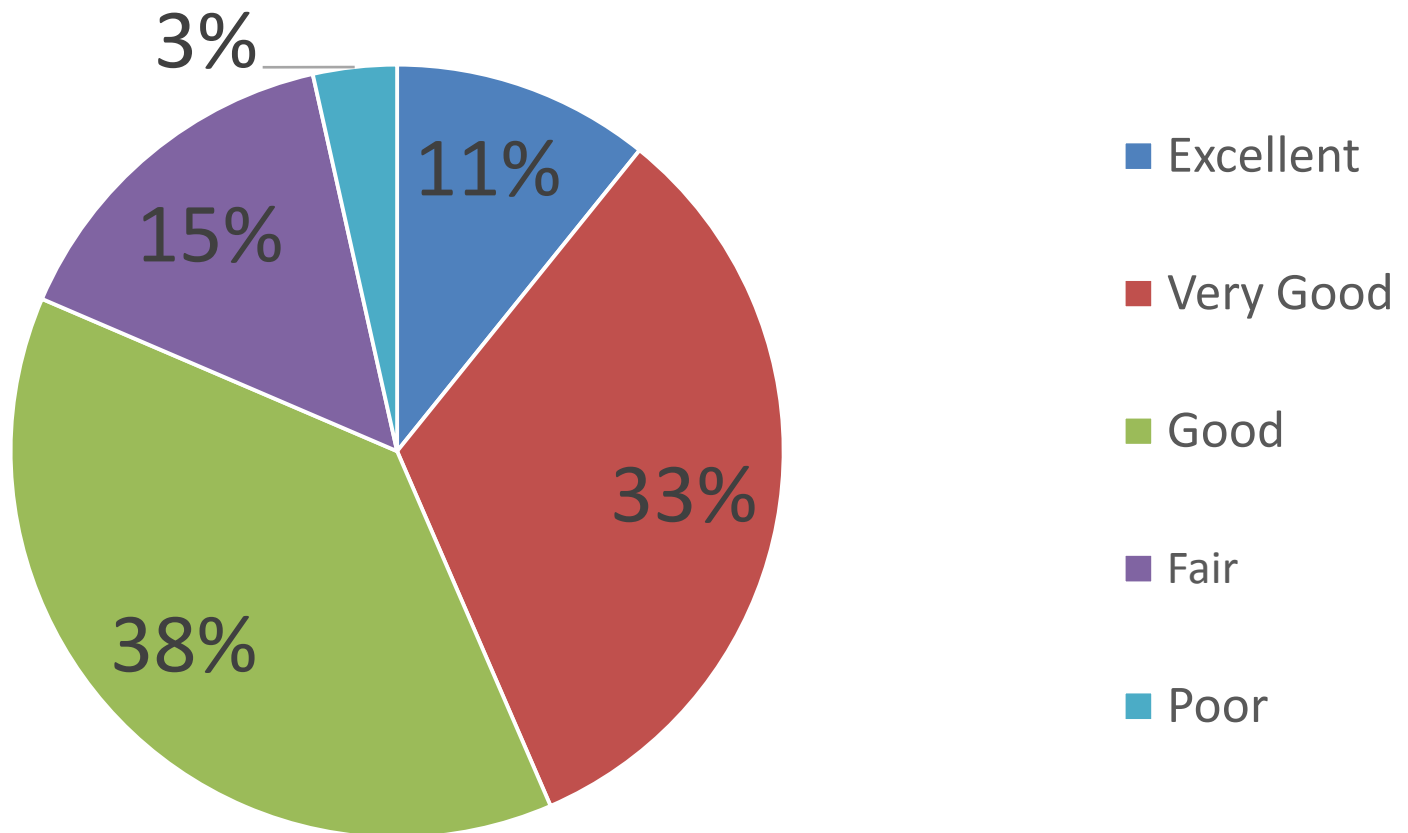


Composite Score -Nurse Care

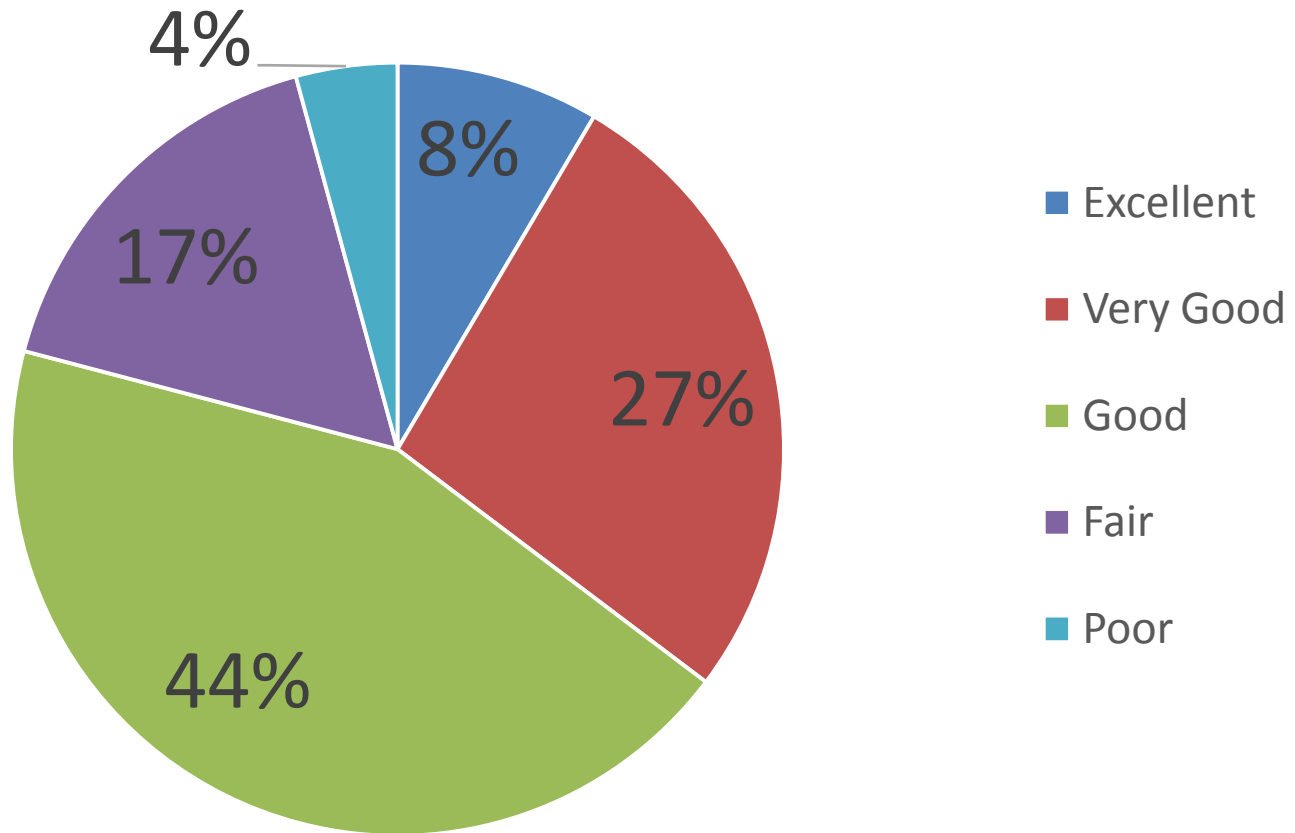


Critical Analysis of Patient Affairs Department

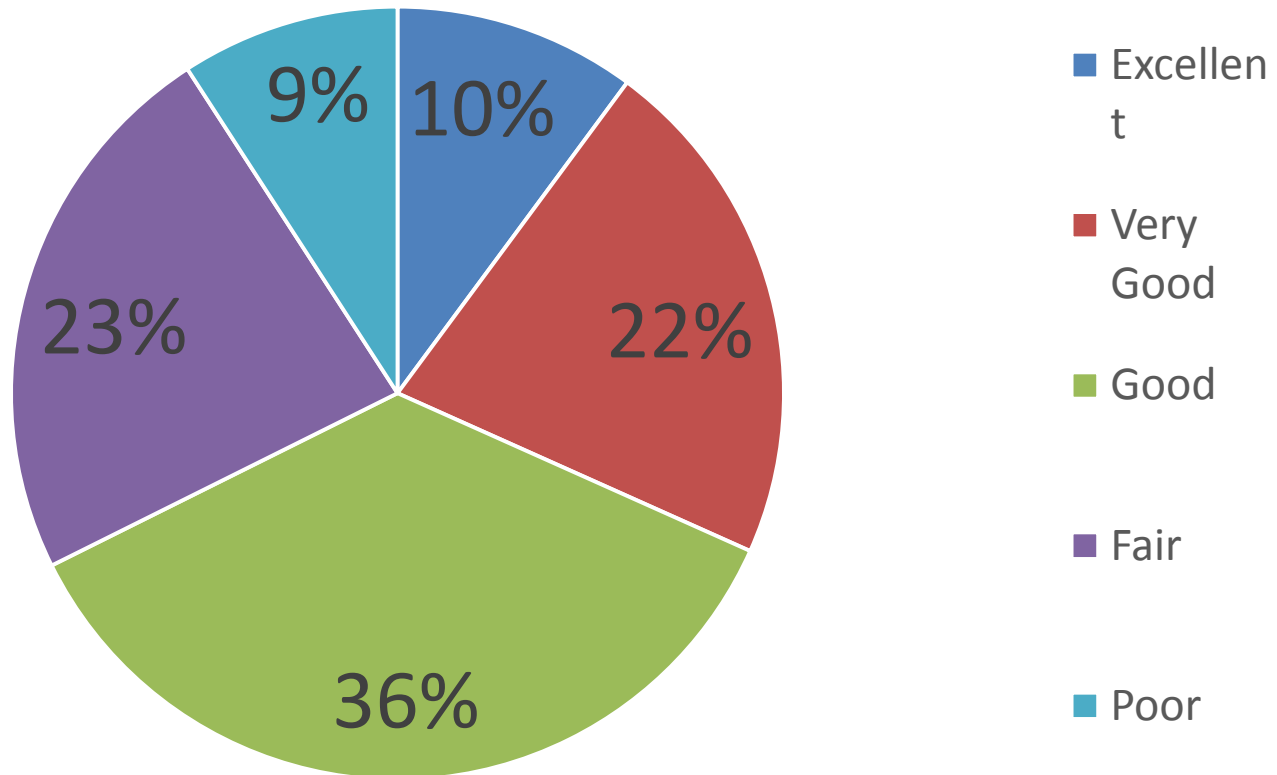
Information you were given



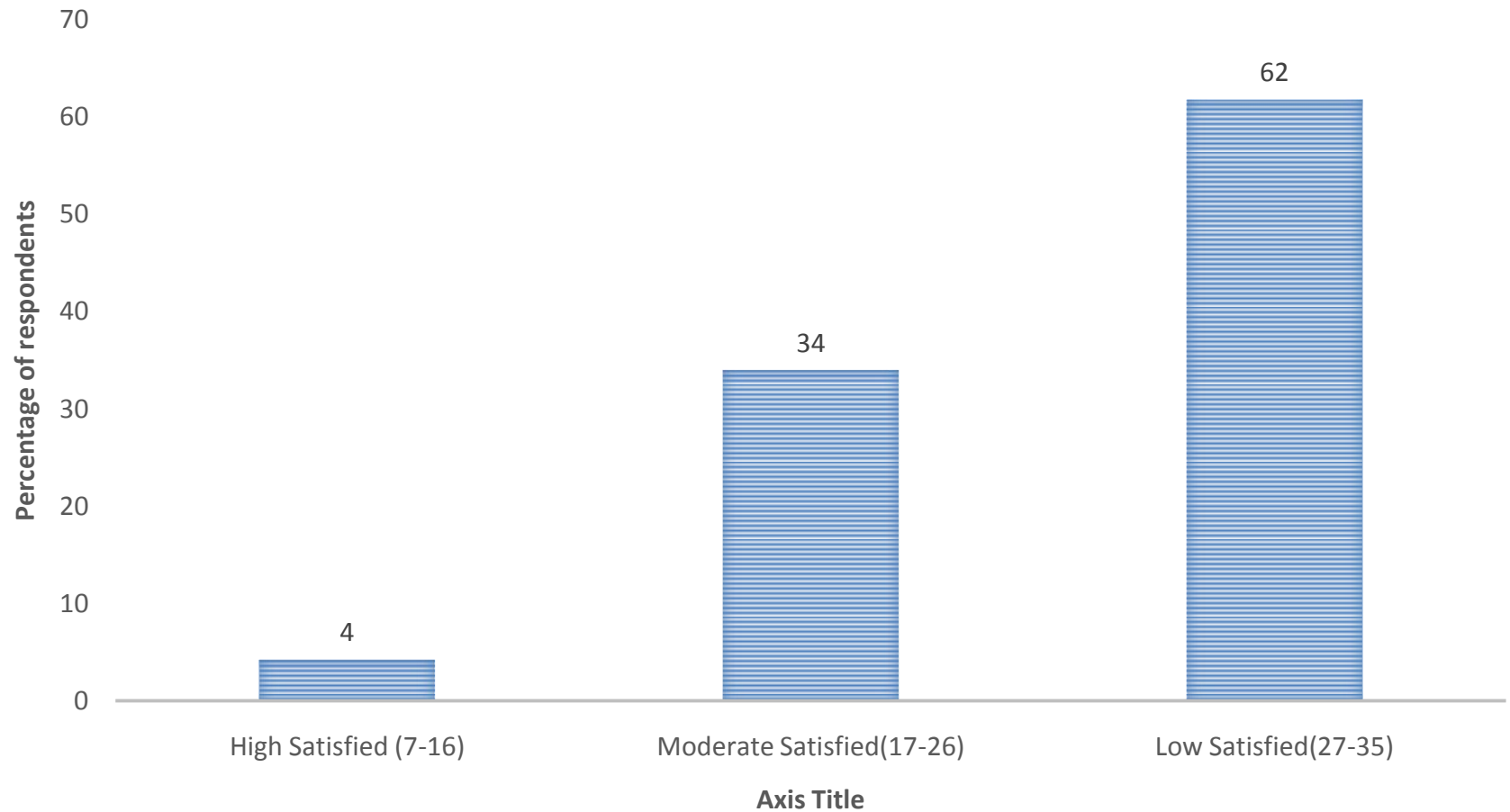
Competence at time of admission



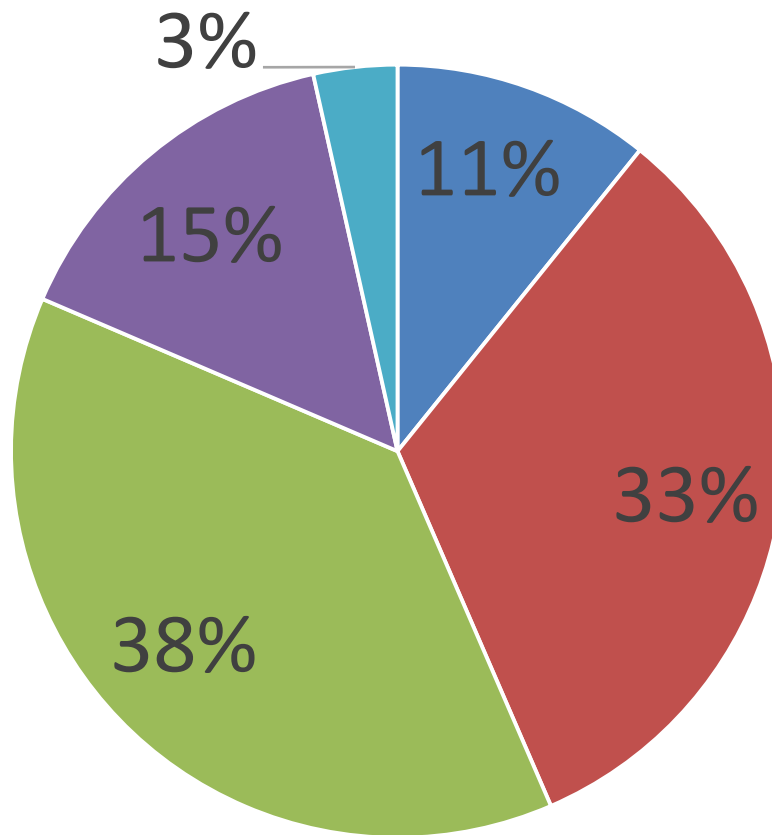
Competence at time of Room allocation



Composite Score -Patient Affairs Department



Overall Rating of the Hospital



■ Excellent

■ Very
Good

■ Good

■ Fair

■ Poor

Recommendations

Recommendation for Performances

- Proper training of code of conduct and courtesy should be given to both clinical and office staffs.
- Improving the interpersonal manner, the way in which providers interact personally with patients. Example; respect, concern, friendliness and courtesy.

- Training on communication skills especially Arabic speaking should be focused

Recommendation for Further Researches

- Further satisfaction study should be extended in scope and reach such as
 - ✓ comparative study between patient satisfaction and staffs' satisfaction
 - ✓ between a hospital services and other hospitals' services etc.
- In order to gain better views of the field and produce more meaningful results.

- Periodical study focusing on patients' satisfaction in the hospital should be implemented to keep up with the change of the phenomena.

Limitations of Study

- During research process, researcher faced some constraints such as
 - ✓ lack of required time,
 - ✓ human resources,
 - ✓ permission to access some data.

THANKS!