

# Assessment of Healthcare Quality through Provider's Perspective

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## Abstract

*Provider's perspective is one of the important aspect for quality of the hospital services, specially in the areas where the staff deals continuously with critically ill patients and agitated relatives who require most attentive and prompt care. This paper attempts to bring the important factors which would greatly affect the satisfaction level of providers.*

**Keywords:** Hospital Quality, Assessment of Healthcare Quality, Provider's Satisfaction

## Introduction

As the main point of contact between clients and the health care system, providers play a major role in identifying and meeting clients' health care needs. How well they respond to clients' needs depends on individual practitioners' technical and interpersonal skills, on the infrastructure of the health care system, and on clients' perceptions about what defines high-quality care.

Even when health care providers receive other types of support from the health care system, they frequently face shortages of basic medical supplies, such as contraceptives, infection control equipment and gloves. Numerous studies document these shortages. In Bangladesh and India, for instance, only about one-third of providers, community-based service agents and managers surveyed felt they had the necessary materials to do their work adequately<sup>2,3</sup>. Two studies of 39 service delivery points in Peru found that most lacked skilled personnel and had inadequate infrastructure, equipment and supplies<sup>4</sup>.

Providers' perspectives is one of the important aspect for quality of the hospital services, specially in the areas where the staff deals continuously with critically ill patients and agitated relatives who require most attentive and prompt care. In view of that, the providers satisfaction survey was conducted in the emergency medical services in a state owned large bed size Tertiary care hospital-SMS hospital of Jaipur.

## Objectives

The study aims to assess quality of a state owned tertiary care hospital. The specific objectives include:

1. To measure the level of providers satisfaction of emergency medical services

2. To find out the problems faced by the providers in providing the emergency care of the hospitals.
3. To provide the barriers and promoters of sustainable healthcare quality.
4. Suggest the relevant improvement in the hospital.

## Study design and methods

**The study area:** The present study has been carried at Emergency Medical Services of SMS hospital, Jaipur. This hospital is one of the largest hospitals in India with total sanctioned bed strength of 1575.

**Tools:** A questionnaire was developed to capture the providers' satisfaction on availability of facilities (such as space, manpower, toilets, drinking water etc.), medicine, equipment, diagnostic facilities and their opinion regarding barriers and promoters of sustainable quality etc. Pilot testing of the questionnaires used for provider's satisfaction was done for improving the reliability of the instruments.

**Sample:** All the medical, non medical and support staff of Emergency Medical Department were part of the sample size. However due to shift duties nearly 50% of them were interviewed and 25 respondent's responses were complete in all respect for the analysis purpose.

**Method:** Quality and satisfaction related questions were rated using a yes no type response or 5-point scale. Ratings of satisfaction with services ranged from very poor, poor, satisfactory, and good to excellent. Questions related to quality of services were asked in yes no type response. Items for each scale of satisfaction were summated to obtain an overall score for satisfaction with care. Quality related responses were tabulated and the responses were analyzed mainly in percentage. Additional space is provided for providers to find out their responses regarding their suggestions for improving the quality of emergency medical services of the hospital. The pilot testing was done for content reliability of questionnaire.

**Data Analysis:** The satisfaction data was analyzed using SPSS14.0 statistical software (SPSS, Inc., Chicago, Ill.). Descriptive statistics on the sample characteristics and questionnaire items were computed, including means, standard deviations (SDs) and frequency distributions.

## Results and Discussion

**Staff Profile:** A total of 25 staff (table 1) including





medical and paramedical were interviewed to know their views on various quality aspects of the hospital under the study. Most of the medical and paramedical staff posted in the EMS, are male except few female students and ANM whose duty was to give injections to the patients.

**Table 1**  
**Characteristics of responders for staff satisfaction**  
(n = 25)

| Particulars                     | n (%)     |
|---------------------------------|-----------|
| Sex                             | Male      |
| Age                             | ≥40 years |
| Seniority in hospital ≥10 years | 32%       |
| Job                             |           |
| Physician                       | 12 (48%)  |
| Nurse                           | 6 (24%)   |
| Others                          | 7 (28%)   |

**Satisfaction with various attributes:** The staff satisfaction with most of the aspects was poor and very low.

48% of the total staff is satisfied with the quality of care provided by EMS of hospital under the study (Table 2). The highest satisfaction was scored with adequacy of self training in dealing with common emergency cases in this hospital. A poor satisfaction of medical officer (26%) with the availability beds suggests that most of the time they face problem with number of available beds in the EMS.

Interestingly even though it is a state owned hospital, 32% of total respondents mainly medicos said that they were dissatisfied with police assistance for MLC. The doctors reported that the problem is acute in night hours when the police take their own time in the night hours as a result they have to fight with the relatives of the patients.

In response to questions that which category of staff needs improvement, most of the medical staff said Nursing staff. The other category of the staff suggested for training and skill enhancement for X-ray technician, ECG technician and Support Staff.

**Table 2**  
**Staff Satisfaction with emergency services**

| Description                                                                                         | Overall<br>n=25 | Medical<br>Officer n=12 | Paramedical<br>Staff n=13 |
|-----------------------------------------------------------------------------------------------------|-----------------|-------------------------|---------------------------|
| Proper Induction Programme attended                                                                 | 4 (16%)         | 1                       | 3                         |
| Refresher Course in Emergency                                                                       | 0 (100%)        | 0                       | 0                         |
| Having written job description                                                                      | 7 (28%)         | 4                       | 3                         |
| Availability of written SOP                                                                         | 0               | 0                       | 0                         |
| Satisfaction with regards to sufficient staff to support work                                       | 11 (44%)        | 4                       | 7                         |
| Satisfaction with regards to extra manpower support if required                                     | 17 (68%)        | 8                       | 9                         |
| Satisfaction with the processes of getting extra manpower support if necessary                      | 14 (56%)        | 7                       | 7                         |
| Satisfaction with regards to competency level of staff                                              | 8 (32%)         | 8                       | *                         |
| Knowledge about the triage                                                                          | 9 (36%)         | 9                       | *                         |
| Satisfied with the triage system of the EMS                                                         | 6 (24%)         | 6                       | *                         |
| Satisfaction with the physical facilities provided to in the emergency unit                         | 13 (52%)        | 5                       | 8                         |
| Transportation facility available                                                                   |                 |                         | 7                         |
| Satisfaction with the sufficiency of beds to cater emergency                                        | 6 (24%)         | 6                       | *                         |
| Satisfaction regarding ease to get police assistance for MLC cases                                  | 8 (32%)         | 8                       | *                         |
| Satisfied with availability of drug/equipment                                                       | 17 (68%)        | 7                       | 10                        |
| Experience of drug stock out in one month                                                           | 12 (48%)        | 4                       | 8                         |
| Experience of equipment break down                                                                  | 12 (48%)        | 7                       | 5                         |
| Satisfaction with adequacy of self training in dealing with common emergency cases in this hospital | 19 (76%)        | 12                      | 7                         |
| Overall satisfaction with the EMS                                                                   | 12 (48%)        | 5                       | 7                         |

Note- The response shown as \* was not relevant to that category









providers satisfaction such as availability of good quality of equipment, regular supplies, maintenance of the equipment, better coordination among the multi specialty teams in the emergency department, availability of sufficient manpower. Organizing the continuous training programme for all levels as suggested by the staff is must for their job enrichment and career enhancements.

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(Received 5<sup>th</sup> May 2008, accepted 30<sup>th</sup> May 2008)

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