



# A study on Patients' perception on the OPD services of Private Hospitals at District Mathura, Uttar Pradesh

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## I. Abstract

Hospitals are the places that play a crucial role in the wellbeing of people's lives. They provide numerous services in order to save the people from different ailments which could be minor and life threatening as well. This study revolves around OPD services (Out Patient Department) specifically which is aimed towards investigating the patient's perception in the Privately owned and managed Hospitals of Mathura District, Uttar Pradesh. The research is descriptive in nature. Through literature was reviewed from various top notch researcher's articles and papers on the proposed topic. A questionnaire comprising fifteen questions based on OPD services was distributed among different hospitals of Mathura district and responses were obtained from patients and their immediate care takers or family members. The data is processed on SPSS (Statistical Package for Social Sciences) and appropriate means were generated. The results and conclusions were drawn which were in line with the positive perception that people hold towards the OPD services of the private hospitals. There were however some outliers that suggest need of improvement in the OPD services of the private hospitals.

Key Words: Private hospitals, Perception, Patients, OPD, Mathura.

## II. Introduction

- a. **Perception:** The word perception can be explained as the ability of human brain to collect data from sensory organs and process it as per the person's past experiences, education and knowledge to make a settled picture. (Merriam Webster Dictionary, 2022) defined perception as "awareness of the elements of environment through physical sensation". The researchers innate love for understanding behavioral sciences and psychology made them to pick up this sensitive topic. The researchers used this ability to understand how different people react and think about Hospital services.
- b. **Hospitals:** When it comes to hospitals, it is known as the place where patients are treated for mild to severe health related problems and promote wellbeing. (Cambridge English Dictionary, 2022) defined Hospitals as "A place where people who are ill or injured are treated and taken care of by doctors and nurses". There are a variety of hospitals with a wide variety of hospitals based on their size, location, ownership and operations. (Gallagher Healthcare , 2018) differentiated between hospitals and outlined few hospitals as - Teaching hospitals (where we train new doctors or study about diseases), General-purpose Hospitals (Where we perform general surgeries and take care of wounds, cuts, burn etc.), acute care facilities, community hospitals (aimed to serve communities and public at large scale), trauma care facilities (to take care of emergencies and saving lives in case of accidents, falls, attacks, burns etc.), Specialized hospitals (are the ones who treat patients with specific condition only Eg. Brain, Heart, Lungs, Viruses etc.), Children's Hospitals (They treat and excel in handling children ranging from infants to early teens), Psychiatric Hospitals (the hospitals where doctors attend mental health needs of their patients), Rehabilitation Hospitals (Rehabs commit their focus on intensive therapy regimes and treat a variety of illnesses and addictions), Veterans Affairs (VA) Hospitals (Hospitals specially dedicated to army personnel and their families) and a lot more.
- c. **Private Hospitals:** The hospitals who charge extensive fee from their patients to assist the service providers and maintain the hospital premises. These hospitals are usually managed and owned by non-Government entities, Trusts, Companies, Universities, NGO's etc. who manage and look after all the hospital affairs on their own and follow the directives of the government to function in public domain.
- d. **Services of Hospital:** (Donald) As per the expansion in population, spread in different diseases, change in modern lifestyles and availability of a wide variety of healthcare facilities there is a boost in different hospital services which the patients

opt for as per their convenience and spending capacity.

(Vedantu Education, 2022) provided a list of major hospital services that are generally available in hospitals across India –

SrN.	Types of Service	SrN.	Types of Service
1	Blood Services,	17	Genetic testing service,
2	Case management Services,	18	Health records Services,
3	Clinical engineering Services,	19	Home nursing services,
4	Dietary services,	20	Inpatient department service,
5	Dining services,	21	Laboratory services,
6	Emergency room services,	22	Mental health care Service,
7	Facilities management,	23	Nursery Services,
8	Family support services,	24	Nursing Services,
9	Family planning and Counseling services,	25	Nutritional counseling Service,
10	Financial services,	26	Operation theater services,
11	Outpatient department (OPD) Service,	27	Prescription services,
12	Paramedical services,	28	Radiology services,
13	Pediatric specialty care,	29	Rehabilitation services,
14	Pharmacy services,	30	Surgical Service,
15	Physical medicine services,	31	Technical support Services,
16	Derma, Dental & Implant services,	32	Other Non-professional services.

- e. OPD services: The term OPD stands for Out Patient Department Services. As per the name reflects it means that the hospital is offering services to the patients who come and go on the same day usually after consulting with the doctor or after changing their dressing. They usually spend a shorter time span in comparison to those patients who are required to be admitted at the hospital premises. The Doctors provide required consultation, prescription, diagnosis or treatment and the patient goes back to their homes without having to stay overnight.

Hospitals often receive majority of cases who are for OPD department only.

### III. Literature Review

(Winpenny, Miani, Pitchforth, & al, 2016) studied about various interventions in OPD services and recommended a number of feasible solutions. (Chandrakanth B, 2018) in his research report entitled "Customer Perception towards Private Hospital in Gulbarga" studied about the patient's perception on various services of private hospitals in the Gulbarga area. (Arul Edison, S., & V.S., 2009) identified some service quality factors that highly influence patients' satisfaction for Government and private hospitals. For data collection and survey patients of nine different hospitals were selected using convenient sampling method in Mayiladuthurai Taluk. (Abid, Muhammad, Arif, & Jinsoo, 2019) studied about how doctor services, nurses' services, and waiting time predict patient satisfaction (PS) with the service delivery of healthcare in Southern Punjab, Pakistan.

(Sandesh Kumar & Sudhinder Singh, 2013) in their research examined a set of magnitudes that contribute to effective hospital management and chronological hospital operations.

#### IV. Research Methodology

**Statement of research problem:** “A study on Patients’ perception on the OPD services of Private Hospitals at District Mathura, Uttar Pradesh”

**Objectives:**

- i. To study the patient’s perception towards OPD service provided by private hospitals of Mathura.
- ii. To suggest measures by which the hospitals can improve their service delivery mechanism.

**Scope of the study:**

- i. The present study aims to understand the perception of patients in private hospitals.
- ii. The study is being conducted in 30 hospitals of the Mathura region.
- iii. The study will be focused on rural and urban sectors of Mathura City only.

**Size of sample:** 200 Patients and their immediate care takers from 20 hospitals.

**Geographical location:** Mathura (Rural and Urban)

**Data collection:** Both sources of data are used in the study. The Secondary data is collected through hard bound & E-books, various articles and journals that are available in print and soft copies.

**Data Analysis:**

To check the internal consistency, Cronbach Alpha was used and for general statistical figures that includes mean and standard deviation, SPSS was employed.

## V. Data Analysis

- i. The internal consistency of the collected data was measured using Cronbach Alpha.

### Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
.72	.82	10

The table as shown above represents the statistics of Cronbach Alpha at the range of 0.72 while the results for standardized items was estimated at the range of 0.82. As per the standard norms, when the data falls above 0.7, the internal consistency is considered to be good and the researcher can move ahead with the responses.

- ii. Statistics:

Statistics for OPD services in Mathura					
	Valid Responses	Mean	Std. Deviation	Variance	Sum
Hospital has on spot admission procedure	192	4.3698	0.67391	0.454	839
Availability of different doctors/specialists at OPD	192	4.5417	0.77144	0.595	872
Administration of OPD is smooth	192	4.474	0.50063	0.251	859
Waiting time is less at OPD	192	4.151	0.7401	0.548	797
Registration service is present at OPD center	192	4.3646	0.58102	0.338	838
OPD performs follow up of patients	192	4.2552	0.64107	0.411	817
Ward attendants are available at OPD	192	4.2917	0.56821	0.323	824
Availability of amenities in the waiting area.	192	4.2396	0.63485	0.403	814
Proper signs/symbols were available at OPD section for ease of access to patients	192	3.7969	0.72746	0.529	729
Pay later payment facilities are provided for emergency cases	192	2.8073	1.54491	2.387	539

The table as shown above states the means and standard deviations of the data collected with total number of responses. It was observed that out of two hundred number of distributed questionnaires, the data has been received from 196 respondents. When data was being refurbished to enter in the software, only one hundred and ninety-two questionnaires were considered for the study. Others were discarded for being incomplete or were declared irrelevant for the study.

**VI. Results and Conclusions**

Following observations were made from the collected data-

Majority of the hospitals were admitting patients

- a. Figure 1 represents that majority of the hospitals were admitting patients on spot as the patients arrive.
- b. Figure 2 clearly represents that at majority of the private hospitals had the availability of different doctors and specialists for their OPD services.
- c. It was revealed that the administration at OPD department is smooth in the private hospitals of Mathura.
- d. Majority of the respondents agreed to the statement that waiting time is less at OPD department in the private hospitals of Mathura district.
- e. Majority of the patients agreed to the statement that the registration service is fairly available in the private hospitals of Mathura District.
- f. Apart from a few respondents, majority of the respondents agreed to the statement that their hospitals (private) do take a follow up of client’s health and wellness after diagnosis/prescription.
- g. When a question about availability of wards at the private hospitals were made, majority of the respondents claimed that sufficient wards were available in the hospital that they visited.

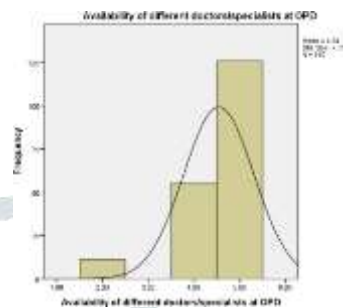
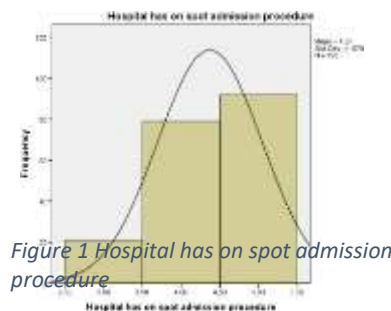
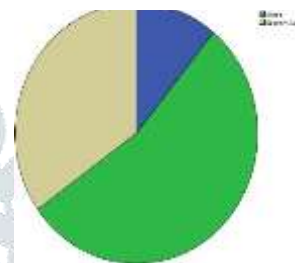


Figure 2



- h. As per figure 3, when a question about availability of amenities was asked majority of the respondents agreed to the statement, while a huge chunk remained neutral.
- i. On the statement of availability of Proper signs and symbols at OPD section of the private hospital in Mathura for ease of access to patients is asked, as per figure 4, majority of the respondents remained on agree stance while a few disagreed or remained at neutral bay.
- j. As per figure 5, majority of respondents strongly disagreed to the statement about Pay later services among private hospitals of the district. Roughly 40%

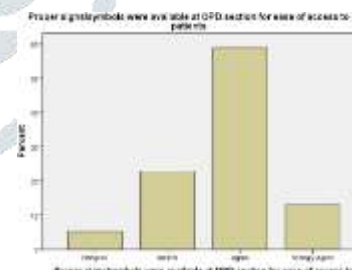


Figure 4

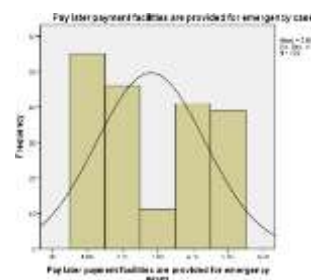


Figure 5

stood at agree side leaving others at neutral.

## VII. Recommendations

- a. It is recommended to all the private hospitals that priority should be given to serious patients while admitting them after identification procedure. Wards should be deployed to assess the sickness characteristics.
- b. Proper primary and secondary care options should be utilized at OPD sections.
- c. The OPD units must be in synchronization with other departments of the hospital i.e., radiology, pathology, dermatology, clinic etc.
- d. It was strongly recommended that pay later facilities or insurance coverage should be incorporated by any means to the hospital system so that the patient should walk in and get admitted without having to worry about sources of funds.
- e. From the data collected and analyzed it is also being recommended that the OPD service section must be bolstered with amenities like nursery, lactation room, critical care, comfortable waiting lounge, charging spots, eateries etc.

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