



Awareness regarding the OPD services among patients attending outpatient department at NMCH, Nellore, A.P.

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Abstract

Background: Now a days different hospitals all over the world, have introduced different types of health care to provide services to the patients. The main aim of the hospital is to provide maximum care. So health care services play a vital role. Health care service is a business entity that provides inpatient or outpatient testing or treatment of human disease or disfunction, dispensing of drugs or medical devices for treating human disease or disfunction.

Objectives: 1. to assess the level of the awareness regarding OPD services among OPD patients at NMCH. 2. To find association between the level of awareness regarding OPD services among OPD patients and the selected demographic variables.

Material and Method: Study was conducted by using non experimental descriptive research design and samples are selected by using non probability Convenience sampling technique.

Statistical Analysis Used: The collected data was organized, tabulated, analyzed and interpreted by using descriptive and inferential statistics based on the objectives of the study.

Results and Conclusion: Hence, the investigator differentiated various OPDs level of awareness like, in OBG department, patients having level of awareness is, 70(70%) are in adequate 26(26%) moderate, 4(4%) adequate.

Keywords: awareness, OPD services, patients

Introduction

Hospital is an integral part of a social and medical organization, the function of which is to provide for the population complete health care, both curative & preventive, whose out patient services reach out to the family and its home environment, the hospital is also a center for the training of health worker and for bio social research". Hospitals are classified by the services they provide. General hospitals admit clients receive in a variety of services, such as medical, surgical, obstetric, paediatric and psychiatric services. Other hospitals offer only specialty services. Such a paediatric (or) psychiatric. Health care services are to improve the health status of the population. In the light of health for all way 2000 AD, the Goals to be achieved have been fixed in terms of mortality and morbidity reduction increase in expectation of life, decrease in population growth rate, improvements of nutritional status, provision of basic sanitation, health manpower recruitments and resources development and certain other parameters such as food production, literacy rate, reduced level of poverty. Health care agencies are systems provide services in different settings; for example: A hospital may provide acute in patient services outpatient clinic or ambulatory care services and emergency room services.

People requiring care may be classified as in patients or out patients. An inpatient is a person who enters a health care facility, such as a hospital and remains for more than

24 hours. Outpatient services those who require health care but do not need to stay in the facility. Individual who do not require inpatient care can receive treatment, care and education on an outpatient basis. Hospital outpatient services are being increasingly utilized by the population of practically all communities. This poses many problems related to community planning, clinical aspects, administration, personal, staffing, finances and provision of adequate space and equipment.

Need for the study

The cost of universal health care delivered through a combination of public and private providers is estimated to be INR 1713 per capita per year in India. Extrapolation of these costs to entire country indicates that Indian government needs to spend 3.8% (2.1%-6.8%) of the GDP for universalizing health care services. Important issue such as delivery strategy for ensuring quality, reducing inequities in access and managing the growth of health care demand need be explored.

Masood Jawaid, conducted observational study to find out patient satisfaction with the surgical outpatient department of a tertiary care teaching hospital using concise OPD user satisfaction scale, at Civil Hospital, Karachi. A total of 395 patients, 243 (61.2%) males and 154 (38.8%) females attending the surgical outpatient Department. The findings revealed that physician's

professionalism scored maximum with a mean \pm SD score of 8.06 ± 0.96 and service of dispensary scored minimum with a mean \pm S.D of 1.35 ± 2.94 . Patient satisfaction level was over all good with the surgical outpatient Department. The patients were most satisfied with physician’s professionalism and least satisfied with service of dispensary.

Statement of the problem

A study to assess the awareness regarding the OPD services among patients attending outpatient department at NMCH, Nellore.

Objectives

- To assess the level of the awareness regarding OPD services among OPD patients at NMCH.
- To find association between the level of awareness regarding OPD services among OPD patients and the selected demographic variables

Methodology

Research Approach: Research approach is quantitative approach.

Research Design: The research design used for this study was non experimental descriptive design.

Settings: The study was conducted in narayana Medical College Hospital in Nellore.

Target Population: The target population for the present study includes patients attending out patient department.

Sample Size: The sample size of the study was 100 OPD patients who are coming at Narayana medical college hospital at the time of data collection are select for the study.

Sampling Technique: Non Probability Convenience Sampling Technique.

Development and description of tool: The tool is awareness regarding health care services available in narayana hospital among OPD patients at NMCH, Nellore. The tool is divided into two parts

Part 1: It includes demographic data such as age, sex, religion, educational qualification, occupation, income.

Part 2: it includes structured questionnaires regarding awareness of out patients services.

Result and Discussion

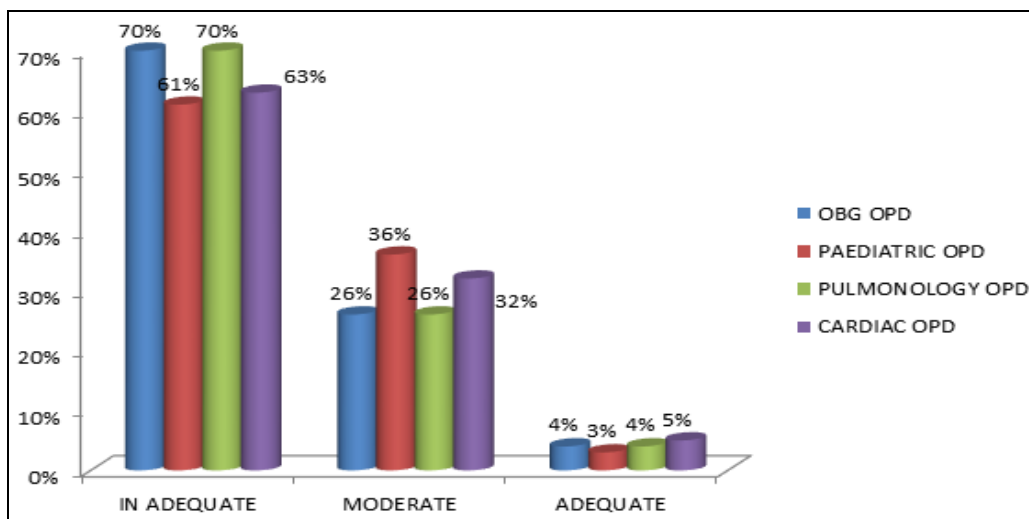


Fig 1: Level of Awareness Regarding Out Patient Department Services among OPD Patients

The major findings of the study

- The awareness of outpatient department services among OBG OPD patients are in 70 (70%) Inadequate 26 (26%) moderate, 4(4%) adequate.
- Paediatric OPD patients are in 61 (61%) inadequate, 36(36%) moderate, 3(3%) adequate.
- Pulmonology OPD patients are in 70(70%) inadequate, 26(26%) moderate, 4(4%) adequate.
- Cardiac OPD patients are in 63(63%) inadequate, 32(32%) moderate, 5(5%) adequate.

Recommendations

- The study can be replicated on the large samples of OPD patients.

- Longitudinal studies can be done.

Conclusion

The study concludes that there was awareness regarding health care services available at narayana hospital among OPD patient at NMCH, Nellore. The study results indicate that there are poor knowledge for health care services among OPD patients.

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