

CLIENTS' SATISFACTION WITH ANTI RETROVIRAL THERAPY SERVICES AT HAMIDIA HOSPITAL BHOPAL

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ABSTRACT

Background: The HIV/AIDS pandemic is a major public health problem with an estimated 33.33 million people living with the virus globally. Free antiretroviral treatment was initiated in India 2004. Patients' satisfaction is one of the commonly used outcome measures of patient care.

Objective: To assess the satisfaction of people living with HIV/AIDS with services provided at anti retroviral therapy Centre Hamidia Hospital Bhopal.

Material and Methods: A hospital based cross-sectional study was undertaken from August 2008 to July 2009 on all the registered people living with HIV/AIDS (PLWHA) following antiretroviral treatment at Hamidia Hospital Bhopal. Data was collected and by using pre-designed & pre-tested questionnaire and analyzed using Epi-info version 3.5.3.

Results: For most of the questions regarding satisfaction on the care services of the center, participants responded positively (excellent & good).The overall mean satisfaction score was "Excellent".

Conclusion: The services of the Center were rated positively (Excellent and above).The hospital management should work to strengthen the clinic services by helping the ART clinic staff to involve patients in the treatment process and recognize their opinions on follow up.

Key word: satisfaction, PLWHA, ART, exit interview

INTRODUCTION

The HIV/AIDS pandemic is a major public health problem globally. According to the global summary at end of 2009, an estimated 33.33 million people were living with HIV/AIDS (PLWHA) of whom 2.5 million were children <15 years and estimated number of new infections were 2.5 million (1). Studies showed that patient satisfaction is one of the outcome measures of patient care in addition to mortality and morbidity and predicts treatment utilization and adherence (2, 3). Patient satisfaction had been an important issue for health care managers and health care providers (4). The relationship between health care providers and patients (interpersonal skills) has also been

reported to be the most influential factor for patient satisfaction (5).

As patient satisfaction is considered to be a health care outcome and predictor of treatment utilization and adherence to the care and support, this study is therefore conducted to assess the level of satisfaction of PLWHA on the services at ART clinic.

MATERIAL & METHOD

The study was conducted in ART clinic at Department of Medicine, Hamidia Hospital Bhopal during August 2008 to July 2009. The ART clinic was first established here in 2008.

A cross-sectional study was conducted on adult PLWHA who were registered between August 2008 to Feb. 2009 who were taking regular treatment since at least 6 month and were on follow up at the clinic. The sample size was calculated as 256. It did not include patients who had not received anti retroviral therapy for less than 6 months. Permission was taken from the Nodal officer of ART centre and MPSACS to initiate the study. A pre-designed and pre-tested questionnaire was then used to interview the respondents while they came out of the clinics after consultation i.e. exit interview was taken with informed consent from all patients and absolute confidentiality was maintained. Information was collected in regards with Socio demographic information and Patient satisfaction question.

RESULTS

Out of the 256 respondents 154 (60%) were male and 102(40%) were female. 147 (57.43%) respondents were married, 72 (28.12%) single and 37(14.45%) widowed. Out of total 256 respondents Hindu were 228 (89.07%) while Muslim were 15 (5.86%), Jain were 10 (3.90%) and Christian were very small in number 3(1.17%). Forty six respondent (17.79%) were illiterate and the remaining 210 (82.02%) literate of whom 18 (7.03%) were graduate & above. One hundred twenty three (48.5%) were skilled worker, 47(18.35%) semiskilled, 35(13.68%) unskilled and the remaining 51(19.92%) were unemployed.

Table 1: Distribution of client satisfaction with respect to doctors

Assessment of doctor	Level of satisfaction (n=256)		
	Excellent N (%)	Good n (%)	Poor N (%)
Feel at ease with Doctor	215 (83.98)	41 (16.02)	0
Able to tell your problem	236 (92.19)	20 (07.81)	0
Listen your problem	225 (87.90)	31 (12.10)	0
Understand complaints	244 (95.31)	12 (04.96)	0
Attitude towards patient	256 (100)	0	0
Explains effectively	239 (93.34)	17 (06.64)	0
Helps in improving health	239 (93.34)	17 (06.64)	0

($X^2 = 83.83$, DF = 6 and $p < 0.05$)

Table 1 shows Satisfaction of patient towards doctor on various aspects of services. The response was graded as 'excellent' for the following factors: Feel at ease with Doctor 83.98%, Able to tell your problem 92.19%, Listen to your problem 87.90%, Understand complaints 95.31%, Attitude towards patient 100%, Explains effectively 93.34%, Helps in improving health 93.34%. The association of these factors with client satisfaction was found to be significant. ($X^2 = 83.83$, DF = 6 and $p < 0.01$).

Table 2: Distribution of Doctor and hospital staff according to behavior

Level of satisfaction	Doctor n (%)	Hospital staff n (%)
Very Good	106(41.41)	32(12.5)
Good	99(38.67)	224(87.5)
Average	51(19.92)	0

Table 2 shows satisfactory level of client satisfaction for both doctors and staff. For doctors 41.41% client response was very good and for 38.67% response was good, as for staff 87.5% of client response was good while average response was observed only for doctors.

DISCUSSION

Majority of studies show that there is higher overall satisfaction with medical facilities specially where HAART is in use. Edwin Wouters et al and Jane K. et al showed HAART use was associated with higher patient satisfaction with ART related services (6, 7). Helena Getenet et al" (8) study showed an overall mean patient satisfaction score of "GOOD". Some studies show high level of satisfaction at Canada and English hospitals, but our study shows excellent satisfaction levels (9, 10). This differences are due to different health service systems between the countries. On the

contrary, previous studies from Jimma hospital and 3 hospitals in Harar city showed low level of patient satisfaction on the outpatient services (11, 12). These type of study are limited in our country where satisfaction was either normal or above normal while in other country both type of responses were observed. K. Karunamoorthi et al found that out of 156 respondents, 114 (73.1%) of the respondents very satisfied to get their pharmacy service (13). Lyatuu M B et al found that nearly a quarter of the clients who accessed PMTCT of HIV services were not satisfied with the privacy in the settings providing the service and also found that 71.7% of clients accessing PMTCT of HIV service were satisfied with the waiting time spent for the service (14). Comparatively our study shows high level of patient satisfaction on various aspects of treatment, behavior of staff and support similar to the earlier studies.

CONCLUSION

On the basis of observation, study concludes that the overall cooperation level was high. Almost all the patients were satisfied with the kind of quality of services provided. Environment of clinic, attitude and behavior of doctors were very much appealing to the majority of patients.

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