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Patient satisfaction on peri-anaesthetic care in Indira Gandhi Government General Hospital and Post Graduate Institute, Puducherry- A cross sectional study

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Patients are the foundation of our medical practice. It is very obvious that they must be satisfied while in or out of the Hospital. Patient satisfaction is to provide patient-centered care creating a culture that accepts people for, who they are and where, they are in life cycle, by meeting their needs at that point, with the health system's mission to care for the body, mind and spirit of patients.

Objectives:

- To determine the level of Patient Satisfaction with Anaesthetic Care
- To correlate the post anaesthesia complication and outcome
- To associate the level of satisfaction with selected demographic variable

Research Methodology: Research approach chosen for this study is Quantitative approach. The research design used for this study is Cross-Sectional study design. (Polit & Hungler 2003). The size of the sample is 129 patients admitted for surgery and present during the data collection. The sampling technique chosen for this study is Convenient sampling. Tool used for this study is modified Leiden Perioperative Care Patient Satisfaction questionnaire (LPPSq). LPPSq is a valid, Reliable Self reported Multi dimensional questionnaire that assess patient satisfaction and patient experience of care. LPPSq includes 30 statements which include 5 dimensions

like Information, Discomfort and needs, Fear and concern, Staff patient relationship and Services provided in the OT.

Result & Findings: The result of the study in relation to the demographic variables highlights that the mean age of the patients were 40.13±8.18. 88[68.2%] and 41[31.78%] were male and female patients respectively. Majority of the patients belong to rural 70 (54.28%) and 59(45.73%) belonged to urban areas. Patient Satisfaction in Peri-anaesthetic care in relation to Information depicts 114(88.3%) highly satisfied, 11(8.5%) moderately satisfied and 4(3.1%) patients were least satisfied respectively. Regarding degree of discomfort and needs 2(1.55%) felt least discomfort, 69(53.4%) felt Moderate discomfort and 58(44.96%) felt high discomfort respectively. In relation to fear and concern 24(18.6%) had less fear, 75(58.13%) had moderate fear and concern and 30(23.2%) had high fear and anxiety respectively. Regarding staff patient relationship the value shows 116(89.1%) highly satisfied, 10(7.75%) moderately satisfied and 3(2.25%) patients were least satisfied respectively. Overall satisfaction depicts 33(25.58%) highly satisfied, 94(72.8%) moderately satisfied and 2(1.55%) patients were least satisfied respectively.

Conclusion: Patients are dissatisfied in the area of care and concern related to pain and discomfort, waiting time in theatre. These factors are well prevented by the health personnel to increase level of patient satisfaction.

Biography

V. Anandalakshmi. MBBS., PG Dip(Accident and Emergency care), MBA (Hosp. Mgt). She did her MBBS from Stanley Medical College Chennai in the year 1988. She did her Junior Residency in Anaesthesia in the year (1990 to 1991). Joined the Government service in the year 1992. She has done her PG Diploma in Accident and Emergency care in the year 2007. She has done Basic life support and Basic trauma life support course from Apollo Hospital Chennai in 2006. She completed her MBA in Hospital Management in 2016. She has done observership in Ultrasound guided Regional Anaesthesia procedures at Mahatma Gandhi Medical College and Research Institute, Puducherry in 2017. She has attended Ganga Anaesthesia Regional conference at Coimbatore in June 2017. She has completed 26 years of service and 20 years of service in the Dept of Anaesthesia. At present she is working as Chief Medical officer (NFSG) in the Dept of Anaesthesiology.

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