Research Article

Open Access

Management and Prevention of Chronic
Disease and Disability: a Global Challenge

this background, the present study was conducted to measure the level

Management and Prevention of Chronic
Disease and Disability: a Global Challenge

Variable	Satisfied	Significance
Age group		
20-30 years (N=284)	245(86.3)	Chi square =1.03, p>0.05, df =2.
30-59 years(N=490)	432(88.2)	
60 and above (N=169)	149(88.0)	
Gender		
Male (N=460)	408(88.6)	Chi square =1.32 p>0.05, df =1.
Female (N=482)	419(86.9)	
Education		
Illiterate N=(169)	144(85.2)	Chi square =2.3 p>0.05, df =1.
Literate N=(773)	683(88.3)	
Type of facility		
Dispensary (N=609)	545(89.4)	Chi square =9.8 P<0.05, df =3.
Polyclinic (N=114)	100(87.7)	
Community health centre (N=130)	109(83.4)	
District Hospital (N=89)	73(82.0)	

Table 2: Correlates of patient's satisfaction in the study population.

Predictors		Odds Ratio Confidence interval				
		Overall	Polyclinic	Dispensary	CHC	District Hospital
Gender	Male	Ref.	Ref.	Ref.	Ref.	Ref.
	Female	1.4(0.9-2.3)	1.2(0.6-2.2)	0.7(0.1-3.0)	0.6(0.1-2.5)	1.8(0.4-8.8)
Age group	20-30 years	Ref.	Ref.	Ref.	Ref.	Ref.
	30-59 years	0.9(0.5-2.1)	1.7(0.7-4.4)	0	0.1(0.0-5.7)	0.3(0.0-3.8)
	60 and above	0.7(0.3-2.0)	2.2(0.5-9.7)	0	0.1(0.0-3.7)	0.1(0.0-2.5)
Education	Illiterate	Ref.	Ref.	Ref.	Ref.	Ref.
	Literate	1.2(0.7-2.0)	1.5(0.7-3.1)	0.6(0.1-6.5)	0.2(0.0-0.9)	5.0(0.9-28.0)
Access	Below average	Ref.	Ref.	Ref.	Ref.	Ref.
	Above average	6.1(1.2-31.9)	10.3(1.8-57.9)	0	Nil	2.3(0.0-119.5)
Display of signage's	Below average	Ref.	Ref.	Ref.	Ref.	Ref.
	Above average	0.7(0.5-1.2)	0.8(0.4-1.4)	1.7(0.4-6.6)	Nil	4.2(0.9-18.8)
Management	Below average	Ref.	Ref.	Ref.	Ref.	Ref.
	Above average	1.0(0.6-1.6)	0.8(0.4-1.6)	0	2.4(0.4-14.2)	0.5(0.0-16.5)
Physical environment	Below average	Ref.	Ref.	Ref.	Ref.	Ref.
	Above average	1.9(1.1-3.3)	2.6(1.3-5.0)	3.3(0.7-15.2)	Nil	Nil
Physician care	Below average	Ref.	Ref.	Ref.	Ref.	Ref.
	Above average	4.8(3.1-7.4)	2.4(1.3-4.5)	4.0(0.9-16.3)	75.4(13.0-435.3)	7.7(1.6-37.5)
Staff behaviour	Below average	Ref.	Ref.	Ref.	Ref.	Ref.
	Above average	1.3(0.8-2.2)	1.0(0.4-2.1)	1.0(0.2-4.9)	2.4(0.3-14.7)	3.6(0.7-18.9)
r-square		0.078	0.052	0.132	0.313	0.249
adjusted r-square		0.154	0.113	0.252	0.533	0.408

Table 3: [garbled text]

signi cant predictors of overall patient satisfaction are accessibility

J Community Med Health Educ
Management and Prevention of Chronic Disease and Disability: a Global Challenge
ISSN: 2161-0711 JCMHE, an open acce

behaviour correlates with patients [21].

In conclusion there was overall good patient satisfaction level with the Outpatient Department. e policy makers should focus on correlates of satisfaction namely, accessibility to health facility, physician care and physical environment of health care facility.

e primary strength of the study is involvement of physicians from wide medical and surgical disciplines from premier institutes of India in designing the satisfaction scale. e limitation is that the ndings of this study can not be generalized to other health care facilities and patient's perspective was not taken into account during development of the questionnaire.

Acknowledgement

References

1. Maxwell RJ (1984) Quality assessment in health. Br Med J (Clin Res Ed) 288: 1470-1472.

2. Haddad S, Fournier P, Machouf N, Yatara F (1998) What does quality mean to lay people? Community perceptions of primary health care services in Guinea. Soc Sci Med 47: 381-394.

3. Rapert MI, Babakus E (1996) Linking quality and performance. Quality orientation can be a competitive strategy for health care providers. J Health Care Mark 16: 39-43.

4. Gombeski WR Jr, Miller PJ, Hahn JH, Gillette CM, Belinson JL, et al. (1993) Patient callback program: a quality improvement, customer service, and marketing tool. J Health Care Mark 13: 60-65.

5. McKinley RK, Roberts C (2001) Patient satisfaction with out of hours primary medical care. Qual Health Care 10: 23-28.

6. Al-Emadi N, Falamarzi S, Al-Kuwari MG (2009) 'Patients' satisfaction with primary health care services in Qatar', Middle East J. Fam. Med 7: 4-9.

7. Qureshi W, Khan N, Naik AA, Khan S, Bhat A et al. (2005) A case study on patient satisfaction in SMHS hospital, Srinagar. JK Practitioner 12: 154-155.

8. Olusina AK, Ohaeri JU, Olatawura MO (2002) Patient and staff satisfaction