



Patients' Satisfaction towards the Treatment and Awareness of Health Facilities in the Hospital

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Abstract

Patient satisfaction is a critical indicator of healthcare quality, reflecting the extent to which medical services meet or exceed patient expectations. In a rapidly evolving healthcare landscape, understanding patients' satisfaction with treatment and their awareness of available health facilities is vital for enhancing service delivery. This study aims to assess the level of satisfaction among patients regarding treatment and their awareness of hospital facilities in private hospitals of Kathmandu Valley. A quantitative research approach was employed, utilizing a descriptive research design and convenience sampling to collect data from 116 respondents aged 15 to over 30 years. Data were gathered through a structured questionnaire consisting of socio-demographic details and questions about patient satisfaction and awareness. The findings reveal that a significant majority of patients express high satisfaction with physicians' communication, diagnostic accuracy, and treatment processes, with 92.2% reporting health improvements following hospital visits. Emergency care and attentiveness to critical cases were highly rated, while perceptions regarding gender differentiation in treatment showed variability, highlighting areas for improvement. The study concludes that while overall patient satisfaction is high, efforts to address gaps in equitable treatment practices and enhance



awareness of health facilities are necessary. The novelty of this research lies in its focus on integrating socio-demographic variables with patient satisfaction metrics to provide a comprehensive understanding of healthcare service delivery in the context of Kathmandu Valley.

Keywords: Patient satisfaction, healthcare, treatment, awareness

Introduction

Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity [1]. The enjoyment of the highest attainable standard of health is one of the fundamental rights of every human being without distinction of race, religion, political belief, economic or social condition [2]. The World Health Organization (WHO) considers an establishment to be a hospital if it is permanently staffed by at least one physician, can offer inpatient accommodation, and can provide active medical and nursing care [3][4]. The hospital as one of the health facilities is used by the government and the community. Hospitals have a very strategic role in efforts to accelerate the improvement of public health status. The new paradigm of health care requires hospitals to provide quality services according to the needs and wishes of patients while still referring to the professional code of ethics [5].

Patient Satisfaction is the result of an assessment in the form of an emotional response (feeling happy and satisfied) to the patient because of fulfillment of expectations or desires in using and receiving hospital services [6][7][8]. Patient satisfaction is an evaluation or assessment after using a service that the selected service at least meets or exceeds expectation [9][10][11]. Treatment is the provision, coordination or management of healthcare and related services by one or more health care providers [12][13]. This includes; coordination or management of health care by a health care provider with a third party. Consultation between health care providers relating to a patient. The hospital provides all kinds of treatment to patients. Treatment can include medicine, therapy, surgery, or other approaches [14]. A cure is when a treatment makes a health problem go away and it's not expected to come back.

Awareness refers to the state or ability to perceive, feel, or be conscious of events, objects, thoughts, emotions, or sensory patterns. It involves having knowledge or understanding of a particular subject or situation [15]. Disease awareness refers to the understanding and knowledge individuals have about a specific disease or health condition. It involves being aware of the symptoms, risk factors, treatment options, and the impact of the disease on one's health and well-being. In this research study, we have learned the treatment and awareness of health facilities in the hospital with changes in their age, gender, education, and profession. From this study, we gained knowledge of treatment and awareness about health facilities available in the hospital.

Significance of the Study

This study is significant as it addresses the critical issue of patient satisfaction and awareness within hospital settings, which are fundamental components of healthcare quality and efficiency. Understanding patients' satisfaction with treatment and their awareness of available



health facilities can provide valuable insights for healthcare providers to enhance service delivery, patient engagement, and health outcomes. This study aims to explore the level of satisfaction among patients regarding the treatment and awareness of health facilities in the hospital.

Methods and Materials

The research approach used is a quantitative research approach in which each of the statements and questions have been provided with certain scores. A descriptive research design is used for the study [19]. The study aims to identify the patient’s satisfaction with the treatment and awareness about health facilities in the hospital with regard to gender, age, marital status and educational degree. The research is conducted on the private hospital of Kathmandu Valley. The questionnaire is asked to fill by the patients of the private hospital of the Kathmandu Valley, which consists of socio-demographic information and question regarding patient’s satisfaction towards the treatment and awareness about health facilities in the hospital. The study population is patients of private hospital of Kathmandu of age 15 – above 30. The sample size consists of 116 patients.

The data collection tool used was a questionnaire. The multiple-choice questionnaire was used for data collection where part A consisted of socio-demographic information, and part B consisted of questions related to patients' satisfaction towards the treatment and awareness about health facilities in the hospital where people had to agree or disagree the statements.

Results and Analysis

Table 1 Demographic Information (Gender)

Gender		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	male	43	37.1	37.1	37.1
	female	73	62.9	62.9	100.0
	Total	116	100.0	100.0	

Source: Survey 2024

There were all together 116 respondents in this survey. Of them 43 (37.1%) were male and 73 (62.9%) were female. Gender is the most important factor which is related to patient satisfaction.

Table 1 Demographic Information (Age)

Age		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	15-20	18	15.5	15.5	15.5
	20-25	65	56.0	56.0	71.6
	25-30	14	12.1	12.1	83.6



	Above 30	19	16.4	16.4	100.0
	Total	116	100.0	100.0	

Source: Survey 2024

Table 2 illustrates the age of the respondents. Out of 116 respondents, 18 (15.5%) were in the age group of 15-20, 65 (56%) were in the age group of 20-25, 14 (12.1%) were in the age group of 25-30, and 19 (16.4%) were in the age group of above 30 years.

Table 2 Demographic Information (Marital Status)

Marital status					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	single	92	79.3	79.3	79.3
	married	24	20.7	20.7	100.0
	Total	116	100.0	100.0	

Source: Survey 2024

Table 3 indicates the marital status of the respondents. Out of 116 respondents, 92 (79%) were single, 24 (20.7%) were married.

Table 4 Demographic Information (Education Degree)

Education Degree					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Basic	16	13.8	13.8	13.8
	Educated	95	81.9	81.9	95.7
	illiterate	4	3.4	3.4	99.1
	Total	116	100.0	100.0	

Source: Survey 2024

Table 4 shows the education status of the respondents. 16 (13.8%) were basic, 95 (81%) were educated, and 4 (3.4%) were illiterate out of 116 respondents.

Table 3 Demographic Information (Profession)

Profession					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Student	68	58.6	58.6	58.6
	Employed	43	37.1	37.1	95.7
	Unemployed	5	4.3	4.3	100.0
	Total	116	100.0	100.0	

Source: Survey 2024



Table 5 indicates the profession of the respondents. 68 (58.6%) were student, 43 (37.1%) were employed, and 5 (4.3%) were unemployed.

Table 6 Department from which the patients were admitted or visited in the hospital

You admitted or visited the Hospital through					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	OP	100	86.2	86.2	86.2
	Emergency	16	13.8	13.8	100.0
	Total	116	100.0	100.0	

Source: Survey 2024

Table 6 indicates the department from which the patients admitted or visited in the hospital. 100 (86.25) were admitted or visited through OPD, and 16 (13.8%) were admitted or visited through emergency.

Table 4 Times of hospital visit

How many times have you been admitted or visited the hospital?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-2 times	62	53.4	53.4	53.4
	More than 2 times	54	46.6	46.6	100.0
	Total	116	100.0	100.0	

Source: Survey 2024

Table 7 indicates the times of admission of the patients in the hospital. 62 (53.4%) of the respondents have stayed for 1-2 times, and 54 (46.6%) of the respondents have stayed more than 2 times.

Table 5: Feeling of improvement in health

Did you feel any improvement in the health condition after the visit?					
		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	yes	107	92.2	92.2	92.2
	no	9	7.8	7.8	100.0
	Total	116	100.0	100.0	

Source: Survey 2024

Table 8 shows the improvement regarding the health of the respondents. 107 (92.2%) replied yes that they were feeling improvement while 9 (7.8%) replied No that they were not feeling improvement in their health.

Response Analysis

Table 6 Response Analysis Table

		Count	Layer Total N %
Physicians introduced their names to the patients"	strongly disagree	12	10.3%
	disagree	21	18.1%
	neutral	25	21.6%
	agree	38	32.8%
	Strongly agree	20	17.2%
	Total	116	100.0%
Physicians take your health history in detail"	strongly disagree	1	0.9%
	disagree	2	1.7%
	neutral	12	10.3%
	agree	65	56.0%
	Strongly agree	36	31.0%
	Total	116	100.0%
Physicians spent enough time to consultation	strongly disagree	2	1.7%
	disagree	15	12.9%
	neutral	24	20.7%
	agree	59	50.9%
	Strongly agree	16	13.8%
	Total	116	100.0%
Physicians almost make the right diagnosis and tell the patients about the disease"	strongly disagree	1	0.9%
	disagree	3	2.6%
	neutral	17	14.7%
	agree	66	56.9%
	Strongly agree	29	25.0%
	Total	116	100.0%
Physicians refer the patients to the specialists for proper diagnosis of the disease"	strongly disagree	1	0.9%
	disagree	2	1.7%
	neutral	18	15.5%
	agree	67	57.8%
	Strongly agree	28	24.1%
	Total	116	100.0%
You had chances to discuss problems with physicians"	strongly disagree	1	0.9%
	disagree	3	2.6%
	neutral	16	13.8%
	agree	75	64.7%



	Strongly agree	21	18.1%
	Total	116	100.0%
Physicians explain the process of disease and tell the treatment process to the patients"	strongly disagree	2	1.7%
	disagree	2	1.7%
	neutral	17	14.7%
	agree	67	57.8%
	Strongly agree	28	24.1%
	Total	116	100.0%
Gender differentiation in treatment process"	strongly disagree	14	12.1%
	disagree	31	26.7%
	neutral	34	29.3%
	agree	29	25.0%
	Strongly agree	8	6.9%
	Total	116	100.0%
Physicians encourage the patients against the disease and advise them for care "	strongly disagree	0	0.0%
	disagree	1	0.9%
	neutral	15	12.9%
	agree	67	57.8%
	Strongly agree	33	28.4%
	Total	116	100.0%
Physicians always recommend accurate medicines to the patients"	strongly disagree	0	0.0%
	disagree	7	6.0%
	neutral	19	16.4%
	agree	62	53.4%
	Strongly agree	28	24.1%
	Total	116	100.0%
Physicians discuss lab reports with the patients"	strongly disagree	0	0.0%
	disagree	7	6.0%
	neutral	15	12.9%
	agree	69	59.5%
	Strongly agree	25	21.6%
	Total	116	100.0%
Physicians discuss critical cases with senior physicians"	strongly disagree	0	0.0%
	disagree	0	0.0%
	neutral	23	19.8%
	agree	57	49.1%
	Strongly agree	36	31.0%
	Total	116	100.0%
	strongly disagree	1	0.9%



Physicians pay special attention to emergency patients"	disagree	6	5.2%
	neutral	11	9.5%
	agree	59	50.9%
	Strongly agree	39	33.6%
	Total	116	100.0%

Source: Survey 2024

Based on the survey data, it is evident that the majority of patients have a positive perception of their interactions with physicians. Most physicians are reported to introduce themselves to patients, with 50% of respondents agreeing or strongly agreeing with this statement. A striking 87% of respondents agree or strongly agree that physicians take detailed health histories, indicating a high level of attentiveness in this aspect. Consultation time appears to be generally adequate, with 64.7% of patients feeling that physicians spend enough time with them. Similarly, physicians' diagnostic accuracy and communication about the disease are well-regarded, with 81.9% agreeing or strongly agreeing that physicians make the right diagnoses and inform patients about their conditions.

Referral practices are also positively viewed, with 81.9% of patients agreeing or strongly agreeing that physicians appropriately refer patients to specialists. The opportunity to discuss problems with physicians is notably high, with 82.8% of respondents affirming this. When it comes to explaining the disease and treatment processes, 81.9% of patients feel adequately informed by their physicians. Encouragement and advice from physicians are also well-received, with 86.2% agreeing or strongly agreeing that physicians provide support and guidance. In terms of medication accuracy, 77.5% of respondents agree or strongly agree that physicians recommend the right medicines. The discussion of lab reports is also a strong point, with 81.1% of patients feeling that their lab results are adequately discussed.

Physicians' willingness to discuss critical cases with senior colleagues is positively noted, with 80.1% of patients agreeing or strongly agreeing. Attention to emergency patients is another area of strength, with 84.5% of respondents affirming that physicians pay special attention to these cases. However, the perception of gender differentiation in the treatment process is more varied, with a more balanced distribution of responses. While 31.9% agree or strongly agree that there is gender differentiation, a significant portion (38.8%) disagrees or strongly disagrees, and 29.3% remain neutral. Overall, the survey results suggest that patients generally have a high level of trust and satisfaction with their physicians' care, with particularly strong feedback on detailed health histories, accurate diagnoses, thorough explanations, and supportive interactions. The mixed responses regarding gender differentiation indicate an area where perceptions vary more widely and may warrant further investigation.

Conclusion

The study concludes that patients generally exhibit high levels of satisfaction with the treatment and services provided by hospitals, reflecting positively on physicians' attentiveness, communication, and professionalism. Most respondents agreed that physicians take detailed health histories, provide accurate diagnoses, explain diseases and treatment processes, and



encourage patients to take proactive steps for their care, indicating a strong alignment with patient expectations. Additionally, the majority of patients reported feeling improvement in their health following hospital visits, which reinforces the effectiveness of care delivery. Emergency care and attention to critical cases were also rated highly, showcasing the hospital's capacity to manage urgent needs effectively. However, perceptions of gender differentiation in treatment revealed mixed responses, suggesting potential gaps in equitable treatment practices that warrant further investigation to ensure inclusivity and fairness. Overall, this study underscores the importance of continuous efforts to enhance patient satisfaction and awareness of health facilities, as these are pivotal in fostering trust and improving healthcare outcomes.

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