

Comparative Study Satisfaction of Patients Regarding Quality Health Care in Public and Private Tertiary Care Hospital in Karachi.

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Abstract: Aim: Study has been conducted cross sectional descriptive regarding patient satisfaction level about quality of health care services in public and government hospital to identify area of improvement in public sectors because there are many patients are vulnerable for treatment but there are no any resources in the hospital of government in Pakistan specially Sindh.

Background: Because there are many patients are vulnerable for treatment but there are no any resources in the hospital of government in Pakistan specially Sindh. There are many patients are not able to fight with government for right of the public health care. There are resources in public hospitals but there is no any check and balance with accountability. There is no any non-maleficence, justice, fidelity and loyalty in public hospitals. There is mortality rate increased in Sindh Pakistan due to lack of treatment in public hospitals, there is the one thing should be improved in government hospital that is neat and cleanliness.

Methodology: the study on perception of patients about nursing care in patient care in tertiary hospital. Study design is cross sectional observational. Study sampling is cluster sampling. Participants in this study are 300. 150 participants were selected from private hospital and 150 participants were selected from government tertiary care hospital in Karachi. Questionnaire form has been distributed and data collection from patients and attendant. All variables are adding in questionnaire form. Percentage of male participants overall 67%, percentage of female 33%. Percentage of male in private tertiary care hospital is 34%, percentage of female in private tertiary care hospital is 16%. Percentage of male in government tertiary care hospital is 33%. Percentage of age group of 18-25yrs of age is 12%, percentage of age group of 26-35yrs of age is 40%. Percentage of 36-45yrs of age is 27%. Percentage of age group of more than 46yrs is 21%. Participants are selected from government and private hospital in Karachi as cluster data collection.

Study design: Cross sectional survey

Sample size: 300

Sampling technique: Stratified random sampling

Sampling setting: Tertiary care hospitals in Karachi. Public and private hospitals.

Key Words: Patient's satisfaction, health care quality, patient's perception, cleanliness, medical care, nursing care, staff interventions, government tertiary hospital and private tertiary hospital.

Introduction

This research study is cross sectional observational survey study has been conducted to find out the outcomes about the perception of patients about patient care in tertiary care hospital private and government hospital differences, patient care difference between private and government hospital. To change the health practices in government hospital for treatment of patients because some poor patients cannot afford the expenses of private hospital, that's why they patients go to the government hospital for the average treatment. Research problem: some poor patients cannot afford the expenses of private hospital, that's why they patients go to the government hospital for the average treatment. Research study has been nursing care observed in government hospital that is not good. Nurse's behavior in government hospital is average due to work burden. The cross sectional observational study said that the patient and patient's relative's perception about tertiary care in private and government hospital was different. The perception of

patients in private hospital was good and the perception of patients in government hospital was bed. The sample size was 421 at 95% confidence interval at 5%. Sample size calculated at $4pq/d^2$. Overall 91.6% rare response. Average response was 58%, slowly high positive response for that study was 80.1%, 77.8%, and 71.5% [1]. The cross sectional study was conducted on perception and satisfaction of patients about patient care in tertiary care center in India. Sample size was 404. sampling was convenient sampling. The study showed the population satisfied with charges of hospital about socio-economic level. The peoples are satisfied in the private hospital care as compared to government hospital. The peoples are satisfied more than average with charges of private hospital in India [2]. Linear regression analysis was performed to examine which demographic variables contributed to overall quality care. The combined demographic characteristics explained only 3% of the variance in the overall quality care score ($R^2=0.031$) this analysis demonstrated the relationship between gender and quality care. The standardized regression coefficients

were significantly higher in male patients than female patients ($\beta = -0.128$; $P < .05$) [3]. The comparative study cross sectional study conducted to the find out the outcomes about quality of healthcare comparison between private and public tertiary care hospitals to improve the care in government hospital. The sample size of that study was 255 participants from OPD, Male ward, Female ward, Maternity units, ICU, Emergency Room, Surgical ward of hospital. Closed ended questions taken from participants to collect data. Private hospital is more empathic as compared to public hospitals. The overall ranking of hospital quality care was 6.73. Empathy in private hospital for the mean of 6.67. the mean average in public facility was 6.04. Mean of quality in private hospital was 6.69 and, 6.01 in government hospitals. Showing affordability of charges overall mean was 1.78 [4]. Study was conducted in Jordan Amman Arab University. Sample size was 448 outpatient department. Study on satisfaction of patients about care in government hospital of Jordan. Study shows reliability, assurance, tangibles and empathy in patient care in government hospital. The age limit of an adult of 18yrs and above. Variables: age, gender education, income, residency. That was descriptive cross sectional study. (80.8) % of respondents were hold diploma or less. Showed moderate (71.7) %. (89.5) % were resident in capital. Male was 38.4% and female 61.6% [5]. Study design is cross sectional survey based on questionnaire Sample size in this study is 388 patients taken from private and public tertiary care hospitals data collection on self-administer form of questionnaire. Described in model of equation of structure. Questionnaire given to those patients who received services of tertiary care once in this study the questionnaire compose of 9 questions variables are age marital status gender, occupation, demographic data private hospital and public hospital (tertiary care center). Study purpose was to observe the perception of patients about nursing care in hospital private and public total 501 form distributed 388 peoples respond for questionnaire response percentage is 77.45% out of 501 forms. The values of CR AF, AS, AP and PV are 0.871, 0.8330.759, 0.856 respect [6]. in 2020 the descriptive cross sectional study was conducted on perception of patients about male staff nurses in team of nursing in hospital. A cross sectional (descriptive study) design selected for the study. Randomly selected 400 patients from tertiary care hospital in patients analyzed on SPSS V 26 version. Mean age of the patient was 43.85 to 15.85. Male participants in this study are 61%. 67.5% are majority of participants have good perception toward male Nurses. Basically the study was conducted for change the health practices in the tertiary care centers to provide good health care to the all patients in government and private hospitals. Descriptive inferential statistical technique was used in this study. Odd ratio was 1.603, confidence interval 95%, 1.203-2.136, P value was 0.001 [7]. Study was conducted in Bangladesh about patient perception about tertiary care hospital in

Bangladesh. Design was cross sectional and sample was n=200 participants. Published in journal of Gandhara medical and dental science. 48% males and 47% females interviewed. Satisfaction about clinical care services percentage was 72%, 14% had mixed viewed while 14% were not satisfied. Purpose of that Study was observing perception of clients in tertiary care hospital (satisfaction or satisfaction saturation) [8]. A study was conducted design was cross sectional observational, sampling technique was cluster, sample size was 817 participants. Respondents were patients and their attendants. Research purpose was to check the perceptions of clients about instruments those used in the surgery. Questionnaire forms were distributed to patients and attendants. Perception of responsiveness p value was $p < 0.005$, perception of assurance was $p < 0.001$, perception of empathy was $p < 0.001$, perception of reliability was $p < 0.001$, Perception of reliability was $p < 0.001$, perception of tangibility was $p < 0.001$, perception of responsiveness across sexes ($p < 0.003$, 0.037 respectively). Perception of communication was $p < 0.026$. the patients, attendants and healthcare workers were agreeing about good surgical care in tertiary care hospital [9]. Cross sectional study was published in Sweden by 2019. Outcomes was quality of health care in Sweden country citizens. Sample size was 134 older peoples less than 65 years. Self-determinants chi-square was applied to analyze the data [10]. A cross sectional study was conducted in 2023 to check comparison between nursing care quality and health care quality of private and public sectors of hospital to check outcomes of need of improvement in public sectors to improve the quality of patient care in hospitals. Samples selected from public and private hospitals and distributed questionnaire form to check respondents answers than checked the differences of standard deviation, variance and mean difference of variables. Mostly patients were satisfied in private hospital due to responses of nursing was good. Public sectors hospital was analyzed need improvement in regarding quality of health care [11]. A cross sectional survey based study was conducted in Agha Khan University Hospital Karachi by 2019. 160 participants selected from family medicine clinic to check satisfaction regarding nursing care and health care facilities in private tertiary hospital. 18.3% were satisfied regarding health care facilities in AKUH 13.8% were not satisfied so mostly peoples were satisfied in the private hospital [12]. A cross sectional study was published in 2022 regarding patient's satisfaction regarding emergency department services in military hospital CMH Lahore Pakistan. Questionnaire forms were distributed to check patient's feedback regarding services of health care in emergency and accidents [13]. A cross sectional comparative study was published in 2019 in Ghana. Outcomes based on patient's perception about government and private hospitals health care quality. To check area of improvement, public satisfaction, need assessment and improvement measures in government institutes of

health care facilities. Total sample size was 1236 through convenient sampling method of public and private hospitals. Before this study researcher conducted pilot study on 30 samples 15 from private and 15 from government setup after checked the reliability and validity of tool researcher conducted actual original study 1400 respondents were selected for the research study which consist of 700 samples from government institute of health care setup and 700 from private hospital. [14]. A cross sectional study has been published by 2019 regarding patient's perception about treatment in government and private hospitals data collected from 221 governments and 239 clinics in private hospitals total sample size was 3979 respondents mostly reason of going to public sectors is lack of resources of money. The reason of going to private hospital is health seeking behavior. Outcomes of the study based on variable: sex, age, private sectors, public sectors and quality of health care. Mostly patients were satisfied in private hospital because Doctor checked the patient with patient's comfort and satisfaction. [15]. [14]. A cross sectional study has been published by 2019 regarding patient's perception about treatment in government and private hospitals, questionnaire forms 554 distributed for the data collection and then 445 questionnaire forms were received for the data collection regarding patient's feedback about quality of health care in government and private hospitals. Doctor communication to patient p value: (0.189), facilities of physical environment there was significant relationship about satisfaction of patients regarding treatment in both type of hospitals (0.85), [16]. A cross sectional study has been published by 2019 regarding patient's perception about treatment in government and private hospitals in India. That was knowledge based cross sectional descriptive study. Data collected from outbreak of COVID-19 from 100 countries 10000 cases were total selected for research study. according to global threat regarding COVID-19 that all health care team members were assigned to control the disease and treatment of disease. Vaccination was very important to control the disease. 453 health care workers were checked regarding completeness of survey. 85.6% rate of respondents. Male (n=234), 25-34 years aged (n=147), doctors (137, 30.2%) [17]. A cross sectional study has been published by 2023 regarding patient's perception about treatment in government and private hospitals [18]. Study published in Malaysia by 2023, cross sectional descriptive study, outcomes based on patient satisfaction about care in health care facilities private and public/government. 500 questionnaire forms were given to respondents and 447 were received from sample respondents. T test independent was applied to identified and One-way ANOVA was applied for analysis of data. Basically quantitative approach used in this study to test p value and assumptions [19]. A cross sectional study has been published by 2023 regarding patient's perception about treatment in government and private hospitals 400 sample size filled out the questionnaire form for the research study

after consent 47% 25-35 years old, 74.25% female, 54% history of hospitalization, 98.25% searched health care quality and ambiance [20].

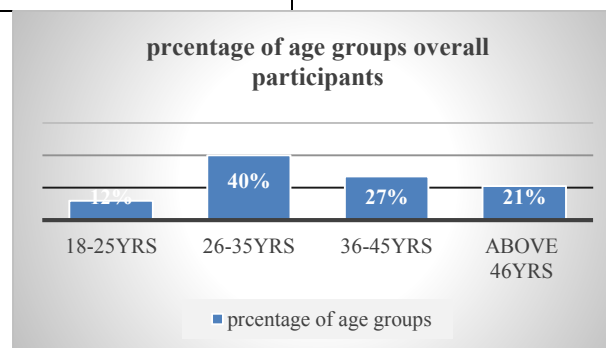
Variables

Patients
Patients relatives
Sex
Age
Occupation of patient
Qualification of patient
Agree
Disagree
Sanitary condition in hospital
Nursing care in hospital
Time duration of waiting in hospital
Response of Doctors and Nurses
Facility of health education/teaching of patient care in hospital
Satisfaction with treatment
Environment of hospital
Confidentiality of diagnosis of patients
Counseling about diagnosis and treatment to patients and relatives

Results:

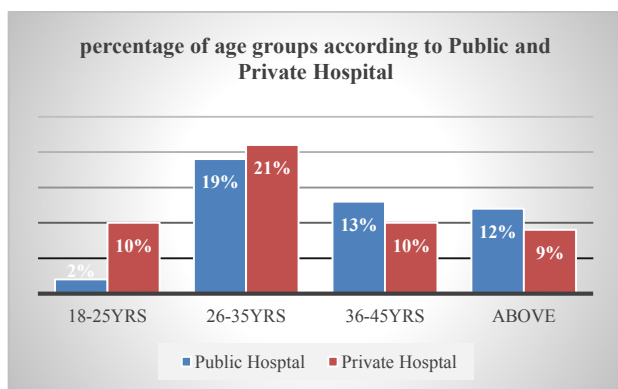
Percentages of age groups of participants:

Age groups	Percentages of age groups
18-25yrs	12%
26-35yrs	40%
36-45yrs	27%
Above 46 years of age	21%

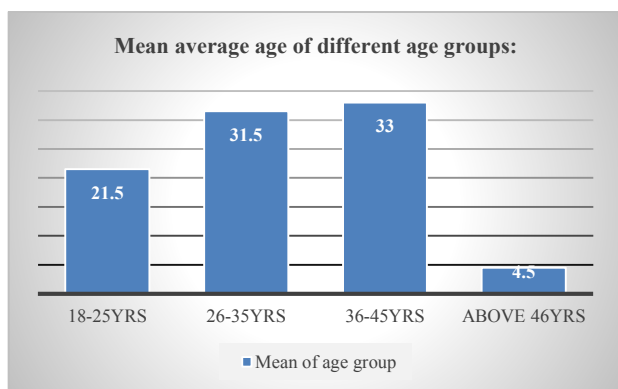


Percentages of age group according to government and private tertiary care hospital.

Age groups	Percentage of age group in government	Percentage of age group in Pvt hospital.
18-25yrs	2 %	10%
26-35yrs	19%	21%
36-45yrs	13%	10%
Above 46 years of age	12%	9%



Age groups	Mean average of ages
18-25yrs	21.5
26-35yrs	31.5
36-45yrs	33
Above 46 yrs.	55



Please indicate your level of agreement by marking the appropriate box for each statement given below:

Percentage of agreement or disagreement of patients in private tertiary care hospital

Percentages of agreement or disagreement in Public tertiary care hospital

Waiting time	Agreement	Disagreement
the length of time that I had to wait to be seen was reasonable	60%	40%
Medical Care:	20%	80%
I was involved and informed in decision about my care	42%	58%
I was involved in the planning of my care (or my child's care if applicable)	36%	64%
I was treated with dignity at all time The treatment/advice that I received very effective?	38%	62%
My personal information was treated confidentially	28%	72%

I was given enough privacy when treated or advised	45%	55%
Staff intervention:	40%	60%
the health care person nursing staff listen to me	28%	72%
The health care person nursing staff explained the treatment/health advice in a way that I could understand	48%	52%
I had confidence and trust in health care person who was treating/advising me?	58%	42%
My family was involved in my care with staff.	62%	48%
Cleanliness:	64%	36%
I was seen in a clean and safe environment	34%	66%
Recommendations: I would recommend the government hospital service to my family/friends	38%	62%

Percentage of agreement or disagreement of patients in private tertiary care hospital

Waiting time	Agreement	Disagreement
the length of time that I had to wait to be seen was reasonable	78%	22%
Medical Care:	80%	20%
I was involved and informed in decision about my care	76%	24%
I was involved in the planning of my care (or my child's care if applicable)	88%	12%
I was treated with dignity at all time The treatment/advice that I received very effective?	95%	5%
My personal information was treated confidentially	86%	14%
I was given enough privacy when treated or advised	75%	25%
Staff intervention:	76%	24%
the health care person nursing staff listen to me	86%	14%
The health care person nursing staff explained the treatment/ health advice in a way that I could understand	90%	10%
I had confidence and trust in health care person who was treating/advising me?	68%	32%
My family was involved in my care with staff.	75%	25%
Cleanliness:	68%	32%
I was seen in a clean and safe environment	88%	12%
Recommendations: I would recommend the government hospital service to my family/friends	92%	8%

Discussion

This research study is cross sectional observational survey study has been conducted to find out the outcomes about the perception of patients about patient care in tertiary care hospital private and government hospital differences, patient care difference between

private and government hospital. To change the health practices in government hospital for treatment of patients because some poor patients cannot afford the expenses of private hospital, that's why they patients go to the government hospital for the average treatment. Research problem: some poor patients cannot afford the expenses of private hospital, that's why they patients go to the government hospital for the average treatment. Research study has been nursing care observed in government hospital that is not good. Nurse's behavior in government hospital is average due to work burden. The cross sectional observational study said that the patient and patient's relative's perception about tertiary care in private and government hospital was different. The perception of patients in private hospital was good and the perception of patients in government hospital was bad. The sample size was 421 at 95% confidence interval at 5%. Sample size calculated at $4pq/d^2$. Overall 91.6% rare response. Average response was 58%, slowly high positive response for that study was 80.1%, 77.8%, and 71.5% [1]. The cross sectional study was conducted on perception and satisfaction of patients about patient care in tertiary care center in India. Sample size was 404. sampling was convenient sampling. The study showed the population satisfied with charges of hospital about socio-economic level. The peoples are satisfied in the private hospital care as compared to government hospital. The peoples are satisfied more than average with charges of private hospital in India [2]. Linear regression analysis was performed to examine which demographic variables contributed to overall quality care. The combined demographic characteristics explained only 3% of the variance in the overall quality care score ($R^2=0.031$) this analysis demonstrated the relationship between gender and quality care. The standardized regression coefficients were significantly higher in male patients than female patients ($\beta=-0.128$; $P<.05$) [3]. The comparative study cross sectional study conducted to the find out the outcomes about quality of healthcare comparison between private and public tertiary care hospitals to improve the care in government hospital. The sample size of that study was 255 participants from OPD, Male ward, Female ward, Maternity units, ICU, Emergency Room, Surgical ward of hospital. Closed ended questions taken from participants to collect data. Private hospital is more empathic as compared to public hospitals. The overall ranking of hospital quality care was 6.73. empathy in private hospital for the mean of 6.67. the mean average in public facility was 6.04. Mean of quality in private hospital was 6.69 and, 6.01 in government hospitals. Showing affordability of charges overall mean was 1.78 [4]. Study was conducted in Jordan Amman Arab University. Sample size was 448 outpatient department. Study on satisfaction of patients about care in government hospital of Jordan. Study shows reliability, assurance, tangibles and empathy in patient care in government hospital. The age limit of an adult of 18yrs and above. Variables: age, gender education,

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toward the quality of health care as compared to public hospital in Karachi Sindh Pakistan. There was area of improvement in public hospital was identified. There is no any check and balance of patient care with assertiveness in public/ government hospital Karachi.

Conclusion

Patients in private hospital are satisfied and having good perception and attitude toward the quality of health care as compared to public hospital in Karachi Sindh Pakistan. There was area of improvement in public hospital was identified. There is no any check and balance of patient care with assertiveness in public/ government hospital Karachi.

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