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A Study On Strengthening Of Outpatient Department Services In Government Homoeopathic Hospital At Kekri, Rajasthan

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ABSTRACT

Background:
The outpatient department is an important part of the overall running of the hospital. Many patients are examined and given treatment as outpatients before being admitted to the hospital at a later date as inpatients. Therefore, it is essential to ensure that OPD services provide an excellent experience for customers. Educational hospitals play a crucial role in healthcare delivery while simultaneously serving as training grounds for future healthcare professionals. The collegiate hospital of University College of Homoeopathy, Kekri. is newly started hospital by the state Government running in an old CHC building, which is located in the old area of the city and the infrastructure is not sufficient for the current hospital requirements. The current study is specifically useful for the assessment of the health care system in this old building of Homoeopathic hospital at Kekri, and the lacuna found here in old building can be corrected to enhance the quality of OPD services in the under-construction new building.

Objectives:
The general objective of this study was to assess the different parameters that are helpful to strengthen the Out-patient Department services in Government Homoeopathic Hospital at Kekri, Rajasthan. The specific objectives were to describe functioning of Out-patient Department services in a Government Homoeopathic Hospital at Kekri, Rajasthan, to identify the factors that affect the satisfaction level of patients and to suggest measures to improve and strengthen the quality of Out-patient Department services.

Materials & methodology:
The study was an institutional cross-sectional observational study, conducted at collegiate hospital of University College of Homoeopathy, Kekri, Rajasthan in between months of April 2024 to June 2024. Total 50 patients and their attendants irrespective of their age, gender and clinical condition, visiting various outpatient departments (OPDs), were examined in the study. All the subjects were provided by the self-made semi-structured patient satisfaction questionnaire (PSQ) at the exit point of the OPD, which was containing eleven statements with their responses ranging from strongly agree (score 5) to strongly disagree (score 1) related to OPD services. Data analysis was done using Microsoft excel with descriptive analysis.

Results:
The total score of the questionnaire (PSQ) was assessed and it was found maximum number of respondents (44%) were at the score range 20-28 that is not remarkable satisfaction regarding OPD services. Out of 550 responses only 172 (31.27%) responses found strongly agree with all the statements of the questionnaire.

Conclusion:
A middle range of satisfaction was found among majority of the patients with the services provided in OPD of the hospital. Most of the respondents were satisfied with services provided by the doctors, their reasoning power and their qualifications. For the infrastructure and basic amenities related issues the responses were showing dissatisfaction. Least satisfaction was found in services related to availability of educational material at OPD, accessibility of laboratory and the reports, accessibility of the pharmacy and lastly regarding behaviour of the staff.

The patients' feedback also revealed many insights regarding various aspects, which may improve the quality of services provided to the society.

Key words: Out-patient department Services, Patient satisfaction, Homoeopathic hospital.

INTRODUCTION:

The Out Patient Department or (OPD) is the first point of contact between the patient, their relatives and hospital, along with its staff. The care provided in the OPD and the behaviors of the staff determine the image of the hospital and is aptly referred as 'Shop's Window of the Hospital'.[1] The outpatient department is an important part of the overall running of the hospital. Many patients are examined and given treatment as outpatients before being admitted to the hospital at a later date as inpatients.[2] Therefore, it is essential to ensure that OPD services provide an excellent experience for customers.[3]

Educational hospitals play a crucial role in healthcare delivery while simultaneously serving as training grounds for future healthcare professionals.[4] Taking into consideration the resource constraints under which service hospitals must function, it has become essential for hospitals to understand and measure consumer's perspectives, so that any perceived gap in delivery of service can be identified and suitably addressed.[5] Higher degree of patient satisfaction has always been associated with improved health status[6] and has worked as an important predictor of health outcomes, compliance with treatment,[7] doctor-patient relationship and community involvement.[8] This may also have implications for the effectiveness of both therapeutic and preventive interventions.[9] So, discovering the degree of patient satisfaction in a medical practice setting may put substantial impact in increasing the quality of care provided[7] by the hospital.

With this background, a study was conducted to identify the factors that can affect the structure, process and outcome of healthcare services provided in Outpatient Department of Collegiate hospital of University College of Homoeopathy, Kekri, Rajasthan. This study also assessed patient's general health care needs which can strengthen the OPD services and lighten the burden on the patient.

The current study is specifically useful for the assessment of the health care system, as the hospital is running in an old building and its new building construction is under process. The lacuna found here in old building can be corrected to enhance the quality of OPD services in the under-construction new building. This study will also help in any other new hospitals which will be established afterwards.

OUT-PATIENT DEPARTMENT: AN OVERVIEW

The outpatient department is an important part of the overall running of the hospital. It is normally integrated with the in-patient services and staffed by consultant physicians and nursing personals who also attend inpatients in the wards. Many patients are examined and given treatment as outpatients before being admitted to the hospital at a later date as inpatients.

In the OPDs, patients register at a reception desk or registration counter and there is seating for them while they wait for their appointments. Each specialty doctor has a consulting room and there may be smaller waiting areas near these. Close at hand there are X-ray facilities, laboratories, the medical record office and a pharmacy/ dispensary. In the main waiting area, there are a range of facilities for the patients and their families including toilets, drinking water and some kind of entertainment and educational materials.[2]

Extensive search of literature shows negligible studies on working of OPD which can guide for efficient and effective patient management.

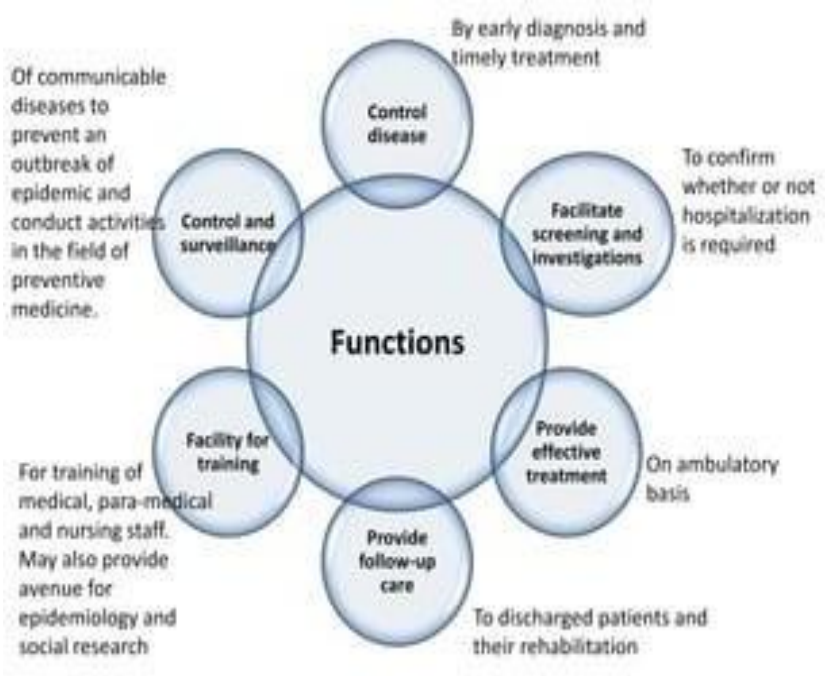


Fig 1: Functions of OPD services[10]

PATIENT SATISFACTION: AN OVERVIEW

Patient satisfaction is a key priority of any healthcare system as it gives a glimpse of the quality and effectiveness of the system in order to address the needs of the consumer, which is the patient. Notwithstanding the eye-opening utility of such metrics, their use in gauging health-care systems in developing countries has been very limited. Part of this problem may be due to preconceived assumptions that health care systems in developing countries may be too resource- constraint to go beyond providing the basic medical services to the community and make additional accommodations. Additionally, measurement of patient satisfaction may be less objective than perceived as there are many non-clinical variables that could potentially influence this.[11] In general, patient satisfaction is defined as a process of evaluation that measures perceived differences between expectations of the patient and what is actually received during the process of care.[12,13]

Patient satisfaction depends on many factors such as quality of clinical services provided, availability of medicine, behavior of doctors and other health staff, cost of services, hospital infrastructure, waiting time, physical comfort, emotional support, and respect for patient preferences.[14,15]

OUT-PATIENT DEPARTMENT SERVICES AND PATIENT SATISFACTION:

"Patient satisfaction", is an important parameter for assessing the effectiveness of health care. Satisfied patients are more likely to seek medical advice, comply with treatment recommendations.[16] Literature revealed an increased association between satisfaction levels, patient's compliance and success of the treatment in India and abroad.[17]

The result of any service encounter in a hospital generates a consumer judgement – either of satisfaction or dissatisfaction. When the perceived performance of the hospital meets or exceeds the expectations of consumers, the outcome is a satisfaction judgement and a dissatisfaction judgement follows when perceived performance is below expectations.[18]

Any health services should be comprehensive, accessible and acceptable. Continuous transformations are needed in the health care industry for betterment of patient care by introducing new effective policies.[19] Therefore finding new ways for efficient patient management should be given priorities.[20]

DETAILS OF VARIOUS OPD SERVICES IN HOMOEOPATHIC HOSPITAL:

To avail the services in a hospital, patients first register at the registration counter of the hospital. They are then examined by the OPD doctors, and further diagnostic tests are prescribed, where necessary, for evidence-based diagnosis and/ or drugs are prescribed or admission in in-patient department (IPD) is advised based on the diagnosis. The detailed process flow is shown in the chart[21] below:

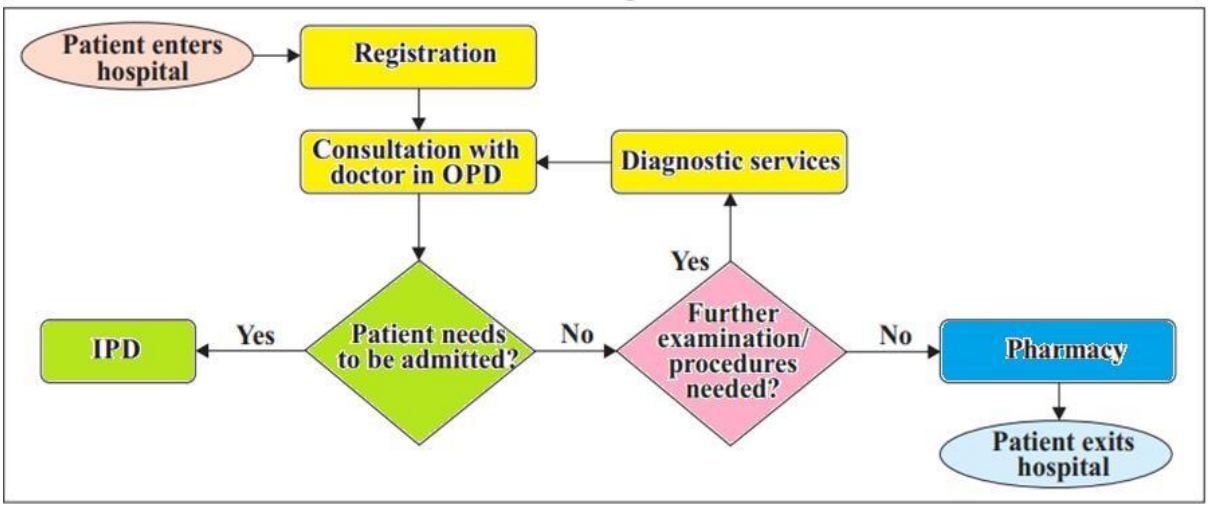


Fig 2: The detailed process flow of Out-patient Department (OPD)[21]

1. **Infrastructure and Amenities:**

1. **Reception and Registration counter:** The reception area is the very first thing a patient will see when entering the premises. It needs to work as a practical space, for both staff and patients.[22] It should be conveniently located for the people as they enter the hospital. It should have registration counters to accommodate the patients' traffic. Registration is a process by which a patient's name and identity are enrolled into the records of the hospital. This is required in order to provide services of the hospital to the patient and to keep a track of various services that are availed by each patient. This is also the first step to generate a medical record of the patient in which all medical details of the patient are documented.[23]

2. **Waiting Area:** Patients undergo various treatments in outpatient units within the hospital system, but almost, patients' arrival and departure time from the hospital varies.[24] He has to sit in an area defined for waiting provided by chairs or benches and some basic timepass tools like newspapers, magazines etc. This waiting area has to accommodate the patients, their friends and family members. Whenever patients or their attendants are forced to wait, that experience influences their perception of quality of care.[25]

3. **Basic Amenities in waiting area:** Waiting area should be neat and clean and it should be sufficiently spacious to accommodate the patient traffic. There should be availability of clean and hygienic toilet facility separated for men and women. Clean and weather according water facility should be made available for patients and visitors. The waiting area should be properly ventilated and facilitated with fan/coolers as per load of patient for patient comfort. Directional graphics and basic signages in bilingual languages should be displayed in OPD waiting area so that the patient flow need not to be overcrowded.[26]

1. **Enhanced Service Delivery:**

2. **Dealing of Doctors with patients:** The relationship between doctor and patients involves considerable handling, proper communication, guidance and information about patient problems, significantly influence on the patient satisfaction level.[27]

3. **Availability of qualified doctors:** For the sake of the patient satisfaction, we have to ensure sufficient qualified homoeopathic doctors for each specialised OPD are available during OPD hours to meet patients' demand. A doctor interacts with patients, diagnosing medical problems and successfully treating illness or injury.[28]

4. **Availability of competent staff:** On every step of the Out-patient department from registration personal, lab attendant to dispenser, each health worker or hospital staff should have good communication skills, empathy and emotional intelligence and he/she should be adaptable.[29] Additionally he/she should be passionate, respectful, dedicated, knowledgeable and experienced and must be physically fit too.[30]

5. **Stock of Homoeopathic Medicines:** The dispensary should Maintain a well- stocked inventory of essential homoeopathic medicines to avoid stockouts and delays in treatment.[31] A constant pharmaceutical supply promotes effective care, inspires confidence in the health facility and contributes to job satisfaction and self-esteem among staff which ultimately leads to satisfaction in the consumers that is patients.[32]

6. **Accessibility of efficient laboratories:** Laboratory service is recommended as an important component for good functioning of any health care centre.[33] These laboratories should be located at a place easily accessible from waiting area and they should have the quality to produce timely reports leading to increased satisfaction levels in patients.

7. **Patient Education Materials:** The hospital OPD may provide informative brochures or displays signages in the waiting area to educate patients about

homoeopathy, healthy living practices and patients' rights and responsibilities.[34]

8. **Additional Considerations to OPD services:** The OPD's can be involved in community outreach programmes to raise awareness about homoeopathy.[35] The Hospitals should implement a patient feedback mechanism to gather suggestions for improvement and address patient concerns effectively.[36] Hospital may encourage collaboration between the OPD and other departments within the hospital for a more holistic approach to patient care.[37] Technological advancements can be done for better health outcomes, improved patient experience, lower costs, and improved clinician experience.[38]

Materials & methodology:

9. The present study was an institutional cross-sectional observational study, conducted at collegiate hospital of University College of Homoeopathy, Kekri, Rajasthan in between months of April 2024 to June 2024. Total 50 patients and their attendants irrespective of their age, gender and clinical condition, visiting various outpatient departments (OPDs), were examined in the study.

10. Every patient or attendants who had utilized the OPD services of the hospital at least once before the current visit was interviewed at the exit point of the OPD using the semi structured patient satisfaction questionnaire (PSQ) (Annexure 1) including 11 questions with their responses ranging from strongly agree (score 5) to strongly disagree (score 1) related to OPD services from registration to exit of the patient.

11. Patients were assured full confidentiality and anonymity and requested to complete the survey while waiting for their supply of medicines at the dispensary after completing the doctor's consultations.

12. Data entry and analysis was done using Microsoft Excel[39] 2010. Percentages and proportions were calculated for descriptive statistics.

RESULTS AND OBSERVATIONS:

Out of total 50 patients (study population) 54% were females and 46% were males; and maximum respondents were of ages between 18 to 22 years.

1. Out of total 550 responses 172 (31.27%) were strongly agree; 196 (35.63%) were agree; 90 (16.36%) were uncertain; 72 (13.09%) were disagree; and 20 (03.63%) were strongly disagree. with all the statements. The gradings given by the respondents shows that patient satisfaction for the OPD services is higher. (Fig 3).

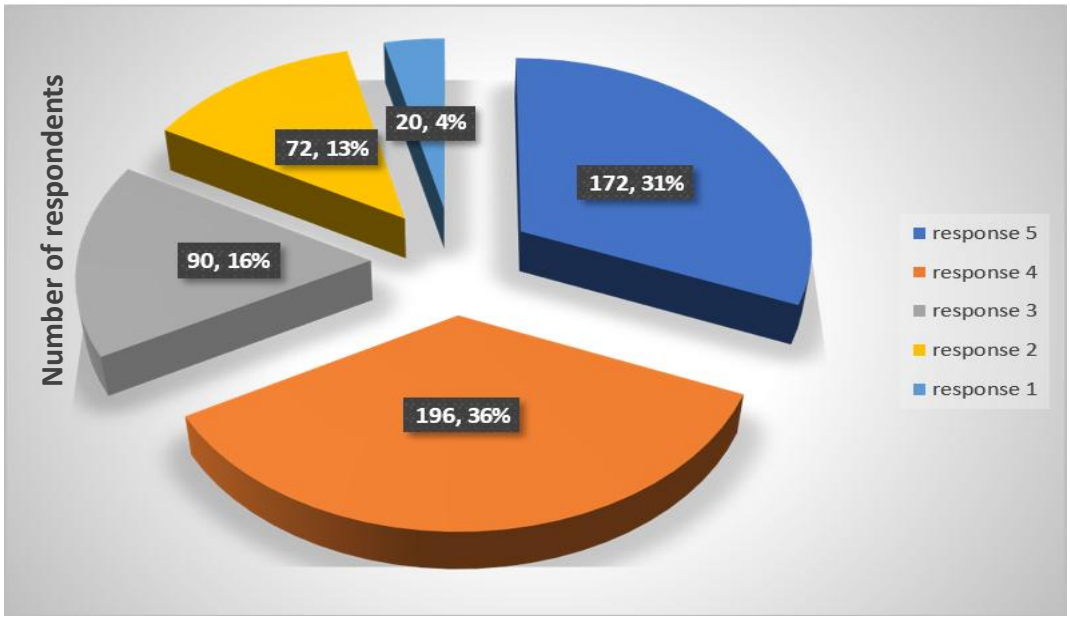


Fig 3: Total no. of responses for each statement

Distribution of study population according to response for the individual statement

1. **Registration process for the appointment is easy and hassle-free:** Out of 50 respondents 17 (34%) were strongly agreed with the statement that registration process for the appointment is easy and hassle free; 15 (30%) were agree; and 9-9 (18%-18%) were uncertain and disagree; but no respondent was found strongly disagree with the registration process. (Fig 4)

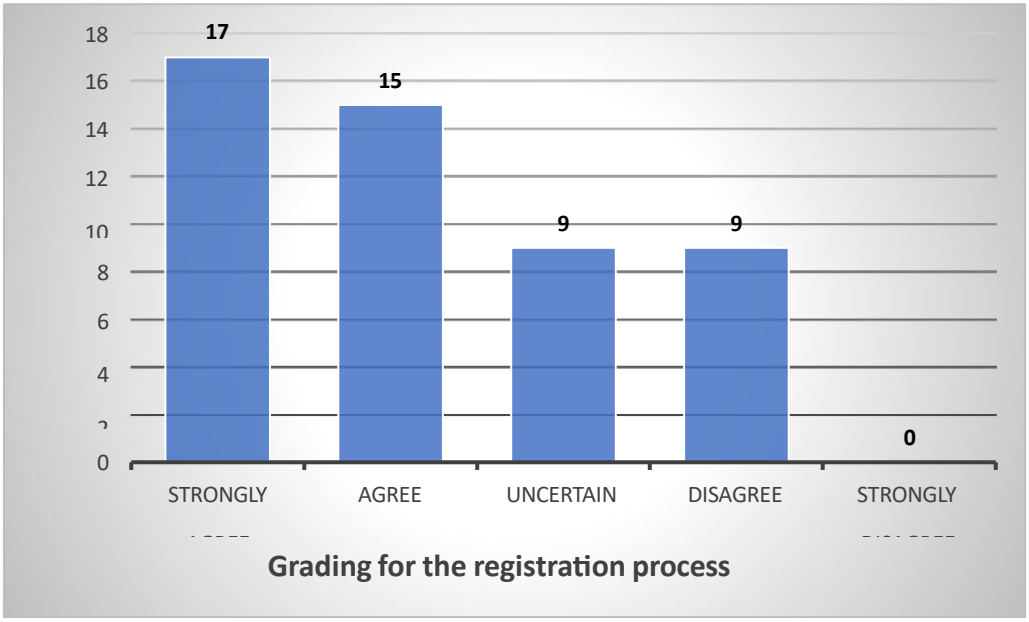


Fig 4: Number of respondents according to grading for the registration process

2. **Waiting area is ventilated, neat and clean with comfortable seats:** Out of 50 respondents 08 (16%) were strongly agreed with the statement that waiting area is ventilated, neat and clean with comfortable seats; 16 (32%) were agree; and 13 (26%) were uncertain and 13 (26%) were disagree; but no respondent was found strongly disagree with the above statement. (Fig 5).

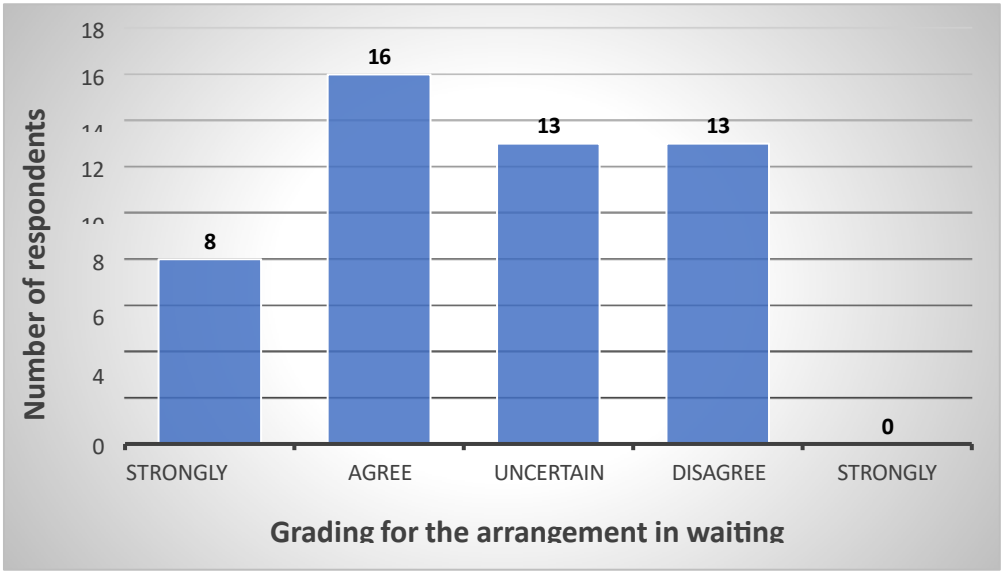


Fig 5: Number of respondents according to grading for arrangements in waiting area

3. **Good facilities for drinking water and clean toilets in waiting area:** Out of 50 respondents 11 (22%) were strongly agreed with the statement that waiting area is ventilated, neat and clean with comfortable seats; 11 (22%) were agree; and 09 (18%) were uncertain and 13 (26%) were disagree; 06 (12%) strongly disagree with the above statement. (Fig 6)

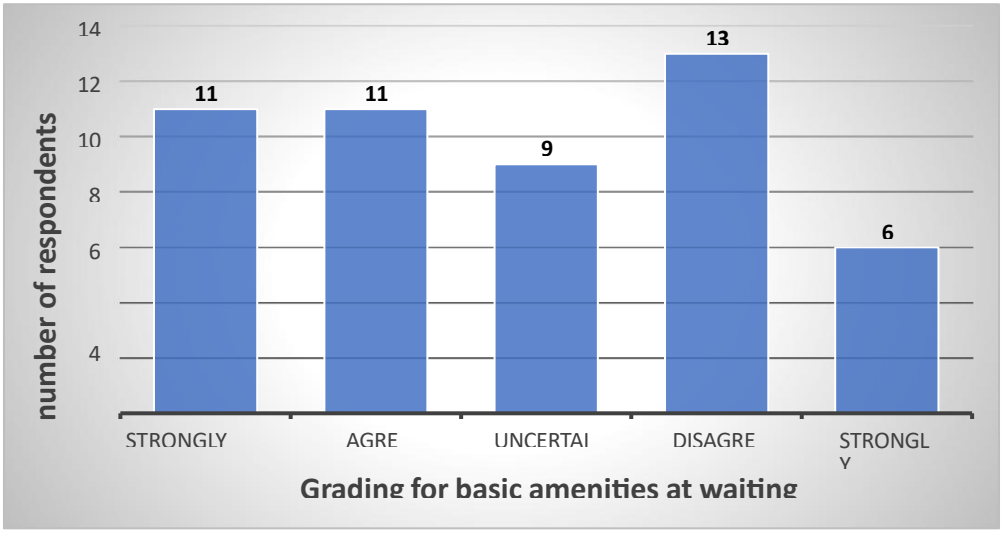


Fig 6: Number of respondents according to grading for basic amenities at waiting area

4. **When I go for medical care, they are careful to check everything when treating and examining me:** Out of 50 respondents 21 (42%) were strongly agreed with this statement; 19 (38%) were agree; and 08 (16%) were uncertain and 02 (04%) were disagree; no one was found to be strongly disagree with the above statement. (Fig 7)

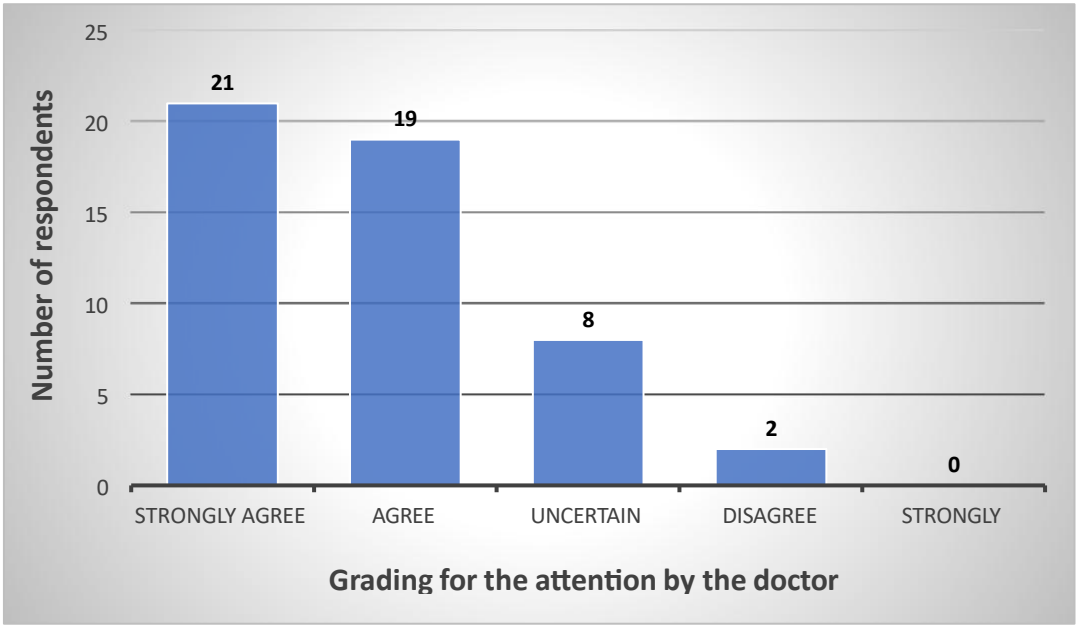


Fig 7: Number of respondents according to grading for attention by the doctor

5. **Doctors are qualified and good about explaining the reason for the medical tests:** Out of 50 respondents 36 (72%) were strongly agreed with this statement; 12 (24%) were agree; and 02 (04%) were uncertain; no one was found to be disagree and strongly disagree with the above statement. (Fig 8)

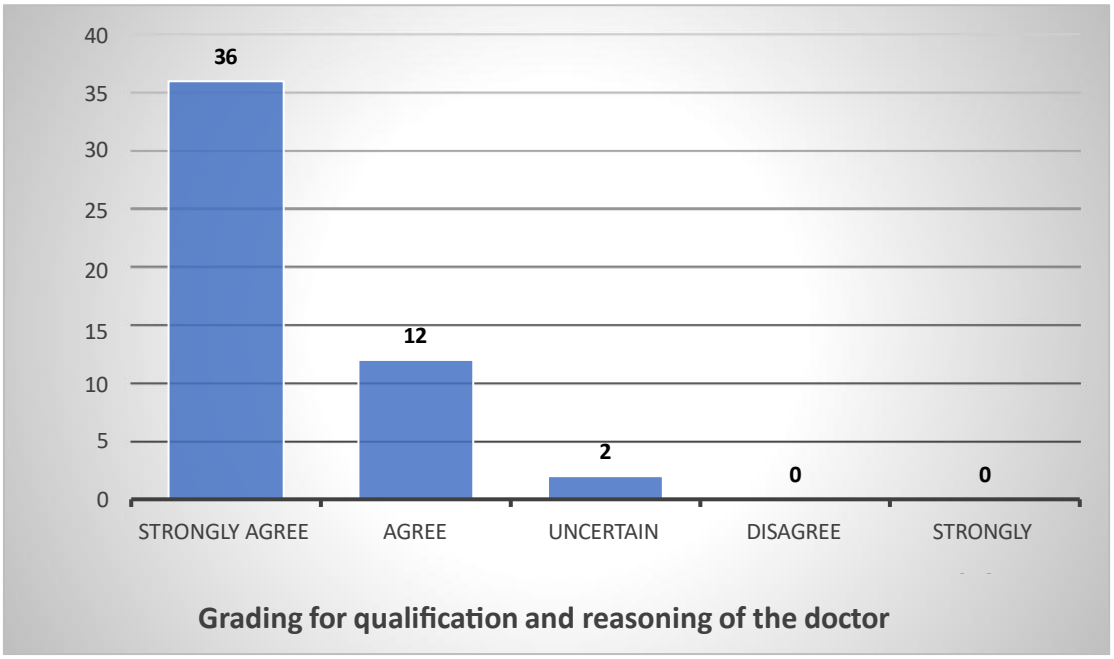


Fig 8: No. of respondents according to grading for qualification & reasoning of doctor

7. **I think my doctor's office has everything needed to provide complete medical care:** Out of 50 respondents 19 (38%) were strongly agreed with this statement; 23 (46%) were agree; and 04 (08%) were uncertain; and 04 (08%) were disagree; no one was found to be strongly disagree with the given statement. (Fig 9)

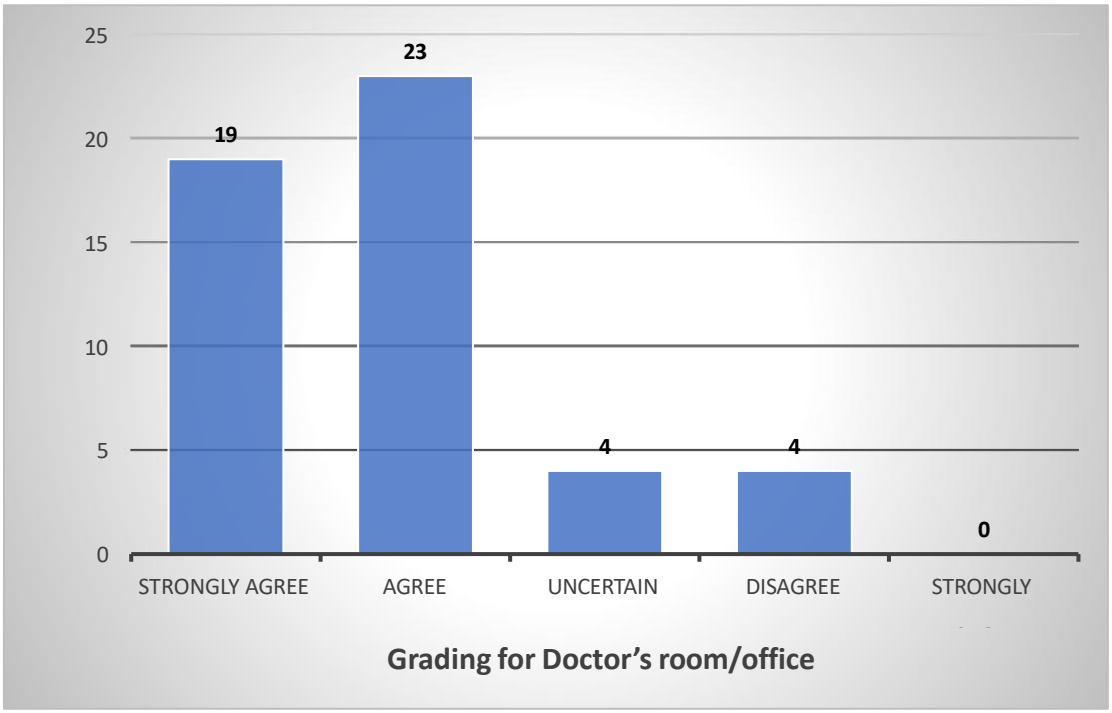


Fig 9: Number of respondents according to grading for Doctor's room/office

My doctors treat me in a very friendly and courteous manner: Out of 50 respondents 34 (68%) were strongly agreed with this statement; 14 (28%) were agree; and 02 (04%) were uncertain; no one was found to be disagree and strongly disagree with the statement mentioned. (Fig 10)

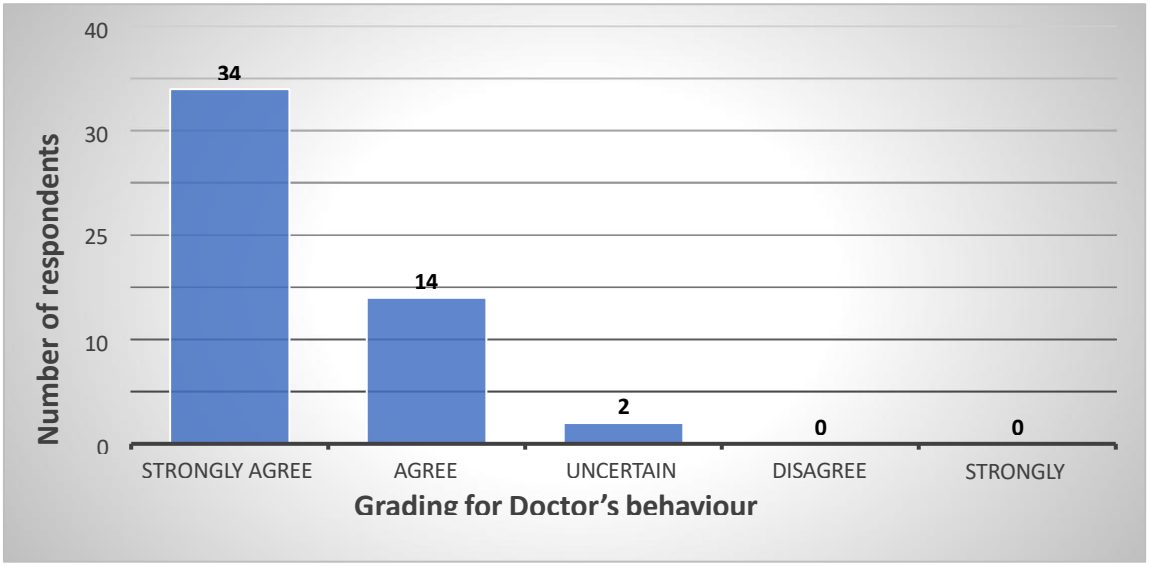


Fig 10: Number of respondents according to grading for Doctor's behavior

8. **Easy to access the dispensary and the medicines prescribed:** Out of 50 respondents 09 (18%) were strongly agreed with the statement; 25 (50%) were agree; and 09 (18%) were uncertain and 06 (12%) were disagree; 01 (02%) strongly disagree with the above statement. (Fig 11)

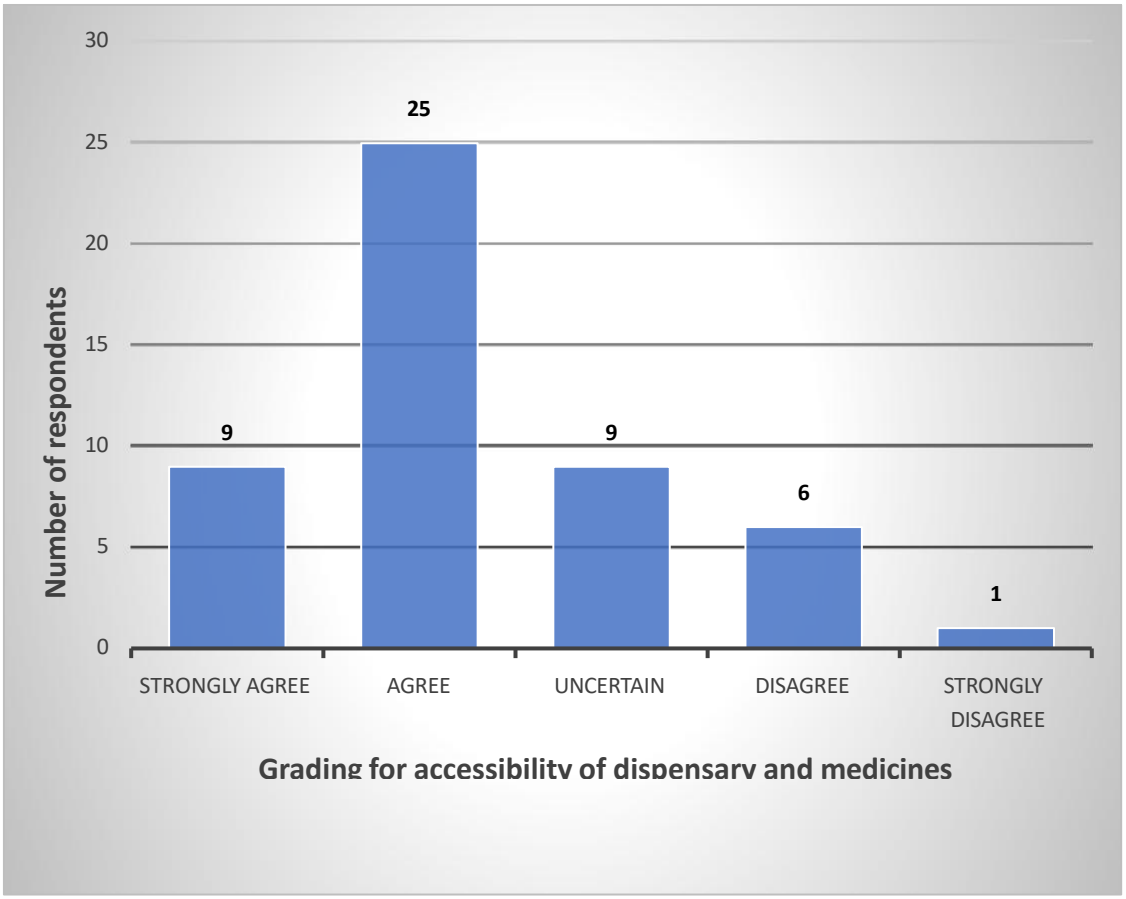


Fig 11: Number of respondents according to accessibility of dispensary and medicines

9. **Laboratories are easily accessible and reports are produced within the stipulated time:** Out of 50 respondents 05 (10%) were strongly agreed with the statement; 21 (42%) were agree; and 17 (34%) were uncertain and 06 (12%) were disagree; 01 (02%) strongly disagree with the above statement. (Fig 12)

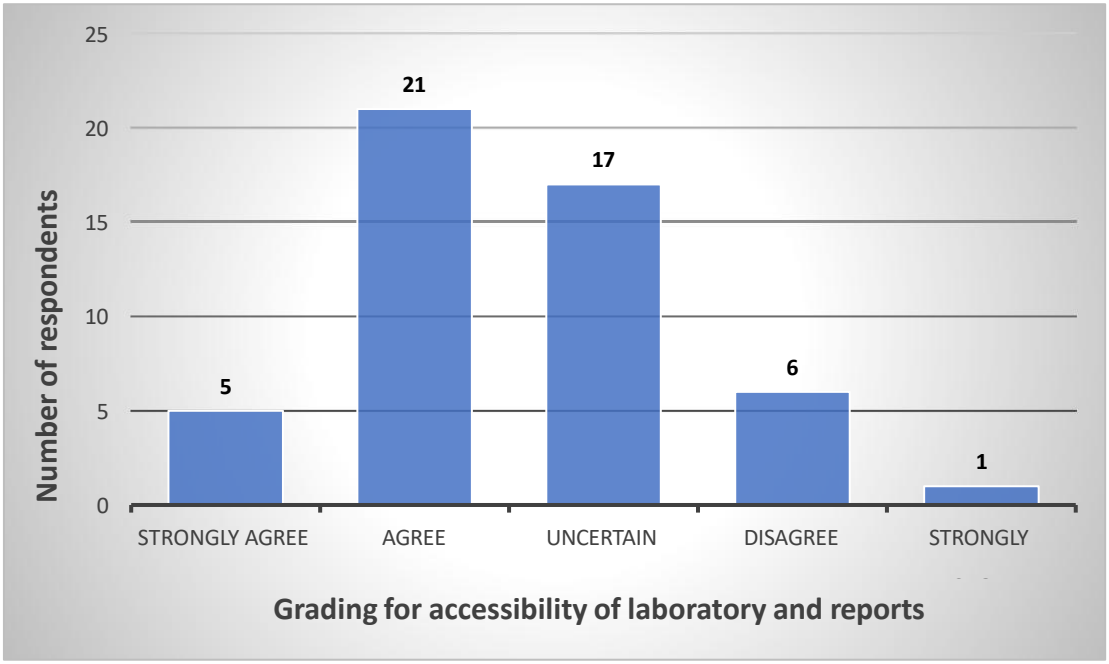


Fig 12: Number of respondents according to accessibility of laboratory and reports

10. **Staff personnels are good natured, dedicated and well behaving:** Out of 50 respondents 10 (20%) were strongly agreed with this statement; 19 (38%) were agree; and 12 (24%) were uncertain; and 09 (18%) were disagree; no one was found to be strongly disagree with the given statement. (Fig 13)

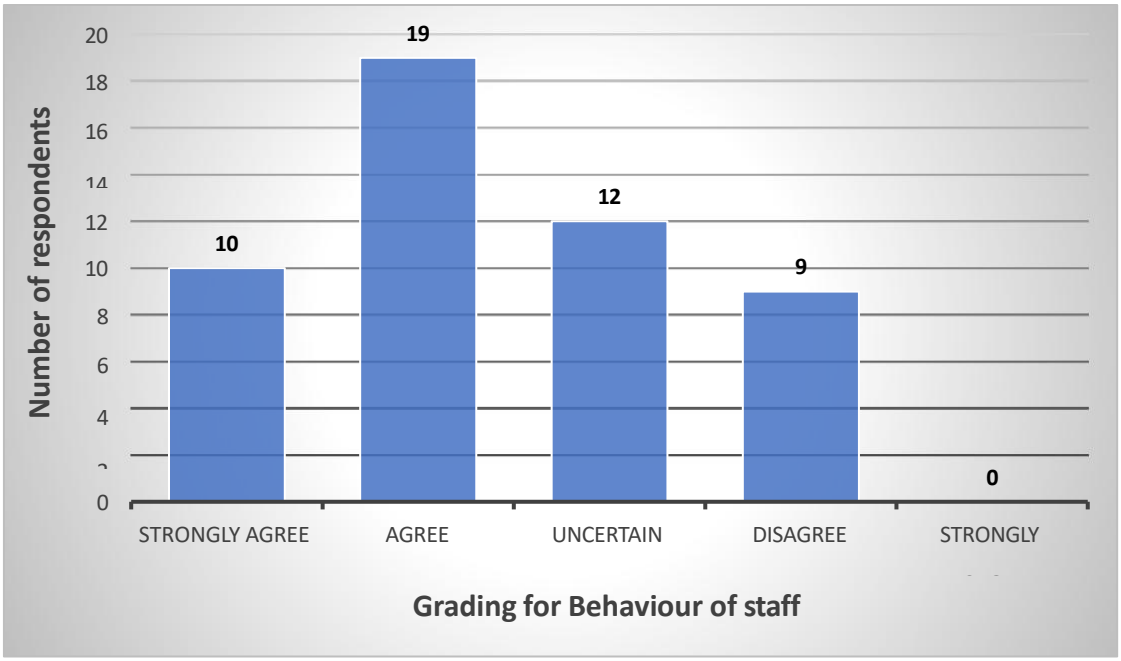


Fig 13: Number of respondents according to grading for Behaviors of staff

11. **Availability of education material in OPD waiting area for the patients:** Out of 50 respondents 02 (04%) were strongly agreed with the statement; 21 (42%) were agree; and 05 (10%) were uncertain and 10 (20%) were disagree; 12 (24%) strongly disagree with the above statement. (Fig 14)

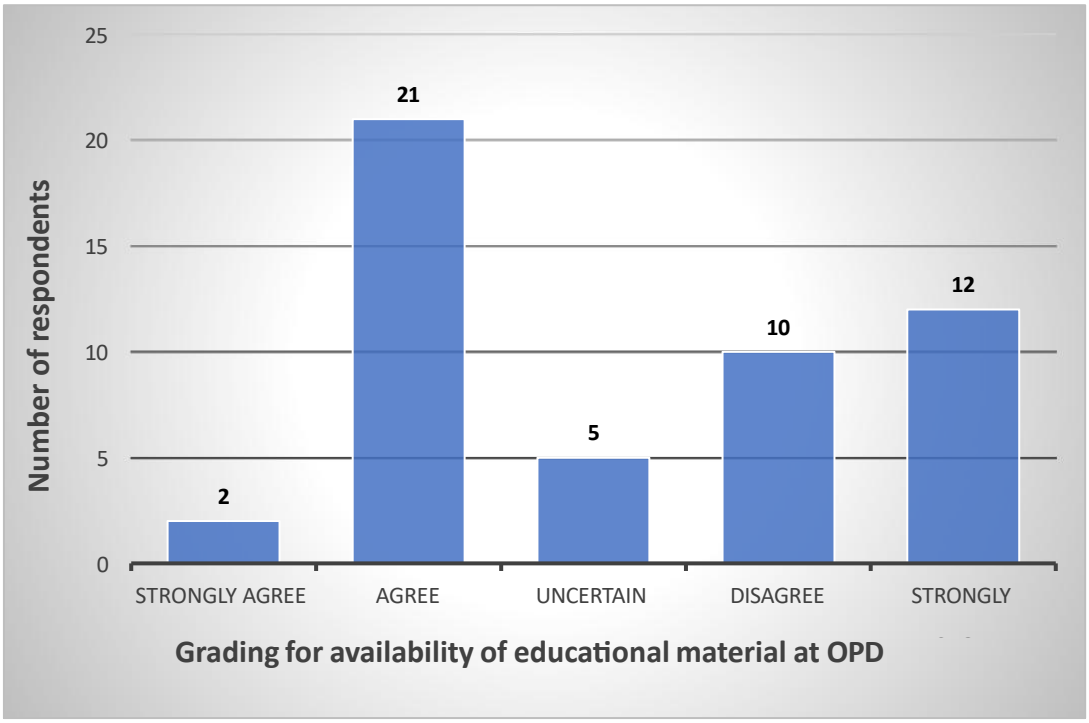


Fig 14: No. of respondents according to availability of educational material at OPD

Distribution of study population according to total score of PSQ:

The questionnaire related to OPD services of Collegiate hospital of University College of Homoeopathy was having 11 different statements related to various levels at OPD through which the patients or their attendants had to go. These were related to services from entry point to exit point. All the respondents gave their responses in terms of scores graded from strongly agree (response 5) to strongly disagree (response 1). The total score of each respondent was calculated; this was found in between 11 (minimum) to 55 (maximum). Maximum score was related to high satisfaction level whereas score toward minimum were related to low satisfaction level. Maximum number of respondents were found in the scores range of 20-28, ie., 22 (44%) and no response was found in the score ranges of 11-19 and 47-55. The numbers of respondents were 21 (42%) in the score range between 29-37 and 7 (14%) in the score range between 38-46. (Fig.15)

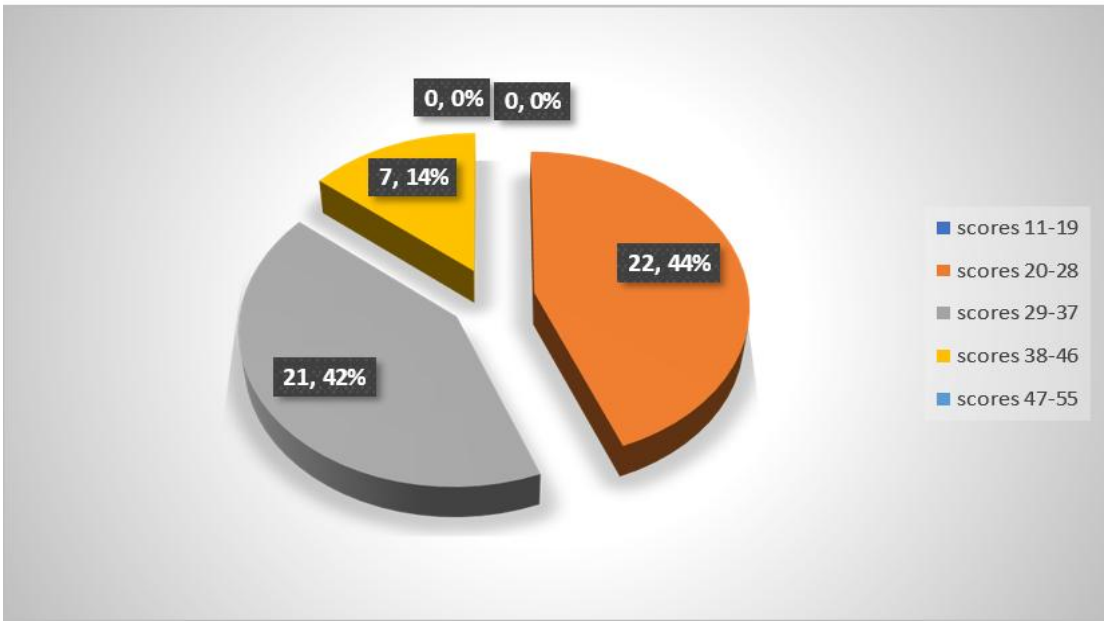


Fig 15: Number of respondents according to total scores of PSQ

DISCUSSION:

Patient satisfaction surveys are useful for an understanding of user's needs and their perception of the service received. It is an important indicator in evaluating the quality of the patient care. Present study comprised of 50 patients or their attendants visiting a collegiate homoeopathic hospital. In this study patients or their attendants were interviewed at the exit point and their responses were recorded on self-made semi-structured patient satisfaction questionnaire (PSQ).

After studying all the filled questionnaire, it was found that every patient has its own requirement. Regarding OPD services, many factors play role, like number of patients in OPD, availability of the computerised system in registration counter, laboratories and dispensaries, record retrieving system, availability of the competent staff and other amenities in the OPD. Poor and mostly illiterate patients from local area were the main client who are regularly overcrowding the hospital.

The patients intending to utilize the OPD Services will have his or her first interface with the hospital at the OPD Registration counter. In present study, only 34 % patients were strongly agree and 30% were agree with the fact that registration process was easy and hassle free; the observations show some disturbance over the registration counter, which may be because of overcrowding, lack of computerised patient management system which is responsible for the delaying at the registration and lack of proper record management of the old patients. According to Kirti and Govind[24] addressing the gaps in the human resources, logistics, infrastructure, hospital layout and other internal procedures contributes in reducing waiting times, service times and hence ensure an effective health care delivery system. Aditya[1] showed 88% patient satisfaction at the registration counter in his study at their hospital.

At Waiting area facilities like proper ventilation, seating arrangements etc. and availability of basic amenities like drinking water, hygienic toilets etc. should be there. Present study showed very less satisfaction in these facilities. This was in contrast to the study by Pankaj et al[19] where 81% of the study population agreed with the fact that the clean environment was effectively maintained in the hospital area and different outpatient departments. Kulkarni[40] and Panda et al.[41] reported that most of the OPD attendees were dissatisfied with public amenities such as cleanliness of toilet and drinking water in the waiting area.

Understanding quality from the perspective of the consumer, particularly functional quality is emerging as a critical issue in health service delivery with recent research showing that physicians do not have good understanding of consumer expectations. Studies show that perceived service quality is directly linked to compliance with medical advice and treatment regimens to achieving best health outcomes.[27] Present study showed high satisfaction level in respect of doctor's attention to patient (80%), qualification and reasoning of the doctor in explaining to patient (96%) and doctor's behavior towards the patient (96%). This can be compared with the study by Pankaj et al[19] where problem faced regarding service from doctor was only 8%. Similar results were seen in a study by Sharma et al[42] where 73% of the respondents were satisfied with the availability of services, professional care, behavior of the healthcare professionals.

This study showed that 18% respondents were strongly agree and 50% were agree with the statement 'easy to access the dispensary and the medicines prescribed. It was observed that pharmacy counters were congested, with limited staff to dispense medicine leading to unsatisfied and confused patient. This can be compared with the study by Pankaj et al[19] where 75% patients were satisfied with pharmacy. Similarly, 75% OPD patients were found satisfied with the services at pharmacy/dispensary in the study by Pawan, Shaik and Manisha.[43]

The laboratories are easily accessible and reports are produced within the stipulated time- this statement was accepted only by 10% (strongly agree) and 42% who agree in present study. 34% respondents were found uncertain regarding labs may be because they did never avail this facility. This data can be compared with the study by Pankaj et al[19] where 22% patients showed satisfaction and 70% did not avail the lab facility. In another study by Kriti and friends[44] 75% patients rated laboratory facility as "very good and excellent."

Patients and their attendants had to deal the staff personals at every step of the OPD. Present study observed that only 58 % respondents were satisfied with behavior of the staff. Similarly, Abhijit[5] also found the dimension of 'responsiveness', with wide gaps between expectation and perception observed against the necessity of prompt service and prompt response by OPD staff. This deficiency possibly referred to requirement for additional inputs in behavioral training of OPD staff.

Regarding availability of educational material in OPD, there was a great dissatisfaction in the study as no signages, books, magazines were available for the visitors in the hospital OPD; only newspapers were there. That's why 24% respondents were strongly disagree with the availability of the educational material in the OPD.

When we observed the total responses for the categories strongly agree (score 5) to strongly disagree (score1) against each statement of the questionnaire, total 196 responses are in the category of agree with all the statements; that is showing that the OPD services in the hospital are in acceptable status. This observation can be compared

with the results obtained by Aditya Choudhary[1] which were compounding to total un-satisfaction amongst the patients visiting the OPD.

Although the results we obtained in present study were showing a fair amount of satisfaction among patients and their attendants, but the duration of the study was insufficient to demonstrate the survey results.

CONCLUSION AND MANGERIAL IMPLICATIONS:

Patients attending hospital are messenger of spreading good image of the hospital and therefore patients‟ satisfaction is equally important for hospital management to improve the health care quality. In the present study, a middle range of satisfaction was found among majority of the patients with the services provided. The patients' feedback also revealed many insights regarding various aspects, which may improve the quality of services provided to the society.

A middle range of satisfaction was found among majority of the patients with the services provided in OPD of the hospital. Most of the respondents were satisfied with services provided by the doctors, their reasoning power and their qualifications. For the infrastructure and basic amenities related issues the responses were showing dissatisfaction. Least satisfaction was found in services related to availability of educational material at OPD, accessibility of laboratory and the reports, accessibility of the pharmacy and lastly regarding behaviour of the staff. The patients' feedback also revealed many insights regarding various aspects, which may improve the quality of services provided to the society.

RECOMMENDATIONS

Infrastructure and Amenities:

1. **Adequate Space and Waiting Area:** To ensure sufficient space for patient registration, consultation rooms, dispensing counters, and a comfortable waiting area.
2. **Basic Amenities:** To provide clean toilets; separate toilet facilities for the staff and patients should be there and also separate for the male and females; extra toilet should be there for especially capable persons. Drinking water facilities, and proper ventilation for patient comfort should be there.
3. **Seating arrangements:** Every department of the OPD should be sufficiently spacious so that proper seating arrangements can be done.
4. **Easy access to every OPD:** Stairs and ramp should be at every entry of the OPD so that easy movement can be facilitated.

Improved Patient Flow and Efficiency:

1. **Online Appointment System:** Implementation of an online appointment system to reduce waiting times and improve registration efficiency.
2. **Dedicated Staff for Registration and Triage:** Trainings of staff for efficient registration and initial patient assessment (triage) to categorize patients based on urgency.
3. **Proper Appointment Scheduling:** Optimizing appointment scheduling to avoid overcrowding and long wait times for patients.

Enhanced Service Delivery:

1. **Availability of Qualified Doctors:** Ensuring sufficient qualified homoeopathic doctors are available during OPD hours to meet patient demand.
2. **Stock of Homoeopathic Medicines:** Maintain a well-stocked inventory of essential homoeopathic medicines to avoid stockouts and delays in treatment.
3. **Patient Education Materials:** Provide informative brochures or displays in the waiting area to educate patients about homoeopathy and healthy living practices. Signages should be placed at every appropriate space of the OPD showing directions for the services provided by hospital.

Use of Information & Technology.

1. Pre consultation recording of vitals by nurses
2. Aadhar linked registration to reduced time at registration counter.
3. Management software for one time computerize registration.

Additional Considerations:

1.
2. **Community Outreach Programs:** Proposal for the community outreach programs to raise awareness about homoeopathy and the services offered by the OPD.
3. **Feedback Mechanism:** Implementation of a patient feedback mechanism to gather suggestions for improvement and address patient concerns effectively.
4. **Collaboration with Other Departments:** Encouraging collaboration between the OPD and other departments within the hospital for a more holistic approach to patient care.

By focusing on these parameters, government homoeopathic hospitals can strengthen their OPD services, improve patient experience, and make homoeopathic treatment more accessible to the community.

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ANNEXURE 1

UNIVERSITY COLLEGE OF HOMOEOPATHY

(A CONSTITUENT COLLEGE OF DR. SR RAJASTHAN AYURVED UNIVERSITY, JODHPUR)

OLD CHC BUILDING, AJMERI GATE, KEKRI, 305404

राजस्थान के केकड़ी स्थित सरकारी होम्योपैथिक अस्पताल में बाह्य रोगी विभाग (OPD) सेवाओं के सुदृढ़ीकरण पर एक अध्ययन

रोगी संतुष्टि प्रश्नावली

ये अगले प्रश्न इस बारे में हैं कि आपको मिलने वाली बाह्य रोगी विभाग सुविधाओं और चिकित्सा देखभाल के बारे में आप कैसा महसूस करते हैं? आप निम्नलिखित प्रत्येक कथन से कितनी दृढ़ता से सहमत या असहमत हैं- प्रत्येक पंक्ति पर एक संख्या पर गोला बनाएं

क्रम संख्या	कथन	दृढ़तापूर्वक सहमत	सहमत	अनिश्चित	असहमत	दृढ़तापूर्वक असहमत
1.	डॉक्टर परामर्श नियुक्ति के लिए पंजीकरण प्रक्रिया आसान और परेशानी मुक्त है	5	4	3	2	1
2.	प्रतीक्षा क्षेत्र आरामदायक सीटों के साथ हवादार और साफ सुथरा है	5	4	3	2	1
3.	प्रतीक्षा क्षेत्र में पीने के पानी और स्वच्छ शौचालय की अच्छी सुविधा है	5	4	3	2	1
4.	जब मैं चिकित्सा के लिए जाता हूं तो डॉक्टर मेरा इलाज और जांच सावधानीपूर्वक करते हैं	5	4	3	2	1
5.	डॉक्टर चिकित्सा परीक्षणों का कारण समझाने में योग्य और अच्छे हैं	5	4	3	2	1
6.	मुझे लगता है कि मेरे डॉक्टर के कक्ष में संपूर्ण चिकित्सा देखभाल प्रदान करने के लिए आवश्यक सभी चीजें मौजूद हैं	5	4	3	2	1
7.	मेरे डॉक्टर मेरे साथ बहुत दोस्ताना और विनम्र व्यवहार करते हैं	5	4	3	2	1
8.	औषध वितरण कक्ष और निर्धारित दवाओं तक पहुंच आसान है	5	4	3	2	1
9.	प्रयोगशालाएँ आसानी से उपलब्ध हैं और निर्धारित समय के भीतर रिपोर्ट तैयार मिल जाती हैं	5	4	3	2	1
10.	स्टाफ कर्मी अच्छे स्वभाव वाले, समर्पित और अच्छा व्यवहार करने वाले हैं	5	4	3	2	1
11.	मरीजों के लिए ओपीडी प्रतीक्षा क्षेत्र में शिक्षा सामग्री उपलब्ध है	5	4	3	2	1