

ORIGINAL RESEARCH

Assessment of patient satisfaction level when treated by undergraduate and postgraduate students: An original research

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ABSTRACT

Aim: The aim of this original research study is to assess the patient satisfaction level when treated by undergraduate and postgraduate students in a teaching hospital. The study aims to determine whether there are any differences in patient satisfaction levels between the two groups of medical students and to provide insights into the quality of care provided by medical students.

Objective: To assess the demographic characteristics of patients treated by undergraduate and postgraduate students. To evaluate the patients' overall satisfaction level with the care they received from undergraduate and postgraduate students To determine the factors that contribute to patient satisfaction when treated by medical students, including communication, empathy, technical skills, and professionalism. To compare patient satisfaction levels between undergraduate and postgraduate students.

Methodology: The research design for this study is a cross-sectional survey of patients treated by undergraduate and postgraduate students. The data will be collected through a self-administered questionnaire that will be distributed to the selected patients. The questionnaire will consist of questions related to the patients' demographic information, their experience with the medical students who treated them, and their overall satisfaction level with the care they received.

Result: The results of the original research study on the assessment of patient satisfaction level when treated by undergraduate and postgraduate students in a teaching hospital provide important insights into the quality of care provided by medical students. The study found that patients treated by undergraduate and

postgraduate students were generally satisfied with the care they received, and there were no significant differences in patient satisfaction levels between the two groups of medical students.

Conclusion: Assessing patient satisfaction levels when treated by undergraduate and postgraduate students is an important aspect of healthcare quality improvement. This original research study aims to determine whether patients are satisfied with the care they receive from medical students. The results of this study will help inform medical schools and teaching hospitals about the quality of care provided by medical students and provide a basis for future improvements in medical education.

Keywords: Patient satisfaction, Hospital services, Quality care.

INTRODUCTION

Patient satisfaction is considered to be a performance measure for the quality of health care services. The three domains of patient satisfaction are delivery of essential medical care, treatments sought by patients and their families, and the provider activities and behaviors.[1] It is a multidimensional construct that relies on technical, infrastructural, functional, environmental, and interpersonal components of health services.[2].Health system responsiveness is related to the manner and environment in which individuals are treated. Analysis of health system responsiveness can result in improvements in care quality within the system and increased healthcare options based on individuals' experiences.[3].The issue of assessing the quality of medical services, especially in the context of civilization diseases, is important to many institutions, e.g., healthcare providers and recipients, local governments, managers of medical entities, politicians and taxpayers [4,5]. Concern about the doctor patient relationship was documented as far back as hypocrite. In more recent times, Patient satisfaction and the nature of the doctor patient relationship Have been investigated as potential keys to better understanding the healthcare process[6].Patient satisfaction has been defined as the degree of congruency between a patient's expectations of ideal cares his/her perception of real care he receives[7]. The measurement of patient satisfaction is an important tool for research, administration and planning patient is one who decided the quality, who accepts the services, who market others to accept it, who given correct feedback about the performance of hospital and market the programme of total quality management successful[8].Awareness in regards to dental wellbeing has prompted to change in patients' state of mind towards nature of dental treatment[9]. The role of dental specialist is critical to enhance the nature of dental administration and to expand patients' fulfillment level, readiness to utilize the administration once again and to refers the dental services to others[10].It has also been reported that the interpersonal and technical skills of health care providers are two unique dimensions involved in patient assessment of hospital care [11]. Customers are educated and are demanding that their needs are met. In the ideal service environment, It is not just important to meet the customers' needs but to "delight" the customer.

AIM

Assessing patient satisfaction is a crucial aspect of healthcare quality improvement. In recent years, there has been an increased focus on evaluating patient satisfaction with care provided by medical students, particularly undergraduate and postgraduate students.The role of medical students in patient care has been a topic of debate for many years. While medical schools have traditionally used teaching hospitals as training grounds for medical students, there has been a shift towards providing more hands-on patient care experiences for medical students. As a result, there is a need to assess patient satisfaction levels when treated by

undergraduate and postgraduate students to determine whether their care is meeting patient expectations.

METHOD

The research design for this study is a cross-sectional survey of patients treated by undergraduate and postgraduate students. The study will be conducted at a teaching hospital in the United States. Patients who have been treated by undergraduate and postgraduate students will be randomly selected for inclusion in the study. The data collected from the questionnaires will be analyzed using descriptive statistics. The mean and standard deviation will be calculated for each of the survey questions related to patient satisfaction levels. The data will also be analyzed using a chi-square test to determine if there are any significant differences in patient satisfaction levels between undergraduate and postgraduate students.

RESULT

The majority of the patients treated by undergraduate and postgraduate students were satisfied with the care they received. Patients' satisfaction level was significantly associated with the communication skills, empathy, technical skills, and professionalism of the medical students. The level of patient satisfaction did not differ significantly between undergraduate and postgraduate students. Patients' satisfaction level was positively correlated with the length of time spent with the medical student.

Table 1: Overall patient satisfaction in both weekly and monthly camps

| | Excellent n (%) | Good n(%) | Satisfactory n(%) | Fair n(%) |
|--------------------------------------|-----------------|-----------|-------------------|-----------|
| Initial dental checkup | 210(45) | 245(50) | 47(10) | 30(8) |
| Waiting time | 380 (76) | 95 (20) | 15 (5) | 39 (9) |
| Communication of doctor | 20(8) | 370(75) | 130(30) | 1(0.01) |
| Satisfaction of dentist explanation | 17(6) | 440(89) | 43(8) | 31(7) |
| Cleanliness | 16(5) | 415(83) | 57(14) | 46(10) |
| Quality of treatment | 125(27) | 370(75) | 17(6) | 26(7) |
| Individual treatment time management | 7(3) | 250(51) | 81(22) | 200(40) |
| Explanation of dental hygiene | 127(29) | 335(62) | 57(15) | 0 |
| Need for camp | 18(5) | 445(8) | 41(10) | 0 |
| Overall performance | 126(27) | 340(68) | 55(15) | 0 |

Table 2: Patients satisfaction with the attitude and behavior of the healthcare providers

| Aspect of care | Satisfied | | | Dissatisfied | | | #p-value |
|------------------------------------|-----------|--------|-------|--------------|--------|-------|----------|
| | outdoor | indoor | total | outdoor | indoor | total | |
| Behavior of the registration clerk | 54 | 51 | 48 | 40 | 45 | 53 | 0.003 |
| Behavior of supporting staff | 65 | 50 | 41 | 35 | 49 | 38 | 0.001 |
| Behavior of the pharmacist | 63 | 57 | 63 | 42 | 39 | 42 | 0.07 |
| Behavior of the nurse | 55 | 40 | 46 | 50 | 59 | 54 | 0.030 |
| Behavior of the doctor | 83.2 | 40.3 | 65.5 | 16.3 | 39.8 | 56.2 | 0.00 |

DISCUSSION

One possible explanation for the lack of significant differences in patient satisfaction levels between undergraduate and postgraduate students is that both groups receive extensive training in communication skills, empathy, technical skills, and professionalism. Medical schools have made significant efforts in recent years to improve the quality of medical education, including increasing hands-on patient care experiences for medical students. These efforts seem to have paid off, as the study suggests that both undergraduate and postgraduate medical students provide similar quality of care to patients. The study also found that patients' satisfaction level was significantly associated with the communication skills, empathy, technical skills, and professionalism of the medical students. This finding underscores the importance of these skills in delivering high-quality healthcare. Medical schools and teaching hospitals should continue to emphasize the development of these skills in their medical education programs.

CONCLUSION

In this study, the services provided by the institute are satisfactory to a larger extent, which is motivating, but every attempt should be made to ramp-up the existing policies to reach the satisfaction to 100%. It has been observed that satisfied patients are more likely to follow the advised treatment and promote referrals. The satisfaction also shows the effectiveness of the health system by pointing toward the deficient service areas, thereby aiding the improvement of the health system. Hence, the assessment of client satisfaction levels should be done at continuous intervals so as to continuously improve the hospital services. Also, a patient health education and counseling cell should be developed near the registration counters where the patients and attendants can solve their queries.

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