

Patient's Satisfaction towards Aayushman Uttrakhand Yojana

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Abstract

Patient satisfaction is a measure of the extent to which a patient is content with the health care which they received from their health care provider. In evaluations of health care quality, patient satisfaction is a performance indicator measured in a self-report study and a specific type of customer satisfaction metric. Ayushman Bharat is PM-JAY (10), aims at providing health insurance cover Rs.5 lakh per family per year for secondary and tertiary care hospitalization to over 10.74 crores poor and vulnerable families (approximately 50 crore beneficiaries). This cross-sectional survey was conducted in the tertiary care super- speciality post graduate teaching hospital, in 2018-2020 after obtaining approval from the institutional ethical committee which included 213 admitted patients under Ayushman Yojana. The result findings revealed that majority of the patients were satisfied with services provided during treatment under Ayushman Yojana. Further, it was observed that

patient satisfaction and perception of the quality of care was generally favorable, with the exception of Structural Aspects by the public hospital patients. However, patient satisfaction and assessment of quality of care at public health facilities is terribly high (about average) but leaving much room for improvement. The study concluded that the patients who were treated in the Himalayan Hospital were satisfied with the quality of services and treatment they received through Ayushman Bharat scheme (AAUY).

Keywords: Aayushman Uttarakhand Yojana, Patient’s satisfaction, Health care facility and Quality of care.

Introduction

Patient satisfaction is a measure of the extent to which a patient is content with the health care which they received from their health care provider. In evaluations of health care quality, patient satisfaction is a performance indicator measured in a self-report study and a specific type of customer satisfaction metric.

Perhaps to appreciate what satisfaction could mean to medical care consumers one could refer to some theories on consumer health care satisfaction.^{1,2}

Patients' satisfaction with an encounter with health care's service is mainly dependent on the duration and efficiency of care, and how empathetic and communicative the health care providers are. It is favored by a good doctor-patient relationship. Also, patients who are well-informed of the necessary procedures in a clinical encounter, and the time it is expected to take, are generally more satisfied even if there is a longer waiting time. Another critical factor influencing patient satisfaction is the job satisfaction experienced by the care-provider.^{3,4,5}

Ayushman Bharat Pradhan Mantri-Jan Arogya Yojna (10) aims at providing health insurance cover Rs.5 lakh per family per year for secondary and tertiary care hospitalization to over 10.74 crores poor and vulnerable families (approximately 50 crore beneficiaries). There is no cap on the family size under the scheme. This scheme was earlier known as National Health Protection Scheme (NHPS) before it was renamed to PM-JAY. The objective of Atal Ayushman Uttarakhand Yojna (AAUY) is to reduce catastrophic health expenditure, improve access to quality health care, reduce unmet needs and reduce out of pocket health care expenditures of poor and vulnerable.^{6,7}

Thus, this survey was done to assess the patient's satisfaction level towards Atal Ayushman Uttarakhand Yojana at a tertiary care super speciality, Post Graduate Teaching Hospital.

Material and methods

This cross-sectional survey was conducted in the tertiary care super- speciality post graduate teaching hospital, in

2018-2020 after obtaining approval from the institutional ethical committee.

A total of 231 patients (male and female) attending the various departments of the hospital were involved after obtaining the informed consent from all the patients.

Inclusion Criteria

1. All the patients attending various departments of the hospital were involved in the study.
2. Patients admitted under the Atal Ayushman Uttarakhand Yojana.

Exclusion criteria

1. Patients who were not willing to participate in the study.

Procedure of data collection

The data was collected using primary data collection method and secondary sources. The primary data was collected by using questionnaire, feedback forms from patients and by telephonic interviewing of the patients. The secondary data was collected through Textbooks, Magazines, Journals, and Internet.

Data was tabulated, organized, analyzed and interpreted in both descriptive and inferential statistics i.e., frequency and percentage distribution, by using statistical package for social science software (SPSS), version 22. Categorical variables were expressed as number and percentage.

Observations and results

In this cross-sectional survey a total of 231 patients were involved, majority of the patients were males (55%), followed by 45% females and 21% patients were in private Job, 4% of the patients were in Government job and 75% patients were in other occupation. 47% respondents have Below Primary, 17% respondents have Primary, 16% respondents have Secondary, 13%

respondents have graduated, and 7% respondents have post-graduation.

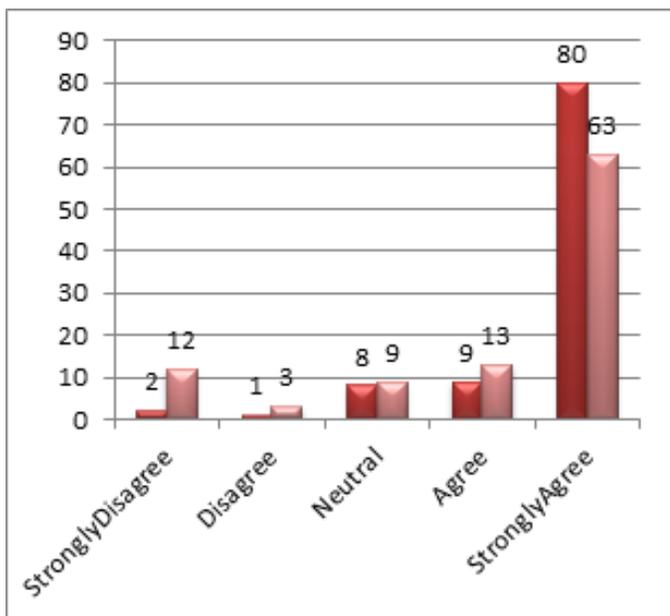


Figure 1: Appropriate treatment and adequate information

Figure 1 represents that 80% respondents are strongly agree that the doctor saw on time and gave appropriate treatment related information, 9% respondents are agree with the same, 8% respondents are neutral, 1% are disagree 2% respondents are strongly disagree with the above statement. And 63% Respondents are strongly agree with the During admission adequate information related to Ayushman Yojana, was given by doctors and staff, 13% Respondents are agree with the same, 9% Respondents are Neutral, 3% are disagree 12% Respondents are strongly disagree with the above statement.

Table 1: Arogya Mitra’s behavior was satisfactory (Ayushman counter)

Criteria	Frequency	Percentage
Strongly disagree	13	6
Disagree	4	2
Neutral	35	15

Agree	35	15
Strongly agree	144	62

Table 1. depicted that 62% respondents are strongly agree that Arogya Mitra’s behavior was satisfactory, 15% respondents were agree with the same, 15% respondents are neutral, 2% are disagree 6% respondents were strongly disagree.

Table 2: Admission and discharge formalities

Criteria	Frequency	Percentage
Strongly disagree	23	10
Disagree	5	2
Neutral	36	16
Agree	33	14
Strongly agree	134	58

Table 2 showed that 58% respondents are strongly agree that the formalities of admission and discharge were explained by Arogya Mitra, 14% respondents are agree with the same, 16% respondents are neutral, 2% are disagree 10% respondents are strongly disagree with the above statement.

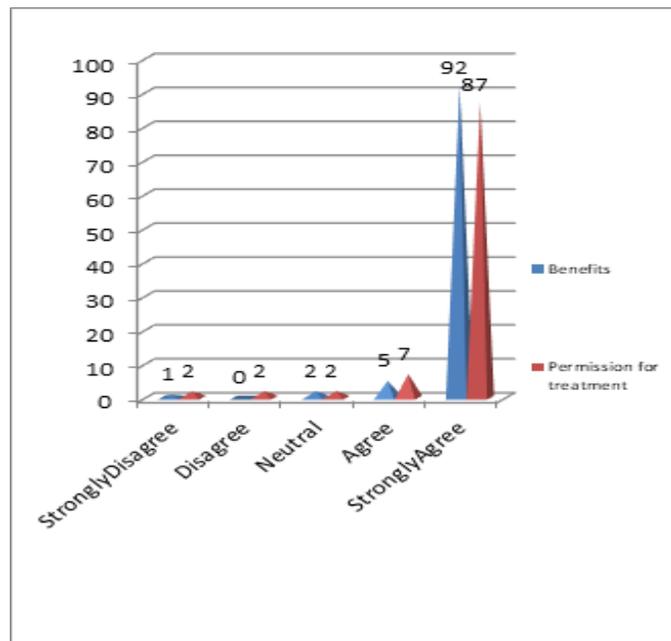


Figure 2: Benefits and permission

Figure 2 presented that majority of the respondents 92% were strongly agree with the availability of Ayushman card, hospitalization and treatment is more convenient. Majority (87%) respondents were strongly agree that the permission from the government for treatment under Ayushman scheme was received on time.

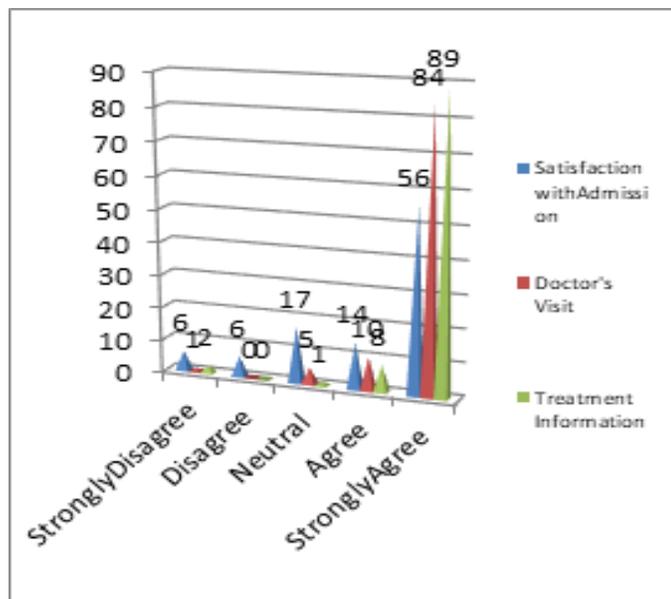


Figure 3: Satisfaction with admission, doctor's visit and treatment information

Figure 3 depicted that the 56% respondents were strongly agree with the admission process under Ayushman yojana, 14% respondents were agree same, 17% respondents were neutral, 6% were disagree and 6% respondents were strongly disagree. Majority 84% respondents were strongly agree with the doctor came to see you timely in the ward and 89% respondents were strongly agree that doctor explained the treatment from time to time.

Table 3: Adequate facilities, Availability of medicines and treatment

Criteria	Adequate facilities (%)	Availability of medicines (%)	Treatment (%)

Strongly disagree	1	1	1
Disagree	1	0	1
Neutral	4	2	1
Agree	12	6	8
Strongly agree	82	91	89

Table 3 depicted that the majority (82% for adequate facilities, 91% for availability of medicines and 89% satisfied with treatment) were strongly agree during treatment under Ayushman Yojana.

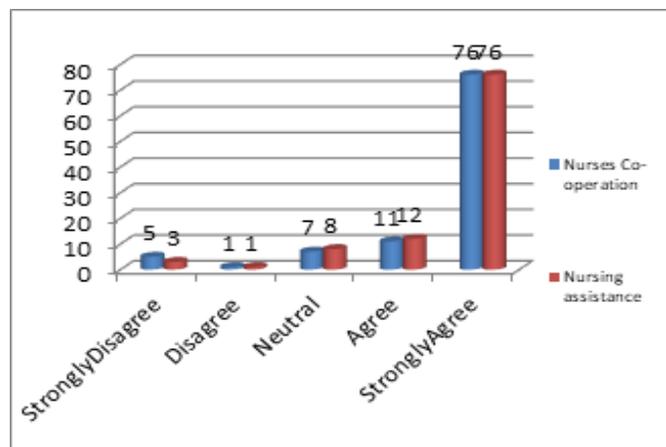


Figure 4: Nurses co-operation and nursing assistance

Figure 4 showed that majority (76%) of the respondents were strongly agree with the good nursing assistance and co-operation treatment under Ayushman Yojana.

Table 4: Timely information, Any demand and Discharge process

Criteria	Timely information (%)	Any demand (%)	Discharge (%)
Strongly disagree	3	3	8
Disagree	1	1	3
Neutral	8	2	14
Agree	10	4	11

Strongly agree	78	90	64
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Table 4 depicted that 78% respondents were strongly agree that they get were timely informed about discharge, majority (90%) respondents were strongly agree that hospital did not demanded additional payment during discharge and 64% were strongly agree that they were satisfied with the discharge process during treatment under Ayushman Yojana.

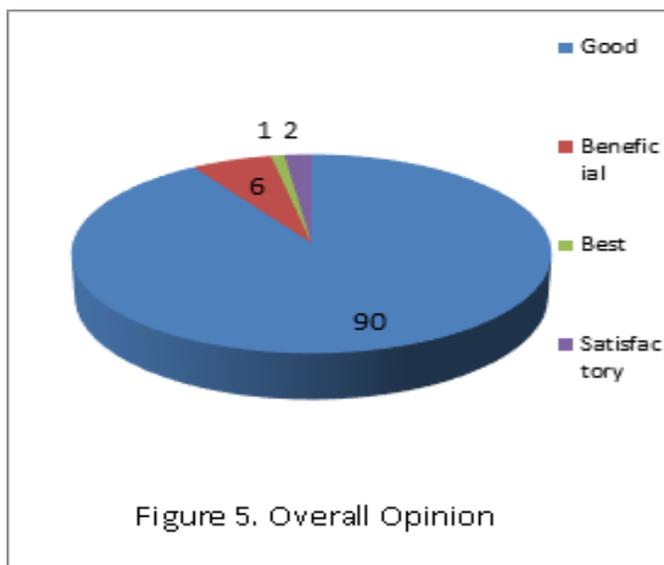


Figure 5, showed that 90% of the respondents said very good overall opinion, 6% of the respondents beneficial with the same, 1% of the respondents best, 2% of the respondents satisfactory with the above statement

Discussion

In this survey 231 patients, who were who were admitted under Ayushman Yojana were included. Data was collected with the help of questionnaires. Data was analyzed and discussed with previous literature.

In gender wise classification, mostly 55% respondents were male remaining 45% were female. In age wise classification almost all categories of respondents receiving treatment through Ayushman scheme. In occupation criteria 75% of people are from unorganized sectors for example labour, farmers daily wages workers

etc. and the purpose of the scheme is also to provide medical facilities to below poverty line peoples to reduce financial burden on health. In education criteria the highest 47% of patients are less educated those have received treatment through Ayushman scheme. 89% of patients were agree that doctor saw on time and gave treatment related information. 76% of patients are agree that adequate information was given by doctors and staff and 15% peoples are strongly disagree. Almost 77% patients are agree that that Arogya Mitra behavior was satisfactory. 72% of patients attendant are agree that formalities of admission and discharge explained by Arogya Mitra.

12% were disagree because lack of communication between patients and staff. 97% of patients were agree that because of Ayushman card treatment was more convenient. 94% of patients agree that government granted permission for treatment on time. 70% of patients agree with admission process under Ayushman and 13% of patients were disagree due to late document process during admission. 94% of patients were agree that doctor come timely in the ward and explained treatment. 97% of patients were agree that doctor gave complete information related treatment. 94% of patients are agree that during treatment adequate facilities provided by hospital. 56% respondents were strongly agree with the admission process under Ayushman yojana, 14% respondents were agree same, 17% respondents were neutral, 6% were disagree and 6% respondents were strongly disagree. Majority 84% respondents were strongly agree with the doctor came to see you timely in the ward and 89% respondents were strongly agree that doctor explained the treatment. The majority (82% for adequate facilities, 91% for availability of medicines and 89% satisfied with

treatment) were strongly agree, 76% of the respondents were strongly agree with the good nursing assistance and co-operation. 78% respondents were strongly agree that they get were timely informed about discharge, majority (90%) respondents were strongly agree that hospital did not demanded additional payment during discharge and 64% were strongly agree that they were satisfied with the discharge process during treatment under Ayushman Yojana. And 91.2% patients were satisfied with Atal Ayushman Uttarakhand Yojana.

The Ayushman Bharat -National Health Protection Scheme (ABNHPS) scheme is targeted at poor, deprived rural families and identified occupational category of urban workers' families. AB-NHPS will have a defined benefit cover of Rs 5 lakh per family (on a family floater basis) per year for secondary and tertiary care hospitalization. It will offer a benefit cover of Rs 5 lakh per family per year.

It was observed that patient satisfaction and perception of the quality of care was generally favorable, with the exception of Structural Aspects by the public hospital patients. However, patient satisfaction and assessment of quality of care at public health facilities is terribly high (about average) but leaving much room for improvement.

Conclusion

The study concluded that the patients who were treated in the Himalayan Hospital were satisfied with the quality of services and treatment they received through Ayushman Bharat scheme (AAUY). Results obtained from the study also provide information about patient satisfaction and their perception about quality of care at the hospitals. Overall Scores on patient satisfaction perceived quality was above average across all parameters in study. Among the questionnaire quality

dimensions, almost all aspects were rated acceptable by the patients. Patient had problems only in admission and discharge process.

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