

# Analysis of the problems faced by the patient parties in the TUTH



TUTH

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# Acknowledgement

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# Executive Summary

The process of healing is an active process that requires active participation of health care providers, Patient and patient party. But we often find that the primary focus of every health care providing system is centered only on the welfare and the interest of patient. The practical problems faced by the patient party, who play indispensable role in any treatment process, is often overlooked. The prevalence of these pitfalls are one of the major reasons that the people prefer private clinics and nursing home to government hospitals. But to our dismay we didn't find a single study being conducted on such an important topic. So to improve this facet of the treatment process a convincing study based on the patient party's perspective would be very helpful and hence the objective of our research.

This study is done with the aim of finding different problems faced by the patient party in the TUTH. The study population was patient parties with their patients in the general beds and cabins of TUTH. Sampling method used was proportionate stratified random sampling. Data was collected using the questionnaire and interviewing the patient party. After painstaking effort of analysing the data we came up with the following important findings:

- Improvement of the hospital dispensary
- Provision of canteen in the hospital for the patient parties
- Facility of hospital's own blood bank
- Schedule maintenance of the hospital facilities like toilet, water electricity, beds etc...
- STD facility in the Phone

Detailed analysis of these and other problems can be found in the later chapters of the report.

# Introduction

## ❖ Background and objective:

Treating a patient is a complex phenomenon. There are so many things to attend, so much knowledge and technical support involved, and so complex psychology to deal with that the process has never been perfect. And this gap that exists between the facility that we provide and the perfection that we seek had provided us the room to maneuver unwithering challenge and encouragement to always try and improve our approach of healing by taking “baby steps” ever heading for excellence.

We came up with this topic “Analysis of Problems faced by the Patient Party in the wards of the TUTH” after reviewing the list of study done in the TUTH. It came to us as a surprise that not a single study had been conducted taking into consideration the patient party’s point of view; who form a part of the triad of the healing team besides the doctor and the patient.

Whenever a person falls ill he also imposes an emotional, social and financial burden to the family. What generally is done in the present health care delivery system is that most of the attention is focussed on the patient trying to restore his health by providing all the help possible, and that per se is very appreciable. But what we want to emphasize here is that we often tend to forget and overlook the already stressed patient party’s problems and sometimes even knowingly and unknowingly contribute to adding to their stress. We know that no matter how hard the doctor might try, without patient party’s help and the cooperation proper healing is never achieved. We have at several occasion heard of the incidence of sourness between the health care provider and the users, and that I think is due to the lack of understanding and communication between the two.

What we have got to realise here is that both health care provider and users are there in a same league trying to achieve a common goal, together. The only way to reach that goal is by helping and understanding each other.

By conducting this research we have tried to convey their (Patient Party's ) part of story to the health care providers and help better understand their point of view. As a researcher you neither can or want to disinherit the human feeling, sentiments and emotion that would sometimes cause a bias in the result. But you have to be human and have human emotion to understand the human problems. We have tried our best to be as indifferent and as non-judgmental in our approach as possible. With all due respect to all the suggestions and opinions that we collected from the very generous patient parties we came up with some very significant findings which are discussed in the latter section.

\* Method: Direct interview. We chose this method because our questionnaire had a total of 34 questions and the compliance wouldn't be that good if we left the questionnaire to be filled by the patient. Thus it had the advantage of getting the answers directly from the patient.

# Methodology

- **Site :** The research was conducted on different wards of TUTH viz.-medical ward, surgical ward ,orthopedic ward, ENT ward. Eye and Gyne –Obs ward.The study population was patient party with their patient in the above wards of the TUTH. We collected the data in four evening, four morning and two afternoon session. We found that the real patient party (responsible ones) were present especially during the evening and morning and in the afternoon mostly the visitors were present.

- **Method:** Direct interview. We chose this method because our questionnaire had a total of 34 questions and the compliance wouldn't be that good if we left the questionnaire to be filled by them. Plus it had the additional advantage of including the problem of the illiterate ones.

- **Tool:** Questionnaire.It contained questions on various topics like-accommodation, fooding, visting hours , hospital facilities, and various other problems. Most of the questions were closed ended and we also had open ended questions and opinion list in our questionnaire.

After preparation of the questionnaire we performed a pretest to find its validity and efficacy. We had to make several adjustment in our questions and had to omit some of the questions.

- **Study type:** Community based descriptive study.

- **Sampling technique:** Proportionate stratified random sampling. The study population was divided into two strata. They are patient party with their patient in the general bed and in the cabins. The number to be taken was selected according to the size of the strata in each wards.

- **Sample size:** We covered a total of 35% of all the beds in the TUTH including 35% from all the wards mentioned above involving both the strata proportionately. A total of 140 sample was taken (out of 401 beds in the TUTH.)

- **Data analysis and report writing**

## Findings And Discussions

We took interview of 140 patient parties among which about 50% of the PPs stayed in the hospital for at least last 7days. The problems faced by them are regarding:

a) Lack of hospital canteen	95%
b) Hospital dispensary	81.2%
c) Provision of blood for patients	76%
d) Visiting hour especially in the morning	71.8%
e) Drinking water	69%
f) STD line in hospital phones	62%
g) Seclusion of patient with infectious disease	9%
h) Hospital emergency	7%
i) Free beds	55%
j) Maintenance of hospital infrastructures	73%

- Almost every patient party i.e. 95 % felt the need of a **hospital canteen**. They stressed on the hygienic food with reasonable price and that would be easier to use even during the nights.
- According to **81.2% of patient parties** the service provided by **hospital dispensary** is inappropriate. They complained of lack of many different important drugs and the need to buy drugs from other drugs stores which are very expensive. Since so many of them even didn't know about the dispensary itself we think it is not situated at a very suitable location and the sign board is not proper.
- Another big, (and a very important one from our point of view) problem faced by PPs is **regarding the blood needed for patients** during the course of treatment. They suggested for a **hospital blood bank** so that, blood could be easily available and which would naturally cut down the inconvenience of fetching blood.
- About 60% of PP complained of the visiting hour in the morning and suggested to lengthen the morning hours of visit. Other visiting hours were reported to be sufficient.



- About 55% complained of the lack of **proper drinking water** facility in the hospital. Provision of filters and/ or Euroguard should be made on each ward.
- Phone service in the hospital was appreciated by all PPs but they also stressed on **the provision of STD line for patients from outside Kathmandu** valley as they reported that a significant amount of their money was spend on phone calls as the STD phones in the vicinity of the hospital charged extravagantly.
- 9% of PPs complained of lack of separate cabinets for patients with highly infectious disease and chances of their acquiring the disease.
- 7% of PPs complained of the size of the emergency. They suggested the need of expanding it and also suggested to increase the number of staffs and doctors in it. Some also stressed on the improvement of the attitude and temperament of the doctors in the emergency.
- **About 50%** of the PPs complained of the few **number of free beds** in the hospital. Nearly the same number complained about the expensive charge of hospital beds.
- **Almost all PPs of general** beds stressed on the need of at **least one bench** per bed. Some PPs in the cabin also demanded for extra benches. According to them it was absolutely necessary especially during the nights for short naps
- Some PPs i.e. about 15% complained the attitude and behaviour of the hospital staffs, nurses and 10% complained of the doctors'
- **In the maternity ward**, the chief complaint of PP was hospital staffs not cleaning the ward properly.
- 2% of PPs pointed out the need of bus service for patients and PPs coming to the OPDs every day. And almost all told about the need of newspaper section in every ward.
- Some also went on to say the need of television while many did not favour its need.

❖ We had actually expected that we would get significant complaints about the discomfort they feel about the medical students coming and studying them. To much of our surprise and relief we **didn't find anyone** complaining about the students coming too often to examine and for history. It might be a very good finding but we also suspect that they hesitated to complain about this problem as we had introduced ourselves as medical students in the course of our interview.

# Conclusions And Recommendations

During our survey, we not only came across the problems of the hospital but also the plus point of TUTH. Nearly 75% of our study group were satisfied with the treatment facility here. Apart from the maternity ward almost all PPs of our study population were satisfied with the cleanliness of our hospital.

Among the various problem faced by the PPs coming to TUTH. most are very relevant and need immediate implementation of action.. On the basis of the list of the problem faced we would like to recommend following things:

- Immediate provision of canteen for the PPs. that would open 24 hours
- Immediate supply of essential important drugs in the **hospital dispensary** so that is well equipped.
- Immediate installation of filters and/or Euroguard in each ward for safe and clean drinking water.
- TUTH should try to established it's own blood bank for it's patients.
- Immediate steps in **the maintenance of hospital infrastructures** like toilets, phone, water supply and electric wiring etc.
- Hospital should also try for **installing STD line** for PPs outside Kathmandu valley.
- Increase in the number of free beds and strict policy so that it is been utilised by those who are in real need.
- And reasonable low-price for other hospital procedures and facilities.

# Analysis of problems faced by the patient parties in TUTH

Name of the Patient Party \_\_\_\_\_ Age: \_\_\_\_\_ Sex \_\_\_\_\_

Address: ..... Religion: .....

Ward: \_\_\_\_\_ Bed type: \_\_\_\_\_

1. The Patient has been in hospital for \_\_\_\_\_ days/months till date  
a. 1-7 days      b. 7-15 days      c. 15-30 days      d. more than a month
2. Number of patient party:  
a. 1      b. 2      c. more than 2

## Problems faced while

### • Getting Admission

4. The Patient Was admitted Via:  
a. OPD      b. Emergency      c. Referrals
5. How long did the patient have to wait before getting admission ?  
\* \_\_\_\_\_

### • Problems faced in accommodation/

6. Where do you stay presently ?  
a. Ownhouse      b. Rent      c. Lodge      d. Hospital
7. If Lodge \_\_\_\_\_ expense / night \_\_\_\_\_  
If Rent \_\_\_\_\_ Expense/ month \_\_\_\_\_
8. About the visitor's bench  
Cabin: Enough/ not Enough  
If not, need: \_\_\_\_\_

General bed Should provide \_\_\_\_\_

9. How many P.P. should stay per a patient: In day: \_\_\_\_\_ Night: \_\_\_\_\_

### • Problems regarding fooding

10. Where do you eat :  
a. at home      b. hotel      c. bring food from home      d. others
11. Do you think canteen is necessary for PP in the hospital? Yes /No

12. Where do you get your drinking Water from?

A, From home                      b. Mineral Water bottle                      c. Hospital tap

• *IV Problems faced about visiting hours and Provision of Gate\_Pass*

13. Is the current Visiting hours Proper ? Yes ? NO

If no, which time Will be suitable \_\_\_\_\_

14. How many gate passes, in your opinion, should be given for each bed ?

• *Problems regarding Communication and Relationship with doctors, nurses and staffs*

15. How informative and explanatory are the doctors about the treatment?

A. Poor                      b. satisfactory                      c. Good/ others  
How long does the doctor give to your Queries ? 2\_5 min/ not at all/others \_\_\_\_\_

16. Is the time given by the doctors enough/ not enough

17. How is the attendance of the nurses on your calls \_\_\_\_ Satisfactory/or not

18. How promptly do the nurses attend \_\_\_\_\_

a. on the first call                      b. on the second call                      c. more then 2 calls

19. Are you satisfied with the behavior of : \_

A Senior doctors:                      Yes/ No ; if no why \_\_\_\_\_

B Junior doctors:                      Yes/ No ; if no why \_\_\_\_\_

C Nurses:                      Yes/No ; if no why \_\_\_\_\_

D Staff:                      Yes/ No ; if no why \_\_\_\_\_

• *About Hospital related disease*

21. Any disease acquired during your hospital stay ? Yes/ No

If yes: It required

a. no medicine                      b. required medicine                      c. required hospital admission

• *Regarding Financial Problems*

22. Expense for the treatment: \_\_\_\_\_

23. Expense for your stay in hospital \_\_\_\_\_

24 Do you think, you could reduce your expense ? Yes/ No  
If yes, how ? \_\_\_\_\_

Is the expense due to some mismanagement in the hospital ? Yes/ No  
If Yes, What are they \_\_\_\_\_

• *Problems about the use of hospital facilities*

25. *PHONE :*

Have you used the hospital Phones ? Yes/ No  
Any problems during its use \_\_\_\_\_

Can you receive calls ? Yes/No  
If no, give your opinion about it \_\_\_\_\_

26 *NEWSPAPER/TV*

Do you think hospital should provide them ? Yes/ No  
If yes, where do you think will it be appropriate to keep  
them \_\_\_\_\_

27 *ENQUIRY STATION:*

Are there enough of them? Yes /No  
Were there staffs during your use? Yes/ No

28 *REPORT COUNTER*

Are the reports: given on time/ delayed/ damaged/Lost

29 Did you to go outside the hospital for some tests and investigations? Yes / No

If yes,  
opinion/suggestions \_\_\_\_\_  
\_\_\_\_\_

*List the major problems you have faced in this hospital and think that it needs immediate correction:*

- 1
- 2
- 3
- 4

*With what were you satisfied in the hospital*

- 1
- 2
- 3