



A Study on Homecare Service Satisfaction among the Patients with Special Reference to O2 Saver Private Limited, Madurai

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ABSTRACT

Homecare Service is to restore or maintain patient physical and mental functioning and quality of life, or to slow the rate of decline to allow the patient to remain at home and avoid institutionalization. Most patients and family members prefer the home environment, when it is feasible. The objective of the study is to analyse the homecare service satisfaction among the patients with special reference to O2 Saver Private Limited, Madurai. The study based only on the opinion and expectation of patients. Total number of samples taken for the study is 100 respondents. Descriptive research design and Convenience sampling techniques were used for the study. Primary data and secondary data have been used in the study. Simple percentage analysis, chi square analysis and correlation analysis have been applied in this study to reach the finding of the study. It is found that there is no significant relationship between the gender of the respondents and nurse relationship with patient. It is suggested that the organization must obtain feedback from the respondents regarding their satisfaction towards the service. It is concluded that the doctors, nurses and patients' relationship is important. Timely response of office personnel is important.

Keywords: Homecare, Patients, Nursing

I. INTRODUCTION

Home Care is a form of health service to the community which is implemented in several big cities. Healthcare professionals can use home health care to improve the patient experience by delivering strong patient and caregiver education and by allowing patients to recover comfortably. This will be important as experts in all specialties look for strategies to improve the patient experience, especially as the industry focuses on the importance of consumer preference. Home health care can also

help providers meet patient needs at a lower price point. Health care leaders, physicians, nurses, and other hospital personnel understand that maximizing patient satisfaction is an important goal. Health care organizations strive for their patients to be satisfied not only with their health care and its outcomes but also with the non-clinical aspects of their patient experiences. Providers want patients to feel they are being treated with dignity and that hospital personnel are making every safe and medically-advantageous effort to heal them. For these reasons, health care organizations have long sought to understand the perspectives of their patients through patient satisfaction surveys. Given the significance of patient satisfaction in health care today, it is helpful to define and describe elements of care or patient/provider interactions that influence it.

Home Care

Home care includes any professional support services that allow a person to live safely in their home. In-home care services can help someone who is aging and needs assistance to live independently; is managing chronic health issues; is recovering from a medical setback; or has special needs or a disability. Professional caregivers such as nurses, aides, and therapists provide short-term or long-term care in the home, depending on a person's needs.

Homecare is health care or supportive care provided by a professional caregiver in the individual home where the patient or client is living, as opposed to care provided in group accommodations like clinics or nursing home. Homecare is also known as domiciliary care, social care or in-home care. It comprises a range of activities, especially paramedical aid by nurses and assistance in daily living for ill, disabled or elderly people.



STATEMENT OF THE PROBLEM

Patient satisfaction is a measure of the extent to which a patient is content with the health care they received from their health care provider. Patient satisfaction is one of the most important factors to determine the success of a health care organisation. The patient satisfaction in the home care industry determines the factors such as patient relationship with nurse and doctors. Particularly the office personnel relationship is significant since the service has been offering through the integration of E-commerce. But implementing and controlling this relationship and offering the service as quality in all aspects is difficult tasks for the E-commerce integrated home care service. Hence the study is undertaken to analyse the homecare service satisfaction among the patients with special reference to O2Saver Private Limited., Madurai.

1.3 OBJECTIVES OF THE STUDY

Primary objective

- To study about homecare service satisfaction among the patients with special reference to O2Saver Private Limited., Madurai

Secondary objectives

- To study about the Nurse relationship with patient
- To understand the administrative personnel relationship with patients
- To evaluate the perception towards doctors relationship with patients
- To identify the satisfaction level towards service offered by the organisation
- To obtain suggestions from the patients to enhance their satisfaction in future

SCOPE OF THE STUDY

The study is confined with the home care service satisfaction among the patients. The survey is taken with the patients of O2Saver Private Limited., Madurai. The sample size of the study is 100. The study throws the lights on to understand the satisfaction of patients with service quality effectiveness of CRM practices in the concern. It provides the clear picture about the relationship with nurse, doctors and office personnel in the home care

COMPANY PROFILE About O2Saver

The design of O2saver is to bring every need of healthcare facilities in one application rather than squandering in hospitals. The customer other services include scheduling customer appointment

with doctors online, where a home doctor is also available. Customer can book customer pharmacy on the company website with more offers for each product. In case of any emergency, they have a live tracking ambulance with a nearby hospital finder facility too. A laboratory facility is available too where lab test are done at customer home. The company service also includes Blood donation and blood finder amenity. Everything is possible with one click. The customer can save your time, and they can save your life.

- Mobile Ambulance service booking with tracking facility - Risk free.
- Blood Finding and donation service - Easily find and donate blood.
- Hospitals and Doctors appointment Booking - Find and Book appointment from nearby best specialists and hospitals at affordable price by checking the reviews, feedbacks & testimonials.
- Doctors home consultation - Save your travelling and waiting time by booking doctors for home consultation.
- Lab test at home - Book appointment from the nearby labs and minor tests can be done in home at affordable price.
- Online pharmacy- Book medicines and medical products online. Best medical products in all brands at affordable price with home delivery is available.

Vision

O2Saver- A massive medical helper which brings facilities to your door step through your mobile. Real easy, real quick.

Mission

Our mission is to bring the "need of the hour" healthcare services to every individual through mobile phone. We are committed to helping people lead healthy lives. A healthy human will lead a robust life which is the company mandatory mantra. We save your time. We reduce your risk. We work to protect your health and they are O2saver.

Services

- Post Operative Care
- Health Care
- Home Care Taker
- Intensive Care
- Newborn Care
- Palliative Care
- Cancer Care



- Cardiac Care
- Elderly Care
- Medical Care Professionals
- Specialized Services
- Other Services

II. REVIEW OF LITERATURE

Farah Lina Azizan, Muhammad Aiman Arifin(2021), “The Impact of Supervisor-Nurse Relationships, Cooperative Communication and Team Effectiveness: A Study of Nursing Team”,2021.

Antia, Christiana Inyang (2021), The purpose of this research was to examine doctor-nurse relationship and its effects on patient care in University of Calabar Teaching Hospital and General Hospital Calabar. Survey design research was adopted while data was collected from 280 randomly selected respondents (male and female) of the two major strata of the study- University of Calabar Teaching Hospital and General Hospital Calabar. Purposive, stratified and simple random sampling procedures were variously applied at appropriate stages of the study. The generated data were statistically tested using Pearson Product Moment Correlation analytical procedure of the SPSS package. The analysis revealed that: A significant relationship existed between medical team work and doctor-nurse value orientation and patient care. It was recommended that collaborative work relationship between doctors and nurses should be encouraged for effective health care delivery system.

Antia, Christiana Inyang (2021),“ Doctor-Nurse Relationship And Patient Care In University Of Calabar Teaching Hospital (UCTH) And General Hospital Calabar, Cross River State, Nigeria”, 2021.

Bahadori A, Peyrovi H. (2021), To determine the relationship between ward- level leadership and patient satisfaction of nursing care in teaching hospitals of Iran University of Medical Sciences. In this cross-sectional study, the sample consisted of 34 head nurses, selected on the basis of census sampling as well as 102 staff nurses and 170 patients, selected by random sampling. The cohort was chosen from 34 wards, including 10 internal medicine wards, 15 general surgery wards, 4 emergency wards and 5 intensive care wards, associated with all teaching hospitals of Iran Medical Science University. Data were collected using the multifactor leadership questionnaire and patient satisfaction instrument. The findings revealed that 50% of the head nurses

had a transactional leadership style, 29.4% of them had a transformational leadership style and remaining 20.6% had a passive-avoidant leadership style. It is recommended to conduct this study in a larger scale and using higher number of samples in other hospital settings.

Bahadori A, Peyrovi H. (2021), “The Relationship Between Nursing Leadership And Patient Satisfaction”, 2021.

Dina Mohamed Hamed (2022), Aim of this study is to evaluate nurse physician relationship and its impact on their perception of nurse`s role. A descriptive design was used to carry out this study. The study was conducted at El-Mansoura Health Insurance hospital study subjects were included all 250nurses and all 100physicians.The finding of the present study indicated that physicians scored higher mean score related to nurse physician relationship than nurses. The level of nurse physician relationship from the majority of physicians and the nurses was moderate.

III. RESEARCH METHODOLOGY

Research methodology is a way of explaining how a researcher intends to carry out their research.

Research Design

It is a conceptual structure within which research should be conducted. Thus the preparation of such a design facilitates research to be as efficient as possible and will yield max information. A research design is the arrangements of conditions for collection and analysis of data in a manner that aims to the research purpose with economy in procedure.

It stands for advance planning of the method to be adopted for collecting the relevant data and technique to be used in the analysis, keeping in view the objectives of the research and availability of the respondent`s time and money.

Types of Research:

The research was of descriptive design; aim to procure a clear, complete and accurate description of the situation.

Population

The first step in the sampling process is the definition of the population, which can be defined in terms of elements, sampling units, extend and time. For the present study undertaken the population is home care patients of O2Saver Private Limited., Madurai.



Study Area:

The survey was conducted in Madurai.

Primary data

Secondary data

Sampling Techniques:

The sampling techniques was used for the survey was convenience sampling. Convenience sampling is a type of non- probability sampling that involves the sample being drawn from that part of the population that is close to hand. This type of sampling is most useful for pilot testing.

Primary Data

Primary data is original and collected by the researcher freshly. In this study primary data was collected through questionnaire. A questionnaire is a popular means of collecting primary data. A questionnaire is a list of question for the own.

Sampling Size:

The sample size is 100 home care patients of O2Saver Private Limited, Madurai.

Secondary Data

Secondary data is the data, which is already available. It can be obtained through company records, internet and some data collected from the observation method by the researcher.

Topic of The Study

“A study about homecare service satisfaction among the patients with special reference to O2 Saver Private Limited, Madurai”.

Interview Schedule Design:

A good care was taken by the researcher to design the schedule. All the objectives were taken into consideration while designing the handout. More of the closed and few ended questions were asked for the survey.

Sampling Unit

It goes ahead with “who is to be surveyed”. Here the sampling unit is each individual home care patients of O2Saver Private Limited, Madurai.

Types of Questions Used:

The questions constitute of closed – ended and open – ended once. Open – ended questions were asked to get the ideas and suggestions from the respondents. Moreover other than those mentioned in the questionnaire were asked to be specified. Closed – ended questions included dichotomous, multiple choice and ranking question. Rating scale was also included.

Methods of Data Collection

Data was taken mostly through primary data. However company and product profiles were referred too. A structured UN-disguised interview schedule was designed to collect the data source. The schedule method was opted since the method would help to concise amount of information. Data in the study are of two types:

IV. DATA ANALYSIS AND INTERPRETATION

RELATION BETWEEN THE GENDER OF THE RESPONDENTS AND NURSE RELATIONSHIP WITH PATIENT

Null hypothesis (Ho):

There is no significance difference between the gender of the respondents and nurse relationship with patient.

Alternative hypothesis (H1):

There is some significance difference between the gender of the respondents and nurse relationship with patient.

CHI SQUARE ANALYSIS

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	18.950 ^a	14	.167
Likelihood Ratio	19.814	14	.136



Linear-by-Linear Association	.390	1	.533
N of Valid Cases	100		

a. 22 cells (73.3%) have expected count less than 5. The minimum expected count is .19.

INFERENCE

As per the above table, it is inferred that the P value is .167; it is not significant to 5% (0.05) significant level. The minimum expected count is .19. Thus alternative hypothesis is rejected and it is found that there is no significant relationship between the gender of the respondents and nurse relationship with patient.

RELATIONSHIP BETWEEN EDUCATIONAL QUALIFICATION OF THE RESPONDENTS AND OFFICE ADMINISTRATIVE PERSONNEL RELATIONSHIP WITH PATIENTS

CORRELATION ANALYSIS

		EDUCATIONAL QUALIFICATION OF THE RESPONDENTS	OFFICE ADMINISTRATIVE PERSONNEL RELATIONSHIP WITH PATIENTS
EDUCATIONAL QUALIFICATION OF THE RESPONDENTS	Pearson Correlation	1	-.050
	Sig. (2-tailed)		.623
	N	100	100
OFFICE ADMINISTRATIVE PERSONNEL RELATIONSHIP WITH PATIENTS	Pearson Correlation	-.050	1
	Sig. (2-tailed)	.623	
	N	100	100

**** Correlation is significant at the 0.01 level (2-tailed). INFERENCE:**

The Above table indicates that out of 100 respondents, co-efficient of correlation between the educational qualification of the respondents and office administrative personnel relationship with patients is - 0.050. It is below 1. So there is negative relationship between the educational qualification of the respondents and office administrative personnel relationship with patients.



V. FINDINGS

- 39% of the respondents are highly satisfied towards the level of satisfaction with the organization
- 29% of the respondents are strongly agree towards the understanding of patient requirements
- 32% of the respondents are agree towards the fulfilling the patient expectations
- 29% of the respondents are strongly agree towards the providing individual attention
- 29% of the respondents are strongly agree towards the monitoring and caring on patient health
- 55% of the respondents are strongly agree towards the counselling for patient confidence
- 37% of the respondents said that good towards the assisting to take the right choice of treatment
- 53% of the respondents said that excellent towards the response for the phone calls
- 56% of the respondents said that good towards the maintaining secrecy in patient records
- 43% of the respondents said that excellent towards the timely scheduled the appointments
- 35% of the respondents said that poor towards the friendly assistant with the patients
- 30% of the respondents said that good towards the maintaining professional contact with patients
- 32% of the respondents said that good towards it eliminates the waste by producing zero defects
- 37% of the respondents said that excellent towards the sufficient time spending to listen the queries
- 28% of the respondents said that good towards the doctor's advice aligned with patient queries
- 61% of the respondents said that excellent

towards the transparency in treatment details

- 43% of the respondents are satisfied towards the availability of trained doctors and nurses
- 30% of the respondents are satisfied towards the availability of trained doctors and nurses
- 37% of the respondents are highly satisfied towards the right counselling for the patients by the medical practitioners
- 35% majority of the respondents are neutral towards the right counselling for the patients by the medical practitioners
- There is no significant relationship between the gender of the respondents and nurse relationship with patient
- There is negative relationship between the educational qualification of the respondents and office administrative personnel relationship with patients

VI. SUGGESTIONS

- The organization must obtain feedback from the respondents regarding their satisfaction towards the service.
- The nurses must understand the person requirement in order to provide better services for them.
- They must take care of the patients individual attention to offer good services.
- The nurses must caring of patients health to obtain recovery quickly.
- There must be proper counseling for the right patients for the right treatment.
- Te office personnel have to response the phone calls at the right time and assist to solve their issues quickly.
- The office personnel have to schedule the appointment time for the patients and same should be follow to execute well.



- The doctors have to maintain professional touch with the patients in order to get positive perception towards the organization.
 - The doctors must focus the individual care for their patients to bring confidence among them.
 - The doctors must spend appropriate time to listen the queries. There must be transparency in treatment details with the patients.
 - There must be right counselors for the right patients and they must be a qualified and experts to give counseling.
 - The organization must take all the efforts and concentration to recover the patients illness at the reasonable duration.
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VII. CONCLUSION

Satisfaction is the key area for a business in all industry. Satisfying the customers is not only applicable to product oriented one and also it needs to service oriented one.

Homecare service is not an exemption for this. They must satisfy the patients in order to increase their long survival in the health care industry. In the above study, it is understood that the patients are highly satisfied with the home care services provided by the health care industry. But they have few expectations from the home care industry. Based on the suggestions provided in the study, the home care services can provide better services which ensure the organization to survive in the industry. It is concluded that the doctors, nurses and patients relationship is important. Timely response of office personnel is important. The home care services can be extent their wider services globally even, when it follows the suggestions of the study.

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