

A study of relationship between Outpatient Department pharmaceutical service on patient's satisfaction with reference to Ayurvedic pharmaceutical in North Western Province

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This study was conducted to describe the patient's satisfaction towards outdoor patient's Ayurveda hospital in North Western Province. The study population was 3,35,892 patients. Sample size was 384 in three hospitals and eleven Central dispensaries. Data was collected by self-administered questionnaires. The study was analyzed based on different variables of the nature of drugs, quality of drugs, qualified staff dealing with drugs and clear instructions dealing with drugs. According to the data analysis, the relationship between satisfaction to Out Patient Door services (O.P.D) Ayurvedic pharmaceutical service of outdoor patients and the nature of drugs is 53% while the relationship between satisfaction to O.P.D. Ayurvedic pharmaceutical service of outdoor patients and clear idea about the usage of the drug is 58%. The relationship between satisfaction to O.P.D. Ayurvedic pharmaceutical service of outdoor patients and qualified staff dealing with drugs is 62% while the relationship between satisfaction to O.P.D. Ayurvedic pharmaceutical service of outdoor patients and the quality of drugs is 56%. According to the results of the study, current difficulties of O.P.D pharmaceutical service can be arranged as follows. They are divided into sub topics. First the nature of drugs (18.9%), second the quality of drugs (32%) and the third O.P.D pharmaceutical staff dealing with patients (26.6%). According to data analysis, 15.7% of patients stated that there were no difficulties within O.P.D pharmaceutical service. However, 6.8% said that they did not like to speak against pharmaceutical service. According to the results, 93.2% faced some kind of difficulty in O.P.D. pharmaceutical service. The study has discovered deficiencies in outpatient department pharmaceutical service of Ayurveda hospitals which needs to be addressed by the hospital management and necessary actions need to be taken for better management of health problems to meet the patients' expectations and the fewer unsatisfied patients. This is essential to build up an effective Ayurveda health care sector.

Keywords: Outpatient department, patient satisfaction, health service