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Healthcare and Utilization in Annur Taluk: A Study of Patient Experience among SMF Private Hospital

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ABSTRACT: The study focuses on how patients access services, their satisfaction levels, and the overall quality of care received. Data was gathered through patient feedback, interviews, and observation to understand the effectiveness of service delivery, staff interaction, affordability, and hospital infrastructure. The findings reveal that while the hospital is a key healthcare provider in the region, there are areas that require improvement such as reducing wait times, improving communication, and making services more affordable. The study highlights the importance of patient-centred care and suggests that addressing these concerns can enhance the quality and efficiency of healthcare delivery in semi-urban areas like Annur Taluk.

KEYWORDS: Healthcare Utilisation, Patient Experience, Service Efficiency, Satisfaction.
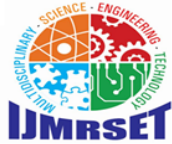
I. INTRODUCTION

Healthcare accessibility and utilization are essential indicators of the effectiveness of a region's healthcare system. In Annur Taluk, a semi-urban area in Tamil Nadu, healthcare services are provided by both government and private institutions. While government healthcare facilities aim to serve the general population, they often face challenges such as overcrowding, limited medical staff, and inadequate infrastructure. As a result, private hospitals like SMF Private Hospital have emerged as an essential alternative for patients seeking quality medical care.

This study examines the patient experience at SMF Private Hospital, focusing on key factors such as accessibility, affordability, service quality, and overall satisfaction. By understanding these aspects, the study aims to highlight the role of private healthcare in Annur Taluk and provide insights into improving service delivery to enhance patient well-being. Among them, SMF Private Hospital has emerged as a key player in delivering medical care to the local community.

This study aims to analyze the patient experience at SMF Private Hospital, focusing on aspects such as accessibility, affordability, quality of care, and overall satisfaction. Understanding these factors is essential to improving healthcare services and ensuring better patient outcomes in the region.

II. SCOPE OF THE STUDY

- A Study of Patient Experience among SMF Private Hospitals" is focused on understanding the various aspects of healthcare services offered by SMF private hospitals in Annur Taluk, Tamil Nadu.
- The study will specifically investigate the factors influencing patient experiences and the utilization of healthcare services, with an emphasis on how these factors contribute to patient satisfaction, healthcare access, and overall well-being. The study will primarily focus on adult patients who have sought treatment from SMF private hospitals within the last year, using methods such as surveys, interviews, and data analysis of hospital records.

➢ The findings of this research will contribute to identifying strengths and weaknesses in the healthcare system at SMF private hospitals, offering recommendations to improve patient experiences, service delivery, and healthcare utilization in the region.

III. STATEMENT OF PROBLEM

➢ In Annur Taluk, healthcare services are essential to the well-being of the population. While private hospitals like SMF play a significant role in providing medical care, there is limited research focusing on patient experiences and the factors influencing healthcare utilization in this region.

➢ Despite the availability of these private healthcare facilities, several issues may affect the quality of care, access, and overall satisfaction for patients. These include factors such as affordability, accessibility, the quality of service, communication with medical staff, and the infrastructure available in the SMF private hospitals.

➢ The study seeks to address the gaps in understanding how patients in Annur Taluk perceive healthcare services provided by private institutions like SMF. It also aims to identify barriers to accessing these services and the aspects that influence patient decision-making.

IV. OBJECTIVES OF THE STUDY

➢ To assess healthcare utilization in SMF private hospital.
➢ To examine accessibility of SMF private healthcare facilities.
➢ To analyze the affordability of SMF private healthcare.

V. RESEARCH METHODOLOGY

1. METHOD OF DATA COLLECTION:
Primary Data: A structured questionnaire will be created to collect quantitative data from selected respondents. It will be shared electronically through platforms like Google Forms or SurveyMonkey for easy access and broader reach. The survey will include mostly closed-ended questions and a few open-ended ones to gather detailed insights.
Secondary Data: A structured online questionnaire will be used to collect quantitative data, mainly through closed-ended questions, with a few open-ended ones for deeper insights.

SAMPLING TECHNIQUES:
The sampling technique used for the study is Convenience Sampling.

Sample Size:
A sample size of around 120 patients will be targeted to ensure sufficient statistical power for data analysis. The sample size will be determined using standard formulas for survey-based research, considering a margin of error of 5% and a confidence level of 95%.
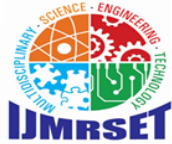
DataAnalysis:
It is based on the quantitative methods will be employed to analyze the collected data. Statistical tools such as percentages, charts, and graphs will be used for quantitative data.

VI. RESEARCH METHODOLOGY

Research methodology is the specific procedures or techniques used to identify, select, process, and analyze information about a topic. In a research paper the methodology section allows the reader to critically evaluate a study overall validity and reliability.

VII. REVIEW OF LITERATURE

1. Peter Pronovost (2019) [4] - "Safe Patients, Smart Hospitals: How One Doctor's Checklist Can Help Us Change Health Care from the Inside Out "This book tells the story of how Dr. Peter Pronovost developed and implemented a simple checklist to reduce infections in a hospital intensive care unit. The checklist was so successful

that it has been adopted by hospitals around the world. The book argues that checklists can be a powerful tool for improving patient safety and quality of care. Checklists can help to ensure that healthcare providers follow best practices and that patients receive the care they need.

2.Kumar S (2018) [8] -"Patient satisfaction with private-for-profit healthcare providers in India "The study finds that patient satisfaction with private-for-profit healthcare providers in India is generally high. Patients are satisfied with the quality of care they receive, the cost of services, and the provider-patient relationship. The study also finds that patients who use private-for-profit healthcare providers are more likely to be satisfied than those who use public healthcare providers. The study also suggests that private-for-profit healthcare providers may be more responsive to the needs of patients than public healthcare providers.

3. Jonathan Skinner (2016) [16] - "The Effect of Medicare Payment Reform on Hospital Readmissions "This study investigates the impact of Medicare payment reforms, specifically those introduced by the Affordable Care Act (ACA), on hospital readmission rates. The ACA implemented penalties for hospitals with high readmission rates for certain conditions, aiming to incentivize improved care and reduce costly readmissions. Understanding the effectiveness of these policies is critical for ongoing efforts to control healthcare costs and improve the quality of care.

4. Alan Garber (2014) [19]- "The Economics of Health Care: A Reference Guide "The Economics of Health **Care:** A Reference Guide" provides a comprehensive and accessible overview of the key economic principles and issues that shape the healthcare sector. It explores the unique characteristics of healthcare markets, including information asymmetry between patients and providers, the role of uncertainty and risk, and the presence of externalities. The book delves into the factors driving rising healthcare costs, such as technological advancements, aging populations, and the prevalence of chronic diseases.

5. Peter Pronovost (2013) [20] - "Safe Patients, Smart Hospitals: How One Doctor's Checklist Can Help Us Change Health Care from the Inside Out "In "Safe Patients, Smart Hospitals," Dr. Peter Pronovost recounts his journey of developing and implementing a simple checklist to drastically reduce central line-associated bloodstream infections (CLABSIs) in a hospital intensive care unit.

VIII. ANALYSIS AND INTERPRETATION OF THE STUDY

RANKING ANALYSIS:

TABLE 1: ANALYSIS ON FACTORS THAT INFLUENCE AFFORDABILITY IN SMF PRIVATE HEALTHCARE FACILITIES

Factors	Rank 1	Rank 2	Rank 3	Rank 4	Highest Score	Rank Order
High out of pocket costs	100 25x4	90 30x3	78 39x2	26 26x1	100 25x4	IV
Full government subsidies	168 42x4	72 24x3	64 32x2	22 22x1	168 42x4	I
Free consultations for all patients	156 39x4	114 38x3	80 40x2	3 3x1	156 39x4	II
No insurance requirement	40 40x1	150 50x3	36 18x2	12 12x1	150 50x3	III

Source: Primary data

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INTERPRETATION:

The above table shows that the SMF private healthcare facilities high out of pockets shows Fourth rank, The full government subsidies shows First rank, The free consultations for all patients shows Second rank, The no insurance requirement shows Third rank.

INFERENCE:

The table shows Full Government Subsidies shows first rank respondents are mostly use in SMF private healthcare facilities.

CHI SQUARE:

TABLE:2 RELATIONSHIP BETWEEN GENDER OF THE RESPONDENTS AND SEVICE TRANSPARENCY AN ISSUE OF MORE PATIENTS

Chi-Square Tests			
COUNT	Value	DF	Asymptotic Significance (2-sided)
Pearson Chi-Square	8.173ᵃ	3	.043
Likelihood Ratio	10.507	3	.015
N of Valid Cases	120		
a. 2 cells (25.0%) have expected count less than 5. The minimum expected count is 1.80.			

Source: primary Data

INTREPRETATION:

The Chi-Square test results indicate a statistically significant association between the categorical variables under study. The Pearson Chi-Square value of 8.173, with a p-value of 0.043, suggests that the observed differences are unlikely to be due to chance alone. Similarly, the Likelihood Ratio of 10.507, with a p-value of 0.015, reinforces this finding. With three degrees of freedom, the test examines variations across multiple categories. However, 25% of the cells have expected counts below 5, with a minimum expected count of 1.80, which may slightly violate the assumptions of the Chi-Square test.

INFERENCE:

The results of the Chi-Square test suggest a statistically significant relationship between the categorical variables, as indicated by the p-values (0.043 and 0.015) being below the conventional 0.05 threshold. This implies that the variables are not independent and that an association likely exists.

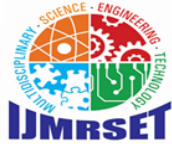## IX. FINDINGS

RANKING ANALYSIS:

The above table shows that the SMF private healthcare facilities high out of pockets shows Fourth rank, The full government subsidies shows First rank, The free consultations for all patients shows Second rank, The no insurance requirement shows Third rank.

CHI-SQUARE:

The Chi-Square test shows a statistically significant association (p < 0.05) between your categorical variables based on both Pearson and Likelihood Ratio tests. However, the reliability might be slightly compromised because 25% of the data cells have expected counts below the recommended minimum of 5, with the lowest being 1.80. This low expected count could affect the accuracy of the p-value.

SUGGESTIONS:

➤ Enhance Quality of Care by ensuring well-trained medical professionals, regular skill development programs, and patient-centred treatment approaches.

➢ Improve Staff Behaviour & Communication by conducting regular training sessions on empathy, active listening, and professional ethics to enhance patient satisfaction.

➢ Upgrade Hospital Infrastructure by investing in modern medical equipment, maintaining hygiene standards, and improving in-patient facilities for a comfortable experience.

X. CONCLUSION

➢ This study has explored the impact of healthcare services and patient experience among SMF private hospitals in Annur Taluk. The findings reveal that factors such as quality of care, staff behaviour, hospital infrastructure, and affordability significantly influence patient satisfaction.

➢ To strengthen healthcare services, SMF private hospitals should focus on reducing waiting times, enhancing accessibility through digital healthcare solutions, and implementing structured patient feedback systems.

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1. Peter Pronovost (2019) [4] - "Safe Patients, Smart Hospitals: How One Doctor's Checklist Can Help Us Change Health Care from the Inside Out.
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