Assessing the Quality of Outpatient Services

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ABSTRACT

Aim: This study aims to review research journals on assessing the quality of outpatient services in hospitals, with the aim of continuous improvement.

Methods: Methods used by various researchers and authors are reviewed by searching electronic databases. The selection criteria adopted were particularly relevant to the five years between 2020 and 2024.

Results: Researchers and authors carried out their work and reported the improvement in the quality of outpatient services.

Conclusions: This paper provides information about using software to access the quality of outpatient services. Information can be generated to improve the quality of outpatient services in hospitals. An effective feedback mechanism will help gather the data, and continuous improvements can be achieved in quality services for outpatients in hospitals.

Keywords: Quality outpatient services; hospital; assessing; improvement

INTRODUCTION

This study was conducted to find any quality service gap between consumer expectations and perceptions regarding hospital outpatient department (OPD) services. Quality in services is largely undefined and unresearched [1]. When services are described by customers, expressions like experience, trust, feeling and security are used [2]. SERVQUAL model was used in industrial, commercial and not-for-profit settings including hospitals (Babakus & Mangold, 1992) [3]. Quality service enables patients' satisfaction to continuously use medical services as and when required and as a preventive measure, patients follow the prescribed treatment program, and keep the human relationship with a specific healthcare provider this goodwill makes the hospital others [4]. Quality improvement from the 1850s when Florence Nightingale demonstrated that primary sanitation and hygiene measures reduced the mortality of wounded soldiers [5]. Quality of services plays an essential function in achieving patient satisfaction [6]. Authors reviewed the "measurement models", "SERVQUAL", "SERVPERF", "HEALTHQUAL", "PubHosQual" and "HospitalQual" and concluded that both patients and employees of the hospital must be considered for measuring the quality of healthcare services and suggested developing models that suit a country for measuring healthcare services quality [7]. The fundamental determinant of economic growth and development is about quality of health services. Public–Public-

private partnerships are improving the quality of health services and using the Kano Model for quality evaluation of health services in hospitals [8]. Authors reported that patients using private hospitals are more educated and younger and also differ in ethnic representation, patients from the underprivileged groups preferred the public hospital due to services being cheaper and accessible easily [9]. SERVQUAL model of service quality into five concepts: tangibility, reliability, responsiveness, assurance, and empathy [10]. Service quality had a positive and significant effect on patient satisfaction, researchers proposed and suggested providing quality services that can meet patient needs at affordable prices and equipped with supporting facilities, improving the ability of nurses and other medical officers to develop innovations, especially for hospital service products that may be capable of satisfying patients [11]. In 1988 SERVQUAL was introduced [12]. It is extremely preferable to improve the medical condition. Comfortable waiting room, good quality of drug in pharmacy, timing of doctors, nursing services, cost reasonableness, shorter waiting time. Researchers concluded that the nature of physician-related services, wait time for test results, and waiting for appointments are the most important factors impacting patient satisfaction in the outpatient division [13] appropriate workforce training programs focusing on efficient interactions and timely services [14]. In the mental health system, there are several patients admitted to the hospital due to the lack of availability of corresponding outpatient services. Unnecessary hospital admission and hospitalization are costly to the system and not necessarily beneficial to the patient as the patient does not receive proper care [15]. The healthcare sector is rapidly moving towards the establishment of a more person-centred approach [16]. Integrated outpatient services improved the quality of life of older adults with multimorbidity [17]. Out-patient departments are influenced by a multiplicity of factors; disability-friendly, and have directional signs for navigation [18]. Providing services to patients as much as achievable, giving training to officers to interact well with patients and for service workers to work according to the standard protocol [19]. Need factors, which affect outpatient health service utilization [20]. Good relationships and communication between doctors and patients, when patients visit the hospital more than three times, thereby increasing patient satisfaction and loyalty [21]. The service attitudes of other medical service providers, including pre-diagnosis nurses, registration officers, and pharmaceutical counters increase patient satisfaction [22]. Identifying effective strategies to reduce waiting times is a crucial issue in many areas of health services [23].

MATERIALS & METHODS
A narrative review was conducted to assess the quality of outpatient services in hospitals. The electronic database Google Scholar was used to download the journals. The search was limited to the articles published between 2020 to 2024. The search keywords used were …

The evaluation model was constructed by using SEM. DMA was used to evaluate the satisfaction of outpatients [24]. A cross-sectional, descriptive study was conducted among 600 patients using a structured questionnaire to assess the levels of patient satisfaction [25]. The study demonstrated that patients had significantly higher expectations of the medical services offered in the five dimensions studied [26].

RESULT
From https://scholar.google.com/ the information is tabulated in Table 1.

Table 1. Selected articles published between 2020 to 2024, ,
Source: https://scholar.google.com/

No	Reference	Aims	Evaluation model	Analysis	Cited by
1	[24]	To analyze the relationship among the evaluation indicators of outpatient satisfaction	Structural Equation Model (SEM)	Dynamic Matter-element Analysis	Cited by 22
2	[25]	Assessing the satisfaction of patients is a simple and cost-effective way	Structured questionnaire	5-point Likert scale	Cited by 15
3	[26]	To improve the quality of medical services	Preferred Reporting Items for Systematic Reviews and Meta-Analysis	Servqual method	Cited by 52
4	[27]	Patient-identified factors that influence satisfaction with outpatient	Qualitative meta-summary and meta-synthesis	Berry-picking method	Cited by 72
5	[28]	Patient satisfaction is an indicator of the quality of care in health services.	Statistical analysis	Excel 2015	Cited by 170
6	[29]	Fulfillment of patients' expectations and needs.	PRISMA guidelines	Data Collection and Extraction Method	Cited by 123
7	[30]	To assess the perception of patients regarding the service scape	Confirmatory factor analysis	computing mean, standard deviation, Mann–Whitney test.	Cited by 27
8	[31]	Outpatient Telehealth Services in the United States	It remains unclear whether the expanded telemedicine services will persist beyond the pandemic	Not available	Cited by 78
9	[32]	Effective appointment scheduling (EAS) is essential for quality and patient satisfaction in hospital management.	WOA algorithm based on the Pareto Archive and NSGA-II algorithm has been used to solve the model in this research	MATLAB software	Cited by 77
10	[33]	Hospital service quality evaluation	Integration of the methods in a way providing a systematic fuzzy decision-making process.	Pythagorean fuzzy AHP and fuzzy TOPSIS	Cited by 186
11	[34]	Reducing Hospitalizations and Costs	Descriptive statistics	Linear regression model	Cited by 60
12	[35]	To identify the factors linked with patient's expectations contributing to the quality of the service delivered by the hospital.	Omega coefficient and Cronbach α test were used to test the questionnaire's validity and reliability. factor analysis technique determining patient expectations	SERVQUAL framework	Cited by 20
13	[36]	Surgical outpatient medical care	statistical and sociological (questionnaire)	Statistical methods of research	Cited by 13
14	[37]	Quality improvement of outpatient clinical chemistry, enhancing patient safety and satisfaction.	identify tasks that reduce work efficiency	work assistance middleware linked to laboratory information system (LIS)	Cited by 4
15	[38]	Quality of life in adult patients with congenital heart disease	The questionnaire comprised two parts. In the first part, demographic questions (age, sex, level of	SPSS software, version 22, for statistical analysis. Chi-squared test to	Cited by 12

			education, employment, and marital status) were asked. In the second part, the QoL was investigated	examine the relationship between QoL and variables such as age	
16	[39]	Understanding Patient Experience with Outpatient Cancer Rehabilitation Care	Data was extracted from the institution's medical record and provided to the researchers as a partially de-identified data set	We performed parallel mixed method analysis using NPS ratings (0–10), NPS comments, and independent variables	Cited by 5
17	[40]	Neurology wait times — from referral to consultation — continue to grow, leading to various adverse effects on patient outcomes to improve efficiency.	Virtual Rapid Access Clinic efficacy was studied by determining average wait times and patient throughput,	Comparative analysis focused on new patient consultations	Cited by 5

CONCLUSION

Superior outpatient care through patient-centered care. Positive patient outcomes depend critically on appropriate drug management, effective treatments, and accurate diagnosis. To provide safe and effective care, it is imperative to take steps to prevent errors, control infections, and make efficient use of available resources. Getting patient input and quickly resolving issues is essential to raising the standard of outpatient care as a whole. Maintaining and improving quality requires the implementation of continuous improvement efforts. Patient safety, efficiency, and accessibility can all be enhanced by using electronic health records effectively

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