SERVICE QUALITY DIMENSIONS UNDER ESI SCHEME ON PATIENT'S SATISFACTION

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ABSTRACT

Research question: What are the service quality dimensions under ESI Scheme on patient's satisfaction?
Objective: To determine service quality dimensions under ESI Scheme on patient's satisfaction.

Study design: Cross-sectional, descriptive

Settings: ESI dispensary, Shivaji colony Rohtak

Participants: 500 Study participants

Methodology: Participants were selected through systematic random sampling among those visiting the outdoor patient department (OPD) in ESI dispensary. Exit interview technique was used and every 5th participant was interviewed. Informed consent was obtained from all participants with understanding so that identity will not be revealed in any form and the information gathered in this interview will be used only for research purposes.

Statistical analysis: Percentage, simple proportion, chi square test, linear regression modelusing SPSS version 17.0 software..

Results: The study population comprised of 500 persons [66.8% males and 33.2% females]. Around one third (27%) study participants were dissatisfied with quality of health care services provided under ESI scheme. Most common reasons for dissatisfaction among insured persons and their dependents were not good quality medicines (52.59%) and complete medicines (41.48%).

Conclusion: There is need to strengthen the quality of health care service at ESI dispensary.

KEY WORDS: Service quality dimensions, ESI Scheme, Patient’s satisfaction, Insured person.