

‘WHY PATIENTS PREFER PRIVATE HOSPITAL‘

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ABSTRACT

Patient satisfaction is a very important means that of activity the effectiveness of health care delivery and quality of medical aid. It denotes the extent to that general health care wants of the patient are met to their necessities. Millions of Indians forced to turn to crippling expensive private healthcare because of lack of quality medical services in public institutions across the country. Private Doctors were the most important single source of treatment in both rural and urban sectors,” said the National Sample Survey Office (NSSO) survey of over 3.3 lakh households across India released this week. Although there too most tending expenses are paid out of pocket by patients and their families, instead of through insurance, because it is assumed that private sectors are being more efficient and provide better treatment to satisfy patients than public hospitals. There are few studies done thus far to live patient satisfaction privately hospitals in Madhya Pradesh. This study was designed to assess the patient satisfaction relating to the services provided privately hospital of Indore (MP) India. During this study eighty five respondents selected conveniently were asked to fill structured survey form to report their satisfaction with their stay in private hospital services of Indore town. The results confirms that quality of care, accountability and various services are main reason for patients preference in private hospitals.

KEYWORDS: Patient Satisfaction, Private Hospital, Public Hospital, Out of Pocket Expenses, Quality of Care