

## **Impact of Patient Welfare Support in Terms of Satisfaction Level to Lower Socio- Economic Class getting In-Patient Health Care Services from Private Hospitals of Karachi, Pakistan**

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### **Abstract:**

**Background:** In Karachi city Pakistan, large number of population exist and number of Government hospitals are available providing health care services free of cost which cannot fulfill the requirement of city and quality always plays a vital role in health care, in this situation, private welfare hospitals makes a great impact to lower socio economic class.

**Methods:** Two tertiary care private hospitals were selected for random survey. Total 100 questionnaire were distribute in 2 private hospitals among patients and staffs patient (patient, n=50, staff patient n=50). This approach adopted to cover each aspect of welfare support system available at hospital to identify the areas need improvement. Statistical analysis of collected information has done by plotting graphical charts representing various factors, the percentages of their variables and conclusion of results.

**Results:** 30% patients and 22% staff were satisfied with the waiting timings. 32% patients and 30% staff also agreed to receive sufficient welfare from hospitals. 34% patients and 36% staff were satisfied with the availability of welfare officer. 30% patients and 48% staff were agreed that they got information about welfare services in hospital at the time of admission, 28% patients and 34% staff were also agreed that reception are well informative about hospital welfare system, 38% patients and 24% staff were agreed with the documentation requirement for welfare support. Furthermore 36% of patients and 24% of staff will recommend the health care facility to their relatives and friends. The overall 30% of both patients and staff salary ranges 20,000 to 25,000 Pakistani Rupees.

**Conclusion:** As per survey finding, it is clearly mentioned that patients are getting very low income on monthly basis which increasing their desire for getting welfare support, moreover, Private hospitals providing welfare support playing very important role specially for low salary income people.

**Keywords:** *Welfare Support, Welfare Satisfaction, Low Socio-Economic class, Private hospital welfare.*

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### **I. INTRODUCTION**

The United States is one of the most market-oriented nations, along with U.K. and Canada, according to the cross-national comparative study of the welfare state. As a liberal welfare state, the United States focuses on means-tested assistance, modest universal transfers, and moderate social insurance plans (Esping-Andersen and Oslash 1990). Welfare benefits are allocated to the deserving poor, (e.g., working poor) rather than to those considered to be undeserving. Although programs like Medicaid address needs of the nonworking poor, the vast majority of recipients are generally considered deserving, e.g., Children, the elderly, and those with disabilities (Kim and Jennings 2009).

In Karachi city Pakistan, large number of population exists. The population of Karachi has extended about 24 millions. A significant number of people live in less privileged areas and belong to poor and low socio economic class which is ultimately increasing the health care needs. For completing the health care

requirements, numbers of public hospitals are available in Karachi but with compare to the huge population these are not enough to accomplish the requirement and quality always plays an important role especially in healthcare where chances of errors ends the life of people.

Publicly subsidized health care aims to provide services on the basis of need rather than ability to pay, thus overcoming financial crisis to access and reducing inequity. Most developed countries provide some coverage of basic health services to their citizens. The level and extensiveness of coverage, however, vary substantially among countries (Tuohy 2002).

It has been seen that many of the patients specifically low socio economic class cannot afford to take quality health care and gets diverted towards unsafe health care. Therefore many private hospitals have initiated the welfare system for such people to provide them the health care free of cost or at minimum rates. A comprehensive health care system must focus on patients' effective care and the uninterrupted optimum provision of services especially at basic health care level and in emergency conditions. Besides other defects and deficiencies, the in-sufficient welfare support has been the cause of interruptions resulted in delays in service provisions.

In the Karachi city, Majority of patients go to the clinics of common local General practitioners GPs or to general OPD of hospitals and medical centers of their own residential areas. They gain basic health care services from these providers (such as general OPD, minor surgeries, laboratory tests, vaccinations, medications & other usual treatments and common medical procedures including maternity services). There are large numbers of beneficiaries from these health care service providers. As compare to big & tertiary care hospitals and government setups, it is relatively quicker, easier to access and with minimum costs for healthcare services but when health care needs come to the requirement of tertiary care the issues always burning related to availability of welfare support as majority people at Karachi belongs to low socio economic class whom cannot afford quality care at tertiary care at private hospitals resulted in performance of these private hospitals has been affected by many social and economic disorders (such as inflation, law & order situations, quackery etc). This study is comparatively new and quite neglected in studies of obstacles in health care. As all other fields, the welfare support at hospitals has worse effects over health care needs. It has worsened the delivery of proper and effective health care and provision of common medical services especially at middle and lower level.

## **II. MATERIAL AND METHODS**

### **Research Instruments:**

The overall sample size was 100 questioners by selecting 2 private Hospitals, which includes 50 patients randomly selected, however 50 survey conducted from staff. Primary data collected by questionnaire survey. Study survey was done to selected private tertiary care facilities. Simple random sampling done for staff and patients came from surrounded populations who have availed or requested for welfare support. This approach adopted to cover each aspect of welfare support system available at hospitals to identify the areas need improvement.

### **Data Collection Procedure:**

This study was a survey based study. Random sampling surveys were done for staff and patients.

### **Data Analysis Procedure:**

All secondary data which collected got analyzed according to the assumed scenario and the hypothesis of the study. The search for all possible queries acquired in the light of the assumption that like other fields of life, how welfare support affect health status of low socio economic class of Karachi, how one can resolve the problems with efficient possibilities.

As this study was a qualitative rather than quantitative, main aspect was to realized and identified the co relational orientation of two different topics and finding of possible solutions to resolve the matter with best possible options for the health managers.

### **Statistical Analysis:**

Statistical analysis of collected information has done by plotting charts representing various factors, the percentages of their variables and conclusion of results.

### III. RESULTS

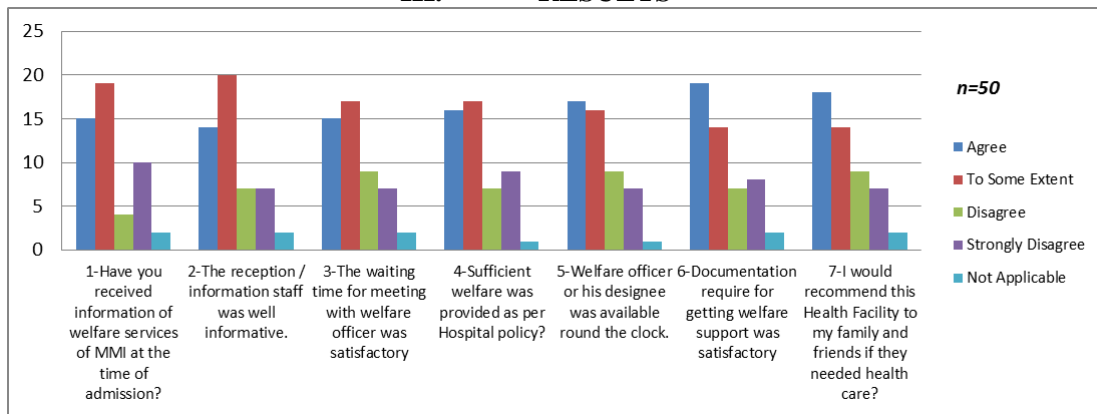


Fig 1: Patients satisfaction survey

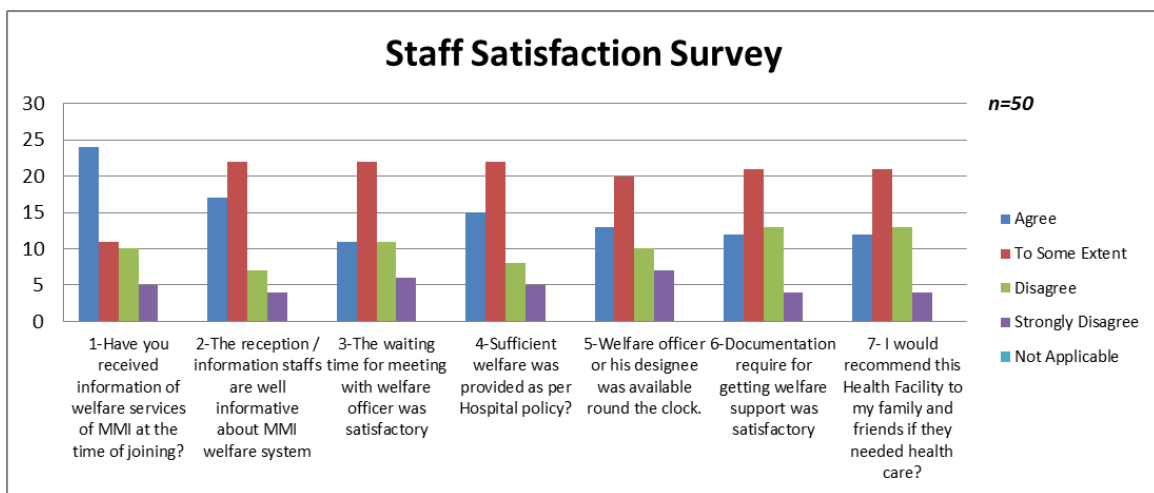


Fig 2: Staffs Satisfaction Survey

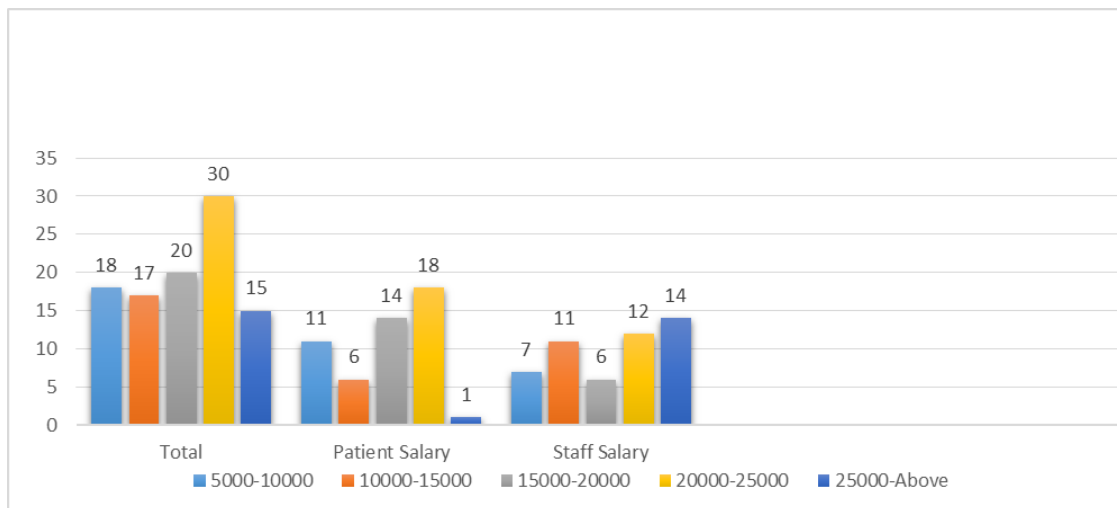


Fig 3: Patients and staffs salaries range in PKR. PAKISTAN RUPEES

### IV. DISCUSSION

At least 1,800 NGOs provided health care services in Pakistan.14 Zakat and donations from wealthy Pakistanis, who often lived abroad, financed numerous charity hospitals, also called trust hospitals, which provided free or subsidized medical care to poor patients (Arnquist, Rosenberg et al. 2011). To make healthcare accessible to people of all income levels, Subsidized premium health care services are already been in use at Agha Khan university Hospitalfor low- to middle-income patients. Around 70% of the over 600,000 patients who come Agha Khan University Hospital for treatment, are from low and middleclass families. Ever since the

hospital opened, its Patient Welfare Program has helped widen access this way and benefits one in every four patients admitted to the General Ward (Ghaffar, Zaidi et al. 2013).

In patients Perspective Impacts of Welfare Support system in terms of satisfaction level by hospitals was almost 32% to 33%. while reviewing the impact of welfare support in terms of satisfaction level as per staff perspective was 31% to 32% over all, it was found that staff are less satisfied with welfare services as compare to patients, the reason behind is staff are continuously working at the hospital and knows the information's related to welfare support, have good understanding with hospital atmosphere and cannot approach welfare offer through proper channel as and when required but as far as patients are concern they have to go through proper channel and in this process they face less difficulties . Major areas of concern is the overall income of patients and staff which are around 20,000 to 25,000 PKR estimated overall 35% patients which is very low as compare to hospital bills and other expenses. Moreover, 18% have only 10,000 PKR on their monthly income which is very low. We can say, these 18% patients are the major chunk of patients and staff whom required welfare support as most and they reviewed the welfare means it create an immense impact in their socio economic life.

S.No	Variables	Patients %	Staffs %
1.	Have you received information of welfare services of hospital at the time of joining?	30% agree	48% agree
2.	Are the reception / information staffs are well informative about hospital welfare system?	28% agree	34% agree
3.	Is the waiting time for meeting with welfare officer satisfactory?	30% agree	22% agree
4.	Is sufficient welfare was provided as per Hospital policy?	32% agree	30% agree
5.	Welfare officer or his designees are available round the clock.	34% agree	36% agree
6.	Documentation require for getting welfare support is satisfactory.	38% agree	24% agree
7.	I would recommend this Health Facility to my family and friends if they needed health care?	36% agree	24% agree

**Patients Satisfaction Survey Findings:**

After detailed survey, it was found that only 30% patients got proper information of welfare services available at different hospitals however 28% agreed that reception and information staff were well informative related to welfare services. For meeting with welfare officer, 30% patients were satisfied with the waiting timings. 32% patients also agreed to receive sufficient welfare from hospital. Question related to availability of welfare officer round the clock, 34% patients were satisfied with that. Moreover 38% patients also satisfied with documentation requirement after detailed analysis it was found that 36% patients were agreed to recommend this hospital for their family and friends. While reviewing the monthly income of randomly selected patients it was found that 11% patients have their monthly salary up to 10,000 PKR, 06% up to 15,000 PKR, 14% up to 20,000 PKR, 18% up to 25,000 PKR & 1% up to above 25,000 PKR.

**Staff Satisfaction Survey Findings:**

Any health care organization, staff play an important role, While reviewing the analysis of staff survey for reviewing the welfare support system, it was found that 48% staff were satisfied related to information provided to them at the time of joining the hospital however, 34% patients agreed with the quality of services provided by reception and information staff. As far as waiting timings are concern, 22% staff satisfied with the waiting time for meeting with welfare officer, Move rover 30% patients satisfied with the amount of welfare provided to patients, 36% patients also agreed with the availability of welfare officer round the clock, 24% patients agreed with the documentation requirement for welfare support, After reviewing the detailed analysis of staff survey, it was found that 24% patients agreed to recommend their family and friends for these hospitals. While reviewing the monthly income of randomly selected staff it was found that 07% staff having monthly salary up to 10,000 PKR, 11% staff have 10,000 to 15,000 PKR, 6% staff having salary from 15,000 to 20,000 PKR, 12% staff has salary up to 25,000 PKR and 14% staff has salary range above 25,000 PKR.

**Findings:**

Issues related to welfare support in hospitals occurring very frequently and will full extreme in Pakistan. It is now out of control routine phenomenon which has been perceived as a normal daily life activity, while adversely affecting all areas of civil life specially economy and health care.

**Impacts of Welfare Support on patients Perspective:**

After reviewing above mentioned analysis, it was found that almost 32% to 33% patients are satisfied with the welfare support provided by the hospitals, as per patient perspective information counters need to be more informative related to welfare services available at hospitals. Moreover welfare officer should also be available round the clock. Major areas of concern is the income of patients which is around 20,000 to 25,000 PKR estimated 31% patients which is very low as compare to hospital bills and other expenses. Moreover, 11% have only 10,000 PKR on their monthly income which is very low. We can say, these 11% patients are the major chunk whom required welfare support as most and they reviewed the welfare means it create an immense impact in their socio economic life.

**Impacts of Welfare Support on staff Perspective:**

Staff is a back bone of any organization always plays an important role, while reviewing the impact of welfare support as per staff perspective, it was found that staff are less satisfied with welfare services as compare to patients, the reason behind that staff are continuously working at the hospital and knows the information's related to welfare support, and have very high expectation regarding the services but sometimes if you are used to for having good facilities so you can't appreciate that so, comparison to the patients are coming to hospital who are not aware regarding welfare services while admission they get proper information regarding welfare support give them high satisfaction comparison to the staff because they are happy to get welfare fund, and mostly hospital staff bypass the proper channel to get the welfare support process results let them less satisfaction in comparison to the patients who followed through the proper channel because without proper channel staff has to go through proper channel again and that thing let them in time consuming and paper work and meet with the concerned welfare person results in frustration.

## V. CONCLUSION

Welfare support in Karachi is a burning issue in the health care industry, due to poverty and unemployment; it is difficult for the patients to avail quality health care services from Private Hospitals. As per survey finding, it is clearly mentioned that patients are getting very low income on monthly basis which increasing their desire for getting welfare support, moreover, Private hospitals providing welfare support playing very important role specially for low salary income people. There are some recommendations which will enhance the welfare support system.

Providing quality health care services along with welfare support to patients, with reference to patient & staff satisfaction survey findings, hospitals need to review its existing welfare support system for further improvement.

## VI. RECOMMENDATIONS

**Reception & Information Counter at Hospital:**

As per survey findings, patients are not that much satisfied with information and reception staff as they don't provide information to each patient related to welfare support system available at hospital, Hospital management may develop a brochure related to hospital consultant clinic schedule along with other information's regarding Inpatient services, Patient Right & Responsibilities and as well as availability of welfare support system available at hospital. It would create awareness amongst patients related to this service available at hospital. Moreover some private hospital might not agree with that suggestion because they have got limited welfare funds available and if they will market this service through brochures then it would be difficult for hospital management to fulfill the requirement.

**Reducing Waiting Time:**

As per survey findings, patients are not that much satisfied with waiting timings as well, hospital management needs to initiate quo system in hospital for patient's satisfaction, moreover need to analyze waiting time as well for continuous improvement in system

**Criteria development for welfare support:**

Hospitals need to develop criteria for patients getting welfare support in hospital; slabs need to be defined as per monthly income of patients.

**Availability of Welfare Officer:**

Management need to designate other officers in case of welfare officer not available in hospital for patient comfort and satisfaction.

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