



## **Assessment of Patient Satisfaction with Regard to Hospital Diets at a Tertiary Care Hospital**

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### **Abstract**

#### **Introduction**

Hospitals food services are an important component in the healthcare management of patients<sup>(3)</sup>. Meals offered to patients inside the hospital environment are a part of their overall care for recovery.

#### **Aim**

To assess the level of satisfaction among patients with regard to hospital diet.

#### **Methodology**

Questionnaire adapted from Acute Care Hospital Foodservice Patient Satisfaction Questionnaire<sup>(11,12)</sup> which was later modified in accordance with hospital settings was used as a study tool.

### **Results**

Most of respondents rate hospital dietary services as very good.

#### **Keywords**

Food service, Meals, Satisfaction.

#### **Introduction**

Patient satisfaction is defined as an evaluation of distinct healthcare dimensions<sup>(1)</sup>. Food is important to quality of life, although it also is a basic human need and fundamental to health and should be considered a fundamental human right<sup>(2)</sup>.

Hospitals food services are an important component in the healthcare management of patients<sup>(3)</sup>. Meals offered to patients inside the hospital environment are a part of their overall care for recovery.

Obviously, this food should be safe and of good quality. However, there are many recorded cases of food-borne infections in hospitals. Such cases may lead to serious diseases, expensive treatments for their cure, contamination to other patients, and services disorganisation<sup>(4)</sup>. Moreover, the consequences of food borne infections can range from annoying to life-threatening for a patient, since they can lead up to death in vulnerable groups<sup>(5-7)</sup>.

Good dietary service based on the application of optimum nutritional requirements contributes significantly to the care and recovery of patients. Dietetics and Food Service Department is an integral part of the hospital supportive services which provides normal and therapeutic diets to the patients. Efficient delivery of proper, quality diet to each type of patient is the primary work of dietetics department resulting in great satisfaction of patients and their caretakers<sup>(8)</sup>.

Patient satisfaction is one of the important goals of any health system, but it is difficult to measure the satisfaction and gauge responsiveness of health systems as not only the clinical but also the nonclinical outcomes of care do influence the customer satisfaction<sup>(9)</sup>.

Patient satisfaction surveys will not only help the hospital administrators to revise their patient-care

strategies but will also inform about patients health-related behaviour<sup>(10)</sup>.

### Aim

To assess the level of satisfaction among patients with regard to hospital diet.

### Methodology

The study was carried out in the month of January, February and March 2021. Questionnaire adapted from Acute Care Hospital Foodservice Patient Satisfaction Questionnaire<sup>(11,12)</sup> was used as a study tool. This questionnaire was modified as per hospital settings. Response of the respondents was recorded on five point likert scale (always, often, sometime, rarely and never). Also, interview with the subjects was conducted to draw relevant conclusion. Study subjects admitted in inpatient area were chosen on the basis of type of diet given to them namely regular, diabetic, low protein-low sodium and high protein diet.

### Results

Total of 80 patients were chosen as study subjects out of them 17 (21.25%) were on regular diet, 32 (40%) were on diabetic, 9 (11.25%) were on low protein-low sodium and 22 (27.5%) were on high protein diet.

#### 1. The menu has enough variety for me to choose meals I want to eat.

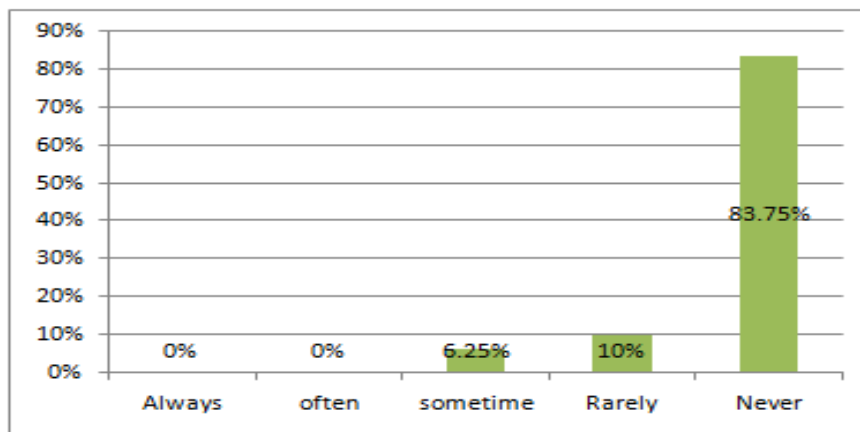


Fig. 1: 6.25% of respondents found that menu has enough variety to choose.

2. I am satisfied with meal distribution times.

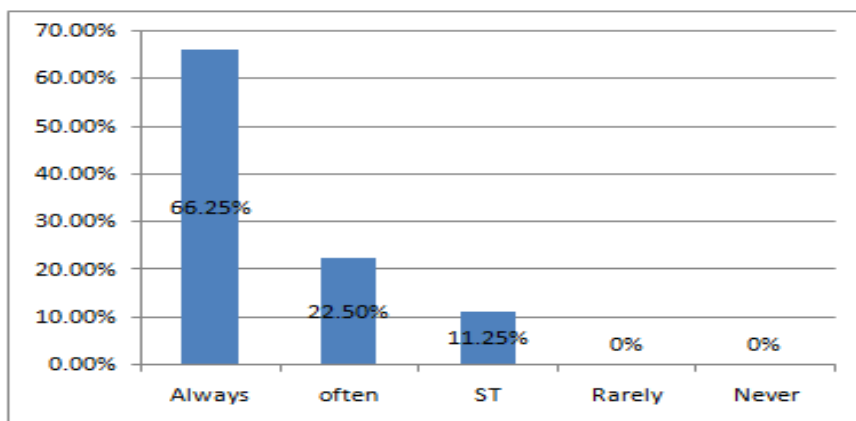


Fig. 2: 66.25% of respondents commented that they are always satisfied with timings of meal distribution

3. The hospital food has been good as i expected.

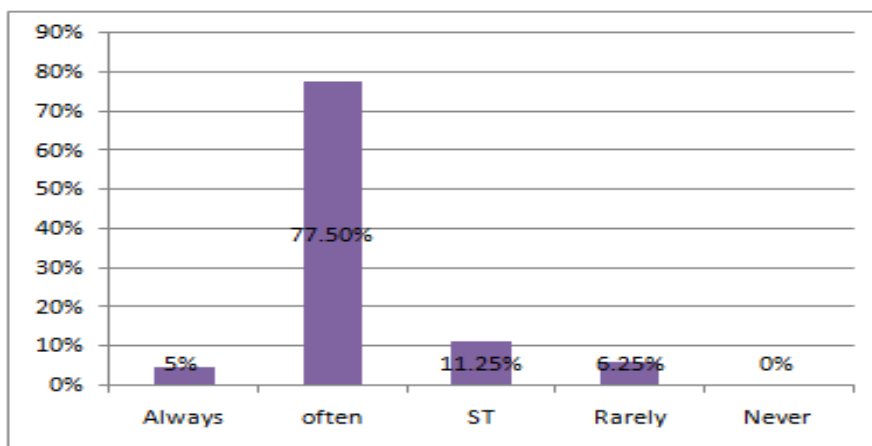


Fig 3: 77.5% of respondents said that hospital food was often good as expected.

4. The meals taste nice.

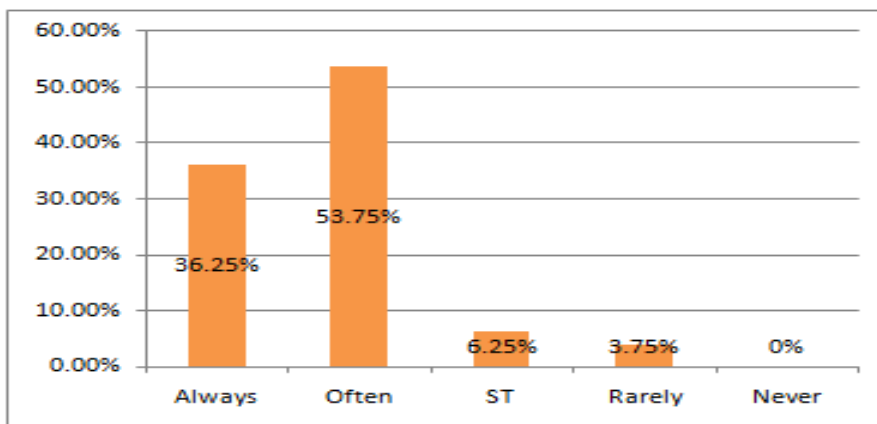


Fig. 4: very few of subjects (36.25%) said that meals always taste nice.

5. The meals have excellent and distinct flavour.

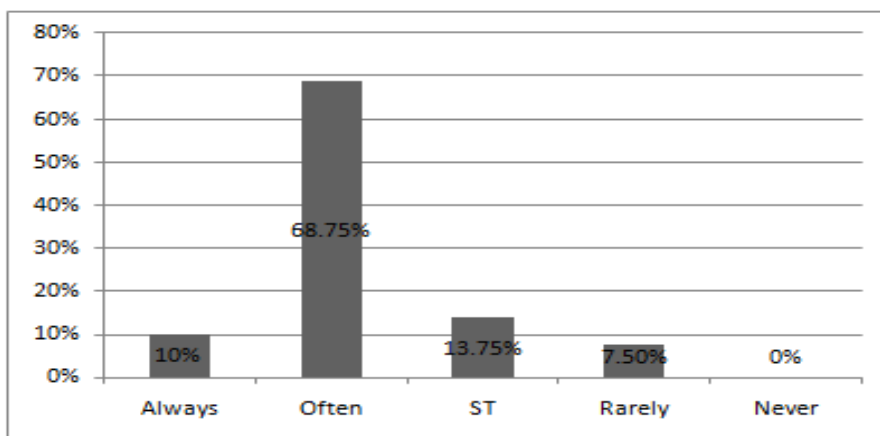


Fig. 5: Most of the respondents (68.75%) believe that meals have excellent and distinct flavour.

6. I am still hungry after finishing the meals.

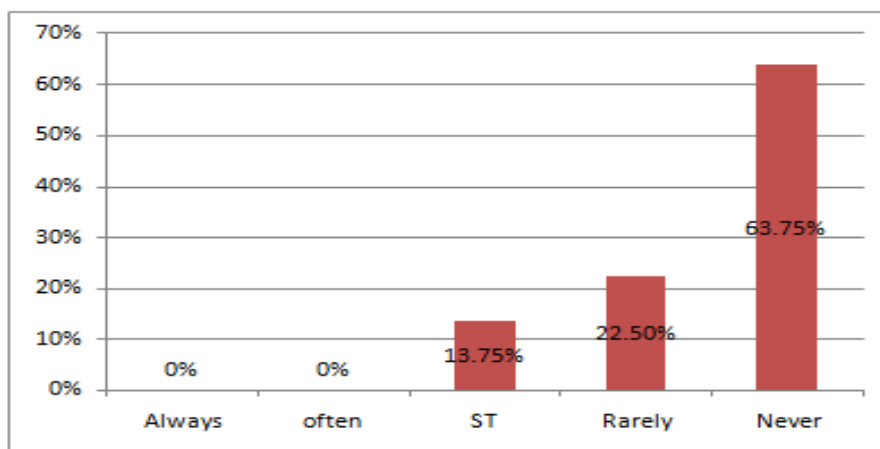


Fig.6: Maximum of the respondents (63.75%) never feel hungry after finishing the meals.

7. Hot food is just at the right temperature.

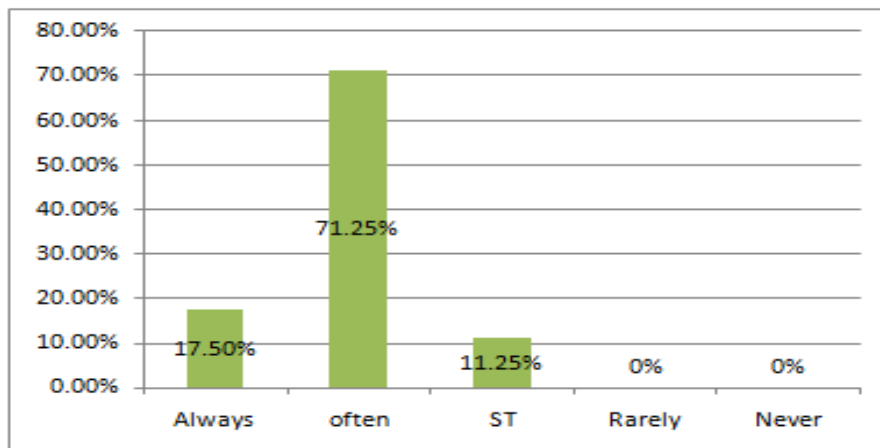


Fig. 7: 71.25% of the respondents said that often hot food is served at the right temperature.

8. Cold food is just at the right temperature.

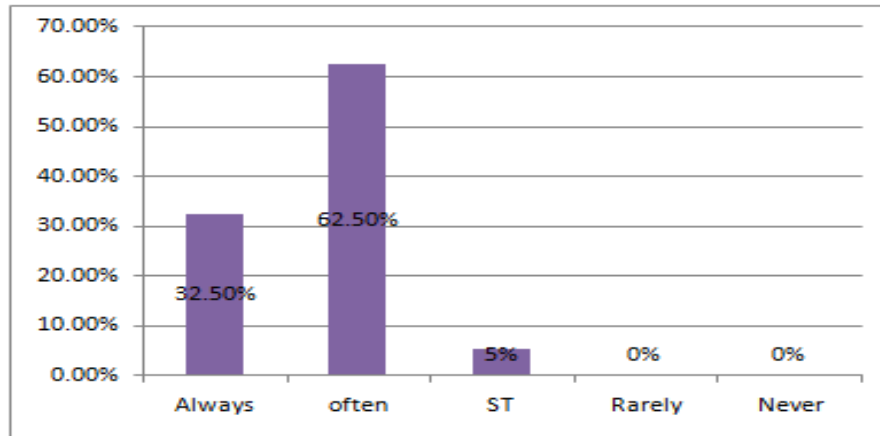


Fig.8: Most of the subjects (62.5%) said often cold food is just at the right temperature.

9. Hot Drinks are just at the right temperature.

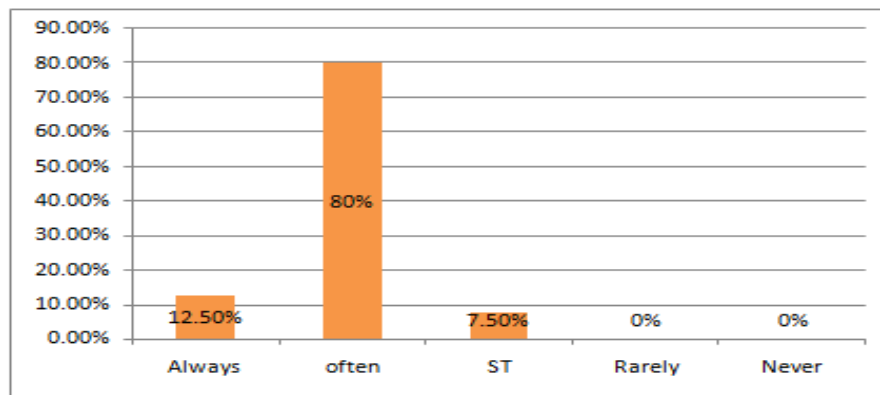


Fig. 9: 80% of the respondents said that hot drinks are just at right temperature.

10. Staff who provide the food are friendly and polite.

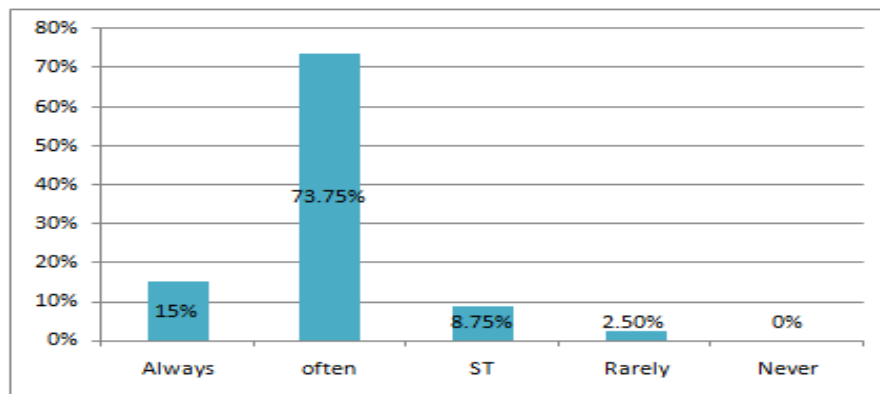
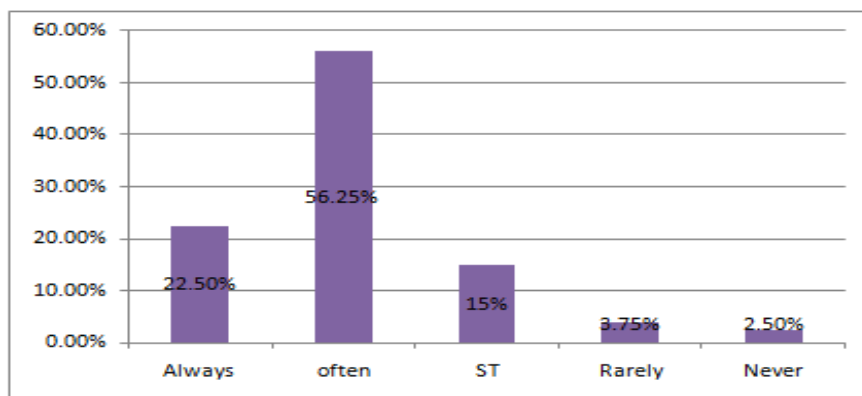


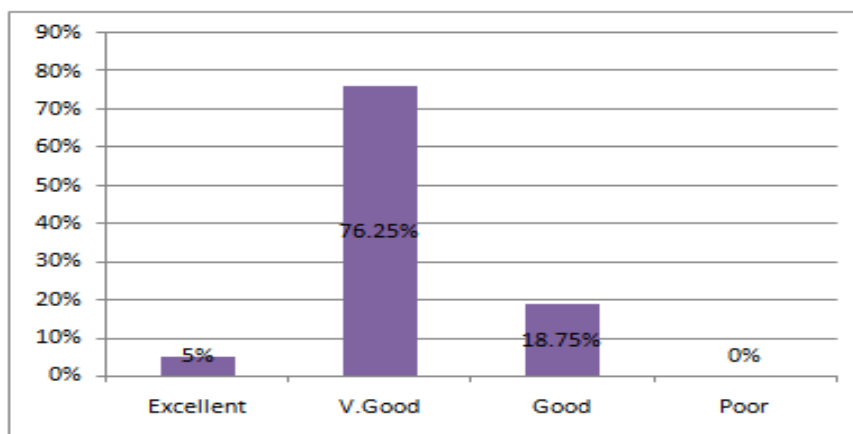
Fig. 10. 73.75% of subjects believe that staff who provide the food are often friendly and polite.

**11. Staffs who deliver my meals are neat and clean.**



**Fig. 11:** Only 22.5% of respondents commented that staff who deliver meals was always neat and clean.

**12. Overall how do you rate your satisfaction with food service.**



**Fig. 12.** Most of the respondents rate food service as very good.

**Discussion**

The healthcare system is basically service based, so patient experiences and their satisfaction is of utmost importance. It has a direct impact on improving the quality of care in the health care service<sup>(13)</sup>.

In our study majority 63.75%(51) of respondents said that they are never hungry after finishing the meals. Study carried out by Muraal S et al 56.67% of patients were satisfied with the quantity of the food given<sup>(8)</sup>.

Studying the temperature at which food was served it was found that 62.5%(50) of respondents said

that often cold food was served at just right temperature while as 71.25%(57) & 80% (64) of study subjects agree that hot food and drink were served at right temperature respectively. Study carried out by Mentziou I et al it was inferred that regarding the temperature of the hot plates, a percentage of 89.5% said that the plates were tepid and for cold plates 79.1% of the respondents said that plate were handed out cold<sup>(14)</sup>.

Study carried out by Mentziou I et. al.<sup>(14)</sup> Results show that 86.3% finds tastiness to be mediocre while as in our study 36.25% (29) of respondents said

that meals always taste nice and 53.75% (43) said that meals often taste nice.

### **Conclusion**

The study in conclusion established that maximum of the respondents rate food service as very good however there is always the scope of improvement.

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