
A study to assess the effectiveness of information and communication technology (ICT) based discharge counseling on patient satisfaction among patients in selected wards at MGMCRI.

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Abstract:

Objectives: To evaluate the effectiveness of Information and Communication Technology (ICT) based discharge counseling on patient satisfaction. **Method:** Pre-experimental, One - shot case design was undertaken on patients getting discharged from medical wards. **Result:** The level of satisfaction of patients on ICT based discharge counseling states that 38(76%) of the patients had high satisfaction and 12(24%) of them had good satisfaction and none of the patients had moderate and low satisfaction. The results stated that The p value was <0.001 which was significant implicating the effectiveness of ICT based discharge counseling on patient satisfaction. **Conclusion:** Discharge counseling plays an important role in health care system. This study shows that most of them had high to good satisfaction levels about the ICT based discharge counseling.

Key words: Discharge, Counseling, Patient satisfaction.

INTRODUCTION:

World Health Organization says that "Information and Communication Technology is used in the health care for transmission of digital data including data stored and retrieved electronic to support health care at the local site and at distance"¹

Although ICT has been increasingly used in health care in recent years, the health tools and services have been widely introduced and implemented through ICT based discharge counseling, and the potential benefits that ICT can bring people

awareness with acute and chronic illness that will increase significant growth in the health care system.³

It has been increasingly recognized that patient satisfaction is an important outcome measure for evaluating quality of medical care. The counseling for patient during discharge is important because they themselves and their family members are mostly responsible for care at home. The use of ICT application in discharge counseling is an expanding research area, with a variety of ICT tools used that could increase accessibility and home care.⁴

OBJECTIVES

1. To evaluate the effectiveness of Information and Communication Technology (ICT) based discharge counseling on patient satisfaction.
2. To associate the patient satisfaction with the selected demographic variables.

HYPOTHESES:

H1: There is a difference in the level of patient satisfaction after Information and Communication Technology (ICT) based discharge counseling.

H2: There is an association between the levels of patient satisfaction with selected demographic variables.

METHODOLOGY

The research design used for this study was pre-experimental research design (One - shot case design) 50 patients getting discharged from medical wards were selected through Nonprobability - Purposive sampling technique who met the inclusion criteria. The data were analysed by using descriptive and inferential statistics like frequency, percentage, mean, standard deviation, paired T-Test and Chi-Square test

MAJOR FINDINGS:

1. Frequency and percentage distribution of Level Of Patient Satisfaction On ICT Based Discharge Counseling Among Patients discharging In Medical Wards

N=50

S.No.	Level of satisfaction among discharge patient	Frequency (n)	Percentage (%)
1.	High satisfaction	38	76%
2.	Good satisfaction	12	24%
3.	Moderate satisfaction	0	0%
4.	Low satisfaction	0	0%

The level of satisfaction of patients on ICT based discharge counseling states that 38(76%) of the patients had high satisfaction and 12(24%) of them had good satisfaction and none of the patients had moderate and low satisfaction.

2. Effectiveness Of ICT Based Discharge Counseling on Patient Satisfaction

N=50

One-Sample Statistics	Assumed Mean	Mean	Std. Deviation	Std. Error Mean	t-test	p-value
Total score	40	54.32	4.757	0.673	21.285	<0.001

Table 2: shows the mean value of 50 samples 54.32 which had the standard deviation of 4.757 with the P value of <0.001 which reveals the ICT based discharge counseling was effective on patient satisfaction. The P value was <0.001 which was significant implicating the effectiveness of ICT based discharge counseling on patient satisfaction.

RECOMMENDATIONS:

- Similar study can be conducted in large samples for broader generalization and develop the awareness on discharge counseling.
- Similar study can be conducted in different wards.
- Similar study can be conducted as a comparative study to know the level of effectiveness.
- Similar study can be conducted as comparative study between the acute and chronic disease with the same proportion of samples.

CONCLUSION:

Discharge counseling plays an important role in health care system. This study shows that most of them had high to good satisfaction levels about the ICT based discharge counseling. This study proves that patients are more satisfied regarding ICT based discharge counseling. So ICT teaching will help the patient to know about their disease condition and reduce readmissions and helps in optimal health.

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