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A STUDY TO ASSESS THE SATISFACTION LEVEL OF PATIENTS UNDERGOING UPPER GASTROINTESTINAL ENDOSCOPY

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Abstract

Background: There is a steady increase in the demand for endoscopy of the gastrointestinal tract (the stomach and intestines). 1.4%-1.6% of the population annually undergo an endoscopy of the upper gastrointestinal tract, and flexible sigmoidoscopy (FS) at 0.8%, and a colonoscopy to 0.6 per cent. It remains the first line of diagnostic modality for evaluation of GI disorders. It is a safe, accurate and commonly used investigation for the evaluation of vast range of upper GI lesions. Major role of a nurse is to relief discomfort and promote satisfaction of the patient.

Objective: This study is planned with the objective to assess the satisfaction level of patients undergoing upper gastrointestinal endoscopy.

Methodology: It is a descriptive survey study. The upper gastrointestinal endoscopy patients of age group 18 years and above years will be surveyed as per inclusion and exclusion criteria and randomly assigned group.

Keywords: Upper Gastro Intestinal Endoscopy, Patients, Satisfaction.

Introduction

The word "endoscopy" is derived from the Greek by combining the prefix "endo" means "within" and the verb "skopein", "to view or observe".

The insertion of an endoscope is a long, thin tube directly into the body of a person for the observation of the internal organs or tissues. Upper gastrointestinal Endoscopy is a widely used procedure for the diagnosis and treatment of diseases of the upper gastro-intestinal tract. In order to ensure the safety and quality of the upper gastro-intestinal endoscopic procedures, it is important to know the patient's level of satisfaction.

Methodology: It is a survey-based study. It will be conducted among patients undergoing upper GI endoscopy in selected rural hospital in Wardha.

Inclusion Criteria

- Both male and female patients over the age of 18years and above.
- Undergoing planned endoscopy investigation for the first time.
- Patients willing to participate in the study.

Exclusion Criteria: Patients will be excluded from this study

- Those who are critically ill.
- Emergency upper GI endoscopy.
- Undergoing repeat endoscopy.

Sample size: For this study, the power is set at 0.90 and the sample size is 150 calculated by using following formula.

Material

The satisfaction of the patient undergoing upper GI endoscopy was assessed by the standardized satisfaction scale that is short assessment of Patient Satisfaction and the reliability for satisfaction scale is 0.86. It consists of 7 items. The scores for each of the items are summed to create a total score.



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Scoring and interpretation of SAPS

Each item is scored on a scale of 0 to 4, with a total score range of 0 - 28. The fewer score indicates dissatisfied and greater score indicates very satisfied. The satisfaction scale can be interpreted as follows; 0 to 7 = Very dissatisfied, 8 to 14 = Dissatisfied, 15 to 21 = Satisfied, 22 to 28 = Very satisfied.

Data collection procedure

Informed consent will be taken from all participants. Data will be collected in small groups of 5-10 patients per day. The satisfaction of the patient undergoing upper GI endoscopy will be assessed by the short assessment of patient satisfaction (SAPS) after the endoscopy.

Statistical analysis

Statistical analyses will be performed using SPSS software. The data of the present study will be analysed based on specific objective and hypothesis. The data obtained from 150 patients will be analysed by using the descriptive and inferential statistics as follows:

- Personal proforma will be analysed using descriptive statistics such as frequency and percentage.
- Level of patient's satisfaction will be analysed in terms of frequency, percentage, mean, standard deviation and mean percentage.
- Association of patient's level of satisfaction with selected demographic variables by using chi-square test.

Ethics and dissemination: This study is approved by the Institutional Ethics Committee. All patients will be asked to read or understand and sign the informed consent. The study results will be disseminated to the health care sectors and published in peer-reviewed publications.

Expected Outcome: This study is planned to investigate the satisfaction level in patients undergoing upper Gastrointestinal endoscopy.

A study reveals that the most common cause of patient's dissatisfaction was the waiting time and explanations about procedure.

Conclusion: Conclusion will be drawn from the statistical analysis.

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