

Patient's SATISFACTION									
S. No	Particulars	P1	P2	P3	P4	P5	P6	P7	P8
1 Socio-economic correlation									
I	Age	45	59	35	52	22	30	32	25
li	sex	M	M	F	F	M	F	F	M
lii	Education	Illterate	5 th pass	12 th pass	Illterate	10 th pass	PG	4 th pass	Illterte
Iv	Race	INDIAN	indian	indian	indian	indian	indian	indian	indian
V	Marital status	Married	Married	Married	Married	Un Married	married	married	married
Vi	Family size	05	8	4	12	6	04	05	07
Vii	Occupation	former	labour	House wife	House wife	worker	House wife	worker	Agri worker
viii	income	5000/mt	1800/mt	3000/mt	3200/mt	1200/mt	4000/mt	2100/mt	2100/mt
Ix	Social class								
2 Art of Care									
I	Friendliness	Yes	Yes	Yes	Yes	yes	yes	yes	yes
li	Patience, sincerity	Yes	Yes	poor	Yes	Yes	yes	yes	yes
lii	Consideration, concern	Yes	yes	poor	yes	yes	yes	yes	yes
Iv	Disrespect, embarrassment	No	No	No	No	No	no	no	no
V	Hurt, insult	No	No	No	No	No	no	no	no
Vi	Making worry, abruptness	No	occasion ally	No	No	yes	yes	no	no
		50%	50%	16.6%	50 %	67%	67%	50%	50%
2 Technical Quality of Care									

I	Ability, accuracy	Yes	Yes	Not known	Not known	Yes	yes	yes	yes
li	Experience, thoroughness	Not known	Yes	Not known	Not known	Yes	yes	Not known	Not known
lii	training	NA	NA	NA	NA	NA	NA	NA	NA
Iv	defective equipments	Not known	Not known	Not known	Not known	Not known	Not known	Not known	Not known
V	over prescribing	No	No	No	No	No	no	no	no
Vi	outdated regimens	No	No	No	No	No	no	no	no
Vii	Taking unnecessary risk	NA	NA	No	No	No	no	no	no
		14%	28%	NA	NA				

3 Accessibility/Convenience												
I	easy appointment	Yes	Yes	Yes	Yes	Yes	yes	yes				
Ii	care facility is far away(>3Km)	no	no	no	Yes	Yes	yes	no				
Iii	Lot of time and efforts to get care	No	no	No	No	No	no	no				
Iv	convenience location	yes	Yes	yes	No	yes	yes	yes				
V	conveyance timing	Yes	no	Yes	Yes	Yes	yes	yes				
Vi	long waiting time	No	No	No	No	No	no	no				
Vii	telephonic consultation available	No	No	No	No	No	no	no				
Viii	home care provided	No	no	No	No	No	no	no				
4 Finance												
I	Care services are free of cost	Yes	Yes	Yes	Yes	Yes	yes	yes				
Ii	Drugs are provided free of cost & adequate	Yes	Yes	Yes	Yes	Yes	yes	yes				
Iii	Investigations are undertaken in hospital free of cost	Yes	Yes	Yes	yes	Yes	yes	yes				
Iv	Have to pay consultation fee	No	No	No	No	No	no	no				
V	have to pay for drugs	No	No	No	No	No	no	no				
Vi	have to pay for tests	No	Yes	yes	No	No	no	yes				
Vii	have to bribe to get services	No	No	No	No	No	no	no				
5 Physical Environment												
I	Pleasant atmosphere	no	Yes	Yes	Yes	Yes	yes	yes				
Ii	comfort of seating	no	No	Yes	no	Yes	no	no				

Iii	Attractiveness of waiting room	No	No	yes	No	No	no	no			
Iv	clarity of sign & directions	NA	No	no	No	Yes	no	no			
V	good lighting	Yes	Yes	Yes	Yes	Yes	yes	yes			
Vi	quite	Yes	No	Yes	yes	Yes	yes	yes			
Vii	Neat & clean	no	No	Yes	yes	no	no	no			
Viii	Orderly facility & equipment	Not known	No	Not known	Not known	Not known	No	Not known			
		22%	22%	75%	95%						
6 Availability of care											
I	Adequate # care providers	Yes	Yes	Yes	Yes	Yes	yes	yes			
Ii	Adequate # of facilities/clinics	no	Yes	Yes	Yes	Yes	yes	yes			
Iii	Adequate quantity of drugs	no	Yes	Yes	Not known	Yes	Not known	yes			
Iv	adequate counselors	no	No	Yes	yes	Yes	no	yes			
V	adequate lab facilities	no	No	Yes	yes	Yes	no	no			
7 Continuity of care											
I	care is available regularly	Yes	Yes	Yes	yes	Yes	yes	yes			
Ii	It is on fixed timing and days										
Iii	it is available occasionally										
Iv	not available										
V	Medical records are maintained	Yes	Yes	Yes	Yes	Yes	yes	yes			
8 Efficacy/outcome of care											
I	Disease cured completely	NA	NA	NA	NA	NA	NA	NA			
Ii	Developed complications	NA	NA	NA	NA	NA	NA	NA			
Iii	developed resistance	NA	NA	NA	NA	NA	NA	NA			
Iv	disease has relapsed	NA	NA	NA	NA	NA	NA	NA			
V	spreaded to other contacts	NA		NA		NA					