

# Emergency Healthcare Service Quality and Patient Satisfaction: A Preliminary Study of Hospitals in Nayagarh District, Odisha

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**Abstract:** Emergency healthcare services are essential for providing immediate medical care during life-threatening situations such as accidents, sudden illness, trauma, and other critical health conditions. Patient satisfaction has become an important indicator for evaluating the quality of healthcare services, particularly in emergency departments where prompt response and efficient medical management are required. The quality of emergency healthcare services depends on several factors including response time, availability of hospital beds, infrastructure, accessibility of medical equipment, and the behavior and responsiveness of healthcare staff.

This preliminary study focuses on understanding the relationship between emergency healthcare service quality and patient satisfaction in hospitals located in Nayagarh district of Odisha, India. The study is conceptual and exploratory in nature and is based on secondary data sources such as academic research articles, healthcare management literature, and government health reports.

The paper identifies key dimensions that influence patient satisfaction in emergency departments, including waiting time, communication with healthcare providers, availability of resources, and overall service efficiency. Understanding these factors is essential for improving healthcare management practices in district-level hospitals. The study provides a conceptual foundation for future empirical research involving field surveys and patient interviews in Nayagarh district hospitals.

**Keywords:** Emergency Healthcare, Patient Satisfaction, Hospital Management, Emergency Departments, Healthcare Service Quality, District Healthcare Systems.

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## 1. INTRODUCTION

Healthcare systems aim to provide accessible and high-quality medical services to the population. Among various hospital departments, emergency medical services are one of the most critical components because they deal with urgent and life-threatening situations that require immediate attention. Emergency departments often serve as the first point of contact for patients experiencing accidents, injuries, sudden illnesses, or complications arising from chronic diseases.

Patient satisfaction is widely recognized as an important measure of healthcare quality. It reflects how well healthcare services meet patient expectations in terms of treatment effectiveness, communication, responsiveness, and overall hospital environment. High levels of patient satisfaction are associated with improved healthcare outcomes and stronger public trust in healthcare institutions.

In many developing regions, emergency healthcare services face multiple challenges such as limited infrastructure, shortage of trained medical professionals, and increasing patient demand. These challenges can lead to delays in treatment and can affect patient perceptions of healthcare quality.

District-level hospitals play an essential role in delivering healthcare services to local communities. Evaluating emergency healthcare services in such hospitals can help identify gaps in service delivery and provide insights into improving healthcare management systems.

## **2. LITERATURE REVIEW**

Several studies in healthcare management literature emphasize the importance of patient satisfaction as a key indicator of service quality. Researchers have identified various factors influencing patient experiences in emergency healthcare settings.

Waiting time is one of the most significant determinants of patient satisfaction. Long waiting times often lead to dissatisfaction among patients and their families. Efficient triage systems and proper patient flow management can significantly reduce waiting time in emergency departments.

Communication between healthcare providers and patients also plays an important role in determining patient satisfaction. Clear explanations regarding diagnosis, treatment procedures, and expected outcomes help patients feel more confident and comfortable during emergency care.

Infrastructure and resource availability are also critical factors. Hospitals with adequate medical equipment, sufficient hospital beds, and modern diagnostic facilities are better equipped to provide efficient emergency healthcare services.

Another important factor is the behavior and professionalism of healthcare staff. Compassionate and respectful treatment by doctors, nurses, and support staff enhances patient trust and improves the overall healthcare experience.

## **3. STUDY AREA**

Nayagarh district is located in the eastern Indian state of Odisha and has a mixed population consisting of both urban and rural communities. Healthcare services in the district are delivered through government hospitals, community health centers, primary health centers, and private clinics.

The District Headquarters Hospital in Nayagarh acts as the primary referral center for many healthcare services including emergency medical care. Additionally, several community health centers provide essential healthcare services to rural populations.

Despite these facilities, challenges such as limited infrastructure, shortage of medical staff, and increasing patient demand can sometimes affect healthcare service delivery. Emergency healthcare services are particularly important because patients often depend on local hospitals for immediate treatment before being referred to larger hospitals in nearby cities.

Studying emergency healthcare services in Nayagarh district provides valuable insights into the functioning of district-level healthcare systems and helps identify opportunities for improving healthcare service quality and patient satisfaction.

## **4. RESEARCH OBJECTIVES**

1. To examine the importance of emergency healthcare services in district hospitals.
2. To identify key factors influencing patient satisfaction in emergency departments.
3. To analyze the role of healthcare staff responsiveness in emergency healthcare services.
4. To evaluate the impact of hospital infrastructure and resource availability on patient satisfaction.
5. To suggest strategies for improving emergency healthcare service quality in district hospitals.

## **5. METHODOLOGY**

The present study adopts an exploratory research design based primarily on secondary data sources. Relevant academic articles, healthcare management studies, and government health reports were reviewed to understand the factors influencing patient satisfaction in emergency healthcare settings.

The research focuses on conceptual analysis of healthcare service quality dimensions including waiting time, staff behavior, infrastructure availability, and hospital management practices.

Future empirical research may involve primary data collection through structured questionnaires distributed among patients receiving treatment in emergency departments of hospitals in Nayagarh district. The collected data can be analyzed using statistical techniques such as descriptive statistics and correlation analysis.

The present study is based on secondary sources and preliminary analysis. Primary data collection will be conducted in selected hospitals of Nayagarh district in the next stage of the research.

## **6. DISCUSSION**

Efficient emergency healthcare services require proper coordination between hospital infrastructure, medical professionals, and administrative management. Delays in treatment or lack of adequate resources can negatively affect patient outcomes.

Shortage of trained healthcare professionals is one of the common challenges faced by many district hospitals. Limited availability of doctors and nurses can increase patient waiting time and reduce the overall efficiency of emergency services.

Availability of hospital beds is another critical factor. During periods of high patient demand, hospitals may face difficulties in admitting emergency patients promptly. Strengthening hospital infrastructure and improving resource management can help address this challenge.

Communication between healthcare providers and patients also plays a vital role in patient satisfaction. Providing clear information regarding treatment procedures and expected waiting time can significantly improve patient experiences in emergency departments.

## **7. CONCLUSION**

Emergency healthcare services are essential for providing immediate medical treatment during critical health situations. Patient satisfaction serves as an important indicator of healthcare service quality and reflects the effectiveness of hospital management practices.

This study highlights several factors influencing patient satisfaction in emergency healthcare settings including waiting time, staff responsiveness, infrastructure availability, and communication between healthcare providers and patients.

Improving these factors can significantly enhance healthcare service quality in district hospitals. Strengthening emergency healthcare systems through better infrastructure, staff training, and efficient hospital management practices will ultimately improve patient outcomes and increase public confidence in healthcare institutions.

Future research will involve field surveys and hospital-level data collection in Nayagarh district.

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