

AN ANALYTICAL STUDY ON PATIENT SATISFACTION, WITH RESPECT TO THE POST-TRAUMATIC STRESS DISORDER OF MEDICAL PRACTITIONERS

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ABSTRACT

Post-traumatic stress disorder is a mental disorder, which is slowly taken into grip by the physicians working in the emergency department, ICU, burn unit etc. It happens gradually, due to continuous exposure of traumatic events. This psychological disorder may affect the treatment of the patients. This study is incorporated to investigate whether there is any impact on the satisfaction of the patients having PTSD, after treatment from the doctors. The reliability analysis confirms internal consistency of the data. Three types of factor analysis are done, to evaluate the patient satisfaction level after treatment. A regression analysis is applied to predict patient satisfaction from the relevant factors of factor analysis. ANOVA is used to find whether patient satisfaction and PTSD scores are related to each other. A framework has been developed, to show the factors leading to PTSD, their impact on the physical and mental wellbeing of the physicians, the impact of PTSD in doctors on the overall satisfaction of the patients, which may help in implementing strategic decision in healthcare industry.

KEYWORDS: PTSD, Patient Satisfaction, Traumatic, Mental Disorder, Impact