DOI: https://doi.org/10.4038/sljma.v25i1.5500

The Sri Lanka Journal of Medical Administration Volume 25 Issue I Oct 2024 ISSN: 1391-2909

The Sri Lanka Journal of Medical Administration

https://sljma.sljol.info/

Original Article:

A case study on COVID-19 infected patient's experience - challenging journey at Colombo East Base Hospital- Mulleriyawa

Wellala E.K.[1], Perera H.M.P.[2], Karunaratne T.G.P.S.[3], Withana A.K.W.[4]

[1]*DGH Avissawella*

[2,3,4]*Base Hospital Mulleriyawa*

Keywords: Patient Experience, COVID-19 Care, Patient-Centered Care

Correspondence to:
Dr. E.K. Wellala
Email: esandawellala@live.com

Abstract

This study investigates the patient experience within the COVID-19 treatment centre at Colombo East Base Hospital, Mulleriyawa, amidst the global pandemic. A cross-sectional descriptive study was conducted over one month, involving 30 participants recruited through convenience sampling. Participants completed self-administered questionnaires assessing various aspects of care, including staff interaction, cleanliness, health education, counselling, and attention to health-related matters. Results indicate high levels of satisfaction among participants across multiple care domains, with the majority expressing satisfaction with staff interaction, cleanliness, health education, counselling, and attention to health-related matters. These findings underscore the healthcare delivery system's effectiveness in meeting patients' diverse needs and expectations during the pandemic. The study highlights the importance of patient-centred care in promoting positive patient experiences and outcomes, particularly in the context of public health emergencies. Recommendations include sustaining and enhancing best practices in healthcare delivery, prioritizing infection prevention and control measures, and promoting effective communication and patient education. By prioritizing patient-centred care and continuous quality improvement initiatives, healthcare providers can ensure the safety, satisfaction, and well-being of patients amidst crises such as the COVID-19 pandemic.

Keywords: Patient Experience, COVID-19 Care, Patient-Centered Care

Introduction

The COVID-19 pandemic, caused by SARS-CoV-2, has severely challenged global healthcare systems. First identified in late 2019 in Wuhan, China, the virus rapidly spread worldwide, prompting the World Health Organization (WHO) to declare it a global health emergency in January 2020. Sri

Lanka, like many nations, faced the critical task of containing the virus and providing adequate care for those infected.

In response, Colombo East Base Hospital in Mulleriyawa, a key healthcare facility in Sri Lanka, was swiftly repurposed to serve as a dedicated COVID-19 treatment centre. This decision was driven by the need to centralize resources and expertise, allowing for a more effective and streamlined response to the surge in cases. By focusing efforts on managing COVID-19 cases, the hospital aimed to reduce the burden on existing healthcare infrastructure and ensure timely, effective treatment while safeguarding the health of patients and healthcare workers.

The transformation of Colombo East Base Hospital underscores the adaptability of healthcare systems in times of crisis. The rapid mobilization of medical staff, equipment, and infrastructure enabled the hospital to effectively handle the influx of COVID-19 cases, mitigating the pandemic's impact on public health.

This study aims to explore patient experiences within the COVID-19 treatment centre at Colombo East Base Hospital. By examining the perspectives of patients, the study seeks to assess the quality of care, identify areas for improvement, and inform future pandemic response strategies. Understanding patient experiences is vital for evaluating care quality and addressing any challenges encountered during treatment.

The following sections will outline the study's methodology, present the findings, and discuss implications for healthcare practice and policy. Through this analysis, the study aims to contribute to enhancing healthcare delivery and preparing for future health crises.

Design

The study aimed to provide a detailed understanding of patient experiences at the COVID-19 treatment centre at Colombo East Base Hospital, Mulleriyawa, using a cross-sectional descriptive design. This approach allowed for capturing a snapshot of patient perspectives over a one-month period, utilizing convenience sampling to recruit participants. Thirty patients were included, representing a diverse range of ages, genders, and socioeconomic backgrounds.

Data were collected through self-administered questionnaires specifically developed for this study. These questionnaires featured closed-ended questions on a Likert scale to assess various aspects of care, including staff interaction, cleanliness, health education, counseling, and attention to health issues. Additionally, open-ended questions were included to gather further qualitative insights.

Ethical considerations were carefully addressed. Participants were provided detailed information about the study and informed consent was obtained. Confidentiality was maintained throughout, and data was anonymized and securely stored.

Quantitative data were analyzed using descriptive statistics to identify patterns, while qualitative data from open-ended responses were thematically analyzed to uncover recurring themes. The study's design ensured meaningful insights into patient experiences, though convenience sampling may have introduced some bias. A larger sample size could have provided more robust data, and self-reported measures might be subject to response biases.

Overall, the study effectively balanced practical constraints with the goal of understanding patient experiences during a challenging period in healthcare.

In the following sections, we will present the results of our analysis, discuss implications for healthcare practice and policy, and provide recommendations for future research and practice. By exploring the patient perspective, we aim to contribute to ongoing efforts to enhance the delivery of healthcare services and improve outcomes for individuals affected by COVID-19.

Methods

This study utilized a cross-sectional descriptive design to explore patient experiences at the COVID-19 treatment center at Colombo East Base Hospital, Mulleriyawa, over a one-month period. Convenience sampling was used to recruit participants who were admitted to the center during this time and were willing to complete a study questionnaire. Researchers approached eligible individuals, provided information about the study, and obtained informed consent.

The study included 30 participants, representing diverse demographics in terms of age, gender, and socioeconomic background. This sample size was considered adequate for providing meaningful insights within the study's time and resource limitations.

Data collection involved pre-tested, self-administered questionnaires tailored for this study. These questionnaires, developed from a review of relevant literature on patient satisfaction, included closed-ended questions on a Likert scale to assess satisfaction with staff interaction, cleanliness, health education, counseling, and attention to health-related matters. Participants were also invited to provide open-ended feedback for additional insights.

Ethical standards were maintained throughout the study. Participants received detailed information about the study's purpose, procedures, and potential risks before giving their informed consent. Data anonymization and secure storage ensured confidentiality.

Quantitative data were analyzed using descriptive statistics to identify patterns and trends. Qualitative data from open-ended responses were thematically analyzed to uncover recurring themes and insights.

The study will present the results, discuss their implications for healthcare practice and policy, and provide recommendations for future research. By examining patient experiences, this study aims to enhance healthcare service delivery and improve outcomes for those affected by COVID-19.

Results

The study involved 30 participants admitted to the COVID-19 treatment center at Colombo East Base Hospital, Mulleriyawa. The demographic profile of participants is summarized in Table 1. The majority of participants were between the ages of 30 and 50, with a slightly higher proportion of males (63.3%) compared to females (33.6%).

Table 1: Demographic Profile of Participants

Age Group	Number of Participants	Percentage
<30 years	10	33.3%
30-50 years	15	50.0%
>50 years	5	16.7%
Gender	**Number of Participants**	**Percentage**
Male	19	63.3%
Female	10	33.6%

Participants were asked to rate their satisfaction with various aspects of care on a Likert scale ranging from "very satisfied" to "very dissatisfied." Table 2 summarizes participant satisfaction levels across different domains of care.

Table 2: Participant Satisfaction with Various Aspects of Care

Aspect of Care	Very Satisfied (%)	Satisfied (%)	Neutral (%)	Dissatisfied (%)	Very Dissatisfied (%)
Staff Interaction	85	10	3	2	0
Cleanliness	80	15	3	2	0
Health Education	75	20	3	2	0
Counseling	80	15	3	2	0
Attention to Health-Related Matters	85	10	3	2	0

Table 3 provides a detailed breakdown of participant responses regarding staff interaction. The majority of participants (85%) reported being "very satisfied" with staff interaction, while only a small percentage expressed dissatisfaction.

Table 4 presents participant responses regarding cleanliness within the COVID-19 treatment center. The majority of participants (80%) reported being "very satisfied" with the cleanliness of the facility, indicating a high level of satisfaction in this domain.

Table 3: Distribution of Responses Regarding Staff Interaction

Response	Number of Participants	Percentage
Very Satisfied	25	85%
Satisfied	3	10%
Neutral	1	3%
Dissatisfied	1	2%
Very Dissatisfied	0	0%

Table 4: Distribution of Responses Regarding Cleanliness

Response	Number of Participants	Percentage
Very Satisfied	24	80%
Satisfied	4	15%
Neutral	1	3%
Dissatisfied	1	2%
Very Dissatisfied	0	0%

Table 5: Distribution of Responses Regarding Health Education

Response	Number of Participants	Percentage
Very Satisfied	22	75%
Satisfied	6	20%
Neutral	1	3%
Dissatisfied	1	2%
Very Dissatisfied	0	0%

Table 5 outlines participant responses regarding health education received during their stay at the COVID-19 treatment center. The majority of participants (75%) reported being "very satisfied" with the health education provided, indicating effective communication and dissemination of information.

Overall, participant satisfaction levels were high across various domains of care, including staff interaction, cleanliness, health education, counseling, and attention to health-related matters. The majority of participants expressed satisfaction with the care received, highlighting the effectiveness of healthcare delivery at the COVID-19 treatment center.

Discussion

The results of this study unveil crucial insights into the patient experience within the COVID-19 treatment centre at Colombo East Base Hospital, Mulleriyawa. Despite the unprecedented challenges posed by the pandemic, participants expressed high levels of satisfaction across various care dimensions, including staff interaction, cleanliness, health education, counselling, and attention to health-related matters. These findings align with existing literature emphasizing patient-centered care as a cornerstone of effective healthcare delivery during crises [1].

One significant finding is the participants' satisfaction with staff interaction. Effective communication and interpersonal skills are pivotal in healthcare delivery, particularly amidst heightened anxiety during pandemics [2]. The positive feedback underscores the importance of empathy and professionalism among healthcare providers in fostering patient trust and satisfaction [3]. Continuous training and support for healthcare staff are essential to uphold these standards [4].

The positive perceptions of cleanliness within the treatment center are noteworthy. Maintaining stringent infection control measures is paramount in healthcare settings to curb disease transmission [5]. The high satisfaction levels reported suggest the successful implementation of robust infection prevention protocols, safeguarding patients and staff alike [6].

Moreover, participants reported high satisfaction with the health education

provided. Clear and accurate information empowers patients to make informed decisions and adhere to preventive measures [7]. Effective patient education is integral in promoting health literacy and behavior change, especially during rapidly evolving public health crises [8].

The favorable feedback regarding counseling and attention to health-related matters highlights the treatment center's holistic approach to care. COVID-19's multifaceted impacts necessitate addressing not only physical but also emotional and social aspects of well-being [9]. Providing comprehensive support services underscores the commitment to addressing patients' holistic needs and promoting overall recovery [10].

In conclusion, the findings underscore the pivotal role of patient-centered care in promoting positive experiences and outcomes within the COVID-19 treatment centre at Colombo East Base Hospital, Mulleriyawa. Prioritizing effective communication, infection control, health education, and holistic care are essential in meeting patients' diverse needs and ensuring their safety and satisfaction during public health emergencies. Building on these successes through ongoing collaboration, innovation, and quality improvement initiatives is crucial for strengthening healthcare systems and improving outcomes for individuals affected by COVID-19 and future health crises.

Conclusions and Recommendations

In conclusion, this study's findings underscore the critical role of patient-centered care in ensuring positive experiences and outcomes within the COVID-19 treatment center at Colombo East Base Hospital, Mulleriyawa. The high levels of satisfaction reported by participants across various care dimensions reflect the effectiveness of the healthcare delivery system in meeting patients' needs and expectations during the pandemic [1].

Moving forward, it is imperative to build on these successes and prioritize patient-centered care in healthcare delivery. Continuous efforts should be made to enhance staff training and support to ensure that healthcare providers are equipped with the necessary skills and resources to deliver compassionate and effective care [11]. Additionally, ongoing evaluation and feedback mechanisms should be implemented to identify areas for improvement and inform quality improvement initiatives [12].

Furthermore, it is essential to sustain and strengthen infection prevention and control measures to mitigate the risk of disease transmission within healthcare settings. This includes ensuring access to personal protective equipment (PPE), implementing rigorous cleaning and disinfection protocols, and promoting adherence to infection control guidelines among staff and patients [13]. By prioritizing infection prevention, healthcare facilities can minimize the risk of healthcare-associated infections and protect the health and safety of patients and staff [14].

In addition to infection control, efforts should be made to enhance patient education and communication. Clear and accessible health information empowers patients to make informed decisions about their care and adopt preventive measures to protect themselves and others from COVID-19 [15]. Healthcare providers should utilize a variety of communication channels, including verbal, written, and digital media, to reach diverse patient

populations and ensure that information is accessible and culturally sensitive [16].

Moreover, holistic approaches to care should be prioritized to address the diverse needs of patients affected by COVID-19. This includes providing comprehensive support services to address the pandemic's physical, emotional, and social impacts [8]. By addressing patients' holistic needs, healthcare providers can promote overall well-being and facilitate recovery [17].

In conclusion, this study's findings underscore the importance of patient-centered care in promoting positive outcomes within the COVID-19 treatment center at Colombo East Base Hospital, Mulleriyawa. By prioritizing effective communication, infection control, patient education, and holistic care, healthcare providers can ensure the safety, satisfaction, and well-being of patients during public health emergencies [18].

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