

**Internship Training**  
**At**  
**DCDC Kidney Care, Civil Hospital Narnaul, Haryana**  
**Project-: A Study to Assess the Level of Patient Satisfaction in Dialysis Unit at**  
**DCDC Kidney Care.**

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## **Introduction**

Deep Chand Dialysis Center is one of the most trusted organizations in Dialysis care delivery in Delhi / NCR and rapidly growing to establish wide network chain in all formats. As an epitome of believe and compassionate care, the system of Dialysis care always strives to provide world class technology and expertise and aspires to bring to the community a good quality of the art Haemodialysis facilities, dialysis centers all over in India, under the banner of DCDC Kidney Care.

**Dialysis: Definition** - Artificial process that partially replaces renal function, removes waste products from blood by diffusion (toxin clearance). Removes excess water by ultra filtration (maintenance of fluid balance) Wastes and water pass into a special liquid dialysis fluid or dialysate. Types- Haemodialysis (HD) and Peritoneal Dialysis (PD). They work on similar principles.

**Haemodialysis** -Dialysis process occurs outside the body in a machine .The dialysis membrane is an artificial one called Dialyser .The dialyser removes the excess fluid and wastes from the blood and returns the filtered blood to the body Haemodialysis needs to be performed three times a week each session lasts 3-6hrs.

DCDC is the first dialysis providing organization in the country to offer home hemodialysis to patients at an affordable price and with no initial investment. Evidence from well-planned early research studies clearly indicates that home hemodialysis patients live longer than patients treated in a dialysis centre. There is also best evidence that the quality of life of these patients is quite better.

**HD Unit** - Specially designed Renal Unit within a hospital. Patients must travel to the Unit thrice a week .Patients are unable to move around while on dialysis; may chat, read, watch TV or eat Nursing staff prepare equipment, insert the needles and supervise the session .

## **Infrastructure:**

- 108 NUMBERS OF CENTERS
- 750+NUMBER OF MACHINES
- 6000+ NUMBERS OF HAPPY PATIENTS
- 500000+ TOTAL NUMBERS OF DYLASIS DONE

## **SERVICES PROVIDED BY DCDC KIDNEY CARE**

- NEPHROLOGY CONSULTATIONS & TRANSPLANT CLINICS
- PREVENTIVE NEPHROLOGY: Early detection and determination of causes and timely treatment to prevent onset of ESRD.
- HOME COMFORT / DIALYSIS SPA

- INCENTRE HAEMODIALYSIS: Hemodialysis (HD) is one of the available treatments for ESRD that utilizes a dialysis machine to purify the blood. In haemodialysis the blood flows through artificial kidney or dialyzer with the help of a dialysis machine that filters away the waste products.

#### **Effects of HD on Lifestyle –**

- Flexibility: Difficult to fit in with school, work esp. if unit is far from home. Home HD offers more flexibility.
- Travel: Necessity to book in advance with HD unit of places of travel.
- Responsibility & Independence: Home HD allows the greatest degree of independence.
- Sexual Activity: Anxiety of living with renal failure affects relationship with partner.
- Sport & Exercise: Can exercise and participate in most sports.
- Body Image: Esp. with fistula patient can be very self conscious about it.

Staffed with state of the art equipments, strong RO system and comprehensive life style management, up grading the tradition of patient centricity approach and care, it provides quality treatment in terms of dialysis services within a shorter time without any compromises.

#### **Problems with Hemodialysis**

- Rapid changes in BP- fainting, vomiting, cramps, chest pain, irritability, fatigue, temporary loss of vision.
- Fluid overload -esp. in between sessions
- Fluid restrictions- more stringent with HD than PD
- Hyperkalaemia - esp. in between sessions.
- Loss of independence
- Problems with access- poor quality, blockage, clot in fistulas. Etc.
- Infection- (vascular access catheters) Pain with needles
- Bleeding- from the fistula during or after dialysis Infections during sessions exit site infections; blood-borne viruses' .For example Hepatitis, HIV.

**Additional Facilities:**

- HEMODIALYSIS
- PERITONEAL DIALYSIS
- TRANSPLANT CLINIC
- EDUCATION & RESEARCH
- PATIENT CARE
- DIALYSIS DIET
- PATHOLOGY

DCDC is the leading provider of all round integrated dialysis and renal care services for patients all over India. DCDC is a rapidly expanding chain of soon to be more than 100 dialysis centres across India offering path breaking renal disease management services for Acute, Chronic, and End-Stage Renal Disease (ESRD). DCDC operates on an integrated 360 degree method of renal care with expertise in Nephrology & Dialysis, Psychology & Counselling, Nutrition & Diet, Rehabilitation & Lifestyle Management, Diagnostics, Urology, Surgeries including Fistulas & Grafts etc. and General Medicine. DCDC has pioneered and launched a 'Partner of Choice' program for leading hospitals and medical facilities who wish to be associated with the leading renal care chain in India. We are currently associated with leading hospitals across the country. The scope of services varies from operative & management arrangements to the more popular Department in Hospitals. Our 'Partner of Choice' program varies from hospital to hospital and is often customized according to the needs of the hospital, scope of services in hospitals and the infrastructure available. We are committed to providing quality care to patients and take away the headache of day to day running of the dialysis facility so that the hospital can focus on their core activities.

### **Other Services offered:**

- Outsourced Dialysis Services.
- Outsourced Nephrology and Acute Care
- Best in class clinical outcomes for dialysis.
- Consultancy and Investment in new Infrastructure
- Education & Training
- Branding
- Centre of Excellency

Now DCDC Health services is working in PPP MODE, Public private partnership is a strategy of providing services and promoting services through public and private partnerships. This company has a tie up between state govts to provide quality dialysis services at affordable prices. Basically this company has focused north India states including ESI hospitals, district hospitals and private hospitals.

### **Patient satisfaction**

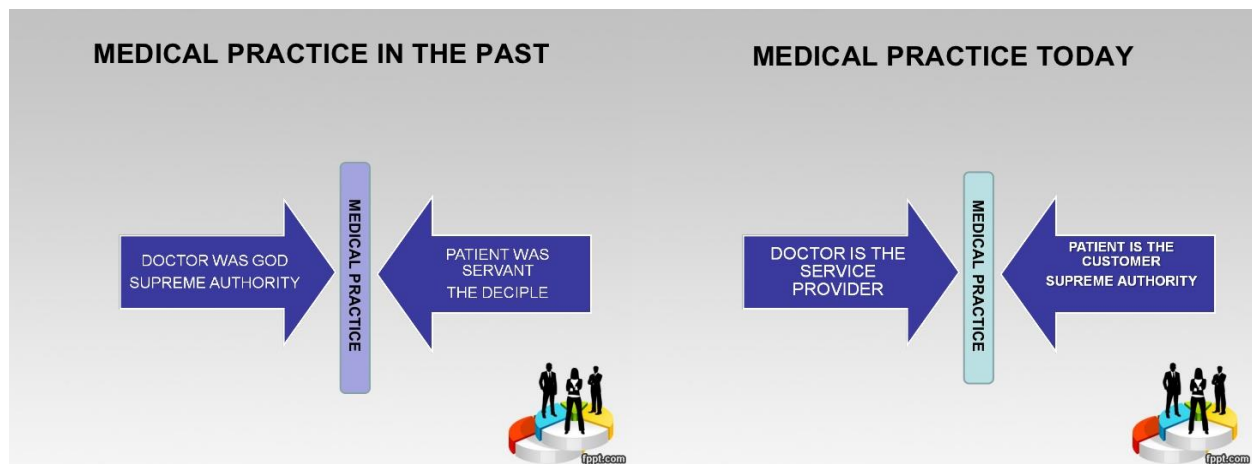
Patients want treated with respect, Patients expect staff to behave well”, Patients demand treatment as human beings not has the disease they have. As per goals of Organization Patient satisfaction should be the driving force in all patient encounters

- All personnel are teammates in achieving that satisfaction
- Work within your particular environment to
- Make patient feel most comfortable
- Warmly welcome the patient. Make them feel “at home”
- Treat each patient as most important person in the room
- Ask them, don’t assume, what they want

- Offer options. This makes patient feel more “in control”
- Find a common denominator and remember it from visit to visit

To offered patient centered care creating a culture that accepts people for who they are and where, they are in life cycle, by achieving their needs at that point, with the health system’s vision to care for the body, mind and spirit of patients .Patients are the foundation of our medical practice .it is very necessary that they must be satisfied while receiving services from the hospital.

Objective of patient satisfaction, Why patient satisfaction?: Health care institutions are primarily patient centric that mean they more focuses on patients .Patient satisfaction is the strongest determinants of hospital functioning .Ultimate goal of the hospital is satisfactions of its costumer .Not only to satisfy and cared for patient and families .but also a positive outcome for your staff, community and your organization. Patient satisfaction depends on staff motivation, dedication, and duty towards the patient.

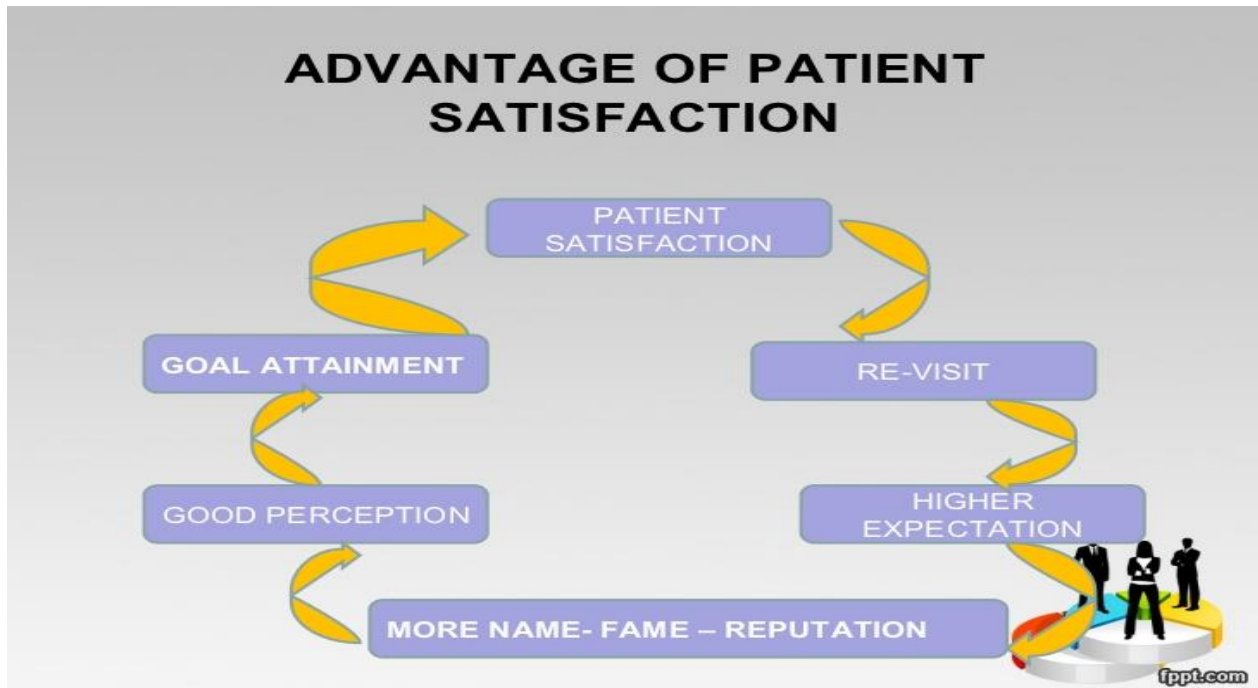


### Advantage of Patient Satisfaction-

- Greater Profitability can be achieved.
- It can improve patient retention and patient loyalty
- Develop patient referrals system
- Increase Compliance.
- Higher Productivity of hospital.



- Better staff morale can be obtained.



#### **FACTOR INLUENCING PATIENT SATISFACTION:**

Every patient have a particulars set of thought, feeling and experiences.

There are five factors which influences patient satisfaction such are-

- a) Responsiveness: The willingness to help the patient expert services.
- b) Reliability: The capacity to performances services orderly and accurately.
- c) Assurance: The skill of the employees and their ability to convey trust and confidence.
- d) Empathy: giving emphasize on patient caring and comfort.
- e) Tangibility- The appearances of quantitative objects, materials, etc.

The aim of patient satisfaction study is basically measuring the patients overall experiences rather than just putting a rate to their satisfaction.

For health care organization to be successful customer, perception is a simple but important strategy to asses and improves the services and pricing. Competence of the staff, there health

planners confront physicians with the expectation of quality care of highest standard. With technological innovation in medical field patient have become so much obsessed and dependent on the technology that understanding the patient his feeling and emotion has become a thing of the past. The sense of the growing gap between what patients wants and what general practitioners perceive as important has resulted in increased dissatisfaction of the patients with the health care system.

### **Objective of the study**

#### **General Objective**

To assess the level of patient satisfaction at dialysis unit provided by DCDC KIDNEY CARE at Civil Hospital Narnaul.

#### **Specific Objective**

1. To find out the need as perceived by the patients availing dialysis service at DCDC kidney care.
2. To find out the problems faced by the patient in the Hospital.
3. To provide suggestions for improving patient satisfaction

### **Usefulness of the study**

This study provides a direct means of assessing patient satisfaction that would otherwise be unreported. Patient satisfaction will look at drivers like.

- Doctor care
- Diagnostic / investigation.
- Nursing care
- Cleanliness and comfort
- Staff behavior
- Discharge process
- Billing process
- Follow up Care

## **METHODOLOGY**

- ✓ Type of study
- ✓ Sampling technique
- ✓ Data collection
- ✓ Primary data
- ✓ Tools for analysis
- ✓ Data entry
- ✓ Use of statistical method

### **Type of study**

A descriptive cross-sectional study was carried out at dialysis unit of Civil Hospital Narnaul for this patient satisfaction survey.

### **Sampling technique**

Sample size- 80 patients are selected as sample population for this study.

Duration of study- 3 months

Sampling technique - Convenient sampling

## **DATA SOURCES-**

### **PRIMARY DATA**

I prepared a questionnaire and made the patient satisfaction survey. I distributed that questionnaire to the patient and then collected the filled up forms. On the basis of those data I have prepared my survey result. Questionnaire is attached in annexure 1.

### **SECONDARY DATA**

Data related to history of hospital, profile of hospital, hospital services, its infrastructure, mission and visions are collected from its website, internets, brochures and books.

### **TOOLS FOR ANALYSIS**

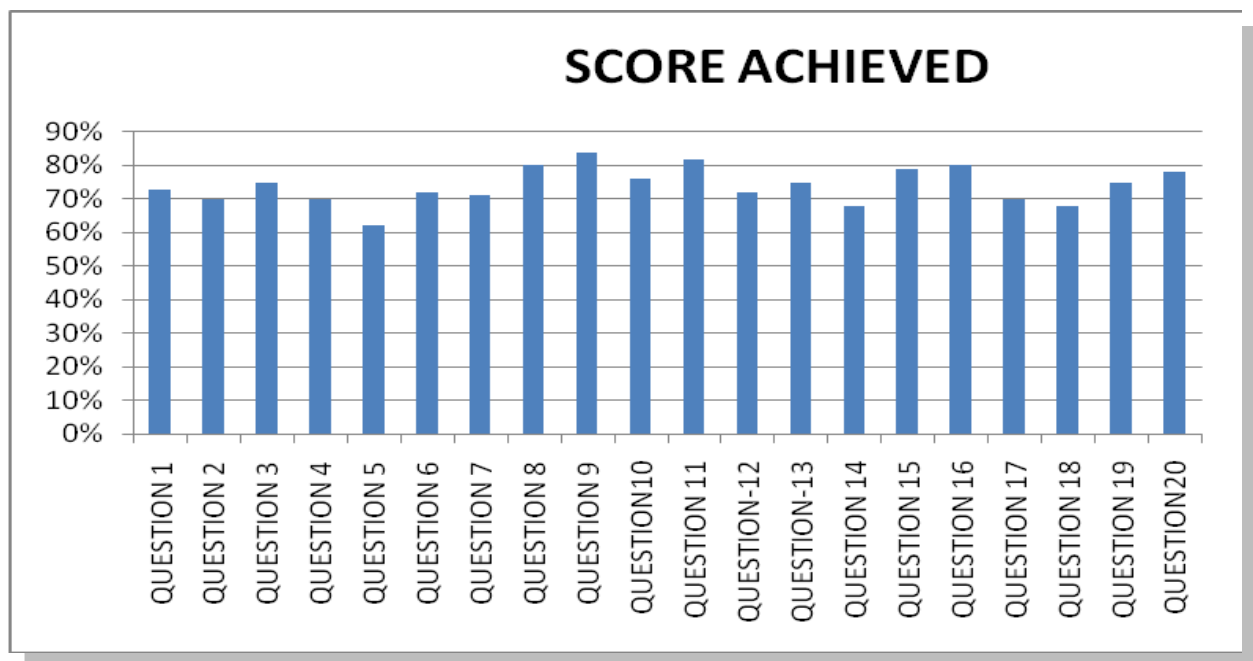
I have taken 80 number of patients for this study, and each has been asked by 20 questions, and each question carries 5 scores, so the tabulation , analysis of data and evaluation of patient satisfaction have been done using Bar graphs ,SPSS , Excel tools ,Mathematical tools and percentage calculations.

## **FINDINGS:-**

Finding based on the questionnaires, score which are given by the patient for different questions are given in below table in percentage. The total number of patient taken was 80 and each have been asked 20 number of questions, this table below shows the scores given by the patients, then converted into percentage.

Table -1 contains scores for each questions

QUESTION NUMBERS	SCORE ACHIEVED	QUESTION NUMBERS	SCORE ACHIEVED
QUESTION 1	73%	QUESTION 11	82%
QUESTION 2	70%	QUESTION-12	72%
QUESTION 3	75%	QUESTION-13	75%
QUESTION 4	70%	QUESTION 14	68%
QUESTION 5	62%	QUESTION 15	79%
QUESTION 6	72%	QUESTION 16	80%
QUESTION 7	71%	QUESTION 17	70%
QUESTION 8	80%	QUESTION 18	68%
QUESTION 9	84%	QUESTION 19	75%
QUESTION10	76%	QUESTION20	78%



This graph shows the patient satisfaction rate

**ANALYSIS:-**Calculation of Patient satisfaction rate in percentage:-

Each question carries 5 scores

Here we have 20 Questions, then

Individual score= $20 \times 5 = 100$

We have taken 80 individual in this study

So full score is  $80 \times 100 = 8000$ (total)

But in this study Score achieved is 5920(achieved score)

The percentage of patient satisfaction= $5920/8000 \times 100 = 74\%$

PATIENT SATISFACTION LEVELS				
0-20%	20-40%	40-60%	60-80%	80-100%
VERY POOR	POOR	AVERAGE	<b>GOOD</b>	EXCELLENT

The total number of patient taken was 80 and each have been asked 20 number of questions, this table below shows the scores given by the patients, here in this table initial column shows the number of patient and the initial row shows the 20 number of questions.

**SUGGESTIONS AND RECOMMENDATIONS**

**SUGGESTIONS**

As the hospital are moving to service economy the customer are more critical and keen towards quality service and high standards. Patients, the only reason for a hospital existence, meet services, which are reasonably at all times.

1. Provide good physical facilities. Infrastructure of the hospital needs to be improved.
2. Recruit high performance staff built a professional team which is committed to provide good services.

3. Increase number of bed in all wards so patient did not have wait for long hours to get bed in the hospital.
4. Improvement should be done in nursing care that medication on time, attitude, behavior, attentiveness etc. through continuous training.
5. Cleanliness of wards /rooms/ toilets should be regular. Executive walk rounds should be done by the Management to ensure the standards of HK services.
6. Listening to the problems of the patients and visitors should be practiced. All grievances should be dealt properly and corrective and preventive action to be taken.

### **RECOMMENDATION**

Therefore following recommendation was proposed.

- 1) Consultant Doctors should provide adequate time to assess patient condition.
- 2) RMOs should be punctual and should attend their patients regularly.
- 3) Continues training should be given to nurses to deliver best care and improve the quality of communication with patients.
- 4) Help Desk should be managed by well trained staffs that can provide proper information and Handel all the queries.
- 6) Advocate patient friendly environment inside the hospital by giving training to the hospital staff.
- 7) Cleanliness of rooms/wards/toilets and quality of food so these thing should be maximized.

Further, in the intension of building a partnership of honesty, integrity, and trust, with all patient and patient is relatives, there should be adequate cleanliness of hospital wards / quality

diet good nursing care proper timing of discharge, proper flow and positioning of various departments.

## **CONCLUSION**

Patient satisfaction is the major indicator that indicates service quality at any level of health services. The results which are obtained by this study can be taken into consideration.

After survey and data analysis of dialysis services following conclusion were derived:

The overall performance of the doctor was satisfactory.

- 1) At the time of admission some patients had to wait for long hours to get bed for dialysis.
- 2) Overall behavior of hospital staff was good; still there is scope of improvement.
- 3) Nursing care of the hospital were not satisfactory, there is need for improvement through continuous training.
- 4) Cleanliness of ward/room/washrooms was fair. The patients not fully satisfied by the HK services.
- 5) Overall outcome of patient treatment was found to be excellent.
- 6) Most of patient would like to recommend this hospital to other and also would like to come for future health care.



## **References:-**

1. Hospital website, www.dcdc.co.in
2. Bjertnaes OA, Sjetne IS, Iversen HH. Overall patient satisfaction with hospitals: effects of patient-reported experiences and fulfillment of expectations. BMJ Qual Saf. 2012;21(1):3946. [PubMed] [[Google Scholar](#)].
3. Hospital administration Book, DC Joshi
4. Hospital management, Himalaya publishing house management of hospital administration 2<sup>nd</sup> edition 2002
- 5- Tata books.

## ANNEXURE-1

Patient satisfaction questionnaires based on five rating scale, each question carries 5 grades, i.e. as follows

Score 1	Score 2	Score 3	Score 4	Score 5
Very poor	poor	average	Good	Excellent

### **1. How much you are satisfied with visiting our consultants?**

Grade1 (Poor), Grade2 (Average), Grade 3(Good), Grade4 (Very good), Grade 5(Excellent).

### **2. How informative our consultants are?**

Grade 1 (Poor), Grade2 (Average), Grade 3(Good), Grade4 (Very good), Grade 5(Excellent).

### **3. What score will you give to senior technicians for managing risks during dialysis?**

Grade 1 (Poor), Grade2 (Average), Grade 3(Good), Grade4 (Very good), Grade 5(Excellent).

### **4. Score for doctor giving you proper information about tests and procedures?**

Grade1 (Poor), Grade2 (Average), Grade 3(Good), Grade4 (Very good), Grade 5(Excellent).

### **5. How much our junior technicians are caring, attentive and prompt?**

Grade1 (Poor), Grade2 (Average), Grade 3(Good), Grade4 (Very good), Grade 5(Excellent).

### **6. What score will you give for getting timely medications during dialysis?**

Grade 1 (Poor), Grade2 (Average), Grade 3(Good), Grade4 (Very good), Grade 5(Excellent).

### **7. Housekeeping staffs are caring & well behaved?**

Grade 1 (Poor), Grade2 (Average), Grade 3(Good), Grade4 (Very good), Grade 5(Excellent).

### **8. Timeliness of dialysis procedures?**

Grade1 (Poor), Grade2 (Average), Grade 3(Good), Grade4 (Very good), Grade 5(Excellent).

### **9. How much Centre managers are efficient, caring and informative towards you?**

Grade 1 (Poor), Grade2 (Average), Grade 3(Good), Grade4 (Very good), Grade 5(Excellent).

**10. Score for getting proper billing explanation?**

Grade 1 (Poor), Grade2 (Average), Grade 3(Good), Grade4 (Very good), Grade 5(Excellent).

**11. Timeliness of Discharge process after dialysis.**

Grade1 (Poor), Grade2 (Average), Grade 3(Good), Grade4 (Very good), Grade 5(Excellent).

**12. Cleanliness of dialysis unit and washrooms?**

Grade1 (Poor), Grade2 (Average), Grade 3(Good), Grade4 (Very good), Grade 5(Excellent).

**13. Cleanliness of patient bed sheets, pillow covers & cut sheets.**

Grade1 (Poor), Grade2 (Average), Grade 3(Good), Grade4 (Very good), Grade 5(Excellent).

**14. Ease of contacting Hospital via telephone.**

Grade 1 (Poor), Grade2 (Average), Grade 3(Good), Grade4 (Very good), Grade 5(Excellent).

**15. Admission & Registration Desk, are they efficient and informative?**

Grade1 (Poor), Grade2 (Average), Grade 3(Good), Grade4 (Very good), Grade 5(Excellent).

**16. Timeliness and adherence to patient scheduling before dialysis?**

Grade1 (Poor), Grade2 (Average), Grade 3(Good), Grade4 (Very good), Grade 5(Excellent).

**17. How much Dietician counseling is effective towards dialysis?**

Grade1 (Poor), Grade2 (Average), Grade 3(Good), Grade4 (Very good), Grade 5(Excellent).

**18. Timeliness of maintenance department.**

Grade1 (Poor), Grade2 (Average), Grade 3(Good), Grade4 (Very good), Grade 5(Excellent).

**19. How much you are satisfied with security services?**

Grade1 (Poor), Grade2 (Average), Grade 3(Good), Grade4 (Very good), Grade 5(Excellent).

**20. Score for Staff behavior.**

Grade 1 (Poor), Grade2 (Average), Grade 3(Good), Grade4 (Very good), Grade 5 (Excellent)

## **Annexure-2**

### INFORM CONSENT FOR FEEDBACK COLLECTION

CIVIL HOSPITAL NARNAUL, HARYANA

OPERATED BY

DCDC KIDNEY CARE

Name of PatientAge/Sex,

.....Contact no-

.....Patient ID.

In our efforts serve you better, your feedback is very important to us and we welcome your comments about the care you receive at DCDC Kidney Care. Here this is to inform you that these forms are being shared with you for taking feedbacks for the purpose to conduct a study on patient satisfaction rate at DCDC kidney care.

I have read the foregoing information or it has been read to me. I have had the opportunity to ask questions about it and any questions I have been asked have been answered to my satisfaction. I consent voluntarily to be a part of this study

Patient signature.....

Statement by researcher

I confirm that the participant was given an opportunity to ask question about the study and all the questions asked by the participant have been answered correctly and to the best of my ability. I confirm that the individual has not been coerced into giving consent, and the consent has been given freely and voluntarily.

Signature of Researcher.....

Name of Researcher.....

