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Feedback Mechanism and Employee satisfaction in

Laboratory

By

RAHUL ABHIJIT

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ABBREBIATIONS

LAB- Laboratory

MRD – Medical Record Department

IPD- In Patient Department

NABL-National Accreditation Board for Testing and Calibration Laboratories

HOD-Head of the Department

EQAS- External Quality Assurance Scheme

QMS- Quality Management System

OPD-Out Patient Department

QM - Quality Manager

ISO -International Organization for Standardization

OTC-Over the counter

CHAV-Columbia Asia Hospital , Palam Vihar



CHAPTER 1

INTRODUCTION

Columbia Asia is a chain of emergency clinics with 30 restorative offices crosswise over India, Malaysia, Vietnam, and Indonesia and one center in Kenya. Columbia Asia is possessed by a US based speculation subsidize: International Columbia USA LLC (ICU).

India Vietnam Malaysia Indonesia Total Patiala, Ghaziabad, Kolkata, Pune, Mysore, Gurgaon, Bangalore . Columbia Asia's objective market is quickly developing center salary gathering. It has faith in setting up clinics worked in local locations for availability and effectiveness. The organization is amidst development endless supply of this stage the organization will have 15 emergency clinics in India, 14 medical clinics in Malaysia, 3 medical clinics in Vietnam and 5 in Indonesia together speaking to a speculation of over \$600 million.

Columbia Asia Hospital, Palam Vihar

It is a 90 had relations with multi-claim to fame office arranged in an upscale territory of the Nation Capital Region. The clinic started its administrations in July 2008 and has just turned into a favored human services specialist organization for the inhabitants and corporate elements of Gurgaon. It is NABH certify. Columbia Asia emergency clinic offers a wide scope of clinical administrations, for example, Obstetrics and Gynecology, Internal Medicine, General Surgery, Pediatrics, Ophthalmology, ENT, Urology, Dermatology, Orthopedics, Smoking Session Clinic, Sleep Lab, Cardiology, Neuro & Spine Surgery, Pulmonology, Qualified and experienced therapeutic faculty and experts guarantee human services conveyance of the most astounding guidelines.

Columbia Asia Hospital-Palam Vihar is today considered as a standout amongst the best emergency clinics in Gurgaon. The clinic has worldwide standard framework and pursues all inclusive benchmarked measures of medicinal, nursing and working conventions and is quickly turning into the favored social insurance goal for global patients.

Columbia Asia Hospital, Palam Vihar

Floor Plan of Columbia Asia Hospital

Basement

Gas Manifold Plant

BMW Room

Mortuary

Linen Store

Office 1

E-MRD

Housekeeping Room

Purchase store

Chief Engineering Office

Server Room

Pump Room

Office 2

Consumables store

Dry Room

Gurukul

Ground Floor

Pharmacy Department

Back Office

Reception/Admission Counter

OPDs (2)

OPD 1- 7 Consulting rooms

OPD 2- 10 Consulting rooms

Endoscopy Suite

Emergency

OT (4)

Laboratory

Phlebotomy

Procedure Room

Radiology

Café

Discussion Room

CSSD

Hub room

Ist Floor

Finance Department

Nursing Lounge

Cath Lab

LDR (2)

CNS's Office

Pediatric Ward

Women Ward

Surgical Ward

Medical Ward

NICU

ICU

Dialysis room

Physiotherapy department

Consultance Lounge

DEPARTMENT OF LABORATORY COLUMBIA ASIA, PALAM VIHAR

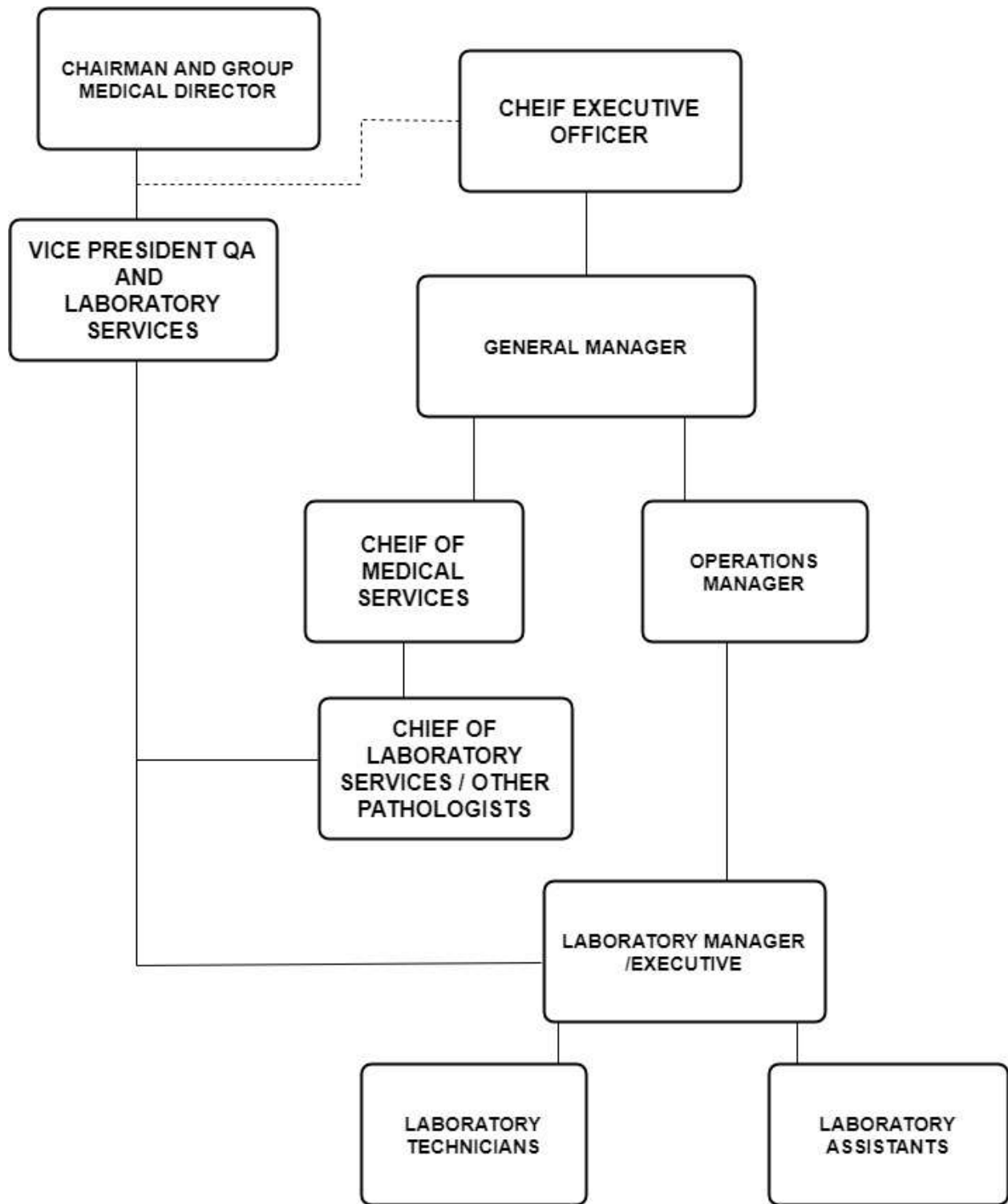
OBJECTIVE-

The laboratory of CAHPV is committed to providing diagnostic services to all out-patients and in - patients of the hospital as well as to any other patients who may wish to utilize its services. The laboratory strives to maintain the best possible quality of results for all samples received. It takes utmost care to make sure that quality care is imparted to all patients without any kind of bias. All possible measures are taken to ensure that the results are clinically useful and reliable.

The laboratory endeavors towards continual improvement by imbibing quality values at every level. All the-staff members are required to familiarize them with the content of the quality manual and comply with the policies and procedures laid down in the manual and associated documents at all times. The laboratory of CAHPV uses state of the art instruments. The laboratory staff undergoes continuous training in order to perform their tasks effectively, thereby increasing the overall efficiency of the laboratory.

DEPARTMENTAL STRUCTURE

ORGANOGRAM



There are various In house test as well as Outsourced test that are performed in laboratory,

FEW IN-HOUSE TEST ARE-

- + COMPLETE BLOOD COUNT
- + KIDNEY FUNCTION TEST
- + CREATININE
- + SODIUM POTASSIUM CHLORIDE
- + BLOOD UREA
- + URINE EXAMINATION
- + SGOT
- + SGPT
- + BLOOD GAS ANALYSIS
- + THYROID-FUNCTION TESTS (TOTAL T3.TOTAL 4 TSH)
- + LIPID PROFILE
- + HDL
- + BLOOD GROUP (A BLO) AND RH FACTOR WITH REVERSE GROUP
- + TSH (THYROID STIMULATING HORMONE)
- + PLATELET COUNT

FEW OUT SOURCED TEST ARE-

- + NEWBORN SCREENING
- + HEMOGLOBIN ELECTROPHORESIS
- + RHEUMATOID FACTOR (RA), SERUM
- + PROCALCITONIN
- + TOXOPLASMA ANTIBODY
- + ANTI NUCLEAR ANTIBODY / FACTOR (ANA/ANF)
- + RUBELLA (GERMAN MEASLES) ANTIBODY, IGM
- + MATERNAL SERUM SCREEN 2

THERE ARE VARIOUS MANY MORE TESTS THAT ARE PERFORMED IN THE LABORATORY.

Columbia Asia also provides a home sample collection facility for the ease of patients.

CHAPTER 2

INTRODUCTION

The cost of providing health care is escalating at an alarming rate. The profit can be maximized only when a hospital runs with the mindset of improving patients care and increasing their satisfaction through the services that are provided. Along with the Patients it is also important to take care that the Doctors and the nurses working in the hospital are satisfied with the services provided. Thus to know the responses and the improvement that can be made in the services it important to take FEEDBACK from PATIENTS, DOCTORS AND NURSES.

Laboratory being one of the most important services in the hospital that enables the healthcare professional to make appropriate evidence-based diagnostic and therapeutic treatment decisions, most of the patients come across the laboratory first and then the treatment gets started so to mark the satisfaction of laboratory services feedback mechanism is used.

Important ways to improve patient satisfaction are the reducing the high cost a bit for them, the decreasing patient turn around time, the decreasing negative word of-mouth told by other people and the increasing patients by reference. Physicians and staff often spend a lot of time reacting to complaints and dealing with non-compliant patients, which negatively impacts the efficiency. By contrast, satisfied patients are easier and more rewarding to care for, take up less physician and staff time and are more compliant and further making the treatment easier. Improved patient satisfaction decreases the length of patients, visit and wait time, reduces treatment costs and increases patient volume. Patient satisfaction is the extent to which the patients feel that their needs and expectations are being met by the service provided. Satisfied and dissatisfied patients behaved differently. Satisfied patients were more likely to comply with treatment, keep follow up appointments and utilize health services. Such behavioral consequences related to satisfaction could affect outcome of care and health-seeking behavior. The issue of patient/customer satisfaction has gained increasing attention from executives across the healthcare industry. The measurement of patient satisfaction through patient satisfaction surveys i.e by feedback has helped organizational leaders incorporate patient perspectives as a way to create culture where service is deemed an important strategic goal for healthcare facilities. However the further improvement can also be made by the feedback given by doctors and nurses thus improvising the services provided by laboratory because

it is them who deal with the patients first. However despite their many efforts and successes with satisfaction measurement, evidence shows that more work in this area is still needed. One of the primary challenges has been in sustaining satisfaction of patient , doctor as well as nurses in laboratory improvement initiatives in the face of competing priorities and diminishing resources. Measurement of patient satisfaction and complaints is an attempt to capture elements of the quality care against patient expectations. These elements include various tools that varies (survey, questionnaire, critical incident technique and focused approach). Surveys form all three patient , doctor , nurses and complaint data can be easily integrated elements of clinical practice improvement programs.

IMPORTANCE OF TAKING FEEDBACK

The following benefits are shown by taking feedback from patients , doctors and nurses for Laboratory services-

- **MEASURES FOR IMPROVEMENT CAN BE TAKEN**

Further improvement can be done through the help of feedback that is taken.

- **REVENUE**

Retention is perhaps the most visible aspect of customer satisfaction. If the customer is not satisfied, he or she simply won't return; more importantly, the money he or she spent earlier on a business that did not meet expectations will now go to a business that does. Therefore, it is in the interest of every member of the organization to keep the patient satisfied.

- **RISK MITIGATION**

According to the National Center for State Courts, the median damages awarded in malpractice lawsuits is \$400,000, which is twenty times higher than the median awarded in personal injury lawsuits. While improving an organization's overall quality assurance practices will inherently lower the probability of medical malpractice, patient experience also plays a considerable role. While malpractice costs are astonishing and will not be fully mitigated by increasing patient satisfaction, if the patient believes that the healthcare provider is genuinely interested in his welfare and all his needs have been taken care of, then even in the occasional case of health complications, the propensity to sue will be considerably lessened.

- **TALENT RETENTION**

In a service industry such as healthcare, employees are an organization's greatest asset. While a healthcare facility may have the most advanced medical equipment, without skilled and suitably trained staff, achieving service excellence would be difficult. Unfortunately, retaining talented employees is not an easy task even in less than stellar economic climates. Talented individuals thrive on working in an excellence-driven business environment. By nature, service-focused organizations provide an environment that rewards performance, thus appealing to skilled and talented providers and staff. Satisfied providers will naturally promote their recruit additional qualified healthcare professionals, fostering an ecosystem that continuously improves the overall organization.

- **MEDICAL BENEFITS**

Early diagnosis, show a decrease in pain and prevention, complications, procedures which in many cases prolong hospitalization and shoot the cost.

- **PSYCHOLOGICAL BENEFITS**

Satisfied patients are led to reduced hospitalization time and faster recovery, while many researchers are equated with self-healing. This feeling of trust that develops in satisfied patients, is based mainly on the sense of control of the situation and participation of their own, and the possibility of expression of opinion about the quality of health services. Therefore, even the search for the patient's opinion, can considered a therapeutic agent, since it increases satisfaction and encourages active participation.

- **IMPROVEMENT OF QUALITY OF SERVICES**

When measuring patient satisfaction the multitude of information is very important, but more important is the evaluation and its realization, as they can contribute to improving the quality of services. Such measurements feedback into the system and help redesign by providing information to management for problematic areas of healthcare in order to take corrective measures, which either directly have a positive effect on patients' health, or in the long term increase the level of patient satisfaction.

- **PERFORMANCE OF STAFF**

An attempt to address patient satisfaction can be in turn a way to estimate the performance of the agency's staff. Data can be obtained and the useful data can be used to change the attitudes and behaviors of staff in order to take an appropriate corrective interventions.

CHAPTER 3

LITERATURE REVIEW

Anjali Patwardhan (2009) endeavored to discover viability of customer reviews as profitable to execute administration improvement instrument in wellbeing administrations. In the ongoing atmosphere of commercialization and shopper centered consideration, wellbeing and social consideration needs more responsive than any time in recent memory. The shopper needs and inclinations can be inspired by customaries and explicit buyer reviews. Most specialists now go for buyer experience studies instead of just fulfillment reviews in light of the fact that of their unmistakable prevalence in recognizing the particular open doors for development what's more, the simplicity of interpreting the result data from these overviews in to the key making arrangements for development.

Masood A. Badri and Samaa Attia (2009) talked about decency of-fit insights upheld the social insurance quality-tolerant status-fulfillment model. Their outcomes sent an significant message to clinic supervisors, affirming that human services quality in wording of unwavering quality (counting capability, information and trust), demonstrable skill and affability, sympathy and physical assets were pivotal with regards to assessing administrations. Protests about the arrangement of human services have expanded as purchasers desires for consideration and attention to their rights have developed.

A short investigation of patient and orderly fulfillment was finished by W. Qureshi and G. Naikoo at the Lal Ded Hospital Srinagar. It was a cross sectional investigation and the remarks were noted by the appropriate responses of the poll that was given to each conceded patient/chaperon haphazardly in different areas of the medical clinic. After careful investigation the total score of the poll in regards to understanding fulfillment was, 72% patients considered the administrations at Lal Ded Hospital as great while as 8.3% normal and 19.7% were inadequately fulfilled or not happy with the clinic administrations. The greatest factor in this examination was absence of correspondence between the specialist and the patients, if this hole is spanned the patients just as orderlies change their recognition all together about the emergency clinic administrations.

Next examination that was explored was led in Multispecialty Tertiary dimension Hospital. It was a cross sectional examination that was directed to evaluate the patient dimension fulfillment visiting the medical clinic, with the target to know the conduct and

clinical consideration by the clinicians and Paramedical staff and as far as courtesies accessible. The information was gathered with the assistance of a pre planned survey that was given to the respondents after the patients had experienced meeting with the specialist. The discoveries of the investigation recommended that normal time spent by respondents for enlistment was 33.20 minutes. The general fulfillment with respect to the specialist - quiet proficient and social correspondence was over 80% at practically every one of the dimensions of human services offices. Altogether 55% of respondents opined that specialists have demonstrated little enthusiasm to their issues while 2/3 opined that specialists utilized medicinal and specialized terms to clarify their sickness and its outcomes. In excess of 70 percent fulfillment level was seen with staff of research centers and security work force with their collaboration and thoughtful nature

CHAPTER 4

RATIONALE OF THE STUDY

The nature of administration in wellbeing implies a modest sort of administration with least symptoms that can fix or calm the medical issues of the patients. It not simpler to assess the fulfillment for Patients that visit emergency clinic , Doctors and attendants working in the clinic towards the administration than assess the nature of restorative administrations that they get. In this way, an examination on their fulfillment can be a significant instrument to improve the quality and the administrations that are given and the measures that can be taken for development. Different ventures have been focusing on consumer loyalty for a considerable length of time. "Medicinal services is the main business - administration or assembling - that for quite a long time has let the client well enough alone. This is a totally ancient reasoning. To disregard the contribution from the patient, to overlook the client, to state the client's wants are immaterial isn't living with the real world" Health care customers today, are more modern than previously and now request progressively increasingly exact and legitimate proof of wellbeing plan quality. Tolerant focused results have become the dominant focal point as the essential methods for estimating the viability of social insurance conveyance. It is ordinarily recognized that patients reports of their fulfillment with the nature of consideration and administrations, are as significant the same number of clinical wellbeing measures and similarly significant are the criticism taken from Doctors and medical caretakers of a similar emergency clinic. No wellbeing treatment can be begun before the research facility test are done as such patients needs to desire the lab examination. Along these lines overseeing lab administrations is significant , and time to time input and checking of the lab administrations are required for quality improvement to build the fulfillment.

CHAPTER 5

OBJECTIVES

Main Objectives-

To Evaluate the satisfaction of Patients, Doctors and Nurses towards laboratory services provided in Columbia Asia hospital , Palam Vihar , GURUGRAM

Specific Objectives-

- 1) To determine the Level of services provided in hospital.
- 2) To study satisfaction of the patients , doctors and nurses regarding clinical services provided in laboratory of the Hospital.
- 3) To determine the patients satisfaction on the accessibility of basic health care in labs services provided by Columbia Asia hospital.

Methodology

Study was Conducted for laboratory of Columbia Hospital.

➤ Study area and Design

Descriptive cross sectional study in nature.

➤ Study Population

Patients , Doctors , Nurses of Columbia Hospitals, Gurugram

Patient-40, Doctors-25, Nurses-35

feedback was taken randomly.

➤ Sample Size

100, convenience sampling

➤ Sample Time

1st may to 20th may

➤ Study design

Cross section study

➤ **Data collection technique**

Feedback Form Checklist and Structured Questionnaire

➤ **Type of data**

Primary data

➤ **Tool**

Statistical software used for data analysis MS excel and MS word .

Chapter 6

Data analysis and findings

The analysis was conducted In the laboratory Department of Columbia Asia Hospital, Gurugram in order to determine the overall satisfaction of patient , doctors and nurses for the laboratory services provided to the patient from the Department. Total of 100 sample were taken from 1st may to 20th may .The Research tool for data collection was Feedback in form Questionare, and the outlook forms were made.The data analysis and findings were done with the help of Microsoft office Excel. The patient , doctors and nurses were asked to fill feedback form - Questionare and rate the services and also provide with the improvement that can be made.

Feedback towards the laboratory Department of the Hospital are as follows -

PATIENTS FEEDBACK-

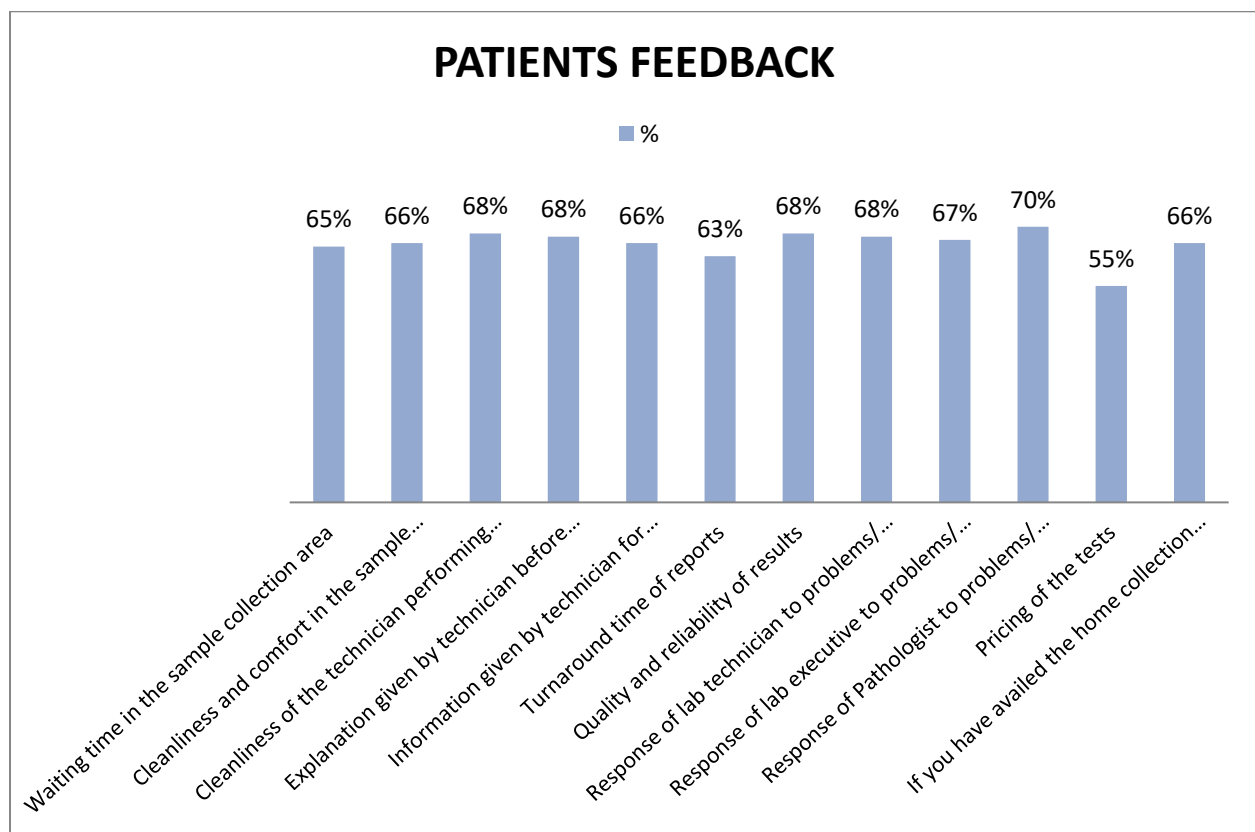
Questions asked were as followed–

- Waiting time in the sample collection area
- Cleanliness and comfort in the sample collection area
- Cleanliness of the technician performing sample collection
- Explanation given by technician before sample collection
- Information given by technician for availability of reports
- Turnaround time of reports
- Quality and reliability of results
- Response of lab technician to problems/ queries

- Response of lab executive to problems/ queries
- Response of Pathologist to problems/ queries
- Pricing of the tests
- If you have availed the home collection facility how would you rate it.

The answer for the same was given in terms of Very Satisfactory , satisfactory, unsatisfactory.

ANALYSIS OF FEEDBACK GIVEN BY THE PATIENTS ARE -



INTERPRETATION OF PATIENTS FEEDBACK –

It was seen that many of the patients were satisfied with the services provided and the way they were assessed , but was little unhappy with the price of the test , saying that the price is too high for all the laboratory investigations. Whereas the quality of services provided was good but improvements can be done for home sample collection. Some of the patients said to decrease the waiting time for the reports as well on weekends and

there should be more staff on weekends as well there are many more improvements that can be made to increase the patients satisfaction and make them happy with the services.

DOCTORS FEEDBACK

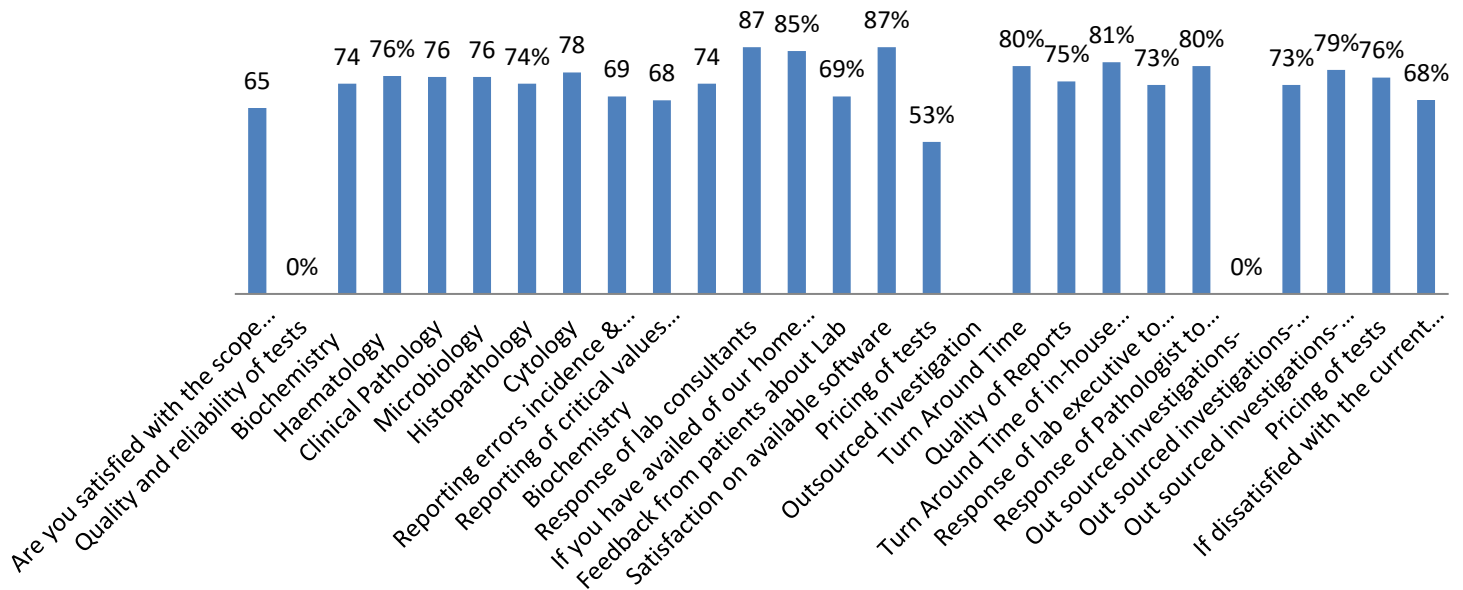
Questions asked were as follows –

- Are you satisfied with the scope of services provided by laboratory.
- Quality and reliability of tests
- Reporting errors incidence & corrective actions
- Reporting of critical values including timelines.
- Response of lab consultants
- If you have availed of our home collection facility, how would you rate it.
- Feedback from patients about Lab
- Satisfaction on available software
- Pricing of tests
- How about the Outsourced investigation
- Turn Around Time of in-house investigation
- Response of lab executive to problems/ queries
- Response of Pathologist to problems/ queries
- Out sourced investigations- Turn Around Time
- Out sourced investigations- Quality of reports
- If dissatisfied with the current turnaround time, please indicate what time you would consider as appropriate for routine tests

ANALYSIS OF FEEDBACK GIVEN BY THE DOCTORS ARE -

DOCTORS FEEDBACK

■ Percentage



INTERPRETATION OF DOCTORS FEEDBACK –

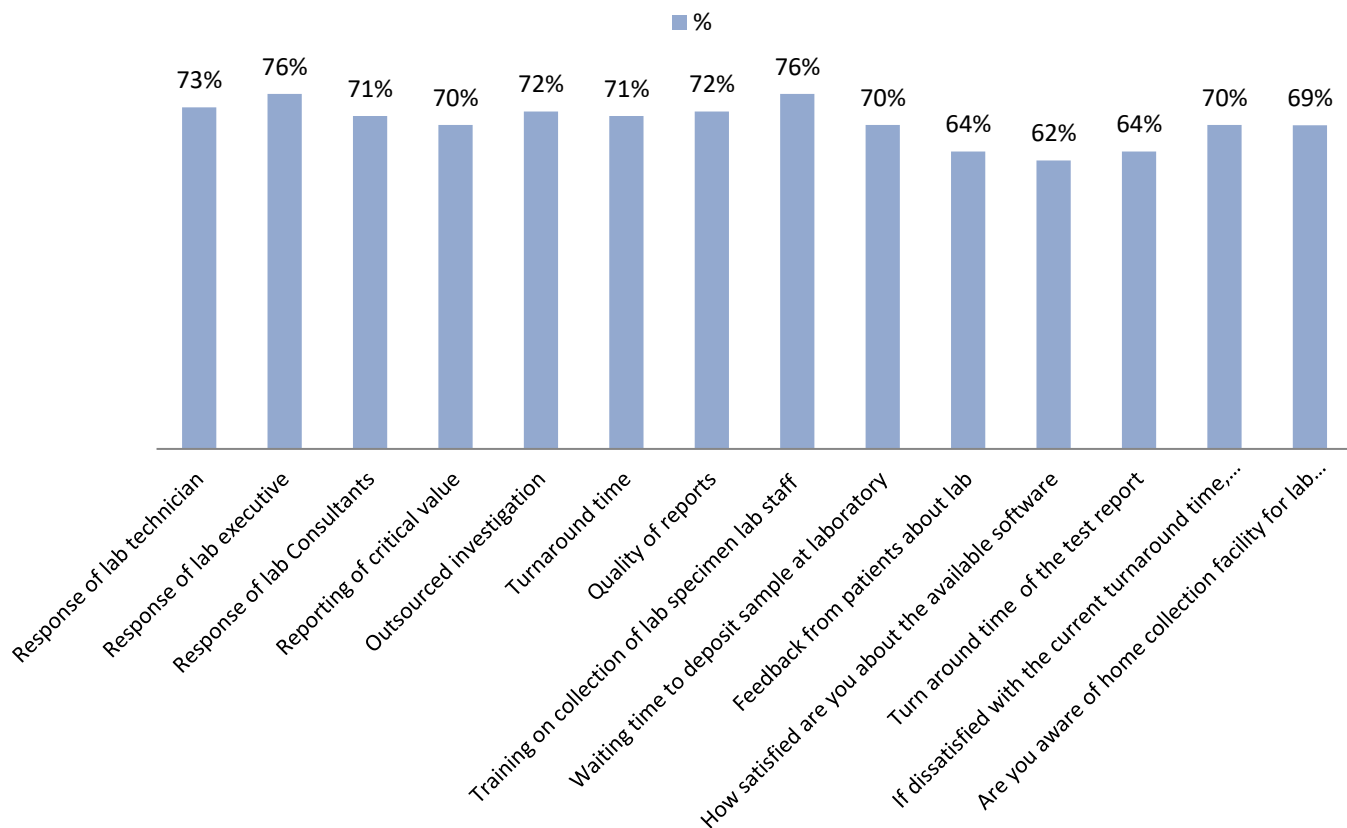
It was seen that almost all of the Doctors were satisfied with the services provided and the way the patients are assessed , but was some of the improvements to be made seen in the analysis was for the price and reporting errors can be managed , they was all over satisfied with the laboratory services provided and the doctors told to keep the good work on.

NURSES FEEDBACK

Questions asked were as follows –

- Response to problems / queries
- Response of lab technician
- Response of lab executive
- Response of lab Consultants
- Reporting of critical value
- Outsourced investigation
- Turnaround time
- Quality of reports
- Training on collection of lab specimen by lab staff.
- Waiting time to deposit sample at laboratory
- Feedback from patients about lab
- How satisfied are you about the available software
- Turn around time of the test report
- Are you aware of home collection facility for lab sample.

NURSES FEEDBACK



INTERPRETATION OF NURSES FEEDBACK –

It was seen that almost all of the nurses were satisfied with the services provided and the way the patients are assessed, but some of the improvements to be made seen in the analysis was for the time taken for the reports and feedback taken from the patients states few improvements. More nurses should be aware for the home sample collection facility provided by the hospital. Rest all the responses were satisfactory.

CHAPTER 6

DISCUSSION

The Objective of this Study were to determine the Patients, doctors, nurses Feedback Form of laboratory Department. This was a cross sectional hospital based study conducted in Columbia Asia Hospital Gurugram. All the doctors and nurses which were available during the OPD timings were asked to fill the questionnaire .Information was obtained by data collection in form of questionnaire selected conveniently, which includes patient, doctors, nurses suggestions to improvement of the laboratory services , staffs and all the facilities provide in laboratory like doctors, nursing staff, technician, housekeeping and others. For the selected time periods observation was also done, and it was checked that work well managed or not and good quality of services are provide or not. It was seen that the complains were about the price of the test, unavailability of staff on weekends and few issues with the reports that was given on the basis of personal monitoring it was seen that few errors were reported that can be managed.

CHAPTER 7

RECOMMENDATIONS AND SUGGESTIONS

- 1)Ensure all Laboratory personnel follow the established customer interaction protocols.
- 2) Time to time Obtain patients, doctor and nurse feedback to minimize customer complaints.
- 3) Maintains departmental policies and procedures, quality assurance programs, safety, environmental and infection control standards.
- 4) Ensures filing and maintenance of all required documents form from all the patients.
- 5) Provide orientation to Laboratory staff and keeps them informed of the policies and procedures to be followed.
- 6) Ensure that patients receive the test results on time and avoid the mixing of the report with other patients.
- 7) Some discounts to that can be provided to patients on combined test or if the patients gets admitted a package of test can be made.

8) Doctors can also be asked to influence the patients to get the test done with our own laboratory, since they are the first to interact with the patients.

CHAPTER 8

Conclusion

Patients are responsible for spreading good image of Hospital and therefore satisfaction of patients visiting Hospital is highly Important for Hospital management. Various studies about In patient services have elicited problems like overcrowding of patient, price or money factor, turn around time along with the patients doctors and nurses also play a vital role in improvement of the services tht are being provided in the hospital. There are many improvements that can be made through the feedback mechanism and therefore increasing the patients in the hospital and revenue generation takes place. Thus ,Feedback of patients , doctors and nurses play a vital role in Quality Improvement of laboratory services.

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