

**DISSERTATION INTERNSHIP**  
**AT**  
**INTERNATIONAL INSTITUTE OF HEALTH**  
**MANAGEMENT AND RESEARCH, NEW DELHI**

**PATIENT SATISFACTION IN DIALYSIS UNIT**

**BY**  
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**ENROLL NO-PG/2020-22/052**  
**UNDER THE GUIDANCE OF**  
**MENTOR - DIVYA AGGARWAL**

**POST GRADUATE DIPLOMA IN HOSPITAL AND**  
**HEALTHMANAGEMENT 2020-2022**



**INTERNATIONAL INSTITUTE OF HEALTH**  
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The certificate is awarded to

**RAGHAV**

in recognition of having successfully completed his  
Internship in the department of

**PATIENT SATISFACTION IN DIALYSIS UNIT**

and has successfully completed his Project on

**PATIENT SATISFACTION IN DIALYSIS UNIT**  
**15<sup>th</sup> MARCH TO 30<sup>th</sup> JUNE**

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He comes across as a committed, sincere & diligent person who has a strong  
drive & zeal for learning.

We wish him all the best for future endeavors.



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The Internship is in fulfillment of the course requirements.

I wish him all success in all his future endeavors.



Ms. Divya Aggarwal  
Associate Dean  
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The following dissertation title "**Patient Satisfaction in Dialysis Unit**" at "**DCDC Kidney Care**" is hereby approved as a certified study in management carried out and presented in a manner satisfactorily to warrant its acceptance as a prerequisite for the award of **PGDM (Hospital & Health Management)** for which it has been submitted. It is understood that by this approval the undersigned do not necessarily endorse or approve any statement made, opinion expressed or conclusion drawn therein but approve the dissertation only for the purpose it is submitted.

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Suggestions for Institute (course curriculum, industry interaction, placement, alumni): \_\_\_\_\_

  
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Plagiarism detect software used	"TURNITIN"
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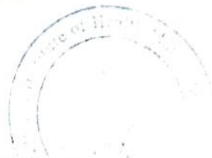
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# **PROJECT REPORT**

## **TO ASSESS THE PATIENT SATISFACTION WITH CARE IN THE DIALYSIS UNIT**

### ***BACKGROUND:***

Health care quality is one of the most important aspects in providing cost-effective, improved health care and enhancing patient outcomes. Patient satisfaction is an important determinant in measuring health care quality and performance<sup>[1]</sup> Chronic kidney disease is a life-threatening disease and required renal transplantation or dialysis<sup>[2]</sup>. It is a big public health issue because of the significant burden on health system and also on the patients who need the treatment. Dialysis is done in the patients after their kidney fails and it helps them to live a longer life. Dialysis is a continuous care provided to the patient hence patient satisfaction towards the care provided in the dialysis unit is very important. Patient spend years in the treatment process and hence their satisfaction with care within the dialysis unit is very important. Healthcare quality is an issue in medical care especially in treatment of chronic diseases or diseases with long term treatment like the chronic renal diseases. Patients undergo hemodialysis having mortality rate of 15-20% every year<sup>[3]</sup>. According to the World Health Organization (WHO), eight million individuals will need dialysis by 2025<sup>[4]</sup>

## **LITERATURE REVIEW:**

Magda Bayoumi et al (2016) have done a cross-sectional study on the patient's satisfaction with care at dialysis unit and found half of the patients were unsatisfied with care being provided to them and concluded that the financial factor, communication factors are also very important in overall satisfaction of the patient. <sup>[5]</sup>

Suetonia C Palmer et al. have done a cross-sectional study to evaluate patient satisfaction in the procedure of haemodialysis across various countries and they found that the patients undergoing dialysis are least satisfied with the care aspects being provided to them and concluded that the accurate information, prognosis need to be considered during choosing of dialysis treatment for the patients <sup>[6]</sup>

Michelle M. Richardson et al. (2015) have done a survey on the satisfaction with care of patients undergoing dialysis procedures and found that the patients with shorter dialysis vintage were more satisfied comparatively patients with longer dialysis vintage and overall, their survey demonstrates healthier and more adherent patients on haemodialysis <sup>[7]</sup>

**SIGNIFICANCE OF THE STUDY:** As the patients with chronic kidney diseases undergo long-term treatment for dialysis hence their satisfaction act as an indicator to evaluate the health care outcomes and the quality of care being provided to them in the dialysis unit which in turn helps to highlight the area of weakness in order to overcome them in future.

## **OBJECTIVE:**

1. To analyse the satisfaction of patients undergoing Dialysis
2. To suggest suitable measures to increase the quality of dialysis procedure

## **STUDY METHODOLOGY:**

**STUDY DESIGN:** Cross-sectional study

**STUDY DURATION:** 3 months

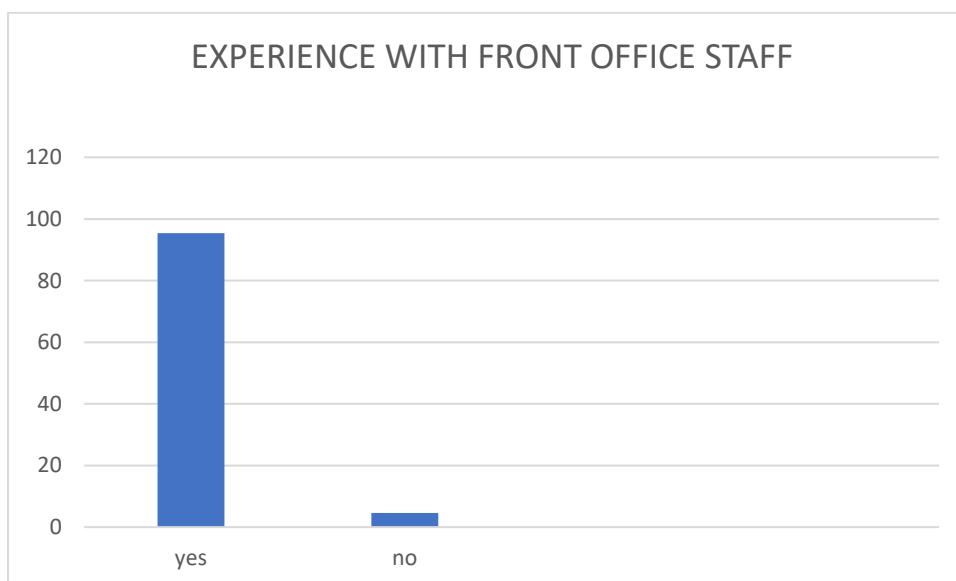
**STUDY POPULATION:** Patients who are undergoing dialysis

**STUDY TOOL:** A digital questionnaire was formed with the help of google forms and sent to the patients receiving dialysis.

**DATA ANALYSIS:** Data was collected and then exported to excel and then its analysis was done with the help of excel software.

## RESULTS:

Figure1 is showing about the experience of the patients with front office staff with 94% of the patients have excellent experience and only 6 % have poor experience



**FIGURE1:** Experience with front office staff

Figure 2 is showing about the experience of the patients towards the counselling processes with 73% of patients have excellent experience followed by 23.6% of patients with good experience, 2.8% have fair experience and only 0.9% have poor experience

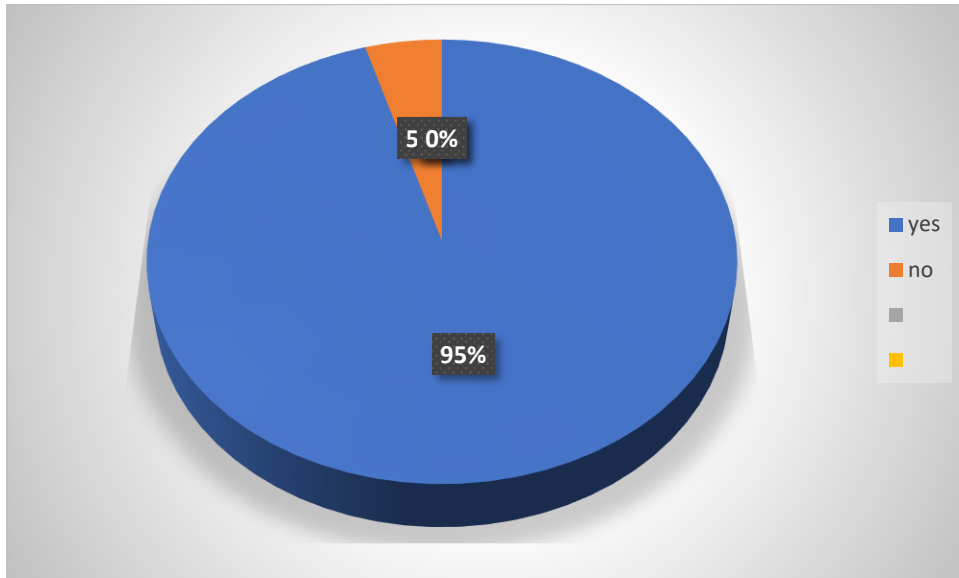


Figure 2: Experience during counselling process

Figure 3 is showing about the experience of the patients with doctors i.e. 78.5% of the patients have excellent, 19.6% have good, 1.9% have fair experience with doctors.

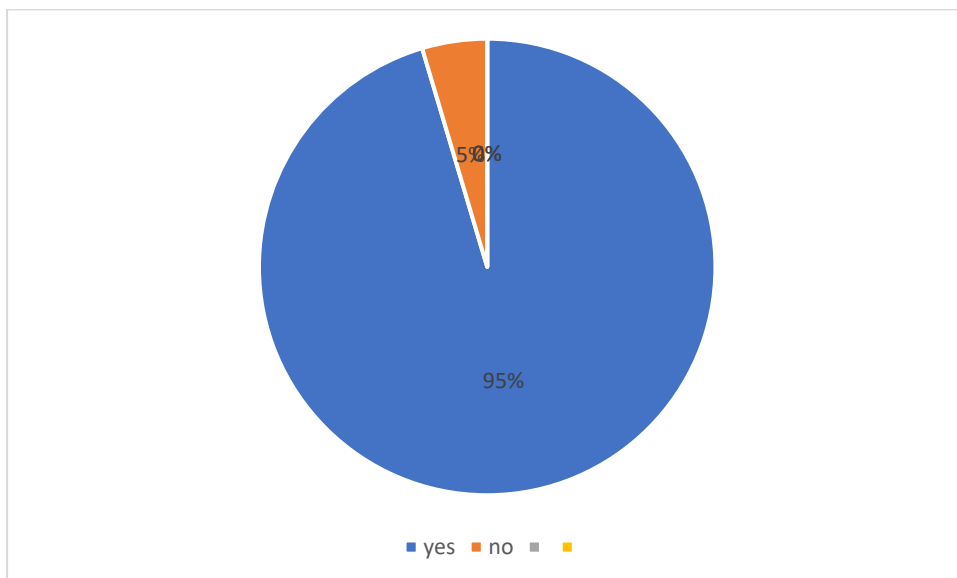
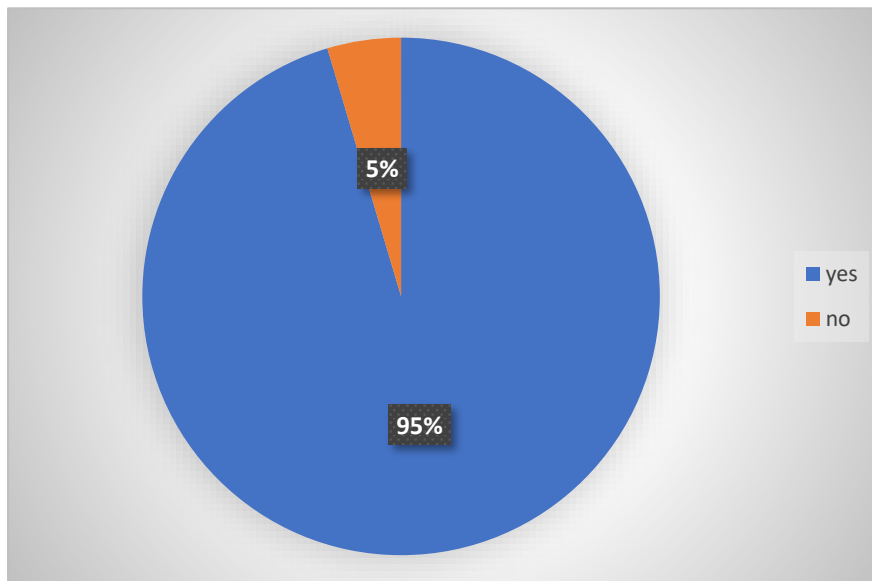


FIGURE 3: Experience of patients with doctors

Figure 4 is showing whether the doctor is providing his full time and concern to his patients or not and it is depicting from the table that 97.2% of the doctors are giving their full time

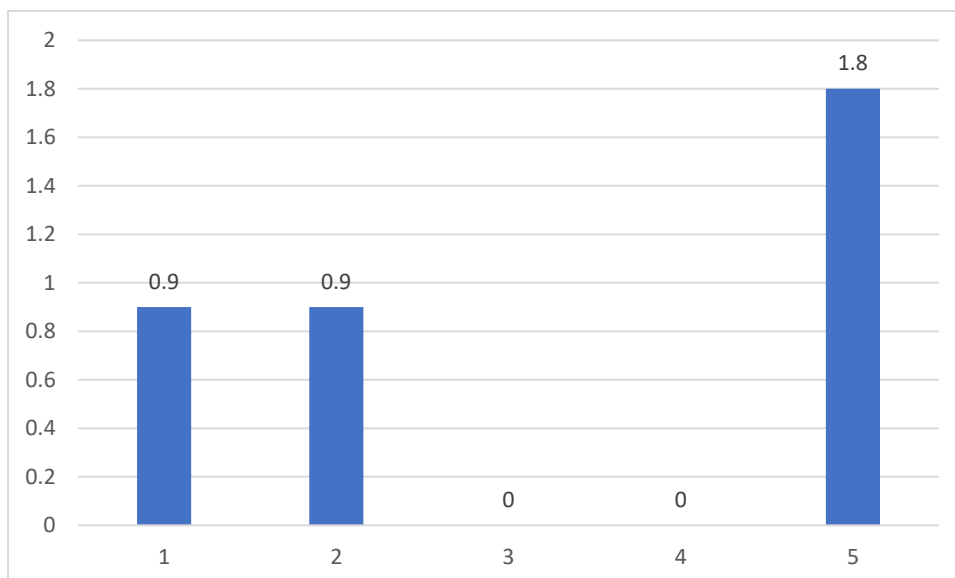


and concern and only 2.8% are not giving their time to patients



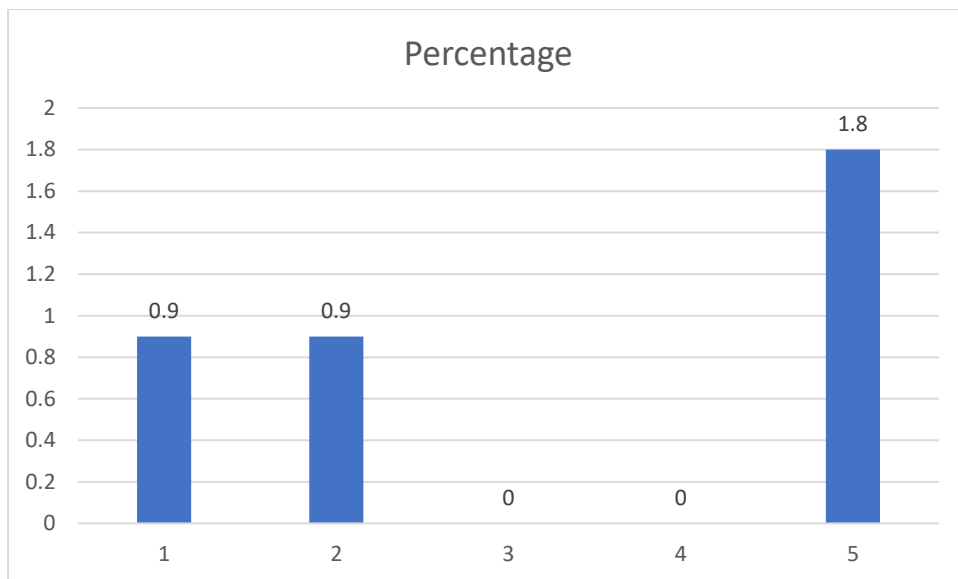
**FIGURE 4:** Availability of doctor's time and concern

Figure 5 is showing the care and concern shown by the nursing staff towards the patients and majority of the patients have given good rating to the patients i.e. 76.6% of patients have given 5 rating and only 1.9% have given 1 rating to the nursing staff



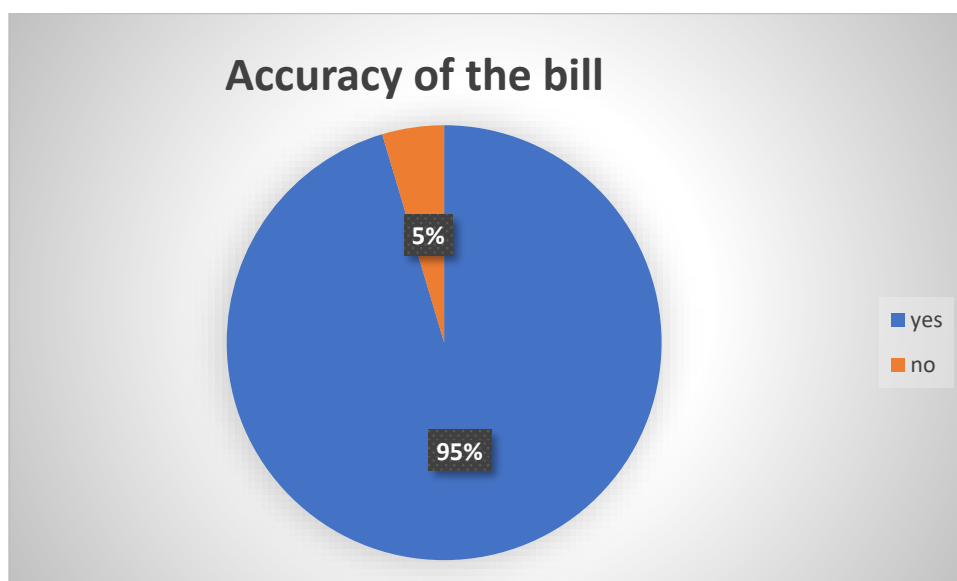
**TABLE 5:** Rating of nursing staff towards patient's care

Figure 6 demonstrates the patient-nurse communication and majority of the patients i.e 76.9% are satisfied with the communication and only 23.9% are not satisfied with the communication of the nurse.



**FIGURE 6:** Communication skills of nursing staff

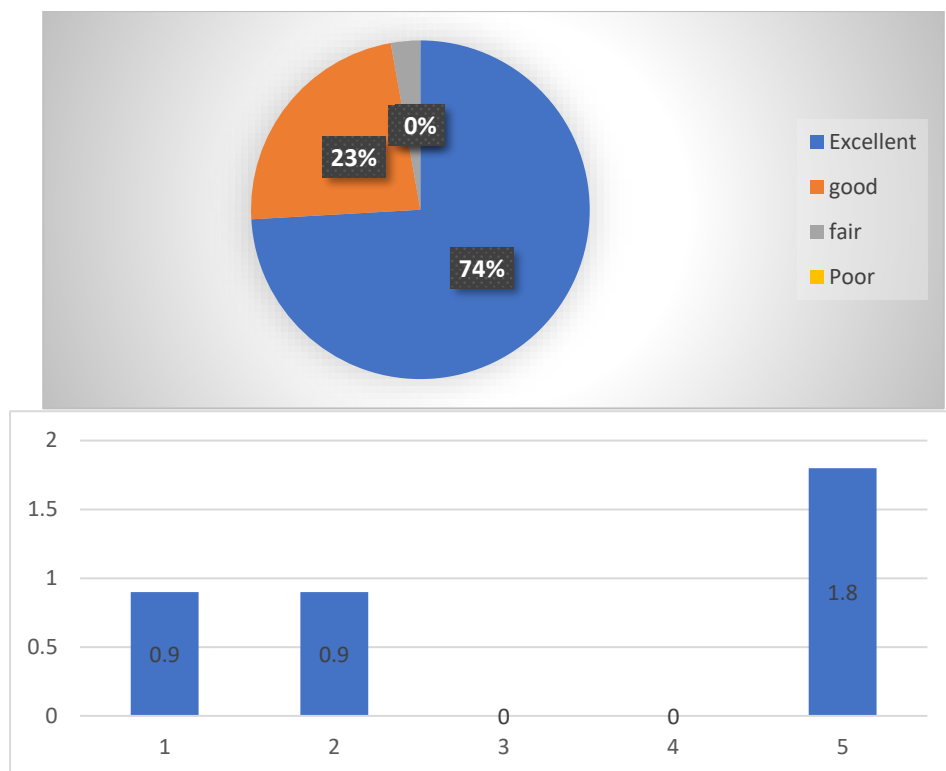
Figure 7 demonstrates about the accuracy of the bill provided to the patients and 98.1% of the patients gets the accurate bill and only 1.9% doubts about the accuracy of the bill



**FIGURE 7:** Accuracy of the bill

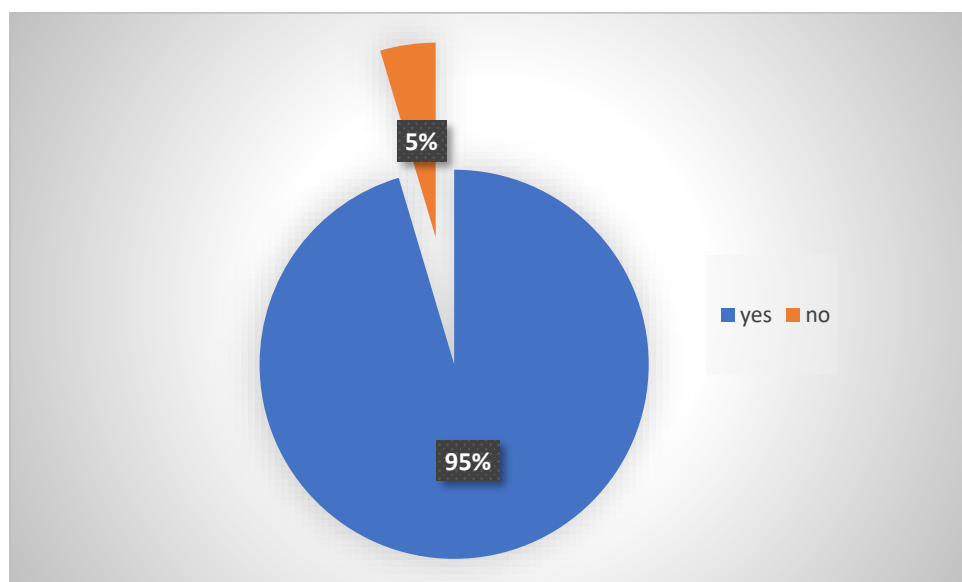
Figure 8 is showing about the patient's perception towards the housekeeping staff and 74 % of the patients have good experience towards the housekeeping staff and only 23% have poor experience towards housekeeping and figure 9 is showing about the scoring given by the patients for the cleanliness of the dialysis unit

**FIGURE 8:** experience towards housekeeping staff



**FIGURE 9:** Cleanliness in the dialysis unit

Figure 10 is showing the satisfaction of the patients with the condition of the machines and equipment used in the dialysis unit and majority of the patients i.e 95.4% are happy.



**FIGURE 10:** condition of the equipment and the machines

Figure 11 and figure 12 are showing about the waiting space, seating arrangements and parking service. Maximum patients are satisfied with the waiting space, seating arrangements and parking service with the majority have given 5 scores to all these services.

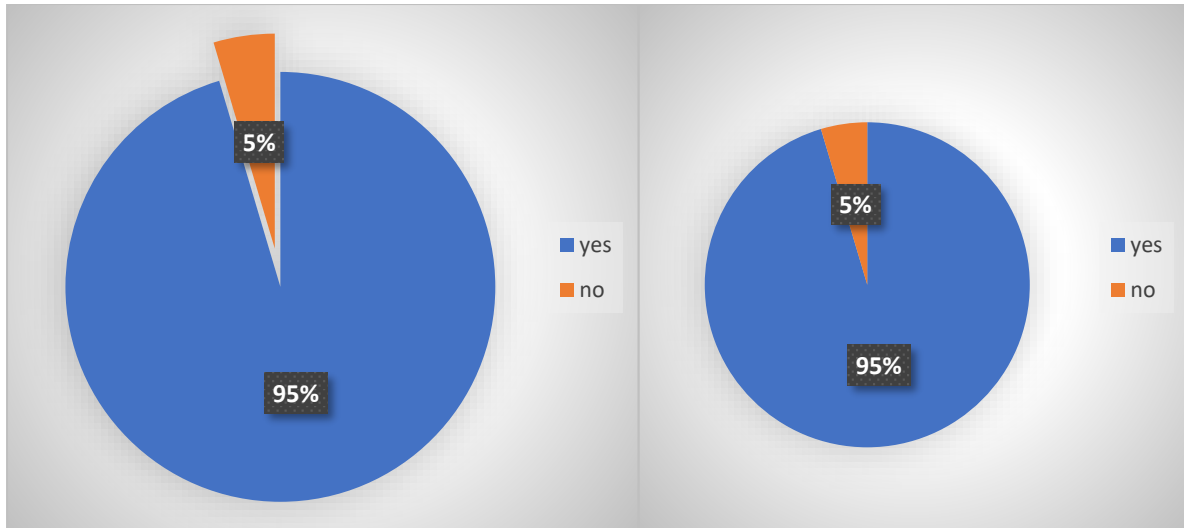


FIGURE 11: waiting space and seating

FIGURE 12: Parking service

#### Arrangement

Figure 13 is showing about the satisfaction of the patients towards the services provided in the dialysis unit and 81% of the patients have given scoring of 10 which means fully satisfied and only 0.9% have given the scoring of 1 which means they are least satisfied with the services

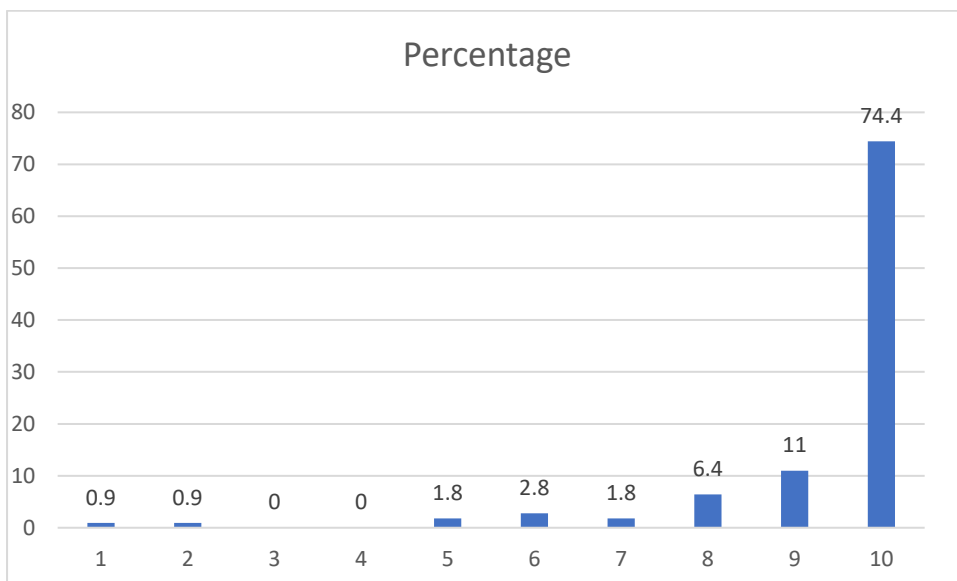


FIGURE 13: satisfaction of patient towards services provided

Figure 14 demonstrates about the behavior of the staff towards their patients and majority of the patients i.e. 97.2% are satisfied with the staff behavior and only 2.8% are not satisfied with the behavior of the staff

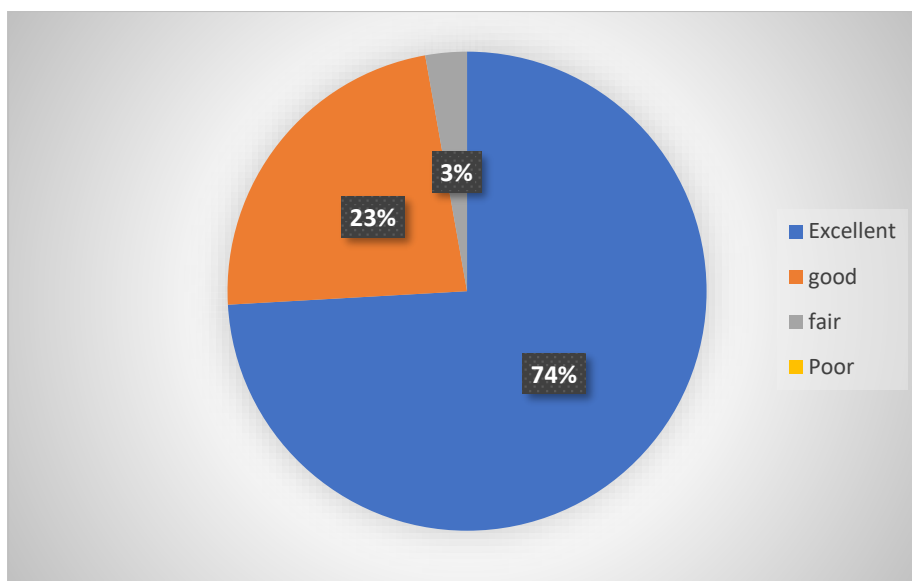


FIGURE 14: Behavior of Staff members

**DISCUSSION:** Dialysis therapy is a complex procedure and a long-term therapy and it is a challenging area for the patients with chronic kidney diseases thus the assessment of patient satisfaction towards dialysis procedure is very important to improve the quality of life of the patients and also to get the better health outcomes. Our results are showing overall good patient satisfaction with care in the dialysis unit. Our findings reveal that the overall proportion of the patients who were satisfied with the dialysis procedures and the services was found to be more than 80% which is very similar to the studies previously done like a study conducted in Iraq, at the university of Baghdad where there was high satisfaction with care.<sup>[5]</sup> It is also in contrast to some studies which have shown less satisfaction of the patients towards care in the dialysis unit such as the study was conducted in Egypt Beni-suef university Hospital where the findings revealed 50% satisfaction of patient which is much lesser than our study.<sup>[6]</sup>

The difference of satisfaction of the patients could be due to many reasons like economic reasons, type of health facility, quality of services provided etc. Even if maximum studies revealed overall satisfaction of the patients towards care in dialysis unit but there is a difference in the satisfaction level in different focal areas of the dialysis unit.

**CONCLUSION:** The study has shown the high satisfaction of the patient with care in the dialysis unit and it is the same in all focal areas regarding the dialysis unit. Patients are satisfied with the doctors, and nursing staff and also satisfied with the services being provided to them in the dialysis unit

### **LIMITATIONS:**

- A lot of patients refused the consent
- Time limitation

### **REFERENCES:**

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8. [Magda Bayoumi1 HAEG, Abeer Ahmed Patients' Satisfaction with Care at Dialysis Unit International Journal of Nursing Science 2016; 6\(5\):117-22.](#)



## ANNEXURE

SERIAL NO	SERVICES	FEEDBACK			
		EXCELLENT	GOOD	AVERAGE	POOR
<b>1</b>	<b>CUSTOMER SERVICES</b>				
<b>A.</b>	<b>EXPERIENCE WITH FRONT OFFICE STAFF</b>				
	FRIENDLINESS AND COURTESY				
	COUNSELLING OF PROCESSES AND EXPENSES				
<b>2</b>	<b>CLINICAL SERVICES</b>				
<b>A.</b>	<b>EXPERIENCE WITH DOCTORS</b>				
	TIME TAKEN BY DOCTORS				
	EXPLANATION OF TREATMENT				
<b>B.</b>	<b>EXPERIENCE WITH NURSING STAFF</b>				
	CARE AND CONCERN SHOWN				
	COMMUNICATION				
<b>3</b>	<b>BILLING SERVICES</b>				
	BILLING ACCURACY				
	HANDLING OF BILLING QUERIES				
<b>4</b>	<b>SUPPORT SERVICES</b>				
<b>A.</b>	<b>HOUSEKEEPING</b>				
	GENERAL CLEANLINESS AND UPKEEP				
<b>5</b>	<b>FACILITIES</b>				
	FUNCTIONING OF EQUIPMENTS/MACHINES				
	TOILETS				
	WAITING SPACE & SEATING ARRANGEMENTS				
	PARKING				
<b>6</b>	<b>OVERALL SATISFACTION</b>				