

**DISSERTATION REPORT**  
**AT**  
**SARVODAYA HOSPITAL GREATER NOIDA WEST, SECTOR 16C**  
**STUDY ON PATIENT SATISFACTION IN OUT PATIENT DEPARTMENT**  
**AT SARVODAYA HOSPITAL, GREATER NOIDA**  
**BY**  
**DR. SHIWANGI SINGH (PT)**  
**PG/21/101**  
**UNDER THE GUIDANCE OF**  
**MR NITIN YADAV**  
**DR PANKAJ TALREJA**  
**PGDM (Hospital & Health Management)**

**2021-23**



**INTERNATIONAL INSTITUTE OF HEALTH MANAGEMENT AND RESEARCH,  
NEW DELHI**

The certificate is awarded to

**Dr. Shiwangi Singh (PT)**

In recognition of having completed her Dissertation in the Operations Department.

And successfully completed her project on

**A study on patient satisfaction in outpatient department at Greater Noida West**

16th February 2023- 31st May 2023

AT

**Sarvodaya Hospital Greater Noida West**

Comments:

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MR. MITIN YADAV

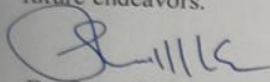
OPERATIONS MANAGER (NON MEDICAL),  
SARVODAYA HOSPITAL GREATER NOIDA,

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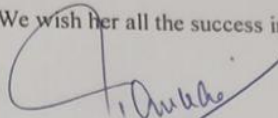
This is to certify that Dr. Shiwangi Singh (PT) student of PGDM (Hospital and Health Management) from International Institute of Health Management Research; New Delhi has undergone internship at Sarvodaya Hospital Greater Noida West from 16th January 2023 to 31st May 2023.

The candidate has successfully carried out the study designed to her during dissertation and her approach to the study has been sincere and analytical.

The internship is in fulfilment of the course requirements. We wish her all the success in all her future endeavors.



Dr. Sumesh Kumar  
Dean, Academic and Student Affairs,  
IIHMR, DELHI.



Dr. Pankaj Talreja Associate  
Controller of Examination,  
IIHMR, DELHI

**CERTIFICATE OF APPROVAL**

The following dissertation titled "**A STUDY ON PATIENT SATISFACTION IN OUT PATIENT DEPARTMENT AT SARVODAYA HOSPITAL, GREATER NOIDA, WEST**" is hereby approved as a certificate study management carried out and presented in manner satisfactorily to warrant is acceptance as a prerequisite for the award of **Post Graduate Diploma in Health and Hospital 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 the purpose it is submitted.

Dissertation Examination Committee for evaluation of the dissertation.

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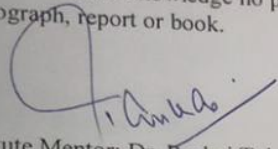
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**CERTIFICATE FROM DISSERTATION ADVISORY COMMITTEE**

This is to certify that Dr. Shiwangi Singh (PT), a graduate student of PGDM (Hospital and Health Management) has worked under the guidance and supervision. She is submitting her dissertation titled "STUDY ON PATIENT SATISFACTION IN OUT PATIENT DEPARTMENT" at Sarvodaya Hospital in partial fulfilments of the requirements for the award of the PGDM (Hospital & Health Management). This dissertation has the requisite standard and to the best of our knowledge no part of it has been reproduced from any other dissertation, monograph, report or book.

  
Institute Mentor: Dr. Pankaj Talreja

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INTERNATIONAL INSTITUTE OF HEALTH MANAGEMENT RESEARCH  
NEW DELHI

CERTIFICATION BY SCHOLAR

This is to certify that the dissertation titled "STUDY ON PATIENT SATISFACTION IN OUT PATIENT DEPARTMENT at Sarvodaya Hospital submitted by Dr. Shiwangi Singh (PT) Enrollment No. PG/21/101 under the supervision of Mr. Nitin Yadav, Dr. Pankaj Talreja for award of PGDM (Hospital and Health Management) of the Institute carried out during the period from 16th February 2023 to 31st May 2023 embodies my original work and has not formed the basis for the award of any degree, diploma associate ship, fellowship, titles in this or any other Institute or other similar institution of higher learning.

*Shiwangi Singh*

Dr. Shiwangi Singh (PT)

Annexure F

## FEEDBACK FORM

Name of the Student: *Shiwangi Singh*

Name of the Organisation in Which Dissertation Has Been Completed: *Sarvodaya Hospital*

Area of Dissertation: *Patient Care Services*

Attendance: *REGULAR*

Objectives achieved: *OPD (BILLING + CO-ORDINATIONS), RADIOLOGY, PHC, ER.*

Deliverables: *DATA (CONVERSIONS + OPD), PREVENTIVE HEALTH CHECKUP DESK*

Strengths: *TEAM-WORKER, PATIENT ORIENTED, PATIENT SUPPORTIVE, HARD WORKER.*

Suggestions for Improvement: *NEEDS TO BE MORE PROMPT TOWARDS HER LEARNINGS.*

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

Signature of the Officer-in-Charge, Organisation Mentor (Dissertation)



Date: *26/07/23*  
Place: *NOIDA*

## **ACKNOWLEDGEMENT**

The satisfaction and exhilaration that come with the successful completion of the project would be incomplete without mentioning the people who made it possible, so first and foremost I would want to thank The Almighty GOD whose favour makes all things possible.

I would like to take this opportunity to thank and express my sincere gratitude to my faculty supervisor, Dr. Pankaj Talreja (Associate Professor, Controller of Examination, IIHMR, New Delhi), my hospital guide, Mr. Nitin Yadav, Operation Manager (Non-Medical), Mr. Kartik Singh Team Leader (Patient Care Services) Sarvodaya Hospital Greater Noida West, and to all those without the help of whom I could not have written this unique piece of writing. They gave me invaluable advice and time during the study, made helpful ideas, had a positive attitude and was constantly encouraging, for which I am incredibly grateful.

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Last but not least, I want to express my sincere gratitude to my parents for their love, support, education, belief in me, and for helping me get ready for the future

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## **EXECUTIVE SUMMARY**

Patient satisfaction plays a crucial role in influencing patient outcomes, treatment program adherence, and overall healthcare service consumption. It serves as a vital component in determining healthcare quality and patient-centered care. Understanding the key factors that impact patient satisfaction in outpatient department (OPD) settings can lead to improvements in healthcare delivery.

The current study delves into the investigation and evaluation of variables that influence patient satisfaction within outpatient department settings, focusing specifically on Sarvodaya Hospital. Employing a cross-sectional descriptive design, this study utilizes a well-structured questionnaire to gain insights into patient perspectives.

The findings of this study hold significant value for healthcare professionals, administrators, and policymakers as they strive to enhance the standard of treatment and maximize patient satisfaction in OPD settings. Only participants who had previously visited the OPD and willingly volunteered were included in the study.

Data collection took place between January 16 and May 31 of 2023, using a pre-structured questionnaire as the research instrument. The study focused on various aspects of patient experiences, including registration, services, consultations, nursing care, pharmacy services, radiology, and hospital cleanliness, with the ultimate goal of measuring patient satisfaction.

The results revealed that an impressive 93.5% (187) of the respondents expressed contentment with the hospital's services, while an even higher percentage of 98.5% of patients reported being satisfied with the hospital's amenities. Notably, patients showed significant levels of satisfaction with the services provided by doctors, nurses, and pharmacists, ranging from 81.5% to 96%.

In conclusion, this study sheds light on the importance of patient satisfaction in OPD settings and emphasizes the need for continuous efforts to improve healthcare services, ensuring patient-centered care and positive patient outcomes. The insights gleaned from this research can serve as a valuable guide for enhancing overall healthcare experiences and optimizing patient satisfaction in outpatient departments.

The research findings indicate that the registration service received only moderate satisfaction, with 64% of respondents expressing their level of contentment. Some of the issues cited were the inadequate availability of prescription drugs and the unwelcoming behavior of registration employees. Notably, education appeared to play a significant role in determining patient satisfaction levels concerning sociodemographic factors. Additionally, a strong correlation was observed between patient satisfaction and the quality of services provided by doctors, nurses, and pharmacies. However, when exploring the impact of accessibility factors on patient happiness, no substantial association was found between any specific factor and satisfaction levels.

Based on the study's results, it is recommended that both clinical and administrative staff members undergo training in civility and professional conduct. Regular performance reviews should form the basis for implementing rewards and penalties. Furthermore, ensuring that the pharmacy maintains an adequate and appropriate stock of medications is highly advised. Regular monitoring of patient satisfaction levels in outpatient departments is crucial. For more in-depth insights and compelling discoveries, future research on satisfaction should expand its scope and reach. For example, comparative studies can be conducted between patient and staff satisfaction and between the services provided by the hospital under study and those offered by other healthcare facilities. This will help enhance the overall understanding of patient satisfaction dynamics and contribute to continuous improvements in healthcare services.

## **CHAPTER 1-INTRODUCTION**

### **Background**

Patient satisfaction serves as a vital indicator of healthcare quality, playing a significant role in assessing the effectiveness of healthcare treatments. In the context of outpatient department (OPD) settings, where non-emergency care and treatment are provided, understanding and improving patient satisfaction is crucial for optimizing the overall healthcare experience.

Patient satisfaction is a complex concept encompassing various factors related to care, such as effective communication, wait times, doctor-patient relationships, the physical environment of the facility, and service accessibility. Healthcare organizations worldwide prioritize patient-centered care and continually seek to comprehend the variables influencing patients' happiness in OPD settings. The outpatient division of a hospital holds immense importance as it handles patients who do not require inpatient treatment, providing them with diagnosis and treatment through outpatient clinics.

Conducting patient satisfaction surveys is a key instrument for evaluating management effectiveness. Gaining insights into patients' perceptions of the care and treatment they receive is essential for making informed decisions to enhance healthcare, patient satisfaction, and the well-being of medical professionals. Evaluating the quality of intangible service offerings poses a significant challenge for managers and administrators in the health services sector. Various factors, including patient expectations, health status, individual characteristics, and aspects of the healthcare system, can influence patient happiness or dissatisfaction. However, patient satisfaction has evolved into a valuable indicator of healthcare quality, leading to the increasing prevalence of surveys measuring patient satisfaction.

The outpatient department (OPD) functions as the hospital's initial point of contact with patients and serves as a window to showcase the health maintenance services available to the community. Patient dissatisfaction in the OPD can arise due to various issues, such as overcrowding, consultation delays, and inadequate guidance. Conducting surveys is an effective means of assessing patient satisfaction and identifying measures to prevent dissatisfaction, thereby addressing such issues. Patient satisfaction in healthcare is gaining recognition as a key metric for evaluating the quality of health services. Moreover, individuals who report higher levels of satisfaction with their care are less likely to seek emergency medical attention.

Patient satisfaction is defined as meeting or surpassing an individual's expectations regarding a service or product. When a patient visits a hospital, they often arrive with preconceived notions based on market trends, the institution's reputation, and the cost of the visit. Addressing both clinical and non-clinical aspects of services can positively impact patient satisfaction, while neglecting these aspects can lead to decreased satisfaction. It is important to note that patient perception might be influenced by information received from others, but this is not always the sole determinant of their satisfaction level. Comprehensive efforts to improve patient satisfaction

should consider a wide range of factors and seek to create a positive and fulfilling healthcare experience for all patients.

Similarly, if patients or their attendants have high expectations, achieving satisfaction becomes more challenging, potentially lowering overall patient satisfaction levels. Nonetheless, patient satisfaction remains a significant and widely used indicator of healthcare quality, with implications for clinical outcomes, patient retention, and medical malpractice lawsuits. It significantly influences the delivery of prompt, effective, and patient-centered high-quality healthcare, making it an essential metric to gauge hospital and doctor performance.

Hospitals serve as vital facilities offering a broad spectrum of medical services to individuals who are ill, injured, or expectant. They provide inpatient care to patients requiring close medical monitoring and outpatient treatment for ambulatory care needs. Hospitals encompass a range of services, including surgeries, rehabilitation, health education programs, diagnostics, and medical treatments for physical and mental health conditions. Additionally, they play a crucial role in training nurses and doctors and serve as hubs for groundbreaking medical research and education. However, in recent times, there has been a growing trend among hospital administrators to streamline patient services while enhancing ambulatory outpatient care.

Patients constitute the primary users of hospitals, and their care represents the hospital's core responsibility. The quality of patient care serves as a crucial benchmark to assess the effectiveness of the services provided. According to Swamy (1975), patient satisfaction stands as the best indicator of a hospital's operational efficiency. Due to the diversity of individuals' thoughts, feelings, and needs, combined with the hospital's role in serving the entire society, each patient may have different expectations. Today's patients are well-informed about their demands and rights, living in a world of knowledge and technology. They understand that medical institutions are designed to deliver adequate and high-quality care.

Measuring patient satisfaction remains the most effective method to evaluate the performance of healthcare facilities.

The hospital's outpatient department, commonly known as an outpatient clinic, caters to patients who do not require overnight stays and provides diagnosis and treatment accordingly. The outpatient division holds a significant position in the overall functioning of the hospital. Many patients receive initial checks and treatments as outpatients before potential inpatient admission later on. After discharge, patients may return to outpatient clinics for follow-up care.

The outpatient department, often regarded as the hospital's shop window (Kunders, 1998), handles ambulatory patients seeking diagnostic services. These patients demand swift and convenient services, necessitating multitasking and optimal resource utilization through the OPD's single-window system (Srinivasan, 2000)

Patients form the primary user base in every hospital, making their care a paramount responsibility of the healthcare facility. Patient satisfaction stands as a significant benchmark to evaluate the effectiveness of the services provided. Delivering excellent patient care is a key factor in determining the overall effectiveness of the hospital. According to Swamy (1975), patient satisfaction serves as the most reliable indicator of a hospital's efficiency, considering the unique thoughts, feelings, and needs of each individual, as the hospital caters to diverse members of society, leading to varied expectations.

The notion of patient satisfaction is closely tied to future developments in healthcare, with a growing emphasis on human-centered care supported by the 1990 World Health Organization summit advocating health for all. Investments in healthcare, patient care, and patients' rights to receive high-quality medical services are given significant attention to ensure their contentment. Patient satisfaction holds immense importance due to its multifaceted impact. Satisfied patients are more likely to return to the hospital for future needs, contributing to financial stability and efficient operations. On the contrary, dissatisfied patients may lead to financial losses and pose challenges for the hospital's management.

Various factors contribute to patient satisfaction, such as privacy concerns, perceived effectiveness of care, professionalism of healthcare providers, ease of access, waiting times, continuity of care, participation in decision-making, and treatment outcomes.

The topic of patient satisfaction warrants extensive research for several reasons. It is considered a significant outcome indicator of healthcare quality since it reflects users' firsthand experiences. Collecting patient opinions on care services provides a more realistic tool to assess and improve healthcare delivery, especially in the context of increasing consumerism and quality consciousness in society. The shift from the traditional doctor-patient relationship to a provider-client mentality further emphasizes the importance of gathering patient perspectives. Additionally, patient satisfaction serves as a pivotal factor in generating revenue for hospital departments.

Improved patient satisfaction leads to better adherence to treatment plans, efficient utilization of medical resources, and faster recovery. Patient feedback highlights areas of improvement for medical professionals, fostering accountability and patient inclusion in treatment decisions. Additionally, patient opinions aid in identifying systemic bottlenecks and guiding tailored service enhancements.

Physical facilities, including location, cleanliness, waiting areas, examination rooms, lighting, ventilation, and restroom facilities, contribute to patient satisfaction.

The quality of doctor's service is influenced by effective communication, consultation skills, punctuality, courtesy, respect for doctor-patient relationships, and the time spent on physical examinations.

Nurse's service quality involves communication skills, responsiveness to patient queries, and treating patients with kindness and respect.

Registration staff contribute to patient satisfaction through courteous behavior and effective communication.

Efficient working schedules and well-coordinated service processes among relevant departments enhance patient satisfaction.

The ease of obtaining medical care, considering factors like proximity to the hospital, waiting times, and access to information, affects patient satisfaction.

Patients' perceptions of the healthcare system, based on personal experiences or the experiences of others, influence their expectations and, consequently, their satisfaction with healthcare services.

Convenience in healthcare refers to the availability of treatment when needed, including hospital hours, access to healthcare, waiting times for examinations and medications, and the convenience of medical service locations.

Care quality, as perceived by patients, is influenced by the healthcare professionals' skills, treatment capabilities, and the sufficiency of facilities available, including prescribed medications and medical equipment.

Conducting thorough research and analyzing patient satisfaction from these various perspectives helps healthcare institutions prioritize patient-centered care, leading to improved overall healthcare experiences and outcomes.

## **CHAPTER 2- OBJECTIVES**

**Research Problem** - Despite the extensive research on patient satisfaction in various healthcare contexts, there remains a need for targeted studies focusing on the unique aspects of patient satisfaction in outpatient department (OPD) settings. OPDs often face challenges such as high patient volume, time constraints, and limited resources, which can hinder the provision of quality care. Understanding the specific factors contributing to patient satisfaction in OPD settings is essential for healthcare practitioners to tailor their services and enhance patient experiences.

**Research Questions** - The following research questions are addressed in this study:

What are the primary elements influencing patient satisfaction in OPD settings?

How do factors like accessibility, patient-provider relationships, waiting times, healthcare personnel, and facility environments impact patient satisfaction in OPD settings?

What approaches have proven most effective in enhancing patient satisfaction in OPD settings?

**Objectives** - The primary objectives of this study are as follows:

Identify the factors contributing to low patient satisfaction and propose solutions for improved care.

Evaluate the level of patient satisfaction in OPD settings.

**Significance of the Study** - Understanding patient satisfaction in OPD settings is crucial for enhancing the quality of treatment and patient outcomes. The study's findings, focusing on the specific elements influencing patient satisfaction in OPD settings, will contribute to existing knowledge in the field. Healthcare professionals and policymakers can use these insights to design targeted interventions and initiatives aimed at improving patient-centered care and maximizing patient satisfaction in OPD settings.

**Scope and Limitations** - This study exclusively focuses on patient satisfaction in OPD settings and does not encompass other healthcare settings such as inpatient treatment or emergency rooms. The findings can be generalized only to the specific healthcare facility or a limited sample of facilities. The study is also subject to limitations related to the research design, data collection procedures, and potential biases associated with self-reported measures of patient satisfaction.

**Dissertation Structure** - Each chapter of the dissertation serves a specific purpose in addressing the research questions and objectives. The dissertation includes chapters on literature review, methodology, results and analysis, discussion, conclusion, and references. Collectively, these chapters provide an in-depth analysis of patient satisfaction in OPD settings and offer recommendations for healthcare professionals and policymakers to enhance the quality of care and patient experiences

## **CHAPTER 3- LITERATURE REVIEW**

Hospitals, despite being in the healthcare industry, have adopted entrepreneurial approaches to their services. Patient care now holds a crucial role, with patient satisfaction and expectations serving as reliable measures of high-quality medical care. As a result, patients become the hospital's most significant clientele, given that their satisfaction contributes to the financial success of these institutions.

Over the past 50 years, researchers have shown a particular interest in studying patient satisfaction within the healthcare system. Several studies have been published on this critical subject.

According to Shore and Fran (1986), patient satisfaction is best understood as an individual's assessment of the quality of care in a specific medical context, rather than a generalized attitude averaged over various episodes. Similarly, Inui and Carter (1985) emphasized that individual patient-physician interactions are the fundamental unit of medical care and are vital in understanding the nature of the physician-patient relationship.

The concept of satisfaction, as argued by Oliver (1981), should not be viewed merely as a cognitively based assessment of product or service features in consumer satisfaction literature. Instead, satisfaction is an emotional or affective response to the utilization or consumption of a good or service.

Ross et al. (1987) consider it a limitation to confine patient satisfaction to opinions about the quality of medical care received, as numerous empirical studies have identified "healthy but unhappy" patients. They suggest that the definition of patient satisfaction should encompass additional evaluations beyond qualitative perceptions, such as waiting times and prices.

Stephen and Swartz (1993) from *Advances in Service Marketing and Management* describe customer satisfaction as the outcome of matching healthcare service expectations with actual experiences, whether positive or discouraging.

According to Swartz et al. (1993), patient satisfaction is influenced by the extent to which services meet patients' expectations. Meeting expectations leads to high levels of satisfaction, while exceeding expectations results in even greater happiness and delight.

Patient satisfaction is tied to the perception of service implementation in relation to expectations, leading to contentment, willingness to repurchase services, and the anticipation of more alternatives.

McQuity et al. (2000) highlight that patients are highly sensitive to changes in their health conditions and genuinely seek information about their issues, potential treatment approaches, and possible outcomes, even if it may cause some fear or disappointment.

Jawahar's 2007 study on outpatient patient satisfaction at a super specialty hospital in India revealed issues related to staff conduct, overcrowding, and consultation wait times affecting outpatient services. Addressing these delays and concerns is crucial for enhancing outpatient services.

Rao et al. (2006) aimed to establish a valid and reliable scale to assess patient satisfaction and perceptions of quality in both hospital and outpatient settings in India. The study included medical facilities and patients in the state of Uttar Pradesh. The results showed the development of a 16-item scale with high reliability and validity. Key elements of perceived quality were identified, including medication availability, access to medical information, staff behavior, and doctor behavior. The study indicated that doctor behavior had the most significant impact on overall patient satisfaction, followed by staff conduct, facility infrastructure, and medical knowledge. Staff behavior had the most significant influence on in-patient satisfaction, followed by doctor behavior, medication accessibility, medical knowledge, and hospital infrastructure. The study emphasized the need for continuous improvement in public health facilities to enhance perceived quality and patient satisfaction

#### Factors Influencing Patient Satisfaction

In the Khmer-Soviet Friendship Autonomous Hospital, three key components contributing to patient satisfaction have been identified: convenience, quality of care, and courtesy.

**Convenience** refers to the ease of accessing standard quality care, including factors such as the ability to see desired doctors, reasonable waiting times, ease of meeting expectations, and provision of qualified services. Customer loyalty is often linked to convenience, making it an essential element to assess service quality. Waiting time is also a critical aspect affecting convenience.

**Quality of care** has become a globally significant topic, with a focus on patient satisfaction and high-quality medical services. Institutions emphasize the importance of patient happiness through technology, humanistic perspectives, education, communication, and the delivery of skilled service quality.

**Courtesy**, on the other hand, relates to how healthcare staff treat patients, encompassing their respect, attentiveness, and care. Patient satisfaction surveys are utilized to evaluate healthcare services and understand how clinical staff performs in delivering those services. Patient satisfaction is a complex concept influenced by various factors, including sociodemographic characteristics, individual personalities, physical and mental attributes, service-related causes and effects, and patients' expectations.

A theoretical model for constructing a conceptual framework based on patient satisfaction includes three principles from Aday and Anderson's research on people's satisfaction with healthcare delivery in the United States from 1970 to 1975:

**Satisfaction in terms of convenience:** The length of service wait and availability of care when needed are crucial aspects.

**Having a sense of courtesy:** It involves the welcoming and courteous demeanor of service providers and providing what is necessary for a patient's well-being.

**Satisfaction in terms of quality of care:** It reflects patients' opinions on how well services were provided, comparing satisfaction with the quantity and quality of care.

Anderson and Aday (1983) further suggested that to understand patient satisfaction, subjective perceptions about access, convenience, service correspondence, cost, courtesy of the servers, and information obtained about treatment need to be elicited. Evaluating patient satisfaction should be done through relevant medical service-seeking behavior that is clear, up-to-date, and classifiable. Patient satisfaction can serve as an indicator of outcomes in a theoretical model of access, which reveals the utilization of healthcare services.

## **CHAPTER 5: METHODOLOGY**

### **Study Design:**

A cross-sectional study design was employed to gather information on patient satisfaction in the outpatient department.

### **Study Period:**

The study was conducted over a three-month period, from 16th February 2023 to 31st May 2023.

### **Study Population:**

The investigation focused on the outpatient department of Sarvodaya Hospital in Greater Noida. Participants were selected from patients who had attended the hospital's outpatient department during the data collection period. Patients who met the study's inclusion criteria and visited Sarvodaya Hospital's OPD were invited to complete a questionnaire.

### **Sample Size:**

The sample size consisted of 120 patients who voluntarily participated in the study and visited the OPDs. A convenient sampling method was used to select the participants.

### **Inclusion Criteria:**

Patients who were willing to give their consent to participate and had at least one or more OPD visits were included in the study. Additionally, patients who could understand and communicate in the local language were considered for inclusion.

### **Exclusion Criteria:**

Patients who were in the inpatient department (IPD) were excluded from the study.

### **Data Collection:**

A questionnaire was administered to the patients, covering various aspects related to their experience in the outpatient department. The questionnaire assessed their knowledge of the services provided, the logistical setup, staff behavior, communication, cleanliness, appointment scheduling, and overall experience. Participants rated each feature on a Likert scale, ranging from extremely unsatisfied to extremely satisfied.

**Statistical Analysis:**

Basic percentages and charts were utilized as statistical tools to assess the gathered data. The analysis was conducted using the responses obtained from the questionnaire given to the 120 patients.

**Ethical Considerations:**

Before data collection, the appropriate research ethics committee granted ethical permission for the study. Informed consent was obtained from all participants, and their confidentiality and anonymity were strictly maintained throughout the study. Participants had the right to withdraw from the study at any time without facing any penalties. The research adhered to ethical standards and principles to protect the rights and well-being of the participants

## **CHAPTER 6:RESULTS**

### **1.EXPERIENCE TOWARDS REGISTRATION SERVICE**

<b>SATISFIED WITH REGISTRATION SERVICES</b>	
Row Labels	TOTAL
Extremely Satisfied	59
Neutral	8
Satisfied	48
Unsatisfied	5
Grand Total	120

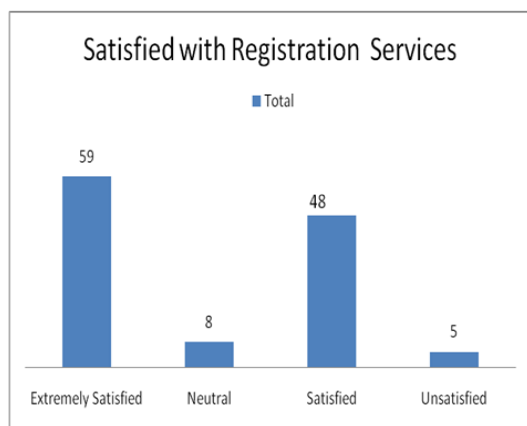


Table no 1 – The data illustrates the distribution of responses regarding the registration services at the outpatient department (OPD) of Sarvodaya Hospital. Out of the total 120 patients who participated in the satisfaction survey for the OPD, 59 expressed being extremely satisfied, 8 were neutral, 48 reported being satisfied, and 5 expressed dissatisfaction.

1 a. Registration staff warmly welcomed you

Registration Staff Warmly Welcomed You	
Row Labels	Count of SNNO
Extremely Satisfied	71
Neutral	7
Satisfied	40
Unsatisfied	2
Grand Total	120

Tableno 1a – The data presents the distribution of responses regarding the behavior of the registration staff at the outpatient department (OPD) of Sarvodaya Hospital. Out of the total 120 patients who participated in the satisfaction survey for the OPD, 71 expressed being extremely satisfied, 7 were neutral, 40 reported being satisfied, and 2 expressed dissatisfaction.



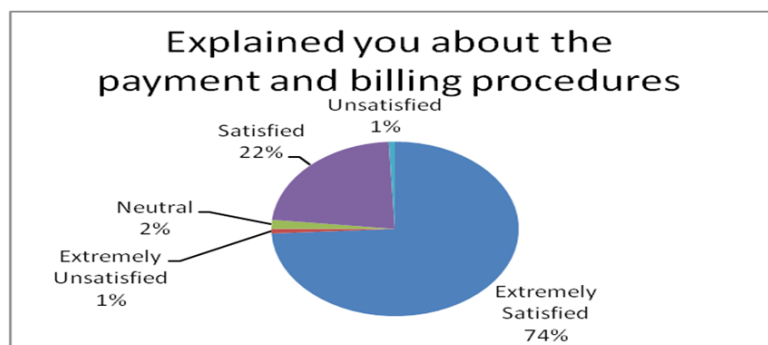
The pie chart illustrates the distribution of responses related to the behavior of the registration staff, specifically their warm welcome, at the outpatient department (OPD). Out of the participants in the OPD satisfaction survey, 59% expressed being extremely satisfied, 6% were neutral, 33% reported being satisfied, and 2% expressed dissatisfaction with the registration staff's behavior.

1 b. Registration staff explained you about the payment and billing procedures

### Explained you about the payment and billing procedures

Row Labels	Count of SNNO
Extremely Satisfied	89
Extremely Unsatisfied	1
Neutral	2
Satisfied	27
Unsatisfied	1
Grand Total	120

Table no 1b – The data depicts the distribution of responses regarding the registration staff's explanation about the payment and billing procedures at the outpatient department (OPD) of Sarvodaya Hospital. Out of the total 120 patients who participated in the satisfaction survey for the OPD, 89 expressed being extremely satisfied, 1 was extremely unsatisfied, 2 were neutral, 27 reported being satisfied, and 1 expressed dissatisfaction.

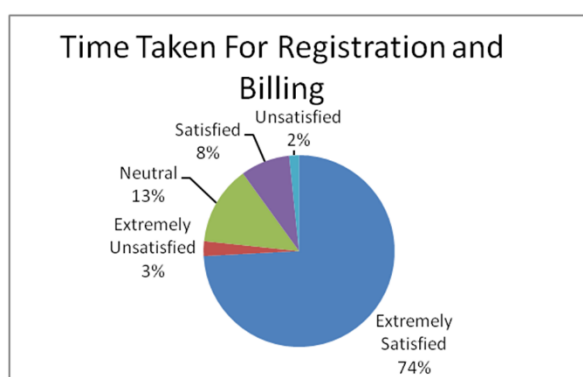


The pie chart illustrates the distribution of responses regarding the registration staff's explanation about the payment and billing procedures at the outpatient department (OPD). Based on the experiences of the participants, 74% expressed being extremely satisfied, 1% were extremely unsatisfied, 2% were neutral, 22% reported being satisfied, and 1% expressed dissatisfaction with the registration staff's explanation about the payment and billing procedures.

### 1 c. Time taken for registration and billing

Time Taken For Registration and Billing	
Row Labels	Count of SNNO
Extremely Satisfied	89
Extremely Unsatisfied	3
Neutral	16
Satisfied	10
Unsatisfied	2
Grand Total	120

Table no 1c – The data represents the distribution of responses regarding the time taken for registration and billing at the outpatient department (OPD) of Sarvodaya Hospital. Out of the total 120 patients who participated in the satisfaction survey for the OPD, 89 expressed being extremely satisfied, 3 were extremely unsatisfied, 16 were neutral, 10 reported being satisfied, and 2 expressed dissatisfaction with the time taken for registration and billing procedures.



The pie chart presents the distribution of responses regarding the time taken for registration and billing at the outpatient department (OPD). Based on the experiences of the participants, 74% expressed being extremely satisfied, 3% were extremely unsatisfied, 13% were neutral, 8% reported being satisfied, and 2% expressed dissatisfaction with the time taken for registration and billing procedures.

## 2. EXPERIENCE WITH CONSULTANT

## Satisfied with consultant

Row Labels	Count of SN No
Extremely Satisfied	38
Neutral	15
Satisfied	42
Unsatisfied	25
Grand Total	120

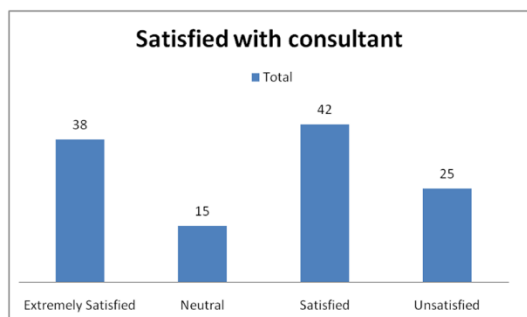
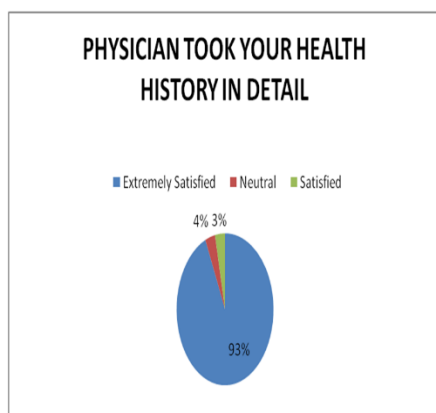


Table no 2 – This data illustrates the distribution of responses concerning the experience with consultants at the outpatient department (OPD) of Sarvodaya Hospital. Out of the total 120 patients who participated in the survey, 38 expressed being extremely satisfied, 15 were neutral, 42 reported being satisfied, and 25 expressed dissatisfaction with their experience with consultants at the OPD.

## 2 a. Physician took your health history in detail

Physician took your health history in detail	
Row Labels	Count of SNNO
Extremely Satisfied	112
Neutral	4
Satisfied	4
Grand Total	120

Table no 2a – This pie chart displays the distribution of responses regarding the physician taking a detailed health history at the outpatient department (OPD) of Sarvodaya Hospital. A total of 120 patients participated in the survey, out of which 112 expressed being extremely satisfied, 4 were neutral, and 4 reported being satisfied with the physician's thoroughness in taking their health history at the OPD.



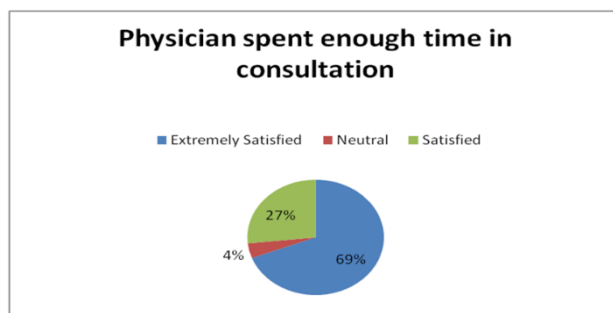
The presented pie chart illustrates the distribution of responses regarding the level of satisfaction with the physician's detailed health history taking. Based on the patients' experiences, a significant majority, 93%, expressed being extremely satisfied with the physician's approach,

while 4% reported feeling neutral, and 3% were satisfied with the thoroughness of the health history taking by the physician.

## 2 b. Physician spent enough time in consultation

Physician spent enough time in consultation	
Row Labels	Count of SNNO
Extremely Satisfied	83
Neutral	5
Satisfied	32
Grand Total	120

Table no 2b – The pie chart represents the distribution of responses regarding the satisfaction level with the time spent by physicians during consultations at Sarvodaya Hospital's OPD. Out of the 120 patients surveyed, the majority, comprising 83%, expressed being extremely satisfied with the amount of time the physician spent during the consultation. There were 5% of patients who felt neutral about the consultation time, and 32% reported being satisfied with it.



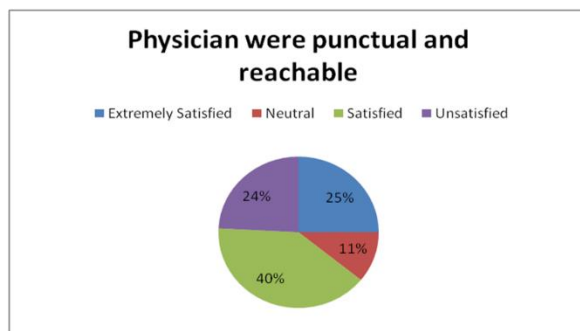
The pie chart illustrates the distribution of responses concerning the satisfaction level with the time spent by physicians during consultations. Based on the patients' experiences, 69% expressed being extremely satisfied with the amount of time the physician dedicated to taking their health

history in detail. A small percentage, 4%, remained neutral, while 27% reported being satisfied with the consultation duration.

## 2 c. Physician were Punctual and Reachable

Physician were punctual and reachable	
Row Labels	Count of SNNO
Extremely Satisfied	30
Neutral	13
Satisfied	48
Unsatisfied	29
Grand Total	120

Table no 2c – The pie chart illustrates the distribution of responses regarding the satisfaction level with physician punctuality at the Sarvodaya Hospital's outpatient department (OPD). Out of the total 120 patients surveyed, 30 expressed being extremely satisfied with the physician's punctuality, 13 remained neutral, 48 reported being satisfied, while 29 expressed dissatisfaction with the physician's punctuality.

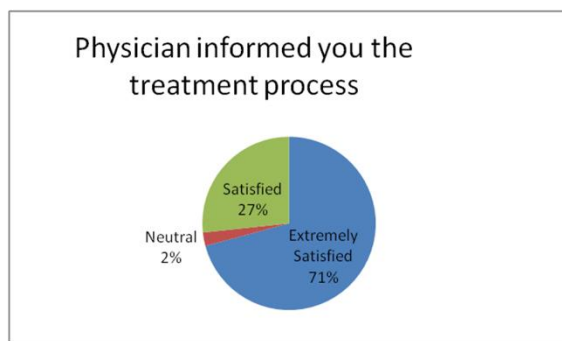


The pie chart depicts the distribution of responses concerning the satisfaction level with physician punctuality. Based on the participants' experiences, 25% expressed being extremely satisfied with the physician's punctuality, 11% were neutral, 40% reported being satisfied, and 24% expressed dissatisfaction with the physician's punctuality.

## 2 d. Physician informed you the treatment process

Physician informed you the treatment process	
Row Labels	Count of SNN O
Extremely Satisfied	85
Neutral	3
Satisfied	32
Grand Total	120

Table no 2d – This pie chart illustrates the distribution of responses regarding the satisfaction level with physicians informing about the treatment process at Sarvodaya Hospital's OPD. Out of 120 patients, 85 expressed being extremely satisfied, 3 were neutral, and 32 reported being satisfied with the physicians' communication about the treatment process.



The following pie chart presents the distribution of responses concerning patients' satisfaction with physicians informing them about the treatment process. From the participants' experiences, 71% expressed being extremely satisfied, 2% were neutral, and 27% reported being satisfied with the way physicians conveyed information about the treatment process.

### 3 Satisfied with Nurses

Satisfied with Nurses	
Row Labels	Count of SNO
Extremely Satisfied	109
Neutral	4
Satisfied	7
Grand Total	120

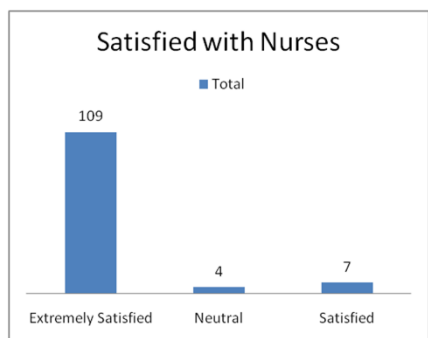
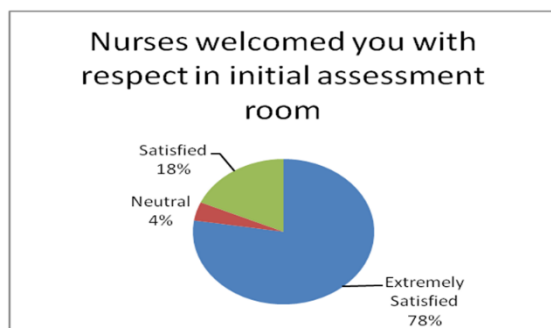


Table no 3 – This pie chart illustrates the distribution of responses concerning patients' experiences with nurses' behavior at the OPD of Sarvodaya Hospital. Out of the 120 patients surveyed, an overwhelming majority of 109 expressed being extremely satisfied with nurses' behavior, 4 patients were neutral, and 7 patients reported being satisfied with their interactions with nurses.

### 3 a. Nurses welcome with you respect in initial assessment room

Nurses welcomed you with respect in initial assessment room	
Row Labels	Count of SNNO
Extremely Satisfied	93
Neutral	5
Satisfied	22
Grand Total	120

Table no 3a – This pie chart depicts the distribution of responses regarding patients' experiences with nurses' welcoming behavior and respect in the initial assessment room at the OPD of Sarvodaya Hospital. The survey involved 120 patients, and the results showed that 93 patients expressed being extremely satisfied with the nurses' welcoming and respectful approach, 5 patients had a neutral response, and 22 patients reported being satisfied with the nurses' conduct during the initial assessment.



The presented pie chart illustrates the distribution of responses concerning patients' experiences with nurses' welcoming behavior and respect in the initial assessment room. Out of the participants who provided feedback, 78% expressed being extremely satisfied with the nurses'

welcoming and respectful approach, 4% had a neutral response, and 18% reported being satisfied with the nurses' conduct during the initial assessment.

### 3 b. Nurses answer to your questions gently

Nurses answer to your questions gently	
Row Labels	Count of SNNO
Extremely Satisfied	91
Neutral	5
Satisfied	24
Grand Total	120

Table no 3b – The pie chart illustrates the distribution of responses concerning nurses' demeanor when answering questions at Sarvodaya Hospital's OPD. Among the 120 patients surveyed, 91 expressed being extremely satisfied with the nurses' gentle responses, 5 had a neutral perspective, and 24 reported being satisfied with the way their questions were handled by the nurses.



The pie chart represents the distribution of feedback regarding nurses' responsiveness and demeanor when answering patients' questions at the OPD of Sarvodaya Hospital. Based on the experiences shared, 76% of the patients expressed being extremely satisfied with the nurses' gentle and attentive responses, 4% had a neutral perception, and 20% reported being satisfied with the way their questions were addressed by the nurses.

#### 4. Satisfied with radiology department

Satisfied with Radiology Department	
Row Labels	Count of SNN O
Extremely Satisfied	102
Neutral	7
Satisfied	11
Grand Total	120

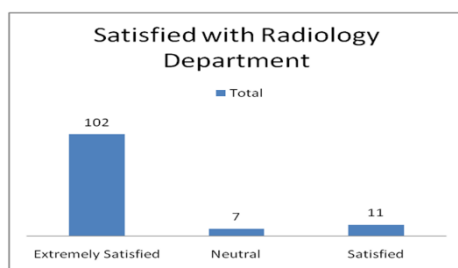


Table no 4 – The pie chart illustrates the distribution of patient feedback regarding the Radiology Department at the OPD of Sarvodaya Hospital. Out of the 120 patients surveyed, an overwhelming 107 expressed being extremely satisfied with the radiology services, 7 were

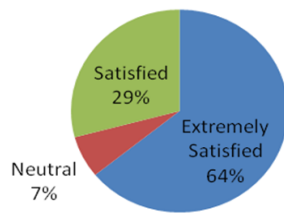
neutral in their response, and 11 patients reported being satisfied with the department's performance.

#### 4 a. Received proper guidance and information about the procedure

Received proper guidance and information about the procedure	
Row Labels	Count of SNNO
Extremely Satisfied	77
Neutral	8
Satisfied	35
Grand Total	120

Table no 4a – The pie chart presents the distribution of patient responses concerning the experience of receiving proper guidance and information about the procedures at the Radiology Department in the OPD of Sarvodaya Hospital. Among the 120 patients surveyed, 77 expressed being extremely satisfied with the guidance provided, 8 remained neutral in their response, and 35 reported being satisfied with the information and assistance they received during the radiology procedures.

### Received Sufficient information on how to prepare for the exam



The presented pie chart illustrates the distribution of patient responses related to their experience of receiving proper guidance and information about the procedures at the Radiology Department. Among the participants, 64% expressed being extremely satisfied with the guidance and information provided, 7% remained neutral in their response, and 29% reported being satisfied with the support and details received during their radiology procedures.

### 5 Satisfied with Pharmacy Services

Satisfied with pharmacy services	
Row Labels	Count of SNNO
Extremely Satisfied	25
Neutral	9
Satisfied	58
Unsatisfied	28
Grand Total	120

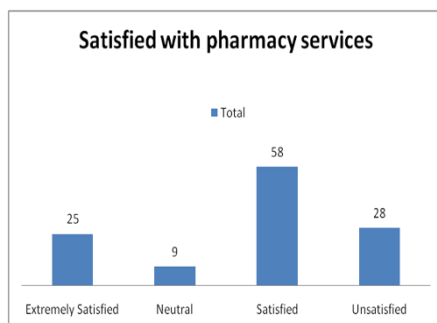
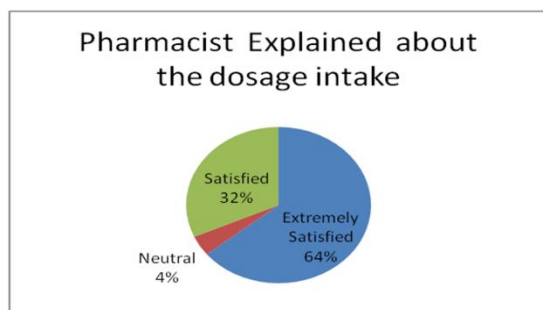


Table no 4 – The data presented in the pie chart depicts the distribution of patient responses regarding their experience with pharmacy services at the OPD of Sarvodaya Hospital. Out of the 120 patients surveyed, 25 expressed being extremely satisfied with the pharmacy services, 9 remained neutral in their feedback, 58 reported being satisfied, while 28 patients expressed dissatisfaction with the pharmacy services they received.

#### 5 a. Pharmacist explained about the dosage intake

Pharmacist explained about the dosage intake	
Row Labels	Count of SNNO
Extremely Satisfied	77
Neutral	5
Satisfied	38
Grand Total	120

Table no 5a – This pie chart illustrates the distribution of patient responses regarding their experience with the pharmacist explaining dosage intake at the OPD of Sarvodaya Hospital. Among the 120 patients surveyed, 77 expressed being extremely satisfied with the pharmacist's explanation, 5 remained neutral in their feedback, and 38 reported being satisfied with the dosage intake guidance provided

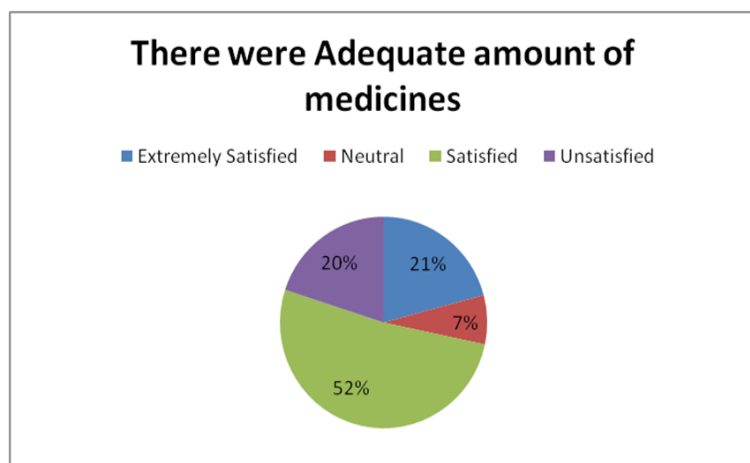


The pie chart provides an overview of patient responses concerning their satisfaction with the pharmacist's explanation of dosage intake. According to the feedback, 64% of patients were extremely satisfied with the pharmacist's guidance, 4% remained neutral, and 32% reported being satisfied with the information provided.

#### 5 b. There were adequate amount of medicines

There were Adequate amount of medicines	
Row Labels	Count of SNNO
Extremely Satisfied	25
Neutral	9
Satisfied	62
Unsatisfied	24
Grand Total	120

Table no 5b – This pie chart illustrates the distribution of patient responses regarding the availability of an adequate amount of medicines at Sarvodaya hospital's OPD. Out of the 120 patients surveyed, 25 expressed being extremely satisfied, 9 remained neutral, 62 were satisfied, and 24 reported being unsatisfied with the availability of medicines.

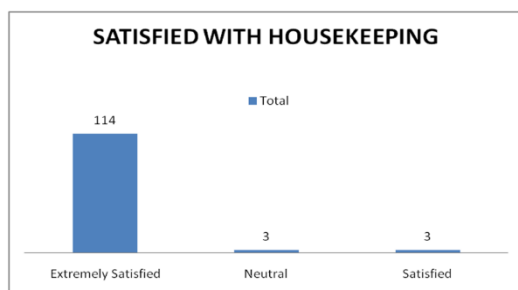


The presented pie chart illustrates the distribution of patient responses concerning the availability of an adequate amount of medicines. Based on their experiences, 21% of patients reported being extremely satisfied, 7% remained neutral, 52% expressed satisfaction, while 20% were unsatisfied with the availability of medicines.

#### 6 Satisfied with Housekeeping

Satisfied with Housekeeping	
Row Labels	Count of SN No
Extremely Satisfied	114
Neutral	3
Satisfied	3
Grand Total	120

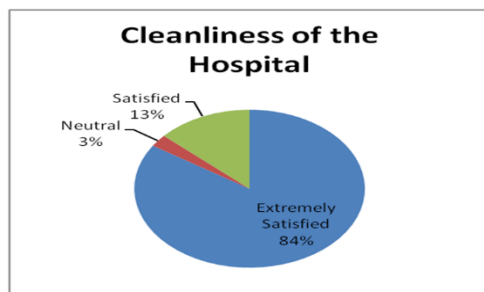
Table no 6 – This pie chart presents the distribution of patient responses regarding housekeeping services at Sarvodaya Hospital's outpatient department (OPD). Out of a total of 120 patients, an overwhelming 114 reported being extremely satisfied, while 3 remained neutral, and 3 expressed their satisfaction with the housekeeping services provided.



#### 6 a. Cleanliness of the Hospital

Cleanliness of the Hospital	
Row Labels	Count of SN No
Extremely Satisfied	101
Neutral	3
Satisfied	16
Grand Total	120

Table no 6a – This pie chart illustrates the distribution of patient feedback regarding cleanliness at Sarvodaya Hospital's outpatient department (OPD). Among the 120 patients surveyed, an overwhelming 101 expressed being extremely satisfied with the cleanliness, while 3 remained neutral, and 16 reported being satisfied with the cleanliness standards at the OPD.

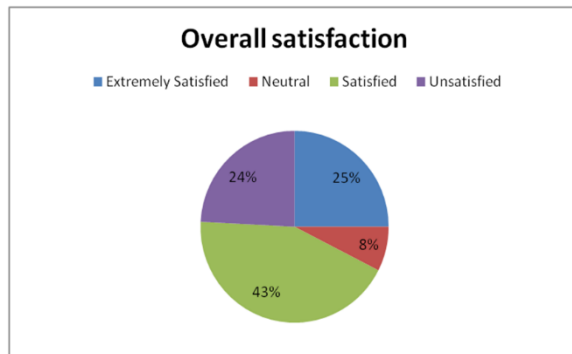


The pie chart presented depicts the distribution of patient responses regarding the cleanliness of the hospital. According to their experiences, a significant majority of 84% expressed being extremely satisfied with the hospital's cleanliness, a mere 3% were neutral, and 13% reported being satisfied with the cleanliness standards.

#### 7 Overall Satisfaction

Overall Satisfaction	
Row Labels	Count of SNNO
Extremely Satisfied	30
Neutral	9
Satisfied	52
Unsatisfied	29
Grand Total	120

Table no 7 – This pie chart represents the distribution of patient responses regarding their overall experience at the OPD of Sarvodaya Hospital. Out of the 120 patients surveyed, 25% expressed being extremely satisfied, 8% were neutral, 43% reported being satisfied, and 24% were unsatisfied with their overall experience during the visit.



This pie chart illustrates the distribution of feedback regarding the overall experience. Based on the gathered experiences, 25% of the respondents expressed being extremely satisfied, 8% were neutral, 43% reported being satisfied, and 24% indicated being unsatisfied with their overall experience.

## **CHAPTER 7-DISSCUSSION**

A total of 20 questions were asked to 120 respondents, and their responses varied as follows: 30 were extremely satisfied, 9 were neutral, 52 were satisfied, and 29 were unsatisfied.

The survey revealed that 76% of the respondents expressed satisfaction with the services in the outpatient department (OPD), while 24% reported feeling unsatisfied.

Patient satisfaction surveys play a crucial role in understanding patients' needs and gathering opinions about the services they receive.

A survey conducted by Raman Sharma, Meenakshi Sharma, and R.K. Sharma found that respondents took an average of 33.20 minutes to complete the registration process. Overall, satisfaction with the professional and behavioral interaction between doctors and patients was above 80% in almost all levels of medical institutions. However, 55% of respondents felt that doctors showed little interest in understanding their issues, and about 2/3 stated that doctors used medical and technical jargon to explain their condition and its implications.

Security guards and laboratory staff received more than 70% satisfaction from the respondents due to their collaborative and empathetic nature. Moreover, 80% of the respondents expressed contentment with the basic facilities provided.

The study emphasizes the significance of a patient-centered approach in healthcare provision, as low patient satisfaction levels can lead to poor treatment compliance and health outcomes. Overall, the study indicates that patients are generally satisfied with the care they receive at the outpatient department. However, improvements could be made in terms of consultant availability and ensuring the pharmacy has an adequate stock of drugs..

## **CHAPTER 8-CONCLUSION**

The hospital management team recognizes the significance of securing high patient satisfaction to maintain a positive reputation for their facility.

In this study, 120 patients were surveyed, and 59 of them expressed complete satisfaction with the registration services during the initial check-in process.

Moving on to the second step, 101 patients were incredibly happy with the nurses in the initial assessment room.

During the third stage, which involved doctor consultation, 38 patients were extremely pleased with their doctors. However, due to the limited availability of doctors at times, this number was relatively lower.

In the pharmacy department, 25% of patients expressed extreme satisfaction, which is still lower than the 102 patients who reported being very satisfied with the radiology department.

Furthermore, 114 patients were highly satisfied with the hospital's cleanliness and housekeeping services.

Overall, the study reveals that the outpatient department (OPD) has a high level of patient satisfaction, with 76% of patients expressing contentment. However, the remaining 24% expressed dissatisfaction, indicating that some areas need improvement, such as ensuring timely availability of consultants and maintaining an adequate supply of medications in the pharmacies.

## RECOMMENDATION

- Advance disclosure of the consultants' availability is necessary to manage patient expectations.
- Pharmacies should ensure that an ample supply of medications is always available for patients.
- Implementing improved methods for obtaining daily feedback from patients, such as using feedback boxes, is essential to gather valuable insights.
- Timely processing and observation of feedback are vital for generating conversions and improving overall services.

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Rashid Al-Abri Rashid Al-Abri\* and Amine Al-Balushi

## ANNEXURE

### PATIENT FEEDBACK FORM

Thank you for taking the time to fill out this feedback survey. We value your input!  
The information you enter on this form is private and will only be seen by us. Unless you give us permission at the bottom of this form, it will not be shared with your treating doctor  
We want you to achieve positive outcomes. We want to know what went well and where we could improve.

1 Extremely Unsatisfied

2 Unsatisfied

3 Neutral

4 Satisfied

5 Extremely Satisfied

\* Indicates required question

#### **1. Satisfied with Registration Services**

1 2 3 4 5

1A. Registration Staff Warmly Welcomed You?

1 2 3 4 5

1B. Registration Staff Explained You About The Payment and Billing Process?

1 2 3 4 5

1C. Time Taken For Registration and Billing Process?

1 2 3 4 5

#### **2. Satisfied with Consultant?**

1 2 3 4 5

2A. Physician Took Your Health History in Detail?

1 2 3 4 5

2B. Physician Spent Enough Time in Consultation?

1 2 3 4 5

2C. Physician were Punctual and Reachable?

1 2 3 4 5

2D. Physician informed you the Treatment Process?

1 2 3 4 5

**3. Satisfied with Nurses**

1 2 3 4 5

3A. Nurses Welcomed you with Respect in VITAL's Room?

1 2 3 4 5

3B. Nurses Answer to your Question Gently?

1 2 3 4 5

**4. Satisfied with Radiology Department**

1 2 3 4 5

4A. Received proper Guidance and Information for the Procedure?

1 2 3 4 5

**5. Satisfied with Pharmacy?**

1 2 3 4 5

5A. Pharmacist explained about the dosage intake?

1 2 3 4 5

5B. there were adequate amount of Medicine?

1 2 3 4 5

**6. Satisfied with Housekeeping?**

1 2 3 4 5

6A. Cleanliness of the Hospital?

1 2 3 4 5

**7. Overall Satisfaction?**

1 2 3 4 5

Any Suggestion Comments, We want to know what went well and where we could improve.\*

Your answer

Submit

Clear form



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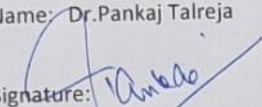
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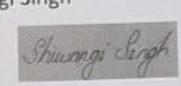
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