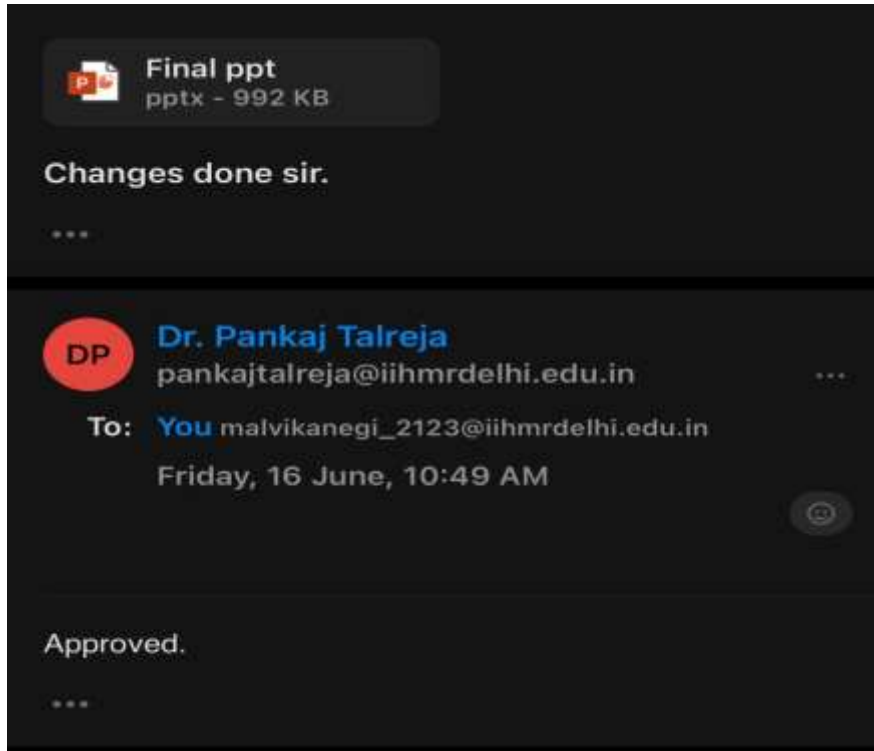


A Study On In - Patients Satisfaction level at Yatharth Hospital Greater Noida

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MENTOR APPROVAL




INTRODUCTION

Patient satisfaction is the fulfillment of a patient's expectations when receiving healthcare services, influenced by the hospital's reputation and associated costs.

A patient's journey at the hospital involves interactions with different departments, making it critical to assess factors such as parking facilities, admission process, staff responsiveness, doctor's behavior, and food services.

Measuring patient satisfaction provides insights into the effectiveness of care, empathy levels, and multiple dimensions, including technical competence, functional aspects, infrastructure, environment, and interpersonal interactions within the healthcare setting.



INTRODUCTION

Patient satisfaction assessment plays a crucial role in analyzing and identifying gaps in the hospital's existing services, enabling improvements to provide quality care.

Patients have varying priorities, with some emphasizing technical competence while others focus on comfort, dignity, personal needs, and supportive services.

National Accreditation Board of Hospitals and Healthcare Providers (NABH) has established quality standards, including the patient satisfaction index, as a key indicator to track and benchmark patient satisfaction scores.

This information guides the quality and marketing teams in enhancing services and promoting the hospital accordingly.



INTRODUCTION

The importance of studying patient satisfaction lies in its ability to identify potential problems and address them before they escalate into serious issues. It allows for the identification of procedures and operations that may require better explanations to patients, improving communication and understanding. Furthermore, focusing on patient satisfaction helps to foster patient loyalty by showing that the hospital values and prioritizes patients' perceptions, constantly seeking ways to enhance their experience.



OBJECTIVES OF STUDY

1. To study the level of satisfaction of IPD patients.
2. To recognize areas with low satisfaction level in the IPD.
3. To provide some suggestions for the improvement of patient's satisfaction admitted in hospital.
4. To identify significant factors that can influence patient satisfaction.



METHODOLOGY

STUDY DESIGN: A Descriptive Cross- Sectional Study.

STUDY SETTING: Feedbacks forms survey will be distributed to the patient in IPD including all speciality (Urology, Orthopaedics, Spine care, General surgery, Cardiac, Neurology, Nephrology, Gynaecology)

STUDY POPULATION: Patients admitted as in-patient during the month of march 2023 to May 2023.

- Inclusion Criteria – Patients over 15 years of age and those willing to participate, at least 24 hours of Hospital stay, emotionally stable and satisfactory level of consciousness.

METHODOLOGY

- **Exclusion Criteria** – Patients under 15 years and over 75 years of age. those who are not willing to participate and are mentally challenged or under the influence of drug, alcohol or disabled to be part of the study were excluded. Patients who were referred to other hospitals and who left against LAMA (Leaving Against Medical Advice). All the critically ill patients from ICUs, NICU, PICU, ICU, HDU were also excluded.

STUDY TOOLS: Self-administered questionnaire and the tool used for assessment of the satisfaction of in-patient will be rated on Five-point Likert scale. Each subcomponent assessed satisfaction related to the admission process, medical services, nursing services, diagnostics services, F&B service, Housekeeping serving and Discharge process.

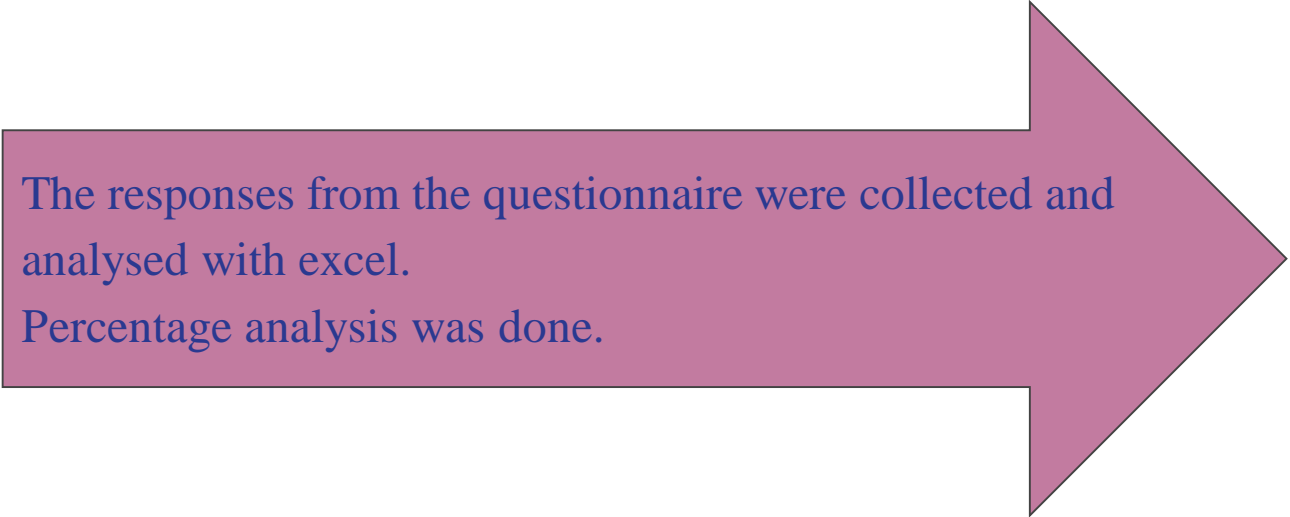
STUDY DURATION: 90 Days

STUDY TECHNIQUE: Convenience Sampling Non- probabilistic.


SAMPLE SIZE : 400



DATA ANALYSIS



The responses from the questionnaire were collected and analysed with excel.
Percentage analysis was done.



Socio-demographic characteristics

Age Range	Number of People	Percentage
18-22	23	5.83%
23-27	33	7.92%
28-32	35	8.96%
33-37	35	8.75%
38-42	37	9.38%
43-47	40	10.00%
48-52	42	10.42%
53-57	41	10.21%
58-62	35	8.96%
63-67	35	8.96%
68-72	24	6.04%
73-77	14	3.54%

No of Days	Count	Percentage
1 to 3	284	71.00%
4 to 6	80	20.00%
7 to 9	20	5.00%
10 to 12	6	1.40%
13 to 15	6	1.40%
16 to 18	0	0%
19 to 21	2	0.60%
22 to 24	2	0.60%

Gender	Count	Percentage
M	199	49.79%
F	201	50.21%

RESULT

DOCTORS BEHAVIOURS

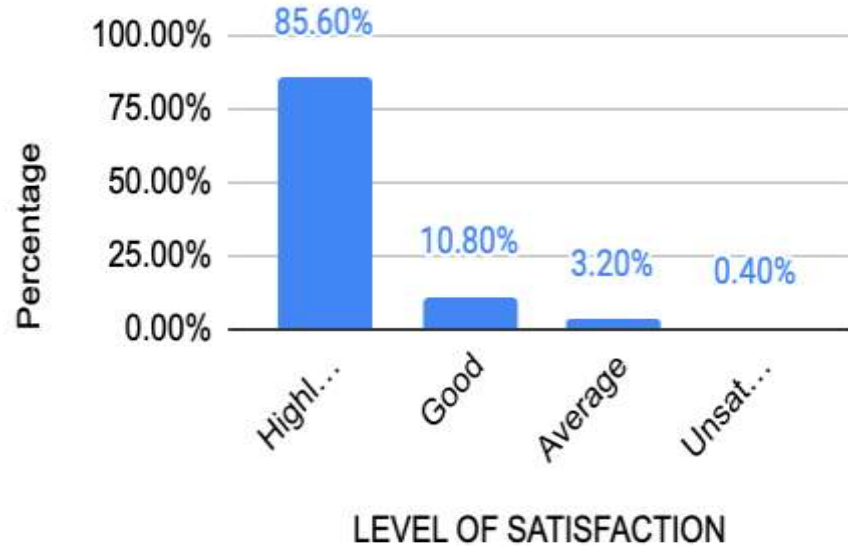


Out of 400 respondents, 93.79 % patients were highly satisfied with the doctor's behavior, whereas 0.21 % of patients were dissatisfied with doctors behaviour.

Reason-

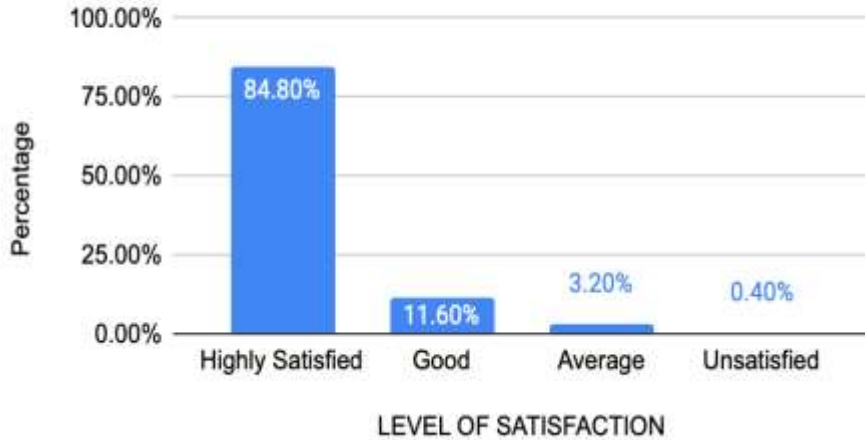
Not having sufficient time to listen to patient's complaints as they have either planned O.T or have rounds on other floor.

EXPLANATION REGARDING TREATMENT



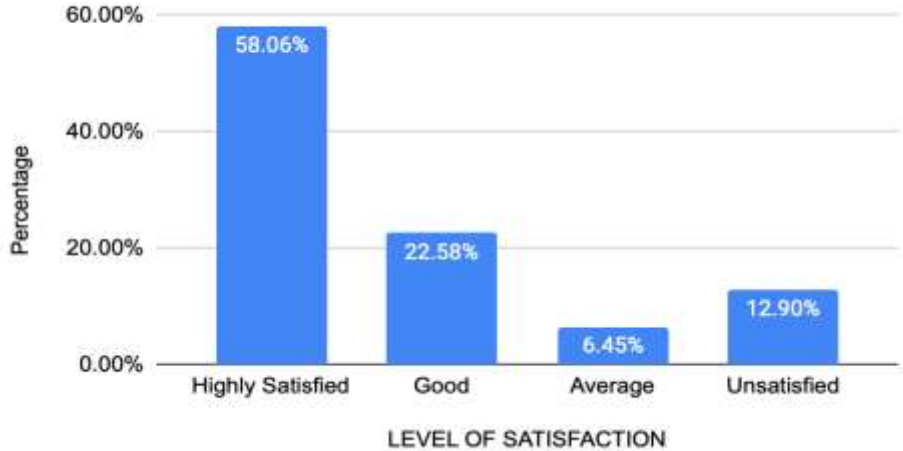
The majority of patients (85.60%) are highly satisfied with the treatment provided by doctors, with an average satisfaction rating of 3.20. However, a small percentage (0.40%) expressed dissatisfaction with their treatment.

NURSES BEHAVIOUR



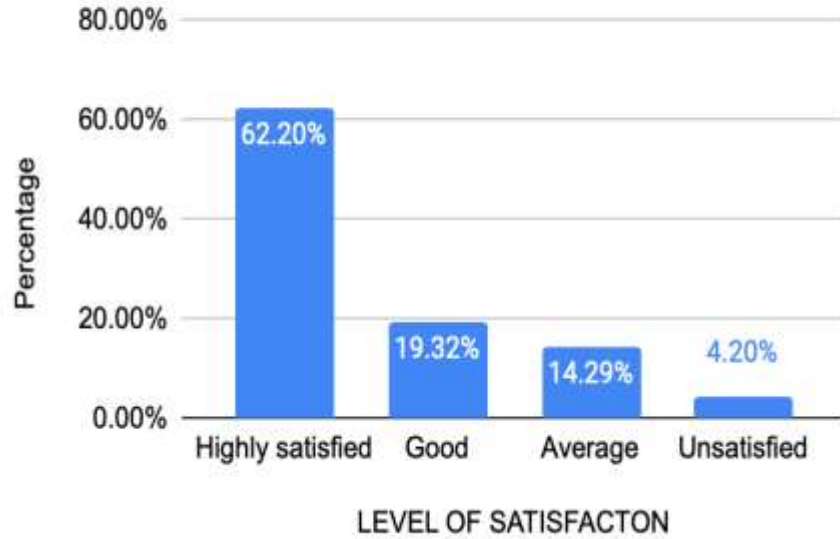
A significant majority of patients (84.80%) reported being highly satisfied with the behavior of nurses, with an average satisfaction rating of 3.20. However, a small percentage (0.40%) expressed dissatisfaction with the behavior of nurses.

RESPONSE TO CALL BELL

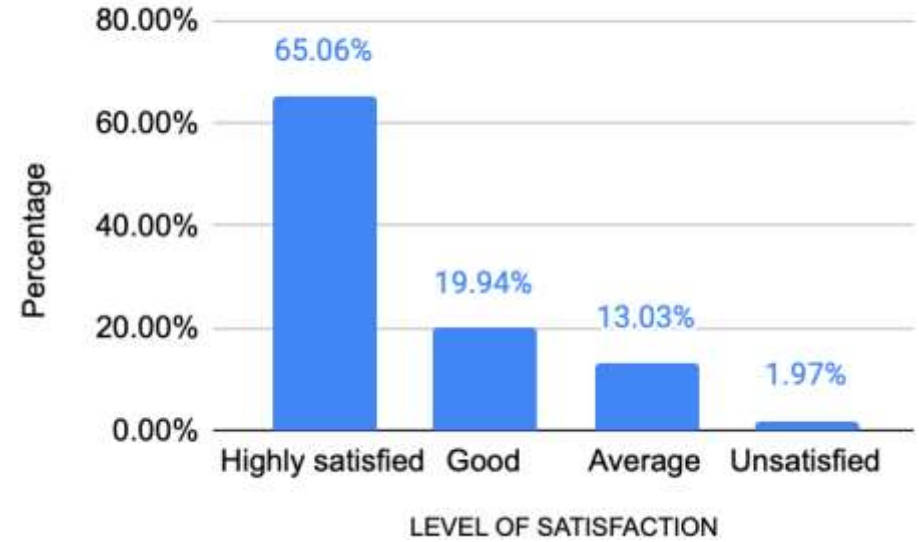


A moderate percentage of patients (58.06%) reported being highly satisfied with the response to call bells by nursing staff, indicating a room for improvement. However, a notable percentage (12.90%) expressed dissatisfaction with the response time, suggesting a need for better responsiveness to patient needs.

TASTE AND TEMP. OF FOOD

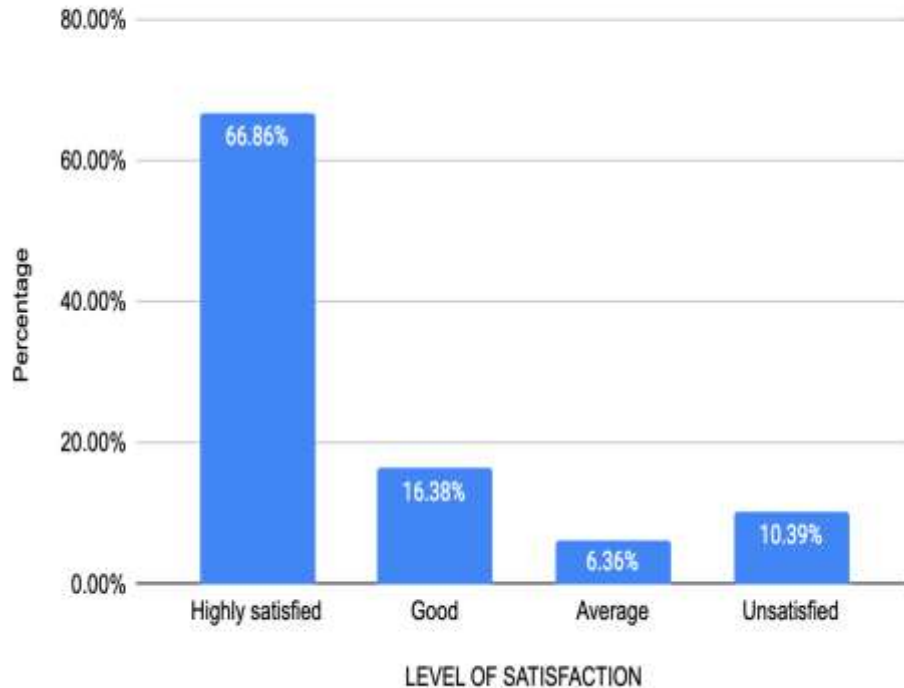


TIMELY AVAILABILITY OF FOOD



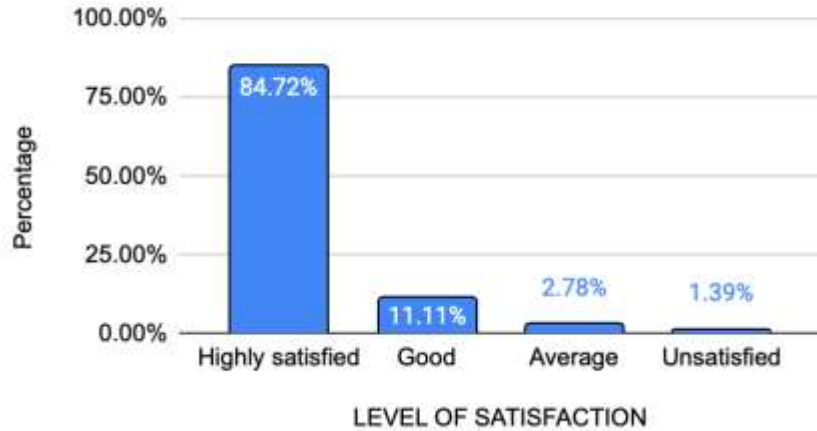
A majority of patients (62.20%) expressed satisfaction with the hospital food, indicating that the quality or taste of the food was generally acceptable. However, a small percentage (4.20%) reported being unsatisfied, suggesting room for improvement in the quality and timely availability of food provided to meet patient preferences.

CLEANLINESS OF HOSPITAL

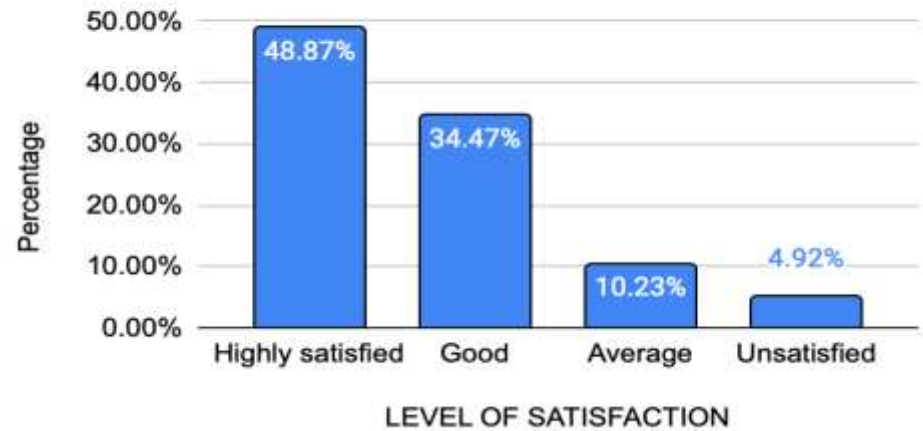


A significant proportion of patients (66.86%) reported being highly satisfied with the cleanliness and upkeep of the hospital, indicating a generally positive perception of the facility's hygiene standards. However, there is a notable percentage (10.39%) of patients who expressed dissatisfaction, suggesting the need for improvement in maintaining cleanliness and overall upkeep of the hospital environment.

OVERALL DISCHARGE PROCESS



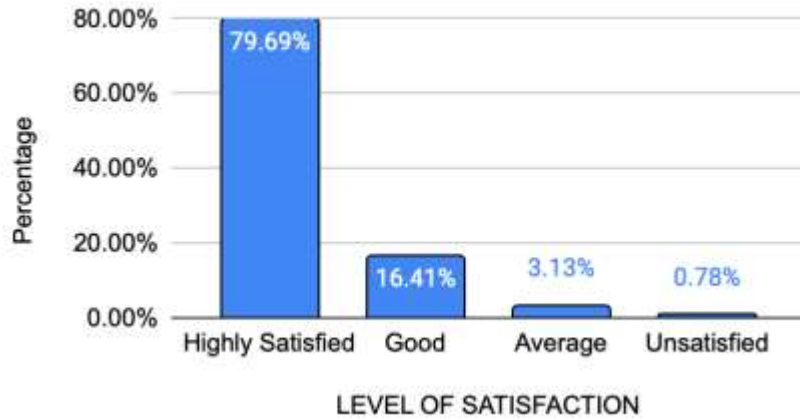
EXPLANATION OF BILL



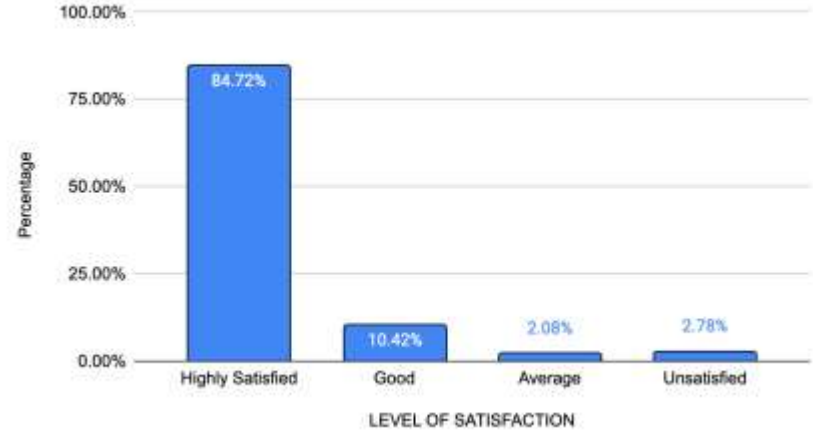
84.72% of patients were satisfied with overall discharge process whereas 1.39% are not.

Less than half of the patients (48.87%) reported being satisfied with the explanation of their bill by the billing department, suggesting a potential gap in effectively communicating and clarifying financial matters. A small percentage (4.92%) expressed dissatisfaction, highlighting the importance of improving transparency and clarity in the billing process to enhance patient satisfaction

TIMELY ADDRESSAL OF COMPLAINTS

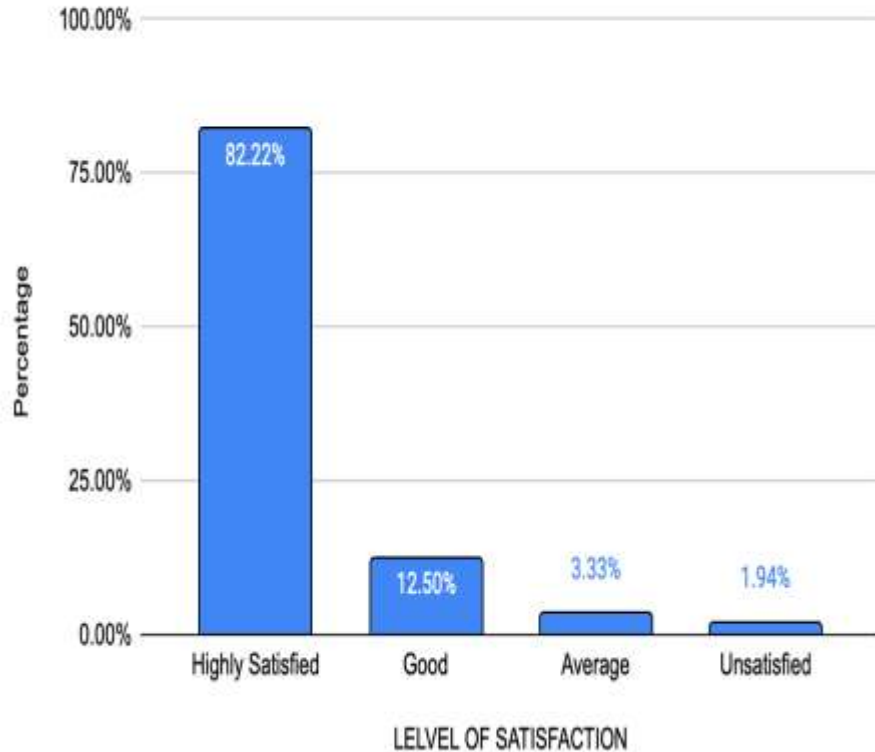


SUPPORT EXTENDED



Majority of the patients are satisfied(79.69%)with the timely addressal of their complains, whereas 0.78 % responded that their complaints are not addressed properly. Patients complaints regarding non-availability of Wi-Fi services, quality of food , doctors' rounds were not addressed on time which leads to dissatisfaction in patients

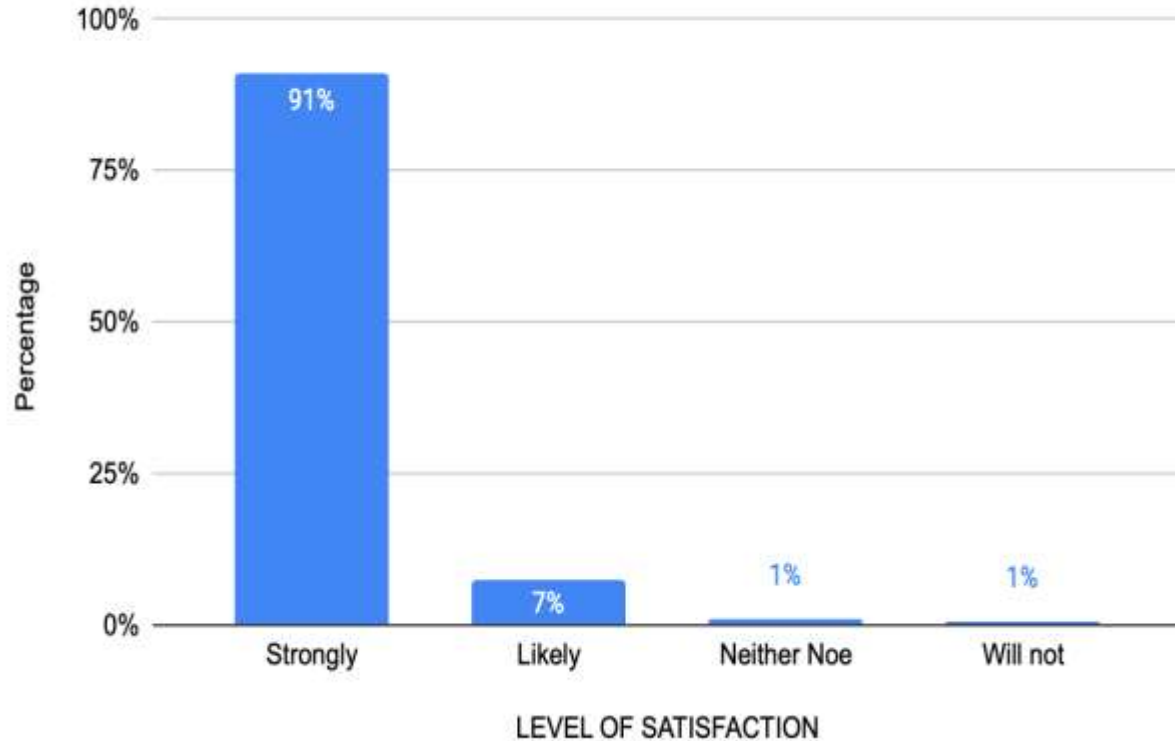
OVER ALL EXPERIENCE



The Graph shows the satisfaction level of the patients for overall experience in their accommodation in the hospital, 82.2% said that their overall experience was excellent .

There are high chances that a satisfied patient will choose the same healthcare services in future and will also suggest the hospital to his known ones and friend for any treatment.

WILL THEY RECOMMEND ?



The high recommendation rate of 91% indicates that the hospital has provided a positive experience for the majority of patients, showcasing the hospital's strong reputation and quality of care.

DISCUSSIONS

Patient satisfaction is a crucial domain in healthcare system research, and this study aimed to gain insights into the satisfaction levels of patients receiving services in the IPD Department of Yatharth Super Specialty Hospital in Greater Noida.

Overall, patients reported satisfactory levels of satisfaction with most services, with medical services receiving the highest satisfaction rating.

However, the study revealed areas of concern, including dissatisfaction with cleanliness (10.39%), slow response to call bells (12%), delayed meal delivery to wards, and unsatisfactory food temperature (4.20%).



RECOMMENDATION

1. To enhance patient satisfaction, it is recommended to establish a patient counseling and health education cell near registration counters to address queries of attendants and patients.
2. The common suggestion from patients was to reduce charges, highlighting the need for pricing considerations.
3. On-the-job training programs should be implemented to educate nursing staff, improving their skills and patient interaction.
4. Furthermore, providing training opportunities to hospital professionals can enhance their expertise and ultimately improve patient satisfaction. Basic amenities like toilet cleanliness and gown quality should be improved. Additionally, extending the time spent with IPD patients can enhance patient satisfaction and foster stronger physician-patient relationships.



CONCLUSION


The hospital's services are generally satisfactory, which is encouraging. However, efforts should be made to enhance existing policies and strive for 100% patient satisfaction.

Satisfied patients play a vital role in promoting referrals, emphasizing the importance of effective healthcare systems and identifying areas for improvement.

Regular assessments of patient satisfaction levels are necessary to continuously enhance the quality of hospital services.

Developing a patient counseling and health education cell would be beneficial for addressing patient and attendant queries.

Each hospital should aim to provide high-quality healthcare services that exceed every patient's expectations. Ultimately, satisfied and happy patients contribute to the growth and success of a practice.



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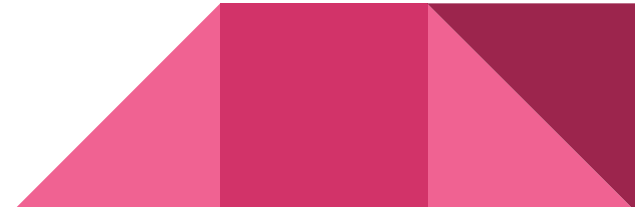
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THANKYOU

