

DISSERTATION/ INTERNSHIP TRAINING

AT

MAX SUPERSPECIALITY HOSPITAL, PATPARGANJ (FEBRUARY 20-19

MAY,2024) on the

Study/Project- **“FACTORS AFFECTING PATIENT SATISFACTION AMONG
DIFFERENT WARDS AT MAX SUPER SPECIALITY HOSPITAL,
PATPARGANJ”**

A REPORT BY

DR. SHIVALI SHARDA (PG/22/112)

Under the guidance of

DR. MUKESH RAVI RAUSHAN

PGDM (HOSPITAL AND HEALTH MANAGEMENT)

2022-2024



International Institute of Health Management Research, New Delhi

TO WHOMSOEVER IT MAY CONCERN

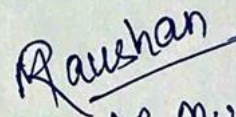
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The Candidate has successfully carried out the study designated to him during internship training and his/her approach to the study has been sincere, scientific and analytical.

The Internship is in fulfillment of the course requirements.

I wish him all success in all his/her future endeavors.

Dr. Sumesh Kumar
Associate Dean, Academic and Student Affairs
IIHMR, New Delhi


Mentor **DR. MUKESH RAVI RAUSHAN**
IIHMR, New Delhi

Certificate of Approval

The following dissertation titled **"Factors affecting Patient Satisfaction among different wards of Max Super Speciality Hospital"** at **"Max Super Speciality Hospital, Patparganj"** 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.

Dissertation Examination Committee for evaluation of dissertation.

Name

Dr. Manisha Aeron
Dr. Parikaj Talreja
Dr. Rupsa Banerjee

Signature

Manisha
Parikaj
Rupsa

Certificate from Dissertation Advisory Committee

This is to certify that **Dr. Shivali Sharda**, a graduate student of the **PGDM (Hospital & Health Management)** has worked under our guidance and supervision. He/ She is submitting this dissertation titled "Factors affecting Patient Satisfaction among different wards of Max Super Speciality Hospital, Patparganj" in partial fulfillment 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.

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Institute Mentor Name	Dr. Mukesh Ravi Raushan	Organization Mentor Name
Designation	ASSISTANT PROFESSOR	MS. BAISHAKHI JAIN
Organization	ISHMR, NEW DELHI	Designation
		(PATIENT EXPERIENCE HEAD)
		Organization
		MAX SUPER SPECIALITY
		HOSPITAL, PATPARGANJ

FEEDBACK FORM

Name of the Student: DR. SHIVALI SHARMA

Name of the Organisation in Which Dissertation Has Been Completed:

MAX SUPER SPECIALITY HOSPITAL, PATPARGANJ

Area of Dissertation: HOSPITAL OPERATIONS (PATIENT EXPERIENCE)

Attendance: 96%

Objectives achieved: PATIENT SATISFACTION

Deliverables: ACTIVELY CONTRIBUTED TOWARDS IMPROVING PATIENT SATISFACTION SCORE BY COORDINATING WITH RESPECTIVE STAKE HOLDERS.

Strengths:

HARDWORKING, SINCERE, PUNCTUAL, GOAL ORIENTED

Suggestions for Improvement:

AVOID MULTITASKING, DON'T LEAVE TASKS UNFINISHED, CONTINUE LEARNING.

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

Baishakhi

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

Date: 15/07/2024

Place: MAX SUPER SPECIALITY HOSPITAL, PATPARGANJ

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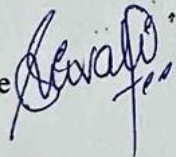
CERTIFICATE BY SCHOLAR

This is to certify that the dissertation titled **“Factors affecting Patient Satisfaction among different wards of Max Super Speciality hospital, Patparganj”** is submitted by

Dr. Shivali Sharda, Enrollment No. **PG/22/112** under the supervision of
Dr. Mukesh Ravi Raushan

for award of PGDM (Hospital & Health Management) of the Institute carried out during the period from 20 February 2024 to 20 May 2024
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INTERNATIONAL INSTITUTE OF HEALTH MANAGEMENT RESEARCH (IIHMR)

Plot No. 3, Sector 18A, Phase- II, Dwarka, New Delhi- 110075
Ph. +91-11-30418900, www.iihmrdelhi.edu.in

CERTIFICATE ON PLAGIARISM CHECK

Name of Student (in block letter)	Dr./Mr./Ms. DR. SHIVALI SHARDA		
Enrollment/Roll No.	PG/22/112	Batch Year	2022-2024
Course Specialization (Choose one)	Hospital Management	Health Management	Healthcare IT
Name of Guide/Supervisor	Dr./Prof.: DR. MUKESH RAVI RAUSHAN		
Title of the Dissertation/Summer Assignment	"Factors Affecting Patient Satisfaction among different Wards of Max Super Speciality Hospital; Patparganj"		
Plagiarism detect software used	"TURNITIN"		
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Signature:

Dean (Academics and Student Affairs)

Signature:

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ACKNOWLEDGEMENT

- I am grateful to MAX Super Speciality Hospital, Patparganj for providing me with the opportunity to complete my Dissertation / internship at their organization.
- I am sincerely grateful to my internship mentors Ms Baishakhi Jain (Head-Patient Experience), her support and guidance helped me to understand the hospital dynamics, gain valuable experience in my field, and allowed me to make the most of my internship. She in spite of being busy with her duties, took time to hear and guide me, gave helpful advice and constructive comments throughout the project. Her valuable input made this project possible.
- I extend my thanks to all the staff members of MAX Super Speciality Hospital, Patparganj for their kind cooperation and patience.
- Also, I am glad to acknowledge Dr Mukesh Ravi Raushan, Assistant Professor IIHMR Delhi who is my mentor for his continuous encouragement in the completion of this project.

Dr Shivali Sharda

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Abstract

- Introduction:

Patient satisfaction refers to the belief and an expression of attitude about the health care service the patient received. It depends on a number of components including expectations, service consumption experience, and experience-based emotional or cognitive response after consumption and choice. Positive patient experiences foster trust and loyalty towards the hospital, resulting in enhanced reputation and increased referrals, ultimately benefiting the hospital's business and sustainability. Patient satisfaction is a crucial metric in evaluating the quality of healthcare services provided by private multi-specialty hospitals

- Methodology:

The study has collected the data from various wards/department of the hospital Max Super Specialty hospital, Patparganj, Delhi from the time period of March till May. The sample size of this descriptive survey was calculated from the following formula: $n = \frac{z^2 p(1-p)}{d^2}$ using Convenience sampling method, where, z = z -value for 95% confidence level, p = prevalence of patients' satisfaction and d = precision of error. Assuming the prevalence of patients' satisfaction as 80%, evidenced in the Max dreamsol app, for 5% precision of error, the calculated sample size was 244.

- Results

This study provided an overview of the satisfaction level with the service provided to the patients admitted under different wards of Max Super Specialty Hospital, Patparganj. The levels of patient satisfaction varied in different wards

of the hospital and are as follows: 91.8% Pediatric ward, 81.6% Oncodaycare ward, 83.3% EWS ward, 93.4% Emergency ward. Behavioral issues was also reported in EWS ward(7) and Emergency ward(2).

- Discussion

Patient satisfaction refers to their belief and an expression of attitude about the health care service they received. It depends on a number of components including expectations, service consumption experience, and experience-based emotional or cognitive response after consumption and choice. Several factors contribute to patient satisfaction in private multi-specialty hospitals: Quality of Care, Communication, Accessibility and Convenience, Hospital Environment, Staff Attitude and Behaviour and Emotional Support. Also, hospital can implement various strategies to improve patient satisfaction: Training and Development, Feedback Mechanisms, Streamlined Processes, Enhanced Communication, Empowerment and Education and Focus on Staff Well-being.

Background

Patient satisfaction in the wards of private hospitals is crucial for several key reasons. Firstly, when patients are satisfied, they are more likely to adhere to prescribed treatment plans, leading to improved health outcomes and fewer readmissions. The quality of care, personalized attention, and the comfort of the hospital environment all play significant roles in enhancing patient satisfaction. Secondly, positive experiences build trust and loyalty towards the hospital, boosting its reputation and generating more referrals, which are essential for the hospital's business success and long-term sustainability. In a competitive healthcare environment, high patient satisfaction can set a hospital apart, attracting more patients and ensuring their continued patronage. Additionally, satisfied patients are more prone to leave favorable feedback and testimonials, which can improve the hospital's online presence and influence the decisions of potential patients. Thus, focusing on patient satisfaction is crucial not only for the well-being of patients but also for the growth and success of the hospital.

Patient satisfaction is a critical measure for assessing the quality of healthcare services in private multi-specialty hospitals. There has been an increasing focus on patient satisfaction, as it reflects the effectiveness of care, affects patient loyalty, and influences the hospital's reputation.

Importance of Patient Satisfaction

Patient satisfaction extends beyond basic contentment to include perceptions of care quality, communication with healthcare providers, hospital amenities, and the overall experience. High patient satisfaction levels are linked to better clinical outcomes, higher adherence to treatment plans, and stronger patient-provider relationships. Furthermore,

patients who are satisfied are more likely to recommend the hospital to others, aiding in the hospital's growth and its competitive stance in the healthcare market.

Several factors significantly impact patient satisfaction in private multi-specialty hospitals:

- **Quality of Care:** Patients seek competent and precise medical treatment delivered with empathy and respect for their personal values and preferences. The effectiveness of treatment and clinical outcomes are crucial in determining patient satisfaction.
- **Communication:** Effective communication between healthcare providers and patients is vital for establishing trust, alleviating anxiety, and supporting informed decision-making. Providing clear explanations about diagnoses, treatment options, and post-discharge care enhances patient satisfaction.
- **Accessibility and Convenience:** The ease of scheduling appointments, minimizing waiting times, and streamlining admission and discharge processes are key to improving patient satisfaction. Additionally, conveniences such as ample parking and accommodations for family members contribute to a positive overall experience.
- **Hospital Environment:** The cleanliness, comfort, and safety of the hospital environment play a significant role in patient satisfaction. Well-maintained facilities, pleasant surroundings, and amenities like Wi-Fi and entertainment options help improve the patient experience.
- **Staff Attitude and Behaviour:** Patients appreciate courteous, empathetic, and attentive behaviour from healthcare staff. Positive interactions with doctors,

nurses, and support personnel are critical factors in achieving high levels of patient satisfaction.

- **Emotional Support:** Providing emotional support is crucial, especially during challenging times. Empathetic listening, encouragement, and access to counselling services are important for addressing patients' emotional needs and enhancing their overall satisfaction.

Private multi-specialty hospitals can enhance patient satisfaction through several effective strategies:

- **Training and Development:** Offering comprehensive training programs for healthcare professionals in areas such as communication, empathy, and patient-centred care can significantly improve the quality of interactions between patients and providers.
- **Patient-Centred Care:** Embracing a patient-centred approach means actively involving patients in their care decisions, respecting their preferences, and addressing their specific needs and concerns.
- **Feedback Mechanisms:** Establishing robust feedback systems, such as surveys, suggestion boxes, and online platforms, allows patients to share their experiences. This feedback helps hospitals identify areas for improvement and make necessary changes.
- **Streamlined Processes:** Improving hospital processes such as appointment scheduling, registration, and billing can reduce waiting times and enhance overall efficiency, contributing positively to patient satisfaction.
- **Enhanced Communication:** Leveraging technology to improve communication—such as using telemedicine for follow-up visits, sending

appointment reminders via SMS or email, and providing patient portals for accessing medical records—can enhance convenience and engagement.

- **Empowerment and Education:** Providing patients with detailed information about their conditions, treatment options, and self-care practices encourages active participation in their healthcare journey and boosts satisfaction.
- **Focus on Staff Well-being:** Supporting the well-being and job satisfaction of healthcare staff through positive work environments, recognition programs, and professional development opportunities can lead to better patient experiences.

By focusing on these areas, private multi-specialty hospitals can enhance patient satisfaction and overall care quality. Implementing strategies such as training, feedback systems, process optimization, and patient empowerment fosters a culture centred around patients, exceeding their expectations and driving excellence in healthcare delivery. Ultimately, high patient satisfaction builds trust, loyalty, and contributes to the long-term success of healthcare institutions.

Review of Literature

□ **Crow et al. (2019)** conducted a systematic review that underscored the significance of empathy, communication skills, and trust in healthcare providers for boosting patient satisfaction. The review identified several key factors influencing patient satisfaction, including the quality of communication with healthcare providers, waiting times, facility cleanliness, pain management, and patient involvement in decision-making regarding their care.

□ **Johnson et al. (2018)** investigated how variations in communication styles and healthcare expectations across different cultures impacted patient satisfaction. The study highlighted that cultural and demographic factors significantly influence satisfaction levels, with variations observed based on ethnicity, age, socioeconomic status, and health literacy.

□ **Doyle et al. (2021)** focused on the role of patient-reported outcomes and experiences in assessing care quality and its effect on overall patient satisfaction. The research found a strong link between the quality of care and patient satisfaction, noting that high-quality care—characterized by effective treatment outcomes, personalized care plans, and a patient-centred approach—typically results in higher levels of patient satisfaction.

Need of the Study:

Conducting a study on factors affecting patient satisfaction across various hospital wards can yield significant benefits for improving healthcare delivery. Here are key reasons why such a study is essential:

- **Identifying Improvement Areas:** Analysing factors that affect patient satisfaction can help hospitals pinpoint specific areas that need enhancement, such as staff responsiveness, cleanliness, communication, and overall care quality.
- **Gaining Competitive Advantage:** Hospitals that consistently achieve high patient satisfaction can attract more patients and build a strong reputation within the community, giving them a competitive edge over other facilities.
- **Enhancing Patient Loyalty and Revenue:** High patient satisfaction is often associated with increased patient loyalty, repeat visits, and positive referrals.

These factors can lead to better financial performance and sustainability for hospitals.

- **Promoting Patient-Centred Care:** Understanding the factors influencing patient satisfaction helps hospitals focus on delivering care that meets patients' needs and expectations, leading to better health outcomes and a more patient-centred approach.

Overall, examining the factors affecting patient satisfaction in different hospital wards is crucial for optimizing healthcare delivery, ensuring a high standard of patient care, and achieving beneficial outcomes for both patients and healthcare providers.

Research Question:

- What are the factors influencing patient satisfaction across different hospital wards at Max Multi specialty Hospital, Patparganj?
- How does the quality of nursing care impact patient satisfaction across various wards of the private hospital?
- To what extent do amenities and physical environment (e.g., cleanliness, comfort) contribute to patient satisfaction in the private hospital's inpatient wards?
- How do patients' perceptions of the hospital's administrative processes (e.g., billing, scheduling) affect their overall satisfaction in various wards?
- How do patients' experiences with discharge planning and post-discharge care influence their satisfaction with the private hospital's services in different wards?

Objectives:

- To compare satisfaction levels among different wards
- Identifying factors influencing patient satisfaction based on the needs of the patient
- Understanding patient preferences
- Highlighting areas of improvement

Data and Methods:

The study has collected the data from various wards/department of the hospital Max Super Specialty hospital, Patparganj, Delhi from the time period of March till May. The sample size of this descriptive survey was calculated from the following formula: $n = \frac{z^2 p(1-p)}{d^2}$ using Convenience sampling method, where, z = z -value for 95% confidence level, p = prevalence of patients' satisfaction and d = precision of error. Assuming the prevalence of patients' satisfaction as 80%, evidenced in the Max dreamsol app, for 5% precision of error, the calculated sample size was 244.

Inclusion criteria of the participants included patients admitted in the hospital of either sex. OPD and Emergency patients were excluded.

Patients' data were collected using a semi-structured questionnaire and the primary draft of the questionnaire was prepared in English.

Questionnaire:

The data was collected under various sections. The information on patient satisfaction was collected under below mentioned sections:

1. Admission Experience
2. Doctor Experience
3. Nursing Experience

4. OT (if applicable)
5. ICU (if applicable)
6. Food & Beverage Experience
7. Housekeeping Experience
8. Discharge Experience
9. Emergency Experience
10. Ambulance Services (if applicable)
11. Attendants Experience
12. Other Facilities

The questionnaire collected the quantitative information in Likert Scale so that the quantification of the subjective indicators could be recommended. The questionnaire consisted of the following parameters with a rating of 1 to 5 on Likert scale, where 1 is least and 5 is highest of magnitude.

- 1- Excellent, 2-Good, 3- Neutral, 4- Bad, 5-Poor

Participants' private information wasn't gathered, examined, or kept either during or after the study. Information about each participant's participation and accomplishments was kept secret. The results of the experiment had no effect on the health of patients and treatment process as this study did not collect any data regarding their treatment process, medicine or mental health.

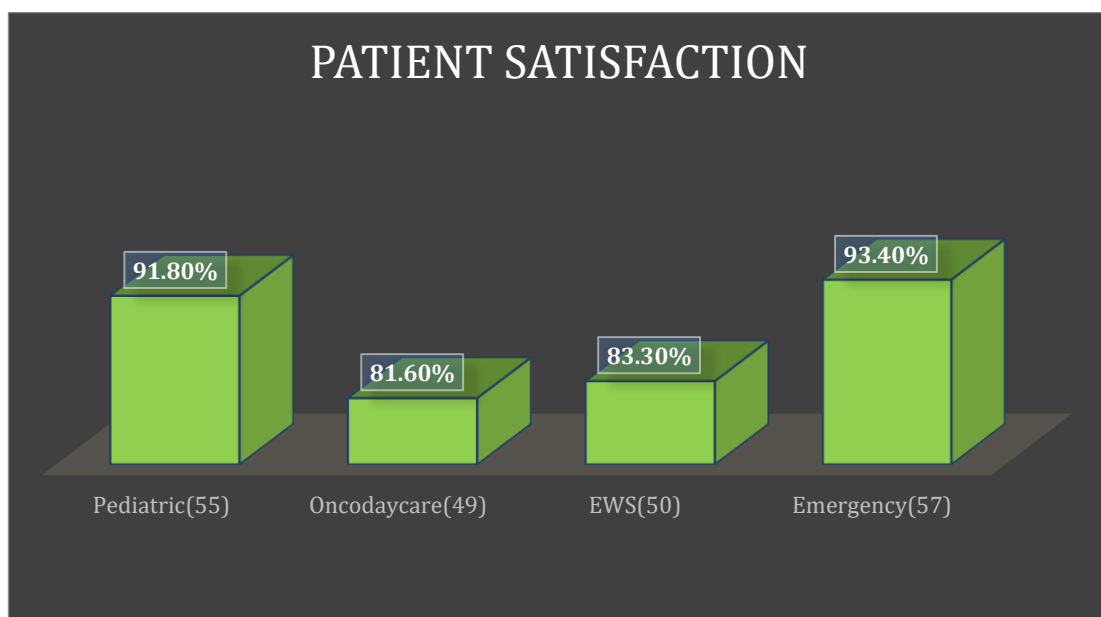
Ethics statement

All the participants were enrolled in the study upon informed written consent. They were notified about the purpose of the study, the right to refuse to participate in the study, and the confidentiality of the information gathered.

Result

A total of 244 patients, 61 each from Paediatric, Oncodaycare, EWS (Economically Weaker Section) and Emergency wards admitted to the inpatient department were approached for an interview, yielding a response rate of 100%. After excluding the non-responding patients and incomplete data a finally 244 patients were included in the analysis. An average of 93.40% patients were satisfied by the services they received in the hospital. The patient satisfaction levels differed among the Paediatric, Oncodaycare, EWS (Economically Weaker Section) and Emergency wards. A total of 55 patients were satisfied in the Paediatric ward accounting for 91.8% satisfaction, 49 patients in Oncodaycare accounting for 81.6% satisfaction, 50 patients in EWS accounting for 83.3% and 57 patients accounting for 93.4% satisfaction.

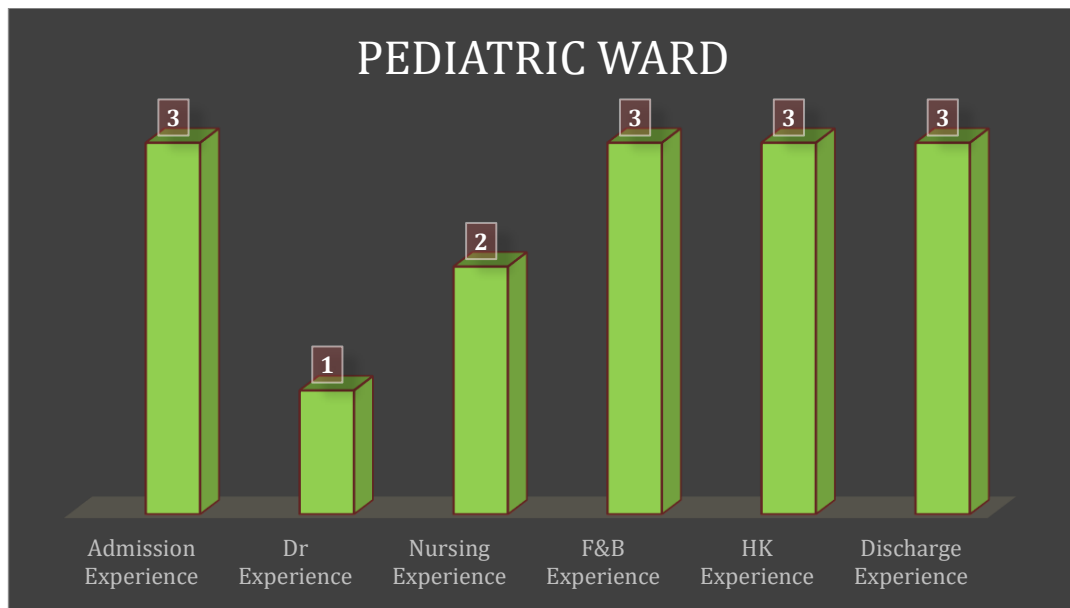
Ward	Patient Satisfaction %(70% of overall score)
Paediatric (55)	91.80%
Oncodaycare (49)	81.60%
EWS (50)	83.30%
Emergency (57)	93.40%
Average	93.40%



PEDIATRIC WARD

Admission Experience	Dr Experience	Nursing Experience	F&B Experience	HK Experience	Discharge Experience
3	1	2	3	3	3

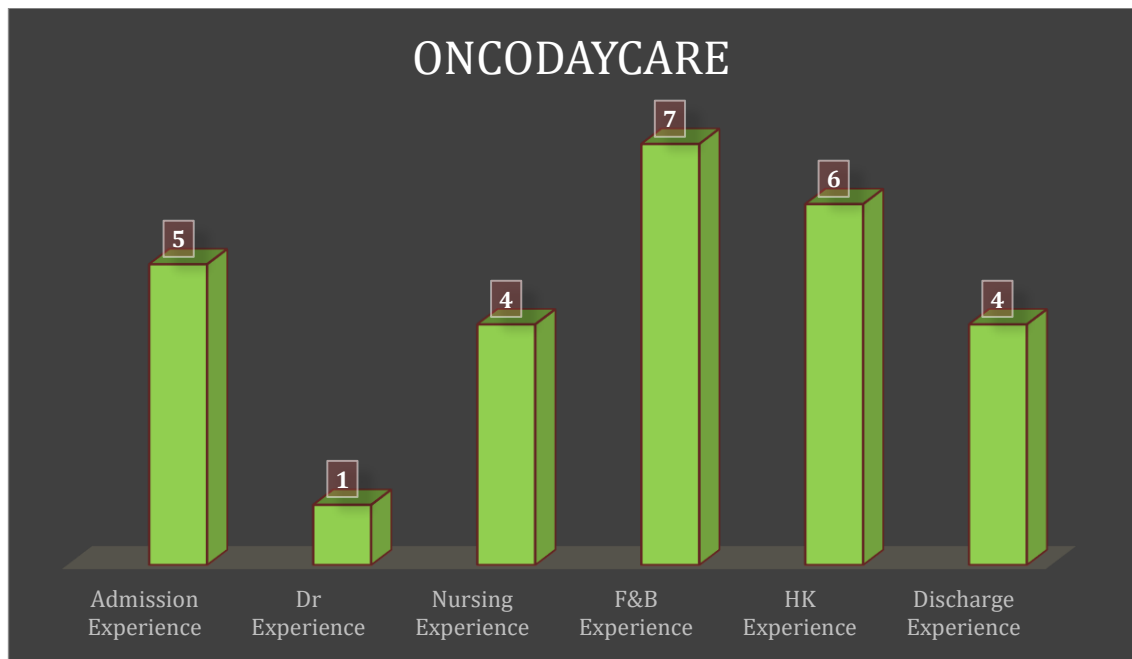
Among the Paediatric ward, 3 negative feedbacks were received for Admission Experience, 1 for Doctor Experience, 2 for Nursing Experience, 3 for FnB Experience, 3 for HK Experience and 3 for Discharge Experience.



ONCOCARE WARD

Admission Experience	Dr Experience	Nursing Experience	F&B Experience	HK Experience	Discharge Experience
5	1	4	7	6	4

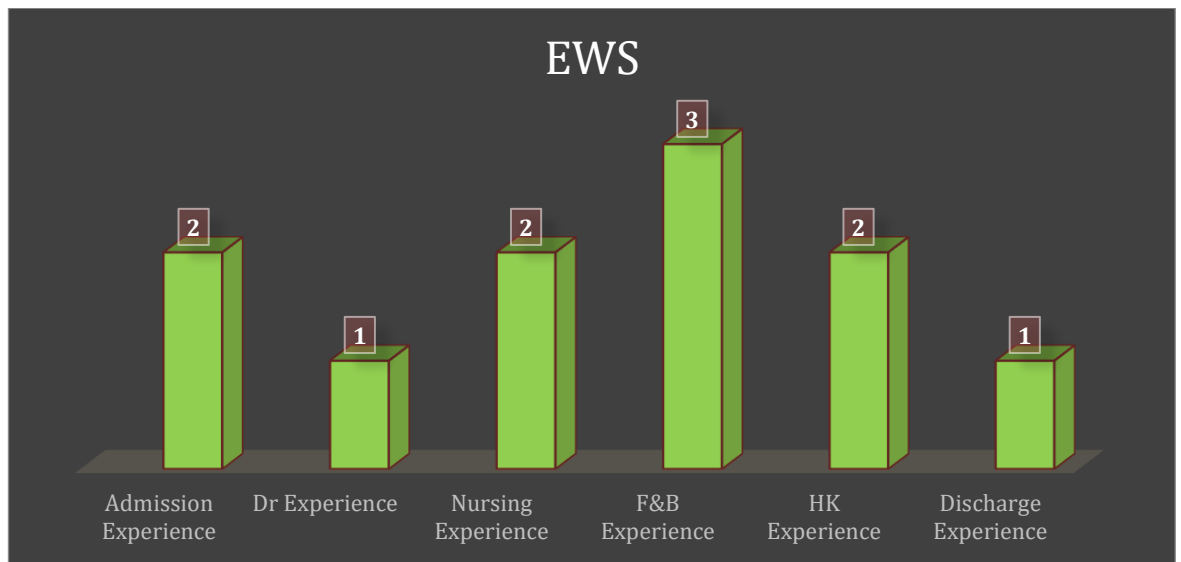
Among the Oncocare ward, 5 negative feedbacks were received for Admission Experience, 1 for Doctor Experience, 4 for Nursing Experience, 7 for FnB Experience, 6 for HK Experience and 4 for Discharge Experience.



EWS (ECONOMICALLY WEAKER SECTION) WARD

Admission Experience	Dr Experience	Nursing Experience	F&B Experience	HK Experience	Discharge Experience
2	1	2	3	2	1

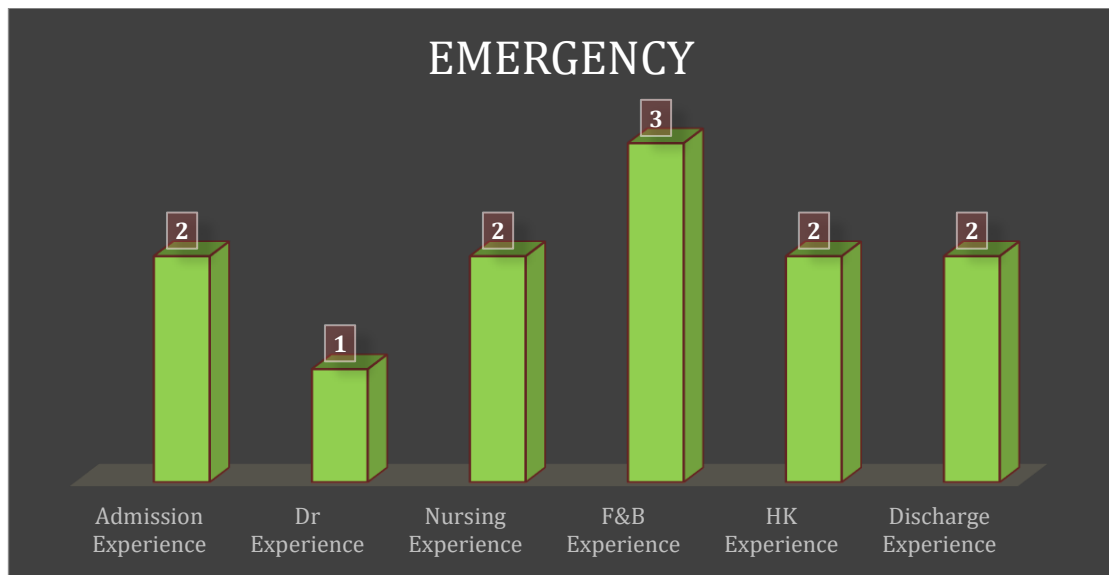
Among the EWS ward, 5 negative feedbacks were received for Admission Experience, 1 for Doctor Experience, 4 for Nursing Experience, 7 for FnB Experience, 6 for HK Experience and 4 for Discharge Experience.



EMERGENCY WARD

Admission Experience	Dr Experience	Nursing Experience	F&B Experience	HK Experience	Discharge Experience
2	1	2	3	2	2

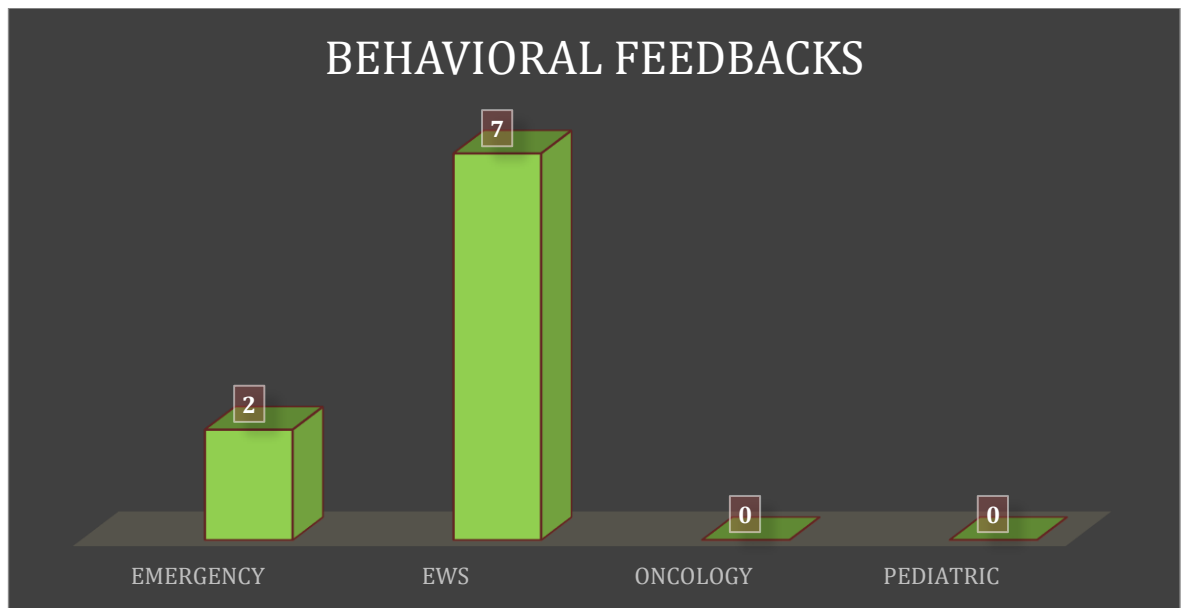
Among the Emergency ward, 2 negative feedbacks were received for Admission Experience, 1 for Doctor Experience, 2 for Nursing Experience, 3 for FnB Experience, 2 for HK Experience and 2 for Discharge Experience.



BEHAVIOUR ISSUES

EMERGENCY	EWS	ONCOLOGY	PEDIATRIC
2	7	0	0

Among the behaviour issues, 2 negative feedbacks were received from Emergency and 7 from EWS ward.



DISCUSSION

The significance of consumer satisfaction in evaluating the quality of patient care services provided by healthcare organizations is widely acknowledged. The satisfaction levels concerning the attitudes and services of healthcare providers are expected to directly influence treatment outcomes and prognosis. Therefore, patient satisfaction is a multifaceted concept and a personal experience that is closely tied to a patient's perception of care, expectations, and perceived needs.

The "perception gap," or the discrepancy between patients' impressions of care and their needs and expectations, is significant, according to McNealy. Patients will be happy and satisfied if this gap doesn't exist and performance levels are already at satisfaction

or "delight" levels. Patient satisfaction surveys serve a variety of functions, including evaluating healthcare services from the perspective of the patient, identifying problem areas, and generating solutions to those concerns.

Any service interaction at a hospital result in a consumer judgement, which might be either one of satisfaction or dissatisfaction A satisfaction judgement results when the hospital's perceived performance meets or exceeds consumers' expectations, whereas a dissatisfaction judgement occurs when perceived performance falls short of expectations.

Taken four factors of 5Q model that are mostly considered by every patient when they choose the health care organization and that are service quality, processes, infrastructure and interaction, in my study patients were satisfied with the some of dimensions of the service quality and with few dimensions they were dissatisfied.

This study provided an overview of the satisfaction level with the service provided to the patients admitted under different wards of Max Super Specialty Hospital, Patparganj.

- The wards covered under this study are Pediatric ward, Oncodaycare ward, EWS ward and Emergency ward.
- An average of 93.4% of patients were satisfied with the service they received.
- The levels of patient satisfaction varied in different wards of the hospital and were as follows: 91.8% Pediatric ward, 81.6% Oncodaycare ward, 83.3% EWS ward, 93.4% Emergency ward.
- Behavioural issues were also reported in EWS ward (7) and Emergency ward (2).

After analysis, major factors affecting patient satisfaction were:

☐ **Quality of Medical Services:**

- **Expertise of Healthcare Providers:** The skill and professionalism of doctors, nurses, and other medical staff.
- **Precision in Diagnosis and Treatment:** The effectiveness and accuracy in diagnosing and treating medical issues.

☐ **Communication:**

- **Information Clarity:** The way medical staff convey information about diagnoses, treatment options, and procedures.
- **Listening Abilities:** How well healthcare providers listen to and address patient inquiries and concerns.
- **Empathy and Compassion:** The capacity of medical staff to understand and address patients' emotional and psychological needs.

☐ **Patient-Provider Interaction:**

- **Respect and Dignity:** How patients are treated with respect and their dignity is maintained.
- **Customized Care:** Adapting care to meet individual patient needs and preferences.

□ **Hospital Environment:**

- **Cleanliness and Sanitation:** The overall hygiene and upkeep of hospital facilities.
- **Comfort and Amenities:** The quality of hospital rooms, waiting areas, and additional services such as food.

□ **Administrative and Support Services:**

- **Appointment Scheduling:** The convenience and efficiency of booking appointments and accessing services.
- **Billing and Financial Transactions:** Clarity and precision in billing, as well as the effectiveness of handling financial matters and insurance claims.

□ **Wait Times:**

- **Care Timeliness:** The length of time patients wait for appointments, procedures, and test results.

□ **Follow-Up Care:**

- **Ongoing Care:** The quality and effectiveness of follow-up services and patient education after discharge.

□ **Staff Interactions:**

- **Responsiveness:** How quickly and effectively staff respond to patient needs and requests.
- **Professionalism:** The overall conduct and demeanour of hospital staff, including those in administrative roles.

☐ **Safety and Security:**

- **Safety Perceptions:** Measures taken to ensure patient safety, including infection control and preventive practices.
- **Privacy:** Ensuring patient confidentiality and privacy during care and communication.

☐ **Hospital Facilities:**

- **Modern Equipment:** The availability and use of up-to-date medical technology and equipment.
- **Accessibility:** Ease of reaching the hospital and its facilities, including parking and transportation options.

☐ **Patient Education:**

- **Care Understanding:** Providing patients with sufficient information about their conditions, treatments, and self-care instructions.

☐ **Overall Experience:**

- **Integrated Care:** How well different aspects of care and services are coordinated to provide a cohesive patient experience.

CONCLUSION

Patient satisfaction reflects a patient's perception and attitude regarding the healthcare services they have received. This satisfaction is influenced by various factors such as expectations, the actual experience of service consumption, and the emotional or cognitive responses following the service. At Max Super Specialty Hospital, nearly 80% of patients expressed satisfaction, with an overall average satisfaction rate of 93.4%.

Several key elements contribute to patient satisfaction in private multi-specialty hospitals, including: Quality of Care, Communication, Accessibility and Convenience, Hospital Environment, Staff Attitude and Behaviour, and Emotional Support.

To enhance patient satisfaction, hospitals can implement several strategies such as: Training and Development, Feedback Mechanisms, Streamlined Processes, Improved Communication, Empowerment and Education, and Attention to Staff Well-being.

However, the study has limitations. Patient satisfaction is a subjective measure influenced by their expectations, attitudes, and the quality of service received.

Therefore, a qualitative approach could offer deeper insights into the factors affecting satisfaction. Additionally, there may be confounding variables not accounted for in the study, such as patients' detailed sociodemographic characteristics, disease profiles, clinical presentations, and timing of hospital admission. Finally, since the study focused solely on Max Super Specialty Hospital, the findings may not be applicable to all healthcare facilities across the country.

Confidential
For Research purpose only

**Research Tool for “Factors Affecting Patient Satisfaction among Different Wards:
Case Study of Max Super Specialty Hospital”**

The purpose of this study is to investigate factors influencing patient satisfaction in hospital settings. Your participation will involve completing a survey about your experiences and perceptions during your recent hospital stay.

If you agree to participate, you will be asked to complete a survey consisting of questions about your hospital experience, including aspects related to the quality of care, communication with healthcare providers, amenities, and overall satisfaction. The survey will take approximately 15-20 minutes to complete.

There are no known risks associated with participating in this study. By participating, you may contribute valuable information that could help improve the quality of care and patient experience in hospitals.

Your responses will be kept confidential to the extent allowed by law. Your identity will not be disclosed in any reports or publications resulting from this study. Only authorized researchers will have access to the data, and all data will be stored securely.

Your participation in this study is entirely voluntary. You may choose not to participate or withdraw from the study at any time without penalty or loss of benefits to which you are otherwise entitled.

By signing below, you indicate that you have read and understood the information provided in this consent form, that any questions you have about the study have been answered to your satisfaction, and that you voluntarily agree to participate in this research study.

Participant's Signature: _____

PATIENT SATISFACTION QUESTIONNAIRE

S.no.	Themes	
A. Demographic and Profiling of the respondent		
A1	Name	
A2	Age (in completed years)	
A3	Mobile no. (10-digit)	
A4	Residence	
A5	Date	__/__/____ (DD/MM/YYYY)
B. Admission Experience		
B1	Explanation of admission process	Excellent.....1 Good..... 2 Neutral..... 3 Bad..... 4 Poor..... 5
B2	Time taken for admission process(minutes)
B3	Quality & promptness of responses to your queries	Excellent.....1 Good..... 2 Neutral..... 3 Bad.....4 Poor..... 5
B4	Counselling on packages & expected expenses	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
B5	Courtesy of admissions staff	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
B6	Responsiveness of admissions staff	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
B7	Any comments/ suggestions related to the admission process	
C. Doctor's Consultation Experience		
C1	How was the Attentiveness of the Dr during consultation	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5

S.no.	Themes	
C2	How was the quality of care provided during the consultation	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
C2	Were you equally involved with your respective Dr in the decisions concerning your treatment	High.....1 Neutral.....2 Low.....3 No involvement.....4
C3	How did you feel about the Explanation of your diagnosis & treatment	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
C4	How will you rate your experience in regular visits and the updates on your health progress	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
C5	How will you rate your experience in the courtesy and compassion demonstrated by the Dr	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
C6	Any comments/ suggestions for the Dr	
D. Nursing Experience		
D1	Was there timely response to call bell and your queries (not more than 4mins)	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
D2	Information shared about medication/ or nursing procedures	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
D3	Quality of care provided by the nurse to alleviate your pain	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
D4	Courtesy & Compassion of the nursing staff	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
D5	Explanation of care at home	Excellent.....1

S.no.	Themes	
		Good.....2 Neutral.....3 Bad.....4 Poor.....5
D6	Any comments/suggestions for the nursing staff	
E. OT (If Applicable)		
E1	Punctuality in start of surgery	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
E2	Timeliness of updates to attendants	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
E3	Courtesy and responsiveness of OT staff	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
E4	OT comments/ suggestions	
F. ICU (If Applicable)		
F1	Attentiveness, promptness and quality of care provided	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
F2	Timeliness of response to your queries and updates provided	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
F3	Explanation of diagnostics and treatment	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
F4	Timelines of updates to attendants	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
F5	ICU comments/ suggestions	

S.no.	Themes	
G. Food and Beverage Experience		
G1	How will you rate the quality of food	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
G2	How will you rate the taste of the food served to the patient	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
G2	Timeliness of food service	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
G3	Courtesy and responsiveness of F&B staff	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
G4	Quality of assessment & counselling by dietician	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
G5	Food options for attendants	Many.....1 Few.....2 No option3
G6	Food & Beverage comments/ suggestions	
H. Housekeeping Experience		
H1	Quality of Cleanliness and Upkeep	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
H2	Behavior & responsiveness of HK staff	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
H3	Any comments/ suggestions for the housekeeping	

S.no.	Themes	
I. Discharge Experience		
I1	Explanation of overall discharge process	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
I2	Explanation & timeliness of discharge summary provided	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
I3	Timeliness & quality of response to queries by billing	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
I4	Timeliness & quality of response to queries by TPA	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
I5	Discharge comments/ suggestions	
J. Emergency Experience		
J1	Emergency contact number responsiveness	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
J2	Immediate assessment & responsiveness on arrival	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
J3	Emergency comments/ suggestions	
K. Ambulance Services (If Applicable)		
K1	Promptness of ambulance response	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
K2	Cleanliness of ambulance	Excellent.....1 Good.....2

S.no.	Themes	
		Neutral.....3 Bad.....4 Poor.....5
K3	Ambulance comments/ suggestions	
L. Attendants Experience		
L1	Care and comfort of your attendants	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
L2	Assistance and information provided by the staff	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
L3	Any comments/ suggestions for the attendants	
M. Other facilities		
M1	Cafeteria/ Public Dining options	Many.....1 Few.....2 No option3
M2	Parking and Security Assistance	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
M3	Other Facilities comments/ suggestions	
N. Feedback and Suggestions		
N1	How was your overall experience of the hospital?	Excellent.....1 Good.....2 Neutral.....3 Bad.....4 Poor.....5
N2	How likely are you to recommend us to a friend or family member?	Very highly.....1 Highly.....2 Neutral.....3 Less likely.....4 Won't recommend.....5
N3	Any Suggestions / Comments?	

S.no.	Themes	

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