

Internship Training

At

**Imperia Health Private Ltd., Onsite Project: Sharda Hospital and
Medical College**

By

Dr. Swati Ahlawat

PGDHM

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**International Institute of Health Management
Research**

Internship Training

At

**Imperia Healthcare Private Ltd. Onsite project: Sharda Hospital and
Medical College, Greater Noida**

A Study on Patient satisfaction in a 500 Bedded Teaching Hospital

By

Dr. Swati Ahlawat

Under the guidance of

Dr. Suparna Pal

Post Graduate Diploma in Hospital and Health Management

Year 2012-2014



**International Institute of Health Management
Research**

(Imperia Healthcare Private Limited Onsite Project: Sharda
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In recognition of having successfully completed her
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and has successfully completed her Project on

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Date: 03 February – 03 May

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

We wish her all the best for future endeavors

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This is to certify that **Dr. Swati Ahlawat** a graduate student of the **Post- Graduate Diploma in Health and Hospital Management** has worked under our guidance and supervision. He/ She is submitting this dissertation titled “ **A STUDY ON PATIENT SATISFACTION IN A 500 BEDDED TEACHING HOSPITAL**” at “**Imperia Health Private Limited, Onsite Project: Sharda Hospital**” in partial fulfillment of the requirements for the award of the **Post- Graduate Diploma in Health and Hospital Management**.

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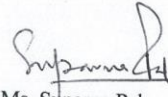
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The Candidate has successfully carried out the study designated to him during internship training and her approach to the study has been sincere, scientific and analytical.

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The following dissertation titled “A STUDY ON PATIENT SATISFACTION IN A 500 BEDDED TEACHING HOSPITAL” at “IMPERIA HEALTH PRIVATE LIMITED, ONSITE PROJECT: SHARDA HOSPITAL” 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 **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 for the purpose it is submitted.

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Objectives achieved: Besides getting the overall understanding of the hospital operations, the student got a good exposure in streamlining the HR activities in the Establishment department of Sharda Hospital.

Deliverables: The Student participated in the personnel file check activity for NABH process. She had also prepared the privilege form for privileging of Hospital nurses.

Her contribution in the Human Resource activities is beneficial for the organization.

 **Strengths:**
Swati has good domain knowledge of Hospital Operations. She is quick on the uptake and also possesses the will and drive to take on additional responsibilities and take them to their conclusion. A good team person.

Suggestions for Improvement:

Swati can further benefit by taking initiative and understanding the details of hospital operations.



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

Date: 6th May 2014

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ABSTRACT

Health care scenario is fast changing all over the world. Patient satisfaction is one of the established yardsticks to measure success of the services being provided in the hospitals. Improved socioeconomic status and easier access to medical care has led to high expectations and demands from consumers of hospital services. For health care organization to be successful monitoring of customer's perception is a simple but important strategy to assess and improve their performance.

A patient is the ultimate consumer of the hospital. He is the person in distress. He expects from hospital comfort, care and cure. Patient forms certain expectations prior to visit. Once the patient come to the hospital and experience the facilities, they may become either satisfied or dissatisfied. Human satisfaction is a complex concept that is related to a number of factors including lifestyle, past experiences, future expectations and the value of both individual and society .The goal of any service organization is creation of satisfaction among customers.

Very few studies carried out in India for measuring satisfaction of patient with hospital services. To measure the patient satisfaction of Sharda hospital this cross sectional study was carried out between the IPD and OPD patients of different department. The purpose of present study is to carry out evaluation of patient satisfaction by the hospital services by getting feedback from indoor patients as well as from the patients who have visited the outpatient department of Sharda Hospital and Medical College. A well structured questionnaire was prepared and given separately to both IPD and OPD patients. The results showed that the overall impression of the patients who had availed the facilities of inpatient department of the hospital was good. The medical service provided by the doctors and nurses in their respective wards was found satisfactory while dissatisfaction was found in nurse's response during night hours. This must be improved. In response to the support services provided by the hospital, most dissatisfaction was found in food and beverage department and with the cleanliness of the hospital. These two services showed areas of improvement in order to increase the complete patient satisfaction. The speed for the discharge process was rated poor by number of respondents. As far as the recommendation and patient retention is concerned it was found satisfactory in most of the cases.

In response to the OPD satisfaction level, most of the patients were satisfied with the admission process, billing process and the medical care provided by the doctor and nurses in their respective departments. The support services that were found to be improved were security services. There were few patents found who had to wait for more than 30 minutes for the consultation. The recommendation and the patient retention were found very good in both of the cases.

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1. INTRODUCTION

The cost of providing health care is escalating at an alarming rate. With challenges ranging from rising malpractice costs to physician turnover, medical practices must maximize resources and make tough choices in order to remain profitable.¹ It is precisely these challenges that make improving patient satisfaction so critical. Important ways to improve patient satisfaction are the reducing of malpractice costs, the decreasing patient defections, the decreasing negative word-of-mouth advertising and the increasing patient referrals.² In addition, improving patient satisfaction leads to increased productivity. Physicians and staff often spend a lot of time reacting to complaints and dealing with non-compliant patients, which negatively impacts office efficiency. By contrast, satisfied patients are easier and more rewarding to care for, take up less physician and staff time and are more compliant. Improved patient satisfaction decrease the length of patient's visit and wait time, reduces treatment costs and increases patient volume.

Patient satisfaction is the extent to which the patients feel that their needs and expectations are being met by the service provided³. Satisfied and dissatisfied patients behaved differently; satisfied patients were more likely to comply with treatment^{4,5}, keep follow up appointments⁶ and utilize health services. Such behavioural consequences related to satisfaction could affect outcome of care and health-seeking behaviour

The issue of patient/customer satisfaction has gained increasing attention from executives across the healthcare industry. The measurement of patient satisfaction through patient satisfaction surveys has helped organizational leaders incorporate patient perspectives as a way to create a culture where service is deemed an important strategic goal for healthcare facilities. However, despite their many efforts and successes with satisfaction measurement, evidence shows that more work in this area is still needed. One of the primary challenges has been in sustaining patient/customer satisfaction improvement initiatives in the face of competing priorities and diminishing resources.

Patient complaints have a long history of use in the health system as a measure of dissatisfaction, but it is only in recent decades that formal patient satisfaction surveys have been used as a measure of the quality of care, and a link between this measure, and patient safety, has been made.

The measurement of patient satisfaction and complaints is an attempt to capture elements of the quality care against patient expectations. These elements include: the art of care (caring attitude); technical quality of care; accessibility and convenience; finances (ability to pay for services); physical environment; availability; continuity of care; efficacy and outcome of care. Patient satisfaction surveys and patient complaint letters are widely used in health systems across the world. The tools themselves vary

both in type (survey, questionnaire, critical incident technique) and focus. Patient satisfaction surveys and patient complaint data can be easily integrated elements of clinical practice improvement programs. Their effectiveness depends on their construction, their applicability to the service context, and their use as drivers of change.

1.1 Patient Satisfaction:

Patient /Client satisfaction is an attitude – a person's general orientation towards a total experience of health care. Satisfaction comprises both cognitive and emotional facets and relates to previous experiences, expectations and social networks. Satisfaction is achieved when the patient/client's perception of the quality of care and services that they receive in healthcare setting has been positive, satisfying, and meets their expectations.⁷

Satisfaction, like many other psychological concepts, is easy to understand but hard to define.

The concept of satisfaction overlaps with similar themes such as happiness, contentment, and quality of life. Satisfaction is not some pre-existing phenomenon waiting to be measured, but a judgment people form over time as they reflect on their experience. A simple and practical definition of satisfaction would be the degree to which desired goals have been achieved.

Measurement of patient satisfaction with services provided by hospitals is important from two angles. First, as patients are the hospital's direct clientele, their overall satisfaction is an important aspect of the service itself and second, patient satisfaction provides an indirect measure of other dimensions as well. There is increasing evidence to suggest that patient satisfaction is usually correlated with the effectiveness of treatment. Indeed, consumer satisfaction is at the very core of modern marketing theory and practice, which is based on the notion that organizations survive and prosper through meeting the needs of their customers.

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1.1.1 Factors that may influence Satisfaction:

When including patient satisfaction mechanisms in health care systems, the options should take account of the capacity of users to understand what is being asked of them and to communicate their opinions and feelings effectively.⁷ Important factors influencing patients/clients in this regard include literacy levels, intellectual and

physical/sensory disability levels and difficulties with language proficiency or ethnic and cultural diversity. Social elements within our society must be considered as they can very often dictate whether the consumer will provide feedback and express their satisfaction or otherwise, e.g., financial status, educational status, demographics (urban/rural), technology.

1.1.2 Why to measure Patient Satisfaction?

Consumer participation is increasingly being linked with improvements in the quality of health care and improved health outcomes.⁷ There is an increasing impetus for shared decision making and person centred care. Person centred care has become a central concept in healthcare as a response to:

- A general trend towards increasing attention to social inclusiveness and the needs of the customer.
- The rapidly increasing cost of healthcare and the imperative for effectiveness.
- The focus on improvement of processes and outcomes of care.
- Increased access of patient/clients to information about healthcare treatments and options.

There is a growing evidence of the links between consumer feedback and participation in

Decision - making in individual care leads to improvements in health outcomes and stronger therapeutic alliances. Effective consumer feedback strategies lead to more accessible health services. Consumer feedback makes organisations more aware of significant areas of dissatisfaction with care and services and give staff new insights into how people perceive aspects of their care and can increase consumer confidence. The movement to include patient/client evaluations of care is growing as more providers/organisations realize that patient/client satisfaction measurement is a cost effective, non invasive indicator of quality of care. Giving the patient/client an opportunity to voice their opinions about the care they receive can be seen as part of a broader commitment to public and patient/client participation in healthcare service planning and delivery.

1.1.3 Importance of Patient Satisfaction:

Patient satisfaction has long been a distant afterthought to many healthcare providers. For centuries, healthcare providers viewed the process of healthcare delivery as an isolated business transaction, primarily because patients' options of providers were

limited.⁸ Today, informed patients not only have more choices, but they also take an active role in their health education, planning, and decision making.

Regardless of HCAHPS and other governmental regulations that have recently surfaced to turn the spotlight on patient satisfaction, successful healthcare professionals should view patient satisfaction as an integral part of the medical industry. Exceptional providers genuinely care about the well-being of patients and their families. They must understand the value of patient experience despite the many competing priorities they are faced with on a daily basis.

Some of the significant benefits healthcare providers reap from improving their patients' experiences include but are not limited to:

Patient Retention

Satisfied patients remain loyal to a healthcare provider they trust. It is important for doctors and other healthcare professionals to treat patients as equals, and communicate complex medical issues in plain language. The provider's ability to establish a strong connection with patients correlates directly to their ability to maximize revenue growth. It is also worth noting that obtaining a new customer is, on average, five times more expensive than retaining current customers. Therefore, it is simply less costly for a provider to keep their current patients happy than to attract new patients.

Word-of-Mouth Advertising

Satisfied patients tell others about their experience. Most healthcare providers do not advertise, and rely on referrals to grow their client base and improve their billings. However, what providers should be concerned with are negative advertisements. While satisfied patients may refer a few of their close family members or friends, dissatisfied customers tell many more about a disappointing experience. Eliminating negative experiences by implementing patient satisfaction strategies is essential to maintaining and growing your client base.

Reduced Malpractice Costs

Despite the impressive advancement in medical research and technology, malpractice lawsuits have been consistently rising for the past several decades. Most patients filing malpractice lawsuits claim that poor communication is the chief reason for filing a malpractice suit. Healthcare providers who strive to deliver exceptional patient experiences understand the importance of communicating complex issues clearly and empathetically. Even when the inevitable mistakes are made, patients tend to be more forgiving if their healthcare provider met their basic expectations.

In order to achieve higher levels of patient satisfaction, healthcare systems must be able to measure and analyze their current state of operations and determine areas of

improvements as perceived by the patients. For example, healthcare systems can utilize provider and patient surveys to evaluate and measure the effectiveness of certain areas of the organization, such as provider/patient communication, provider onboarding, reception, or accounting. By uncovering the insights of patients and employees, healthcare organizations can identify areas of concern in order to develop and implement customized solutions.

The process of measuring and analyzing will naturally enable healthcare systems to increase the quality of the medical services delivered. This understated benefit of a patient-centered operations strategy is a powerful advantage for any healthcare system, tremendously contributing to the advancement of the healthcare industry.

1.1.4 Benefits of Patient Satisfaction Measurement:

The following benefits are shown by the measurement of patient satisfaction from health services⁸:

- **Revenue:** Customer retention is perhaps the most visible aspect of customer satisfaction. If the customer is not satisfied, he or she simply won't return; more importantly, the money he or she spent earlier on a business that did not meet expectations will now go to a business that does. Therefore, it is in the interest of every member of the organization to keep the patient satisfied.
- **Risk Mitigation:** According to the National Center for State Courts, the median damages awarded in malpractice lawsuits is \$400,000, which is twenty times higher than the median awarded in personal injury lawsuits. While improving an organization's overall quality assurance practices will inherently lower the probability of medical malpractice, patient experience also plays a considerable role. While malpractice costs are astonishing and will not be fully mitigated by increasing patient satisfaction, if the patient believes that the healthcare provider is genuinely interested in his welfare and all his needs have been taken care of, then even in the occasional case of health complications, the propensity to sue will be considerably lessened. Study after study elicits the clear correlation between time spent with patients and risk of lawsuits. The more time a provider spends with a patient, then the lower the chance of a patient filing a lawsuit.
- **Talent Retention:** In a service industry such as healthcare, employees are an organization's greatest asset. While a healthcare facility may have the most advanced medical equipment, without skilled and suitably trained staff, achieving service excellence would be difficult. Unfortunately, retaining talented employees is not an easy task even in less than stellar economic climates.

Talented individuals thrive on working in an excellence-driven business environment. By nature, service-focused organizations provide an environment that rewards performance, thus appealing to skilled and talented providers and staff. Satisfied providers will naturally promote their organization and recruit additional qualified healthcare professionals, fostering an ecosystem that continuously improves the overall organization.

- **Medical benefits:** Early diagnosis, show a decrease in pain and prevention complications, procedures which in many cases prolong hospitalization and shoot the cost.
- **Psychological benefits:** Satisfied patients are led to reduced hospitalization time and faster recovery, while many researchers are equated with self-healing. This feeling of trust that develops in satisfied patients, is based mainly on the sense of control of the situation and participation of their own, and the possibility of expression of opinion about the quality of health services. Therefore, even the search for the patients' opinion, can be considered a therapeutic agent, since it increases satisfaction and encourages active participation.
- **Improvement of the quality of services:** When measuring patient satisfaction the multitude of information is very important, but more important is the evaluation and its realization, as they can contribute to improving the quality of services. Such measurements feed back into the system and help redesign by providing information to management for problematic areas of healthcare in order to take corrective measures, which either directly have a positive effect on patients' health, or in the long term increase the level of patient satisfaction.
- **Performance of Staff:** An attempt to address patient satisfaction can be in turn a way to estimate the performance of the agency's staff. On the same time from patient satisfaction data can be obtained useful data for attitudes and behaviors of staff in order to take appropriate corrective interventions. Therefore it gives rise to management of any organization of health services to reward or to direct the staff to improve the services.
- **Comparative Advantage:** Finally, the measurement of patient satisfaction as a tool evaluation of staff performance, gives a comparative advantage in this organization providing health services if:
 - Recognizes the needs and requirements of patients/customers
 - Identifies any gaps between them and the final service received by the patient/customer
 - Detects and sets new goals for staff and patients.

Improving the patient experience requires more than instituting robust training programs, updating facilities, and tweaking a few standard operating procedures. Improving the patient experience is, at its core, about creating a culture of excellence to promote an unparalleled commitment to providing quality care, measuring results, and continuously raising the bar higher.

1.2 Sharda Hospital and Medical College:

Sharda Hospital, a 500 bedded Multi Specialty Hospital situated in NCR (Greater Noida) and run by Sharda group of institutions. The hospital offers medical care to the patients at affordable costs. Equipped with all modern facilities and sophisticated equipment, Sharda Hospital provides comprehensive healthcare to all sections of the society. It's highly qualified and experienced medical professionals offer best in class expert care to the patients round-the-clock.

The endeavour of the hospital is to provide modern medical care to their patients, encourage research activities, give extensive training to medical students and continuously improve medical and healthcare facilities/practices, and extend services to rural areas, where people suffer from paucity of adequate facilities.

Sharda Hospital offers special facilities in departments such as Orthopedics, Cardiology, Urology, ENT, and Gastroenterology. Pertaining to the growing demand and increasing popularity of Ayurveda, the hospital has also established a 'Panchakarma Centre' to provide massage therapies of high and positive prognostic value to the diseases that are considered to be medically unmanageable.

1.3 RATIONALE OF THE STUDY

The quality of service in health means an inexpensive type of service with minimum side effects that can cure or relieve the health problems of the patients. It is easier to evaluate the patient's satisfaction towards the service than evaluate the quality of medical services that they receive.⁹ Therefore, a research on patient satisfaction can be an important tool to improve the quality of services.

Other industries have been paying attention to customer satisfaction for years. "Health care is the only industry - service or manufacturing - that for years has left the customer out of it. This is an absolutely prehistoric thinking. To ignore the input from the patient, to ignore the customer, to say the customer's desires are irrelevant is not living with reality".

Health care consumers today, are more sophisticated than in the past and now demand increasingly more accurate and valid evidence of health plan quality. Patient-centered outcomes have taken center stage as the primary means of measuring the effectiveness of health care delivery. It is commonly acknowledged that patients' reports of their satisfaction with the quality of care and services, are as important as many clinical health measures. Health care organizations are operating in an extremely competitive environment, and patient satisfaction has become a key to gaining and maintaining market share. Patient satisfaction with the healthcare services largely determines their compliance with the treatment and thus contributes to the positive influence on health.

1.4 AIM OF THE STUDY:

- To study the overall satisfaction of the indoor and outdoor patients of Sharda Hospital.

1.5 OBJECTIVES OF THE STUDY:

- To study the satisfaction of indoor patients regarding admission and discharge services.
- To study the satisfaction level of indoor and outdoor patients regarding medical and nursing services.
- To study the satisfaction level of patients for the provision of basic services and amenities of the hospital.

2. REVIEW OF LITERATURE:

The first study that was reviewed was conducted by Raman Sharma, Meenakshi Sharma in a Multispecialty Tertiary level Hospital.¹⁰ It was a cross sectional study that was conducted to assess the patient level satisfaction visiting the hospital, with the objective to know the behavior and clinical care by the clinicians and Paramedical staff and in terms of amenities available. The data was collected with the help of a pre designed questionnaire that was given to the respondents after the patients had undergone consultation with the doctor. The findings of the study suggested that average time spent by respondents for registration was 33.20 minutes. The overall satisfaction regarding the doctor - patient professional and behavioral communication was more than 80% at almost all the levels of healthcare facilities. In total 55% of respondents opined that doctors have shown little interest to their problems while 2/3 opined that doctors used medical and technical terms to explain their illness and its consequences. More than 70 percent satisfaction level was observed with staff of laboratories and security personnel with their cooperation and sympathetic nature. More than 80.0

percent were satisfied with basic amenities. Of these 40.0 percent were of the view that services were costlier than their affordability.

Second study that was reviewed was conducted by S.K. Jawahar in a super specialty hospital in India.¹¹ The study was conducted to know the satisfaction level of patients and also get a feedback about the services provided in the outpatient department. This was a cross sectional study, the patients were randomly selected and a questionnaire was developed to evaluate patient satisfaction about the OPD services, logistics arrangement in the outpatient department, waiting time, facilities, perception about the performance of staff, appointment system, behavior of staff, support services and any other suggestions of patients. The results of the study showed that 57 percent of the patients need to wait occasionally for long hours. Most of the patients have responded that the waiting time was within one hour, however in some cases it was extended to more than three hours. 50 percent of the patients were highly satisfied with regards to the cleanliness in the hospital whereas 15.5 percent said that cleanliness can surely be improved. 56 percent of the total patients were highly satisfied with the behavior of doctor whereas 35.5 percent were somewhat dissatisfied with the behavior. The care and explanation of disease by nursing staff was found satisfactory, however the friendliness component of the nursing staff was rated to only average by 40 percent of the patients. About the support services of the hospital majority of the patients were satisfied with the support services like security, accounts and attenders. When the patients were asked about recommending the hospital 55.8 percent said that they would always do so, while only 11.6 percent said that they will sometimes recommend this hospital.

Another study that was conducted by Syed Shuja Qadri and Dr. Rambha Pathak in a tertiary care hospital¹² with the objective to assess patient satisfaction with services provided in a tertiary care hospital situated in Rural Haryana. A cross sectional study was conducted among patient attending various outdoor and indoor departments of the institute. To draw the patient's satisfaction to health care service a self designed, semi structured questionnaire was developed. The findings of the study showed that 89.1 percent of the patients were satisfied with the services received from the hospital while the remaining 10.9 percent were dissatisfied. Specifically 90.9 percent, 78.6 percent and 74.6 percent of the patients were satisfied with patient provider relationship, medical care and information and support services. However 20.7 percent and 13.0 percent of the patients were dissatisfied with organization of care and cost of care respectively. Patients and their relatives complained about cost of drugs, delayed reports and long appointment for ultrasound and other radiological investigations. These necessary inputs from the patients and the attendants with respect to various drawbacks or deficiencies were taken out by the hospital administration to improve the hospital service and satisfaction of the patients.

A brief study of patient and attendant satisfaction was done by W. Qureshi and G. Naikoo at the Lal Ded Hospital Srinagar¹³. It was a cross sectional study and the comments were noted by the answers of the questionnaire that was given to each admitted patient/ attendant randomly in various sections of the hospital. After thorough

analysis the aggregate score of the questionnaire regarding patient satisfaction was; 72% patients considered the services at Lal Ded Hospital as good while as 8.3% average and 19.7% were poorly satisfied or not satisfied with the hospital services. The biggest factor in this study was lack of communication between the doctor and the patients, if this gap is bridged the patients as well as attendants change their perception all together about the hospital services. This is an important factor that doctors communicate properly with the patients to explain to them their ailments and the steps to be taken to mitigate their sufferings. About 82% patients were satisfied with the admission and Registration procedures, 8% gave less average score and 10% described the process as poor. About 70 % patients in the ward described services good and 19.7% rated the services as poor. 40% of the total patients rated good for the labor room services, 30% rated as average whereas 30% of them rated as poor. Item wise satisfaction score for patient's satisfaction of good category regarding attending doctors (50%), followed by 31% about quality nursing care and 13% regarding quality laboratory work. 80% of patients preferred to suggest this hospital to friends and relations and future consultations. Majority of patients suggested free life saving medicines from hospital. Most of the patients and attendants suggested regular vigilance of the hospital administration to look over the work of paramedical staff especially sanitation and hospital cleanliness.

Another cross sectional study that was reviewed was conducted by Rajagopal Rao Kodali and P. Ramacharyulu in a private medical college hospital in Andhra Pradesh¹⁴ with objective to study the level of satisfaction of in patients and to find out the causes of dissatisfaction. Patient satisfaction was assessed in relation to doctors, nurses, housekeeping and billing. The satisfactory level was divided into very good, good, fair, bad and very bad. The results of the study showed that the overall satisfaction of the in-patients was rated as good by 79.54 percent of the total respondents followed by fair, bad, very good and at last very bad. The patient satisfaction in relation to doctors was good in majority with the availability factor followed by treatment and care part. When the satisfaction level was rated in relation to nurses, it was found more with the care and supply of medicines followed by availability of precautions. The satisfaction in billing was more with the billing information and billing time. In relation to housekeeping the satisfaction level was good; no patient expressed very good satisfaction. The overall satisfaction of in patients expressed was good in majority of cases.

3. METHODOLOGY:

A descriptive cross sectional study design was adopted to complete the study. The study methodology was preceded in following steps to complete the analysis:

- A set of well structured Questionnaire containing close ended questions was developed for the OPD and IPD patients separately.
- Data was collected from the patients
- Results were calculated from the findings using Microsoft Excel.

In OPD patients, questionnaire was filled from the patients after they had undergone consultation with the doctor. For IPD satisfaction questionnaire was filled by the patient or his/her attendant at the time of their discharge.

Study Area: Sharda Hospital and Medical College, Greater Noida

Study Population: Patients who have availed the OPD and IPD services of Sharda Hospital.

Sample Size: A total number of 100 patients from various indoor departments (Orthopaedic ward, surgery ward, General medicine ward, Obstetric ward) were selected and interviewed. The sample size was selected on convenient basis. For the OPD satisfaction total 100 patients were selected from the different Out Patient department. The patients who were selected for the interviews to calculate the OPD satisfaction level were those who had consulted with their respective doctors/departments. The forms for the satisfaction were given to the patients who had completed their consultation for OPD and who were admitted for more than 24 hours in the respective In Patient Departments.

4.0 RESULTS:

4.1 IPD SATISFACTION

4.1.1. ADMISSION SERVICES:

- **Response of Reception/Enquiry Staff-**

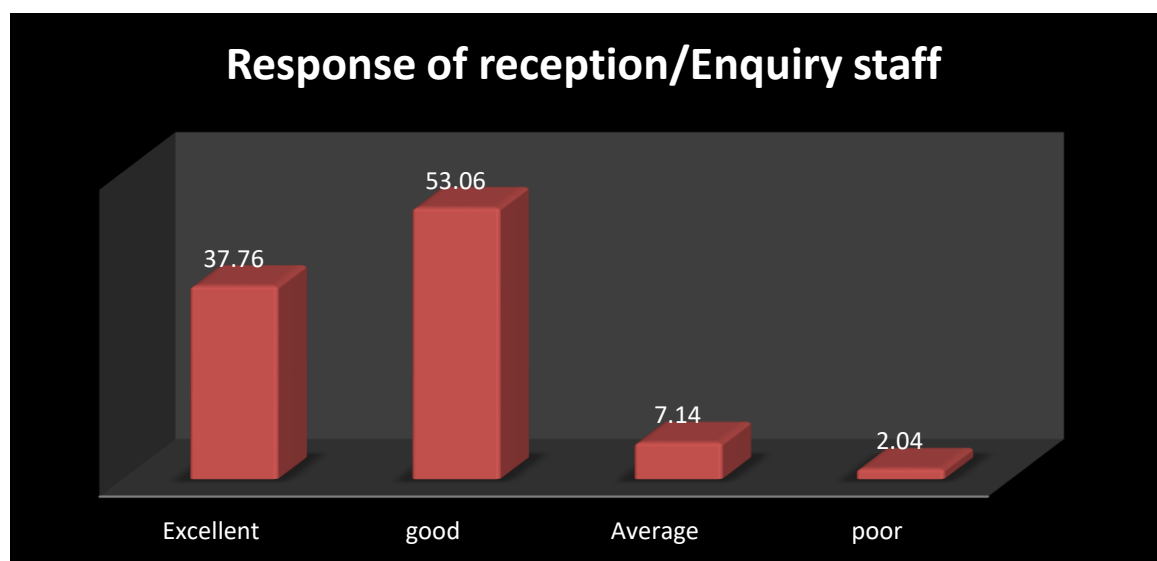


Figure 4.1: Response of Reception/Enquiry staff

Out of total 100 patients those were interviewed in terms of response from Reception/Enquiry staff, 53.06% patients rated it as good, 37.76% patients rated it excellent whereas 7.14% patients rated the response as average. Only 2.04% respondents rated the criteria as poor.

- **Promptness of Admission Process:**

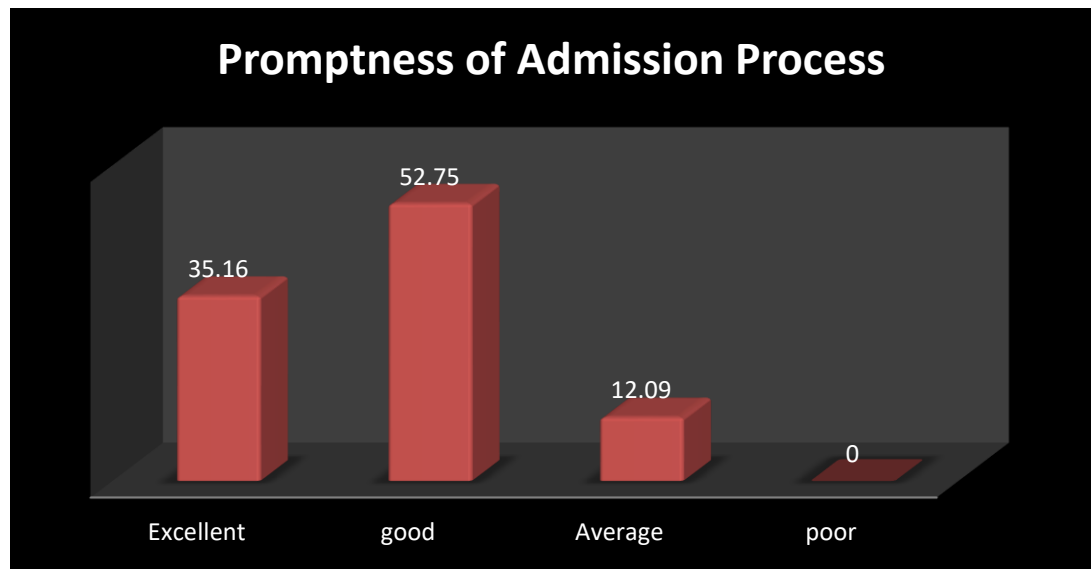


Figure 4.2: Promptness Of admission process

When the patients were asked about the promptness of admission process 52.75% said that it was good. 35.16% patients rated the criteria as average however only 12.09% patients rated it as average. There was no patient who rated promptness of admission process as poor.

- **Explanation of Room Facility:**

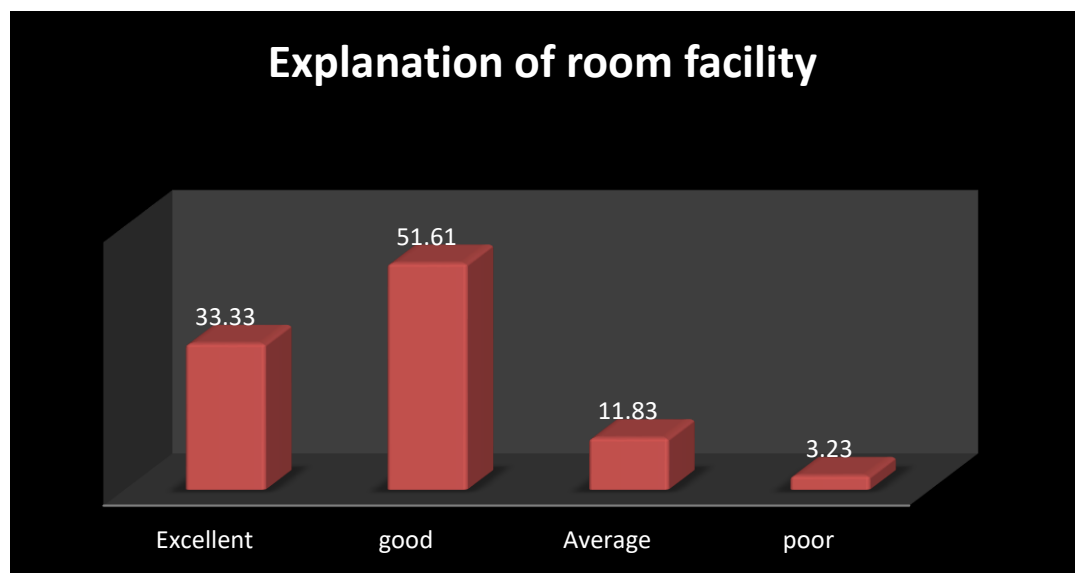


Figure 4.3: Explanation of room facility

When the explanation of room process for the admission process was rated by the patients who were admitted in the hospital 51.61% patients rated it as good followed by 33.33% as excellent and 11.83% as average. There were 3.23% patients who rated it as poor.

- **Overall Impression:**

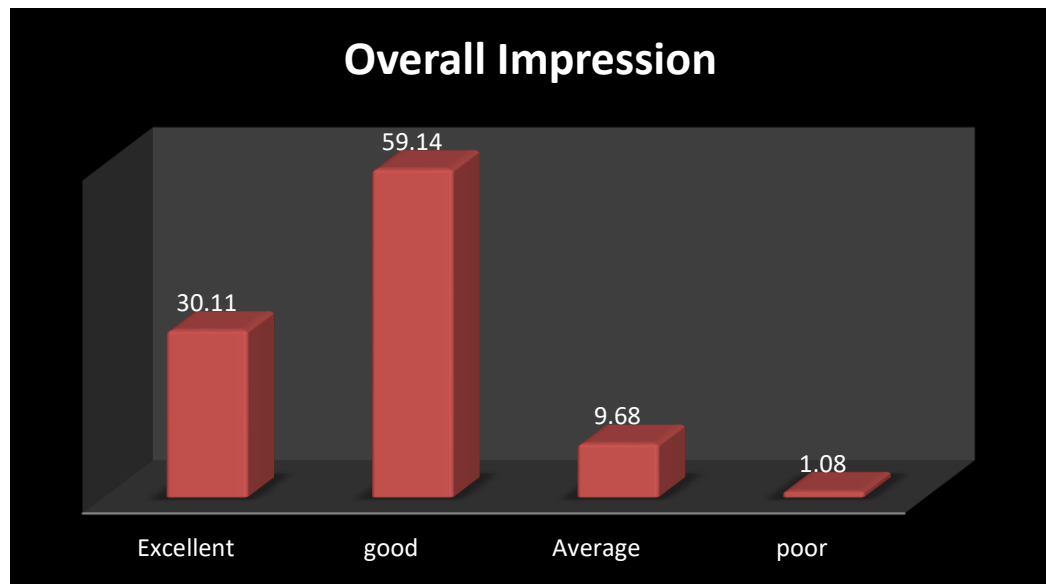


Figure 4.4: Overall Impression

When the patients were asked about the overall impression of the admission process a good number of patients i.e, 59.14% rated it as good whereas 30.11% rated it as excellent. There were 9.69% patient who rated it as average and 1.08% of the total patients rated it as poor performance.

4.1.2. Medical Services:

- **Medical Care by Doctor:**

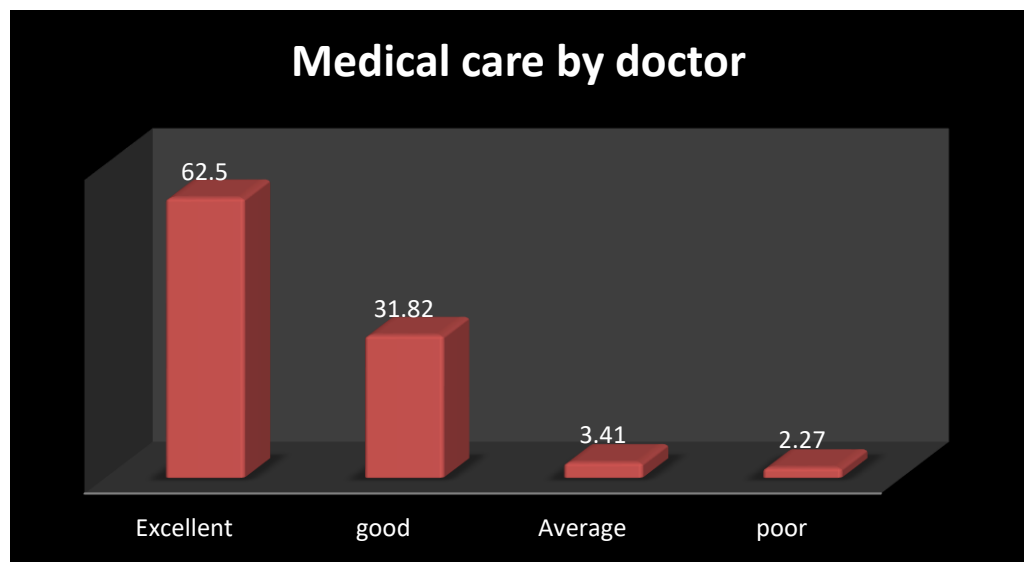


Figure 4.5: Medical Care by Doctor

When the satisfaction level of patients with respect to medical services was calculated, the results showed that 62.5 % of the total respondents that were interviewed rated excellent for the criteria of medical care by doctor. 31.82%

rated this facility as good whereas 3.41% rated as average satisfaction. 2.27% of the total patients were poorly satisfied with the medical care given by doctor.

- **Regularity of Doctor:**

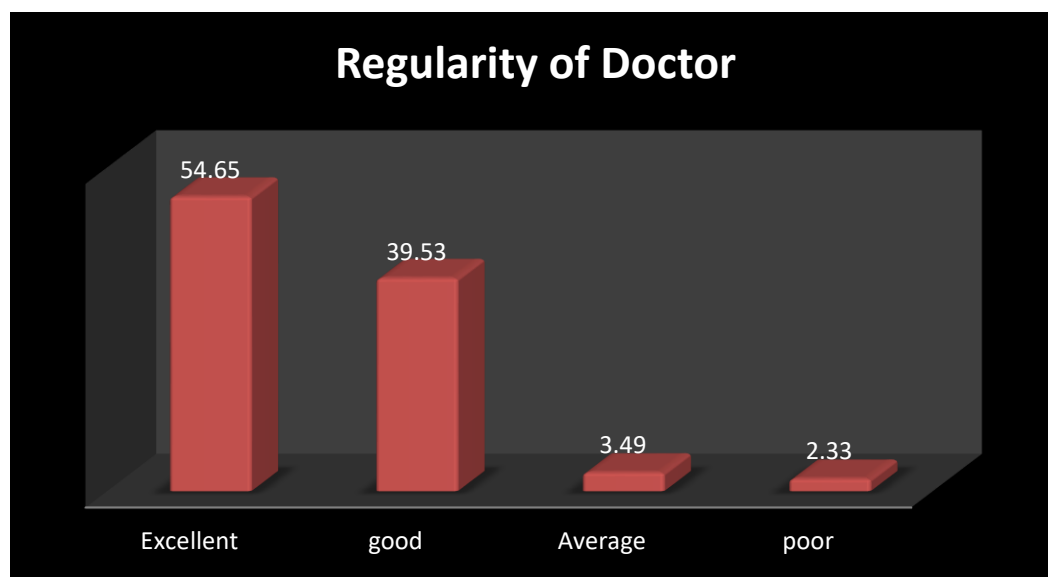


Figure 4.6: Regularity of Doctor

54.65% of the total respondents rated excellent to the regularity of doctor. 39.53% of the total respondents rated regularity of doctor as good. 3.49% of total patients rated this criteria as average whereas 2.33% rated it as poor or they are non satisfied with the regularity of the doctors in the hospital.

- **The way Doctor Explained about course of Treatment:**

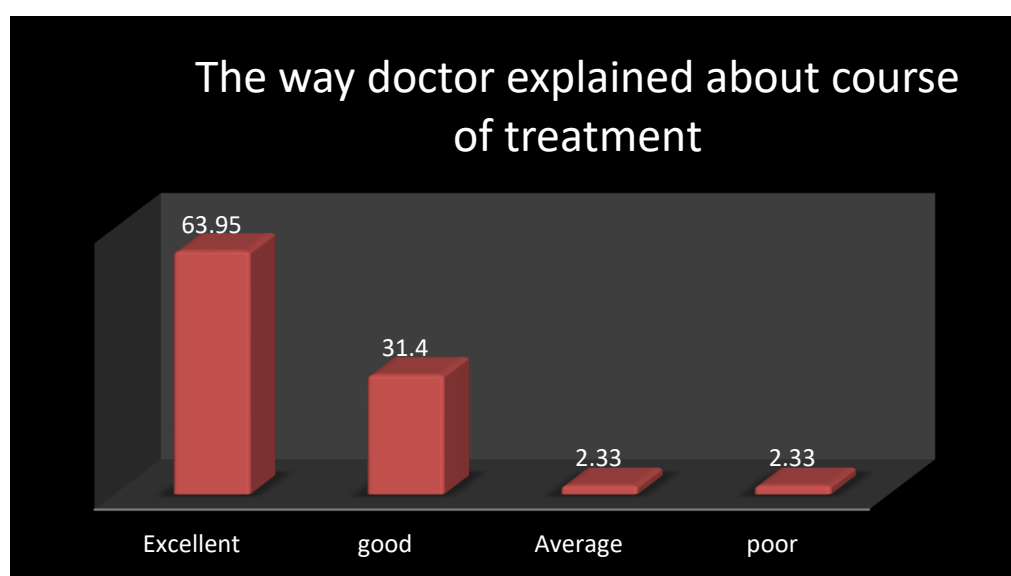


Figure 4.7: the way Doctor explained about the course of treatment

When the patients were asked about their perception on the way doctor explained about the course of treatment, 63.95% of the total patients rate this factor as excellent. 31.4% of the total rated it as good. There were only 2.33% patients who rated this factor as average as well as poor.

4.1.3. Nursing services:

- **Respect to call:**

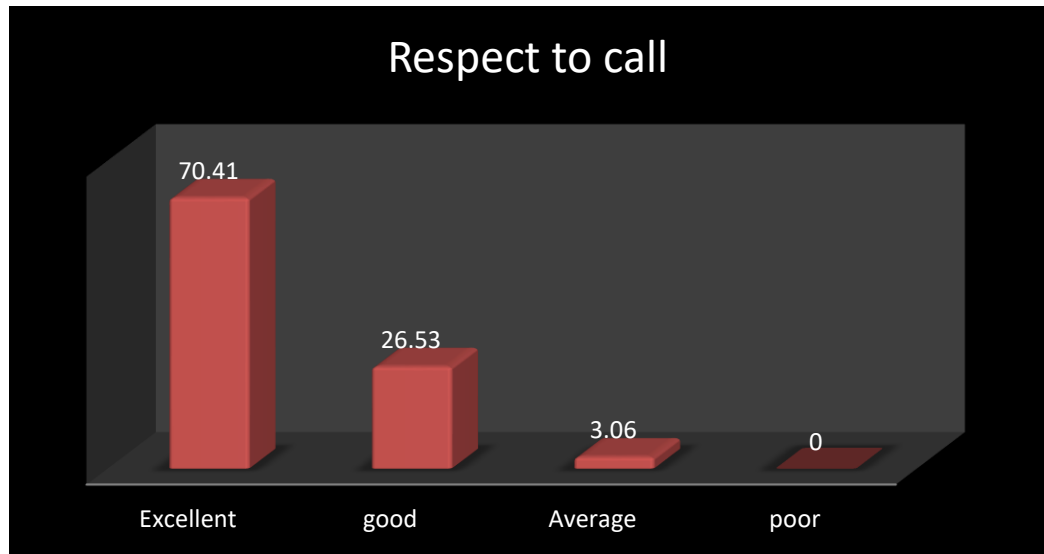


Figure 4.8: Respect to call

When the data of the total responses was analysed with respect to nursing services it was found that most of the patients that is 71.41% rate excellent to the respect to call for the nursing services. 26.53% of the total respondents rated it as good and only 3.06% patients rated it as average. There was no patient who gave poor rating to the nursing services with special reference to respect to call.

- **Respect for Privacy:**

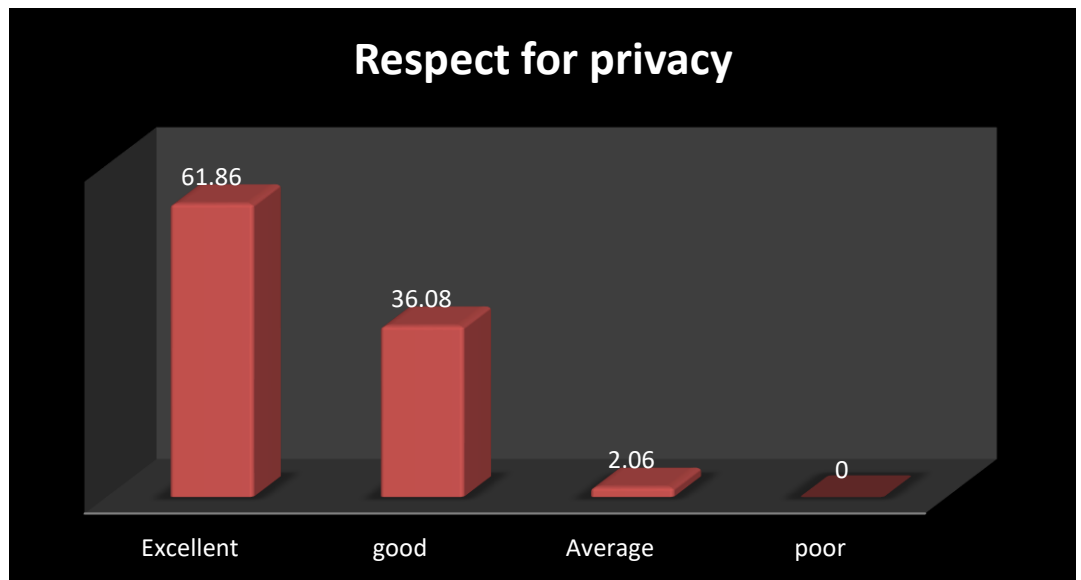


Figure4. 9: Respect for Privacy

For respect of privacy 61.86% the total respondents feel that it was excellent, 36.08% patients feel that it was good and only 2.06% of the total respondents rated it as average. None of them rated this as poor.

- **Nurse response in giving Timely medications:**

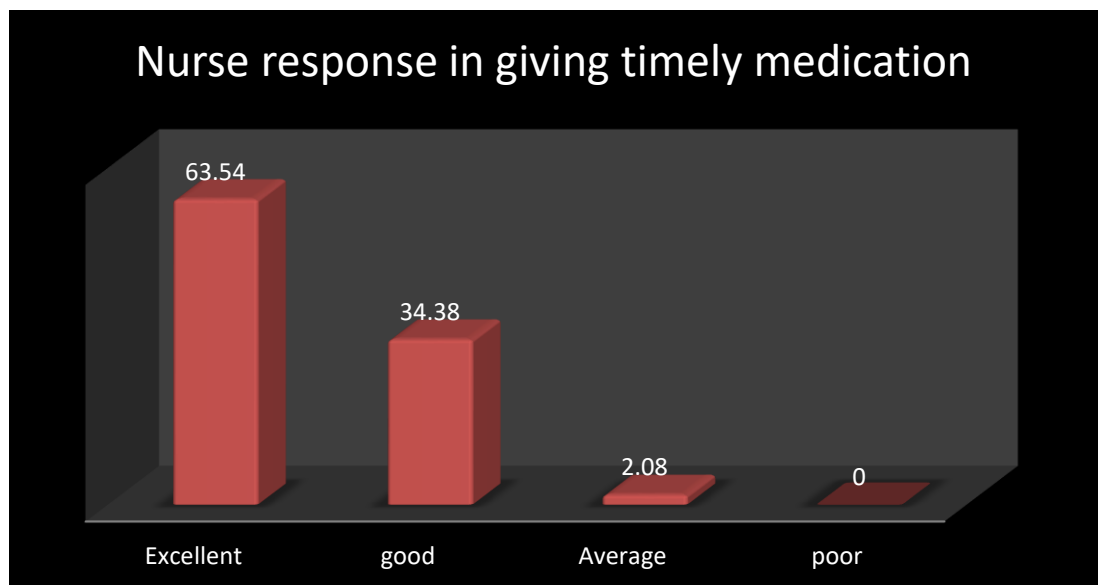


Figure 4.10: Nurse response in giving timely medication

When the patients were asked to give their views on the nurse's response in giving timely medication, 63.54% of the total feel that it was excellent, 34.38% feel that it was good. 2.08% of the total respondents feel that nurse's response in giving timely medication was average whereas no one of them rated this criteria as poor.

- **Skill of Nurses:**

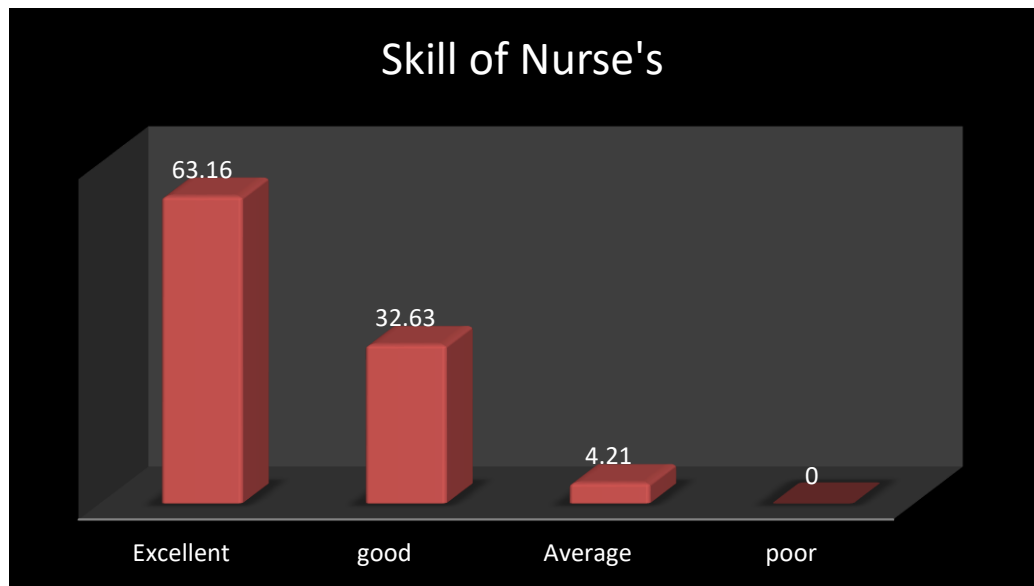


Figure 4.11: Skills of Nurses

In response of skill of nurses of the hospital most of the patients rated it as excellent that is 63.16% of the total. 32.63% rated the skill of nurses as good. 4.21% of the total rated it as average whereas no one rated the skill of nurses as poor.

- **Nurse Response during Night Hours:**

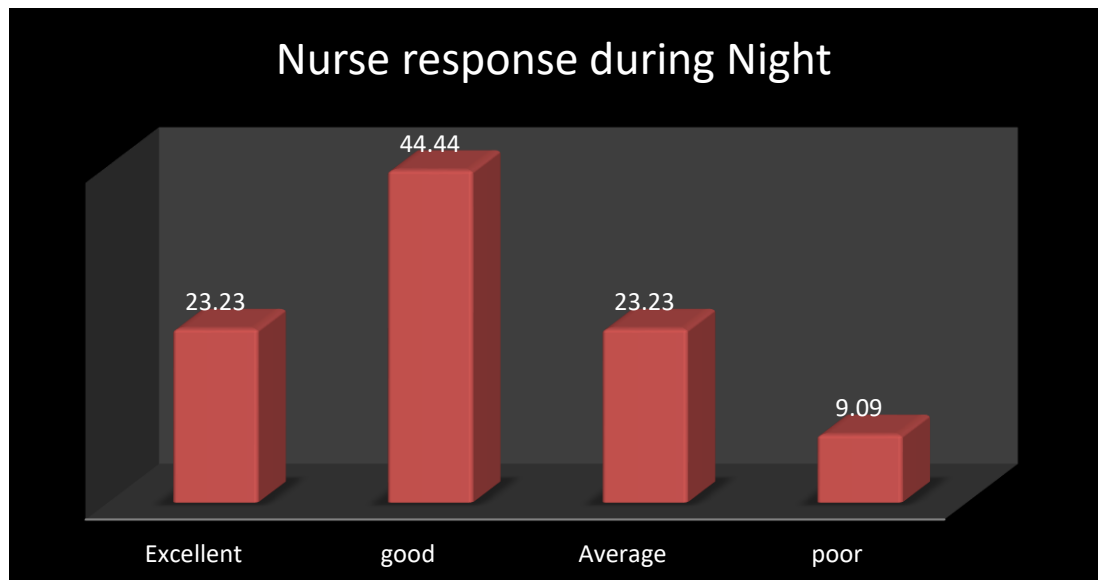


Figure 4.12: Nurse response during Night Hours

When the patients were asked about the response of nurses during night duty hours, 44.44% rate them as good. 23.23% of the total respondents told that the

response of nurses during night duty hours was good whereas 23.23% rate it as average. There were 9.09% of the total respondents who rated the criteria as poor response.

4.1.4. Support Services:

- **Laboratory:**

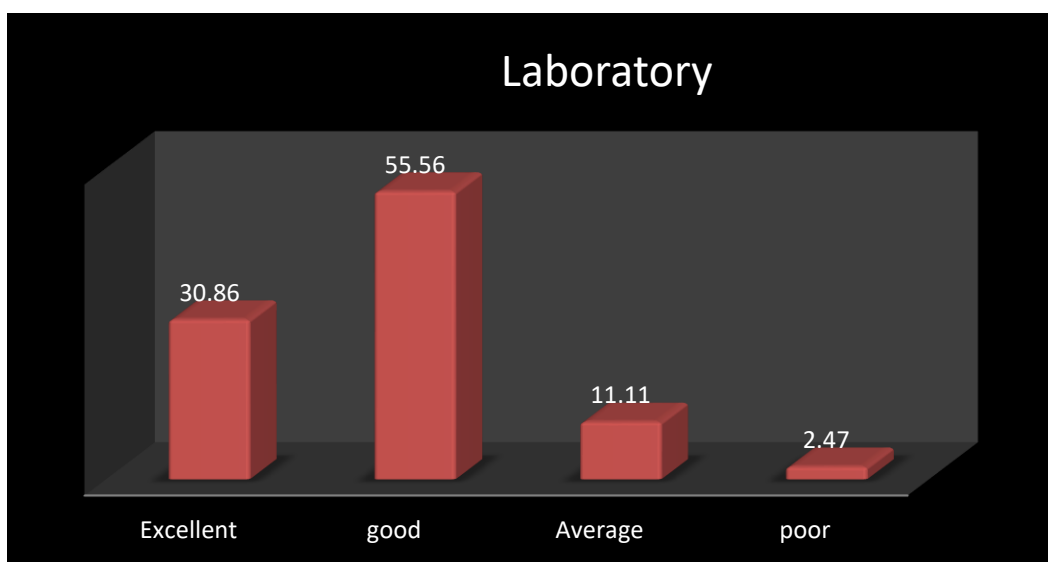


Figure 4.13: Laboratory services

Out of the total respondents who gave their view on support services 55.56 % rated laboratory services as good followed by 30.86% as excellent and 11.11% as average. There were 2.47% patients who rated laboratory services as poor.

- **Food and Beverages:**

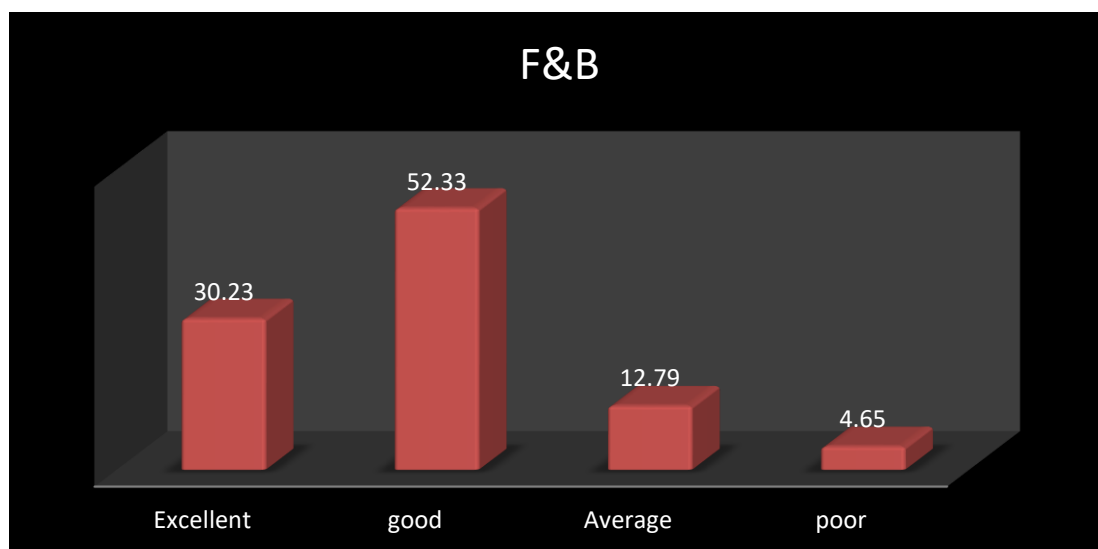


Figure 14: Food and Beverage Services

When the patient's views were analyzed on the food and beverages department, it was found that 52.33% of the total respondents who rated it as good. 30.23% of the respondents believe that F&B services were excellent. Only 12.79% respondents rated it as average and 4.65% rated the F&B services as poor.

- **Engineering services:**

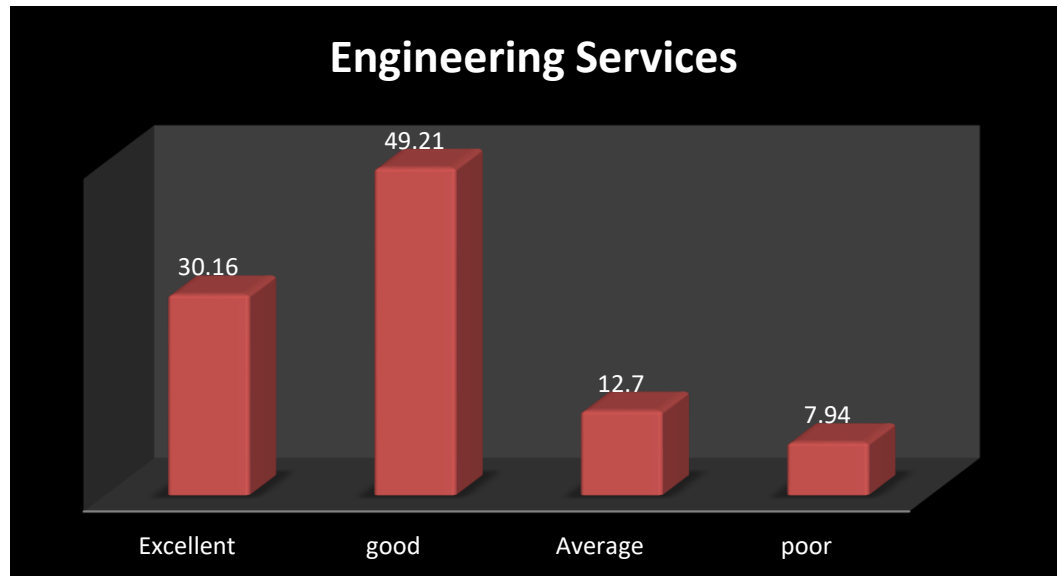


Figure 4.15: Engineering Services

The response of the patients on engineering services shows that 49.21% believe that engineering services of the hospital were good, whereas 30.16% believe that they were excellent. 12.7% of the total respondents believe that the services provided by the engineering department in the hospital were average whereas 7.94% of them believe it as poor.

- **Cleanliness:**

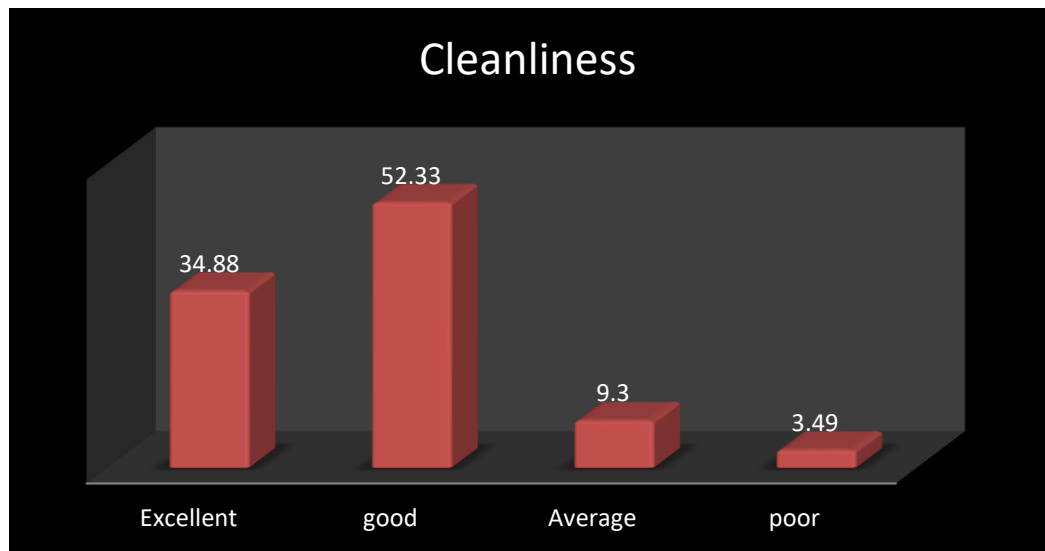


Figure 16: Cleanliness of the hospital

With respect to the cleanliness in the hospital 52.33% patients response was good and response of 34.88% patient response was excellent. Only 9.3% of the total patients who had availed the IPD services of the hospital believe that the cleanliness provided in the hospital was of average rating and 3.49% believe that it was poor and needs to be improved further.

- **Pharmacy Services:**

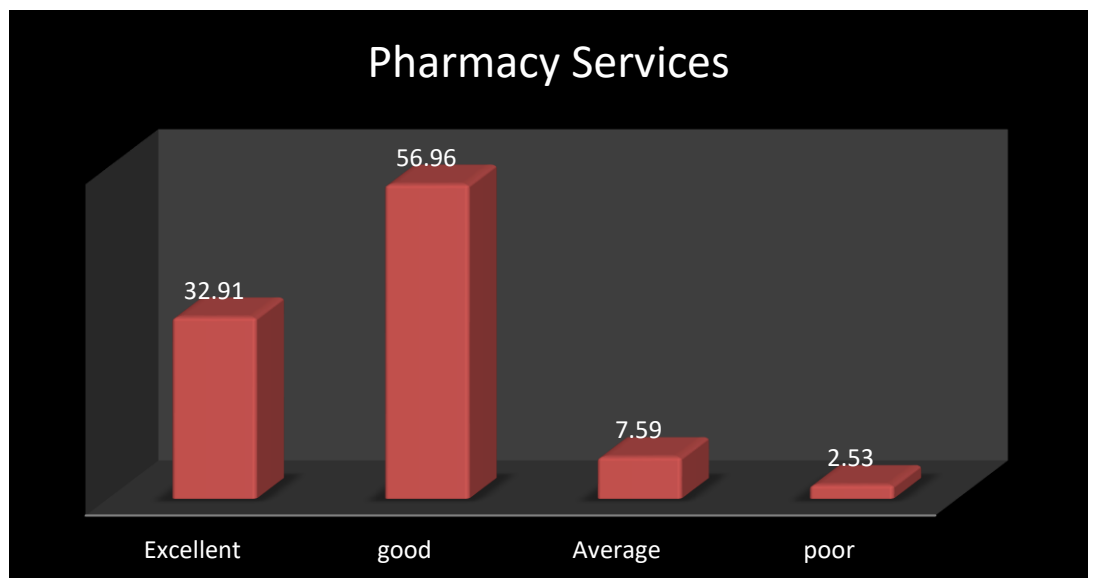


Figure 17: Pharmacy Services

With respect to Pharmacy services of the hospital 56.96% of the total respondents rated it as good and 32.91% rated it as excellent. 7.59% of the total

respondents who availed the pharmacy department services rated it as average and 2.53% rated these services as poor.

- **Physiotherapy:**

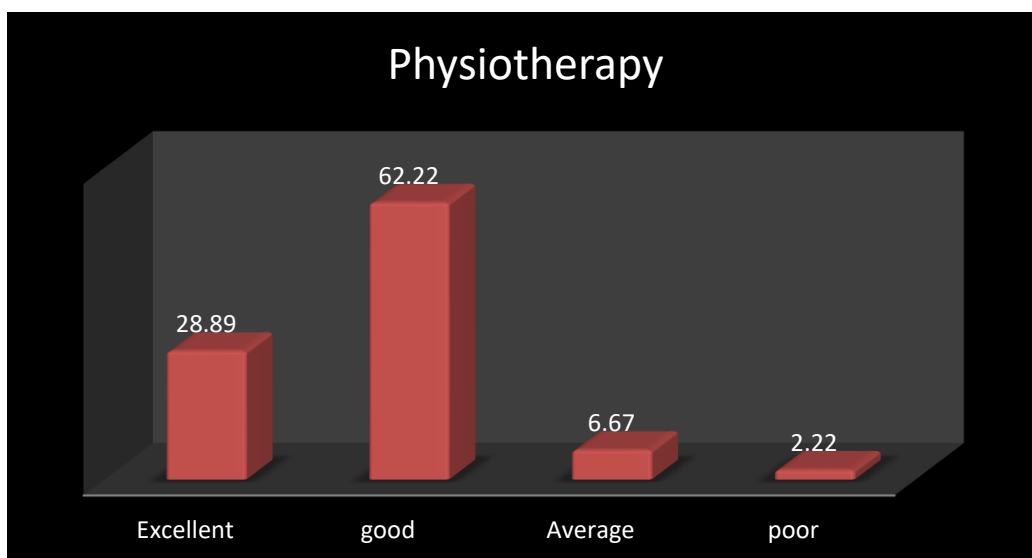


Figure 4.18: Physiotherapy Services

Out of the total respondents who availed the physiotherapy service in the hospital 62.22% rated it as good followed by 28.89% 6.67% and 2.22% as excellent, average and poor respectively.

- **Imaging:**

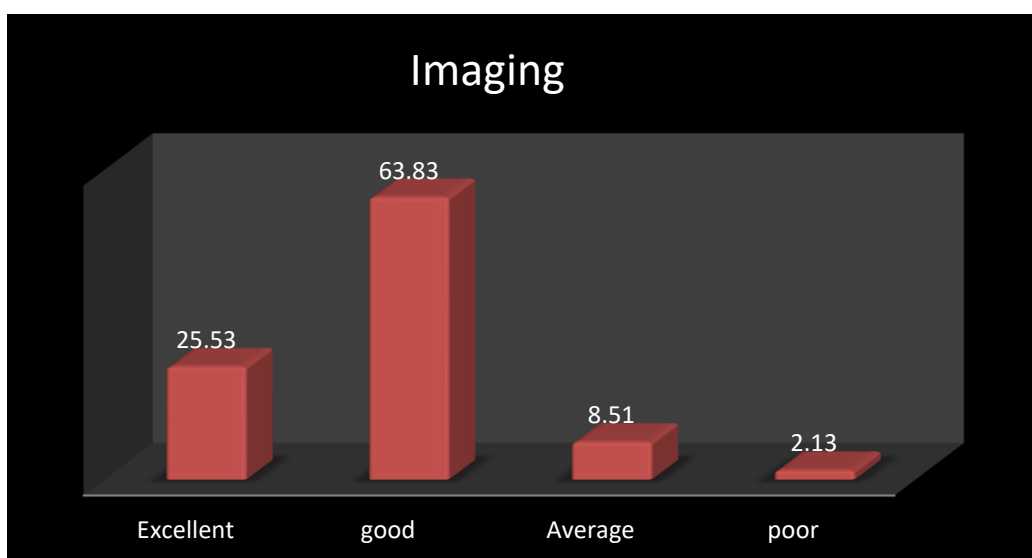


Figure 4.19: Imaging services

With respect to imaging department services most of the respondents that is 63.83% feel that the services were good. 25.53% of the total beneficiaries believe that the imaging department services were excellent. 8.51% of the total patients rated it as average followed by 2.13% who rated these services as poor.

- **Security Services:**

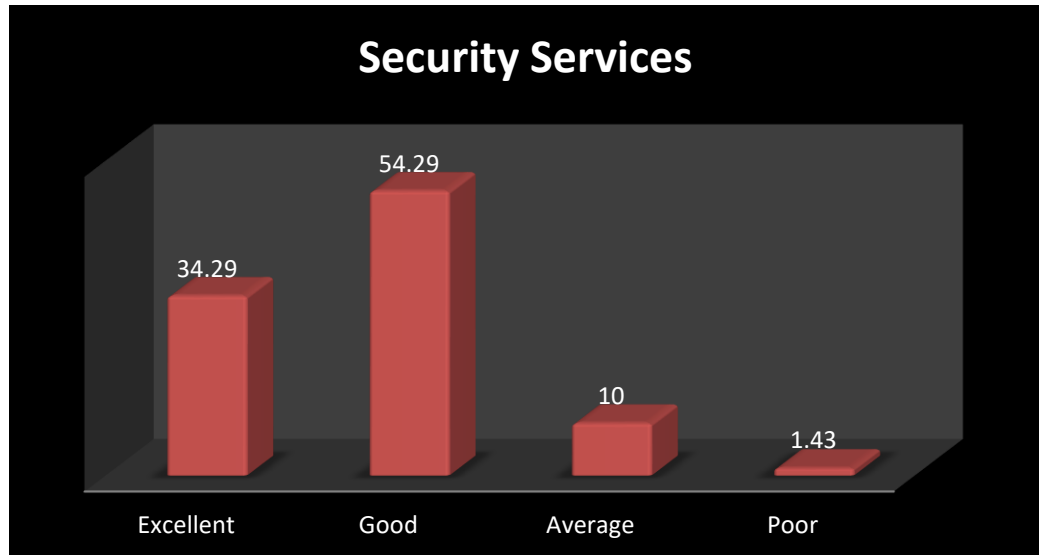


Figure 20: Security Services

Out of the total patients who were interviewed during this session 54.29% of them rated the security services of the hospital as good and 34.29% of them rated as excellent. Whereas 10% of the total believes that the security services of the hospital were of average rating and 1.43% of the total rated the security services as poor.

- **Behaviour of Housekeeping staff:**

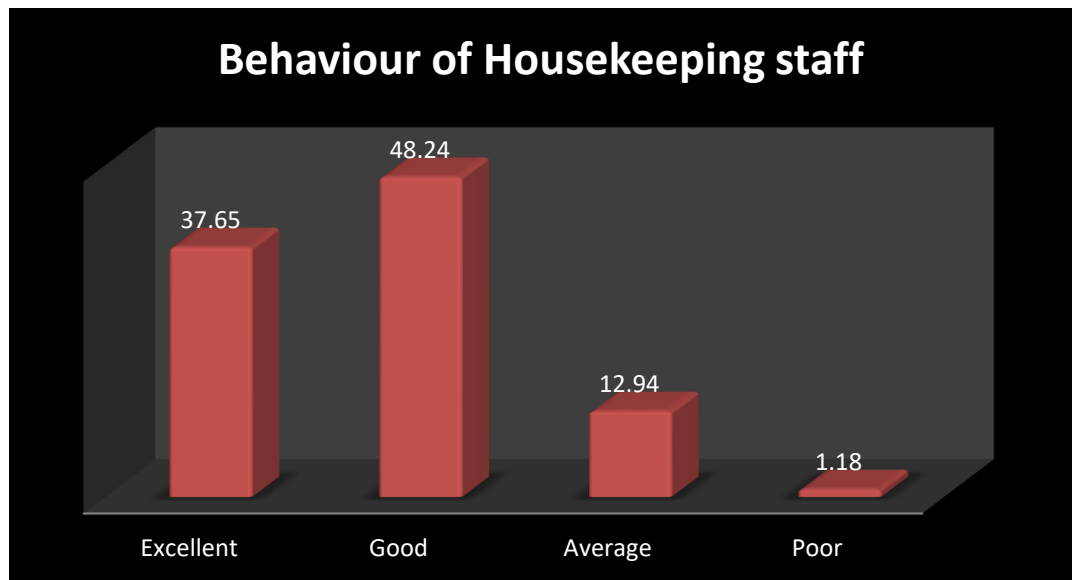


Figure 4.21: Behaviour of Housekeeping staff

With respect to the behaviour of the housekeeping staff of the hospital, 48.24% of the total respondents were satisfied, they rated this service as good whereas 37.65% rated it as excellent. 12.94% of the total respondents who have availed the facilities of the hospital believe that the behaviour of the housekeeping staff was average and 1.18% rated it as poor.

4.1.5 Discharge Process:

- **Speed Discharge Process:**

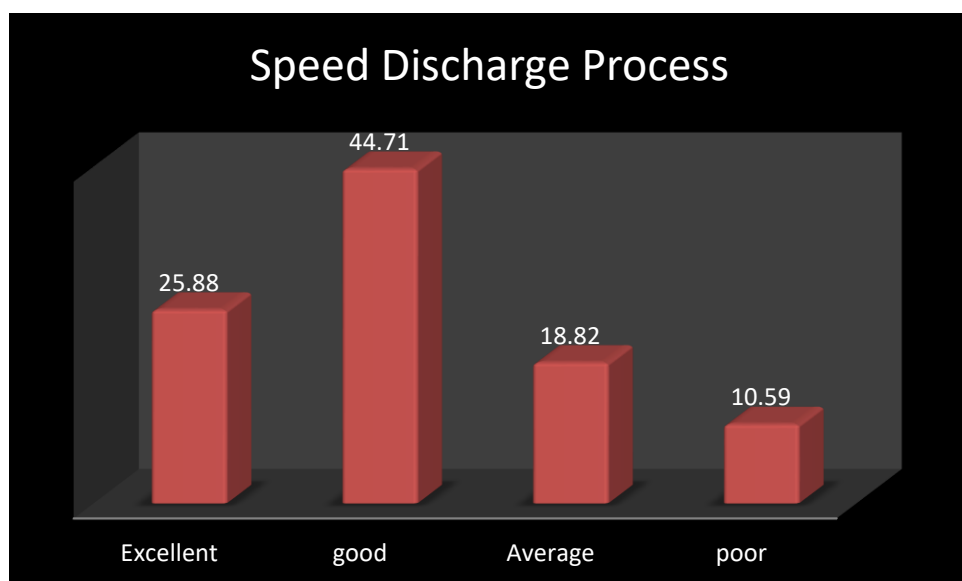


Figure 4.22: Speed of Discharge process

With respect to the discharge process 44.71% respondents rated it as good and 25.88% as excellent. Average rating to the speed discharge process was given by 18.82% of the respondents and 10.59% rated discharge process as poor.

- **Billing Process:**

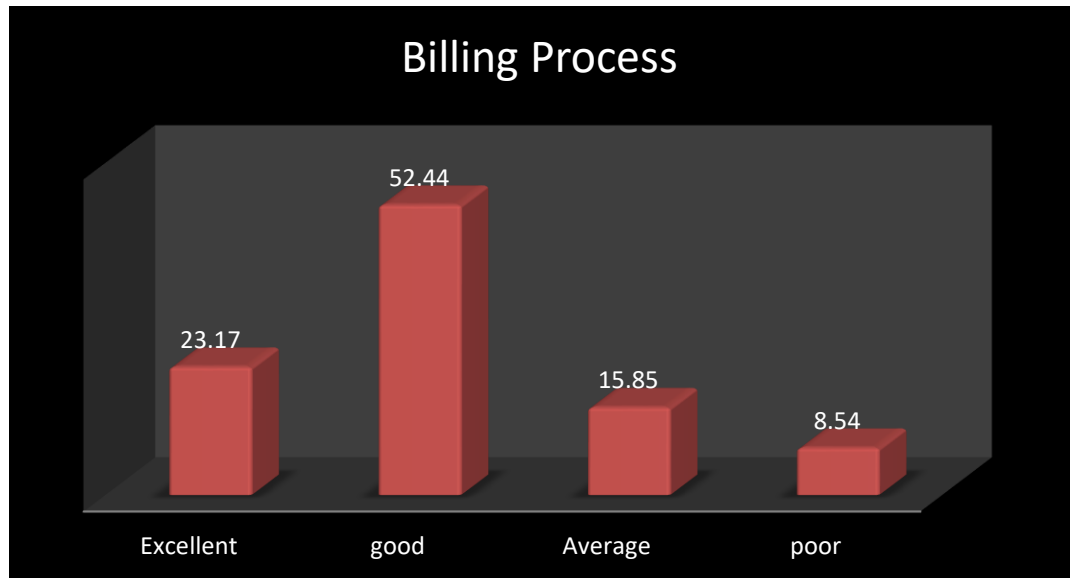


Figure 23: Billing process

With respect to the billing process the ratings of 52.44% respondents was good whereas excellent rating was given by 23.17% of the total respondents. 15.85% people responded it as average and poor rating was given by 8.54% of the total respondents.

- **Explanation of Discharge Summary:**

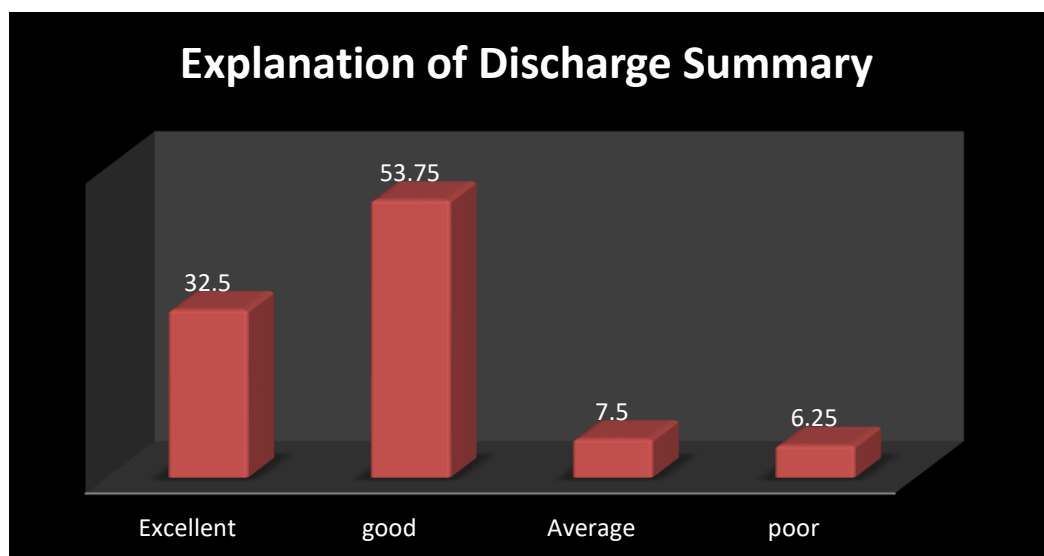


Figure 4.24: Explanation of Discharge Summary

The people perception about the explanation of discharge summary was rated as good by 53.75% people and 32.5% as excellent. 7.5% of the total respondents perceive the explanation of discharge summary as average and 6.25% perceive the explanation as poor.

- **Overall Impression:**

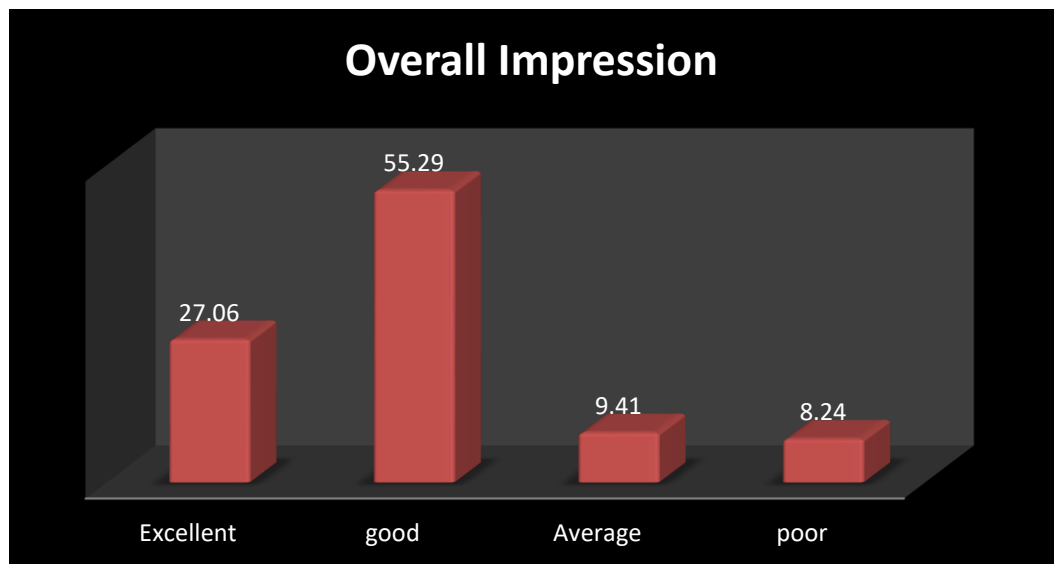


Figure 4.25: Overall Impression

The overall impression of the discharge process was rated good by 55.29% respondents and excellent by 27.06% respondents. Whereas 9.41% people rated the overall impression of the discharge process as average and 8.24% rated it as poor.

4.1.6 Please Tell Us:

- **Is this your first visit to Sharda Hospital?**

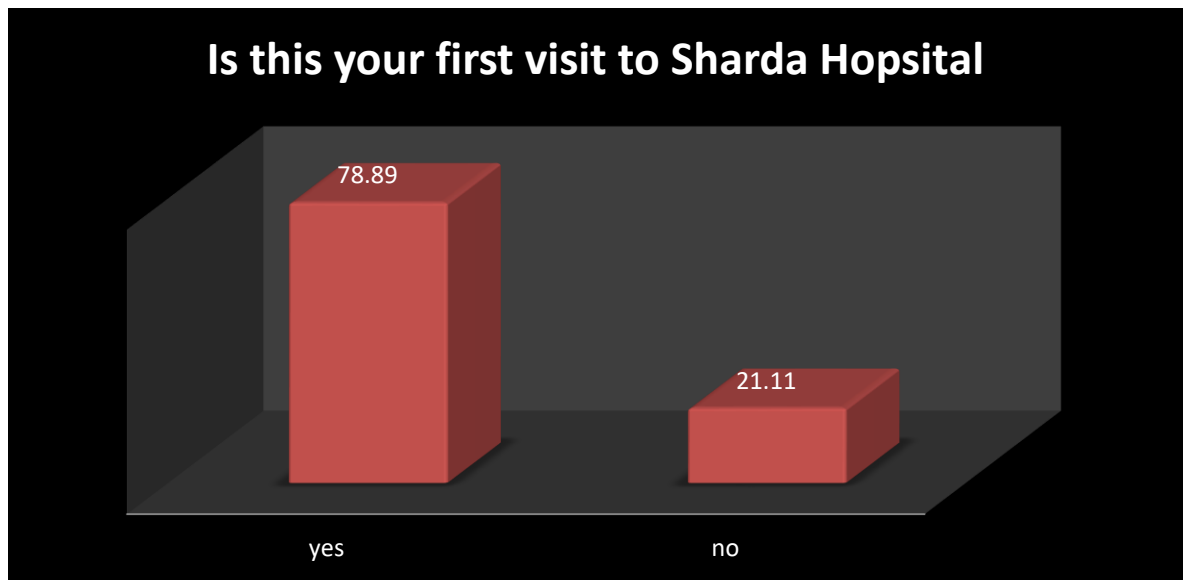


Figure 4.26: Is this your first visit

When the patients were asked whether this is your first visit to Sharda hospital? 78.89% of the total replied that yes this is our first visit to this hospital whereas 21.11% replied that they have visited this hospital before to avail the medical services.

- **Would you like to return to Sharda Hospital for Medical Care?**

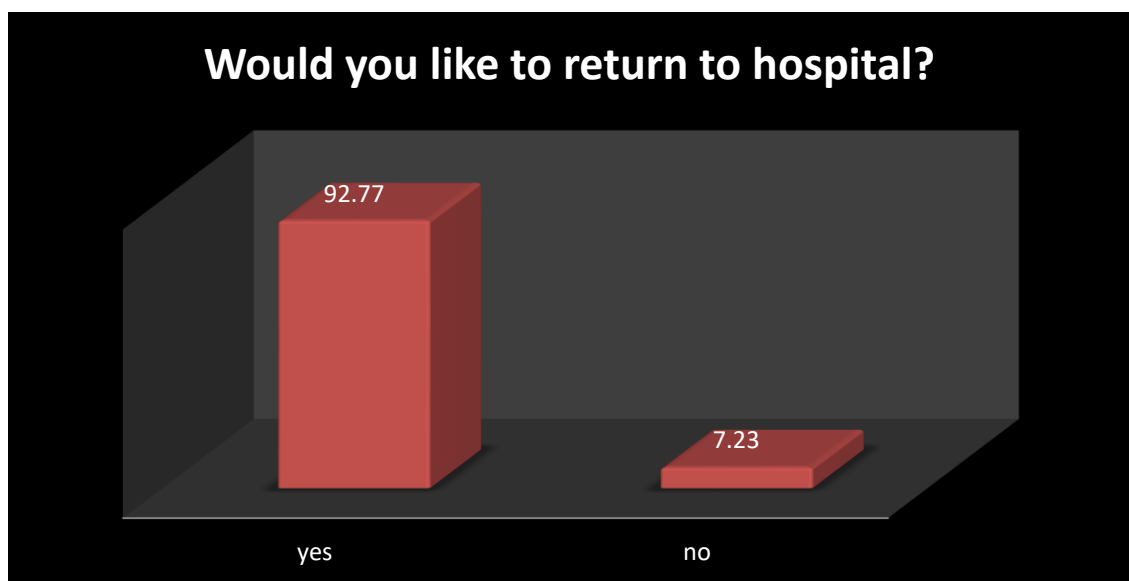


Figure 4.27: Would you like to return to Sharda Hospital

When the patients were asked that would they like to return to this hospital? 92.77% of them answered yes, whereas 7.23% of the total replied that they would not like to return to this hospital again.

- **Would you recommend this hospital to your friends or family?**

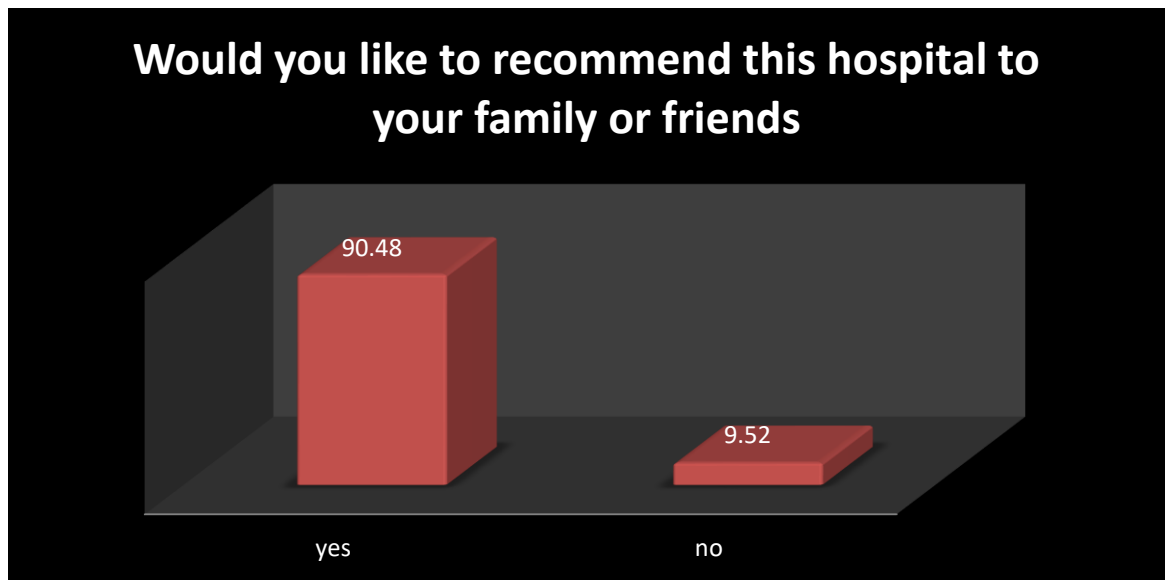


Figure 4.28: Recommendation for Sharda Hospital

When the patients were asked about the recommendation part about the hospital, 90.48% of the total respondents replied that yes they would like to recommend this hospital to their family or friends whereas 9.52% of the total do not want to recommend this hospital to others.

- **Which factor helped you to choose Sharda Hospital:**

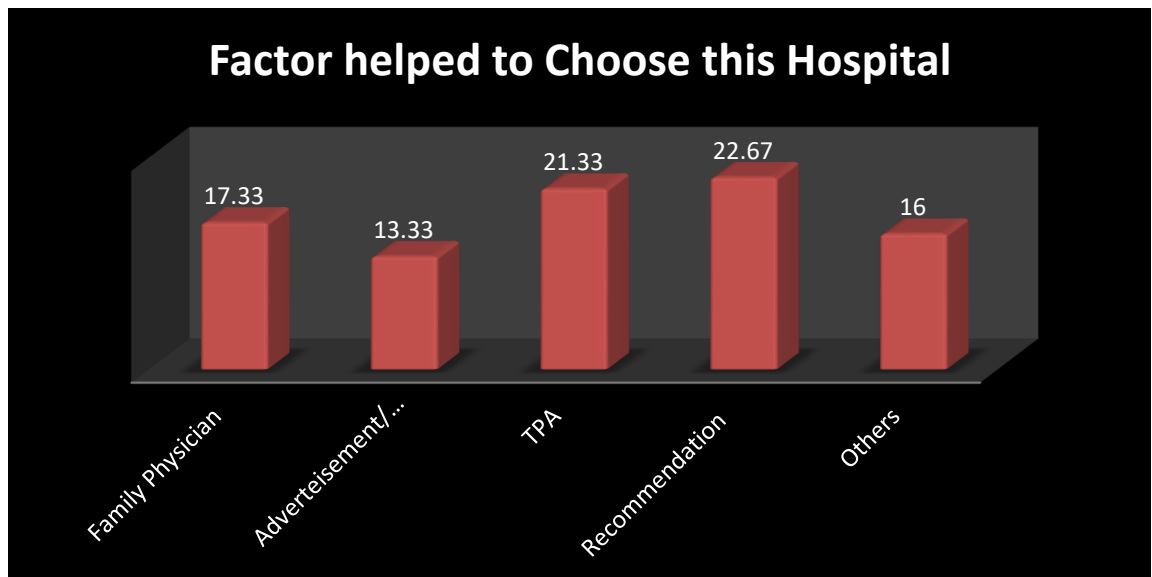


Figure 4.29: Factors helped to choose Sharda Hospital

When the patients were asked about the factor that helped them to choose this hospital, 22.67% replied that they are here because of some recommendation from others whereas 21.33% of the total patients come here because of the empanelled TPA. 17.33% of the total visited the hospital because of family physician and 13.33% came here because of advertisement or website. 16% of the total respondents replied that they visited the hospital because of some other reasons.

4.1.7 Overall rating for Quality of care:

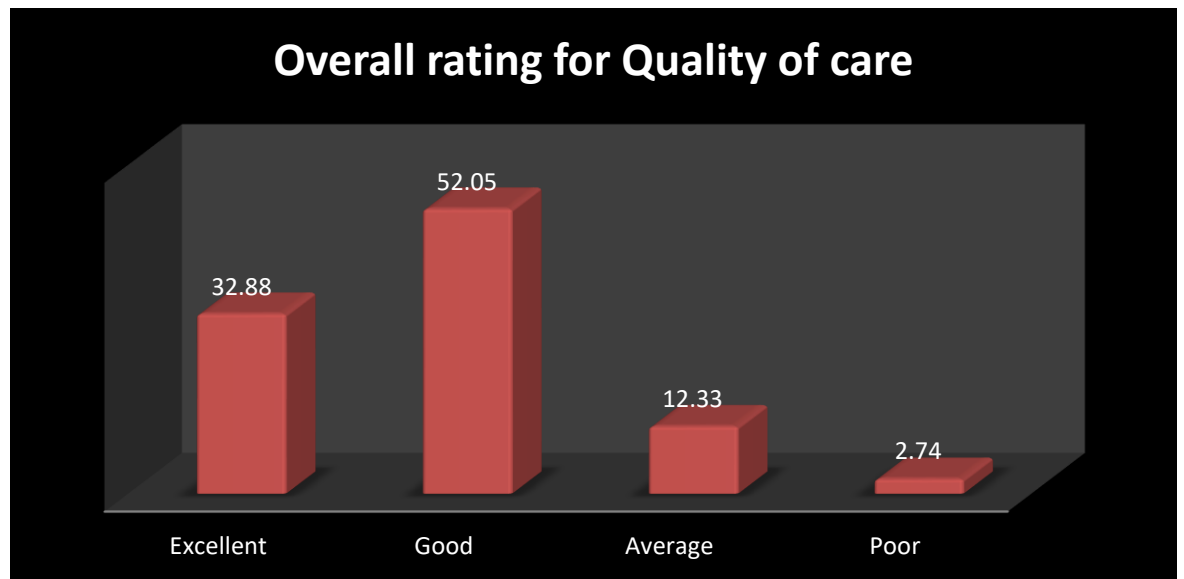


Figure 4.30: Overall rating for Quality of care

The responses of the patients for overall rating of quality of care shows that 52.05% of the total patients rated the overall quality of care as good whereas 32.88% rated as excellent. Out of the total respondents who gave their inputs on this criteria reveals that 12.33% rated the overall quality as average whereas poor rating was given by 2.74% of the total respondents.

4.2 OPD SATISFACTION

4.2.1. Registration:

- **Reception / Enquiry:**

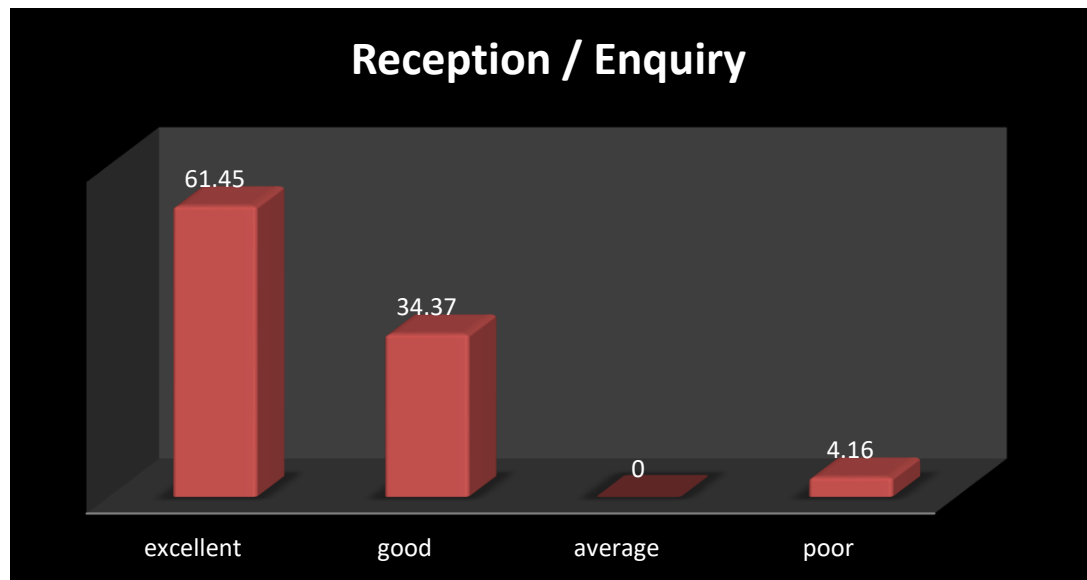


Figure 4.31: Satisfaction Regarding Reception / Enquiry

On the basis of results that were drawn by collating the patient's experiences regarding the registration in hospital the first factor on which the satisfaction was traced out was reception or enquiry. The data showed that to the reception / enquiry, excellent rating was given by 61.45% of the total respondents followed by good rating that was given by 34.37% of respondents. There was no person who gave the average rating to the reception, whereas 4.16% of the total respondents rated this feature as poor.

- **Billing Process:**

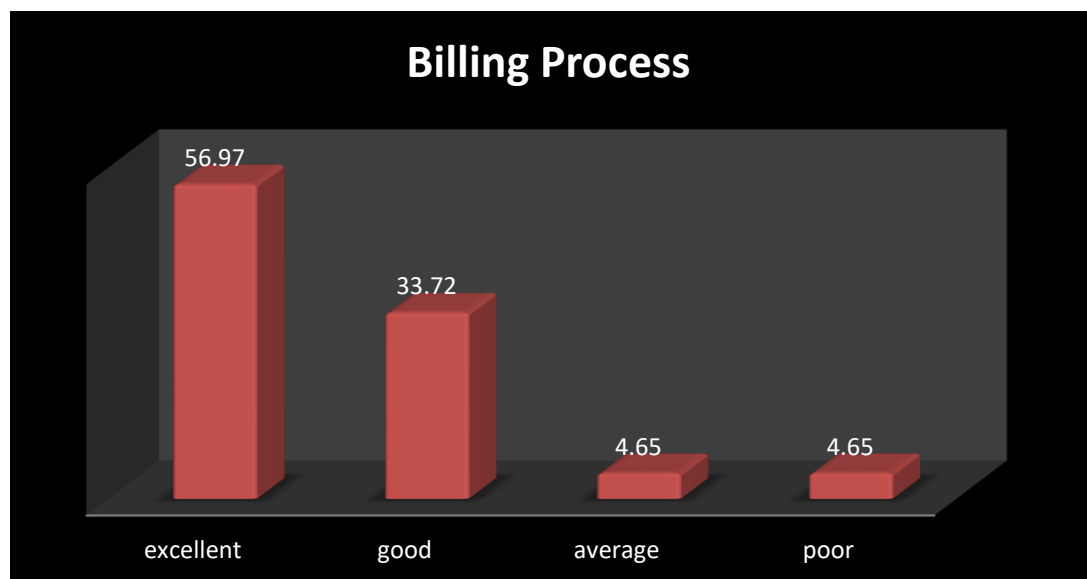


Figure 4.32: satisfaction with Billing process

The billing process of the OPD counter was rated excellent by 56.97% respondents and good rating was given by 33.72% patients. There were 4.65% respondents who rated the billing process as average and poor as well.

4.2.2. Medical / Nursing Procedures:

- **Medical care by doctor:**

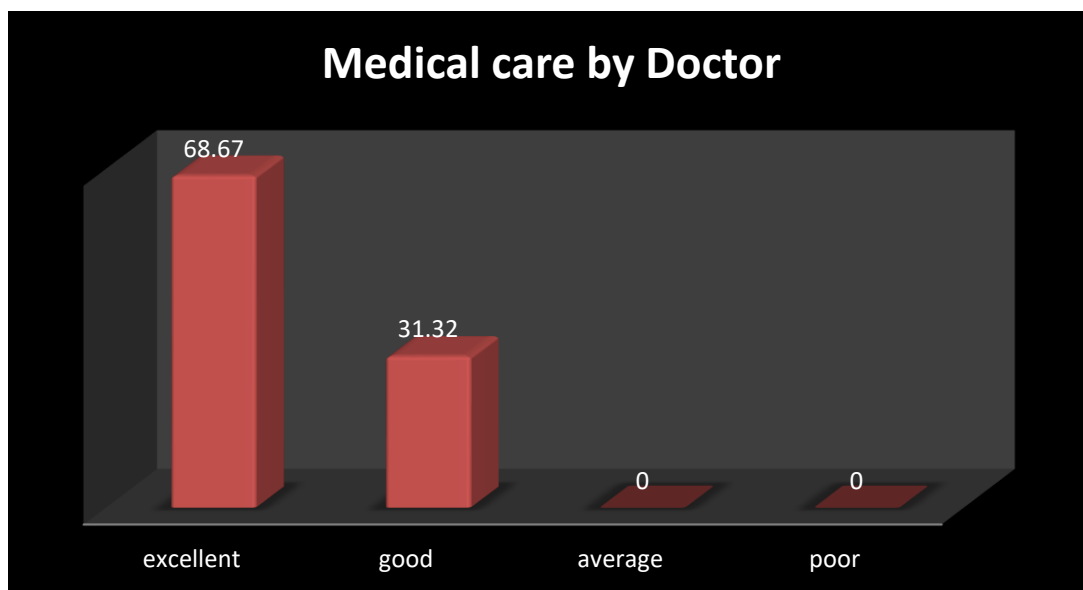


Figure 4.33: Medical care by doctor

The views of the patients who had visited the OPD of the hospital showed that 68.67% of them were highly satisfied with the medical care given by the doctor so the excellent rating was given to them. Good rating was given by 31.32% of the total respondents. There was no patient who rated this factor as average or poor.

- **Clarification of Required Procedure:**

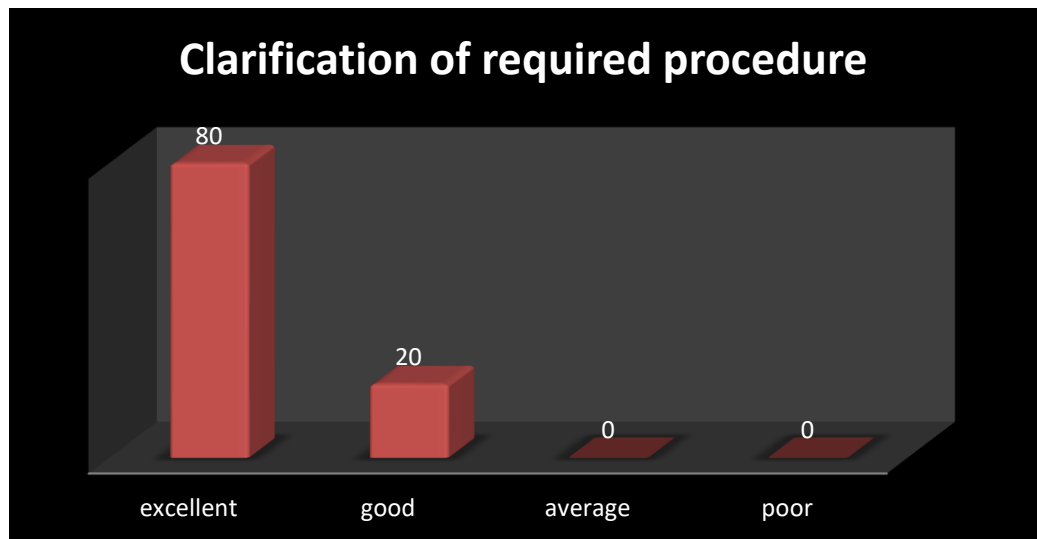


Figure 4.34: Clarification of required procedure

In terms of clarification of the required procedure in the medical services 80% of the total respondents gave the rating of excellent whereas 20% rated it as good. No respondent rated the criteria as average as well as poor.

- **Sensitivity of Nurse or Doctor:**

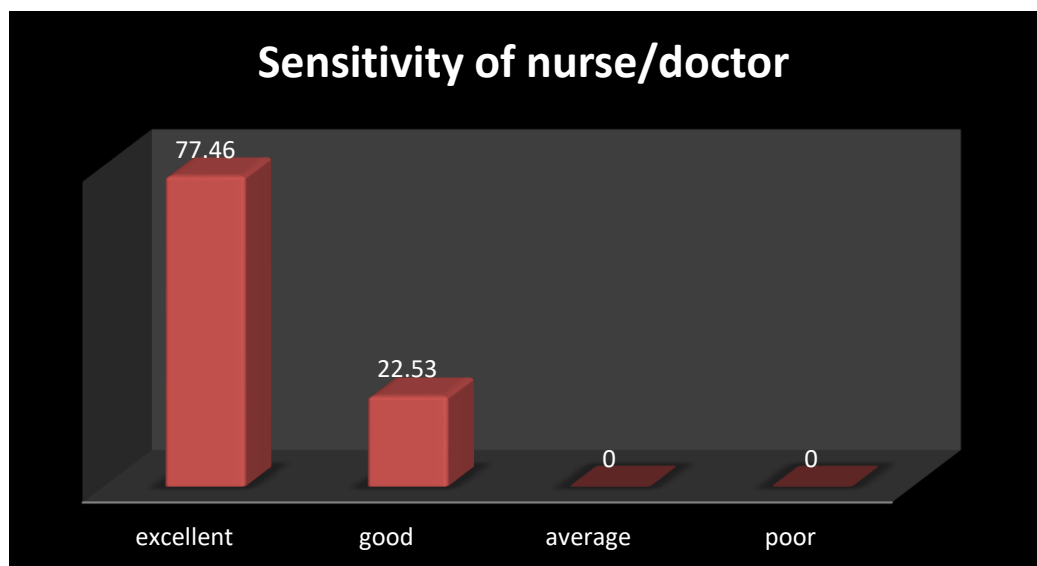


Figure 4.35: Sensitivity of Nurse/Doctor

Sensitivity of nurse or doctor was rated as excellent as 77.46% and good rating was given by 22.53%, no patient rated this factor as average or poor.

4.2.3 Pharmacy services:

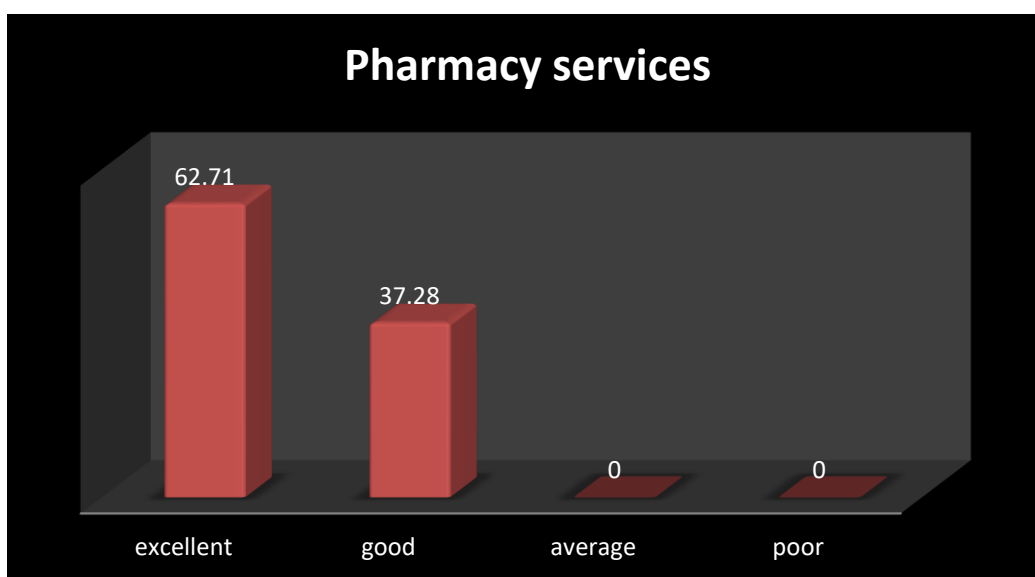


Figure 4.36: Pharmacy Services

When the pharmacy services were rated by the patient who had availed the services the results showed that 62.71% excellent rating was given and good rating was given as 37.28%. As above factors no respondent rated the services of pharmacy as average as well as poor.

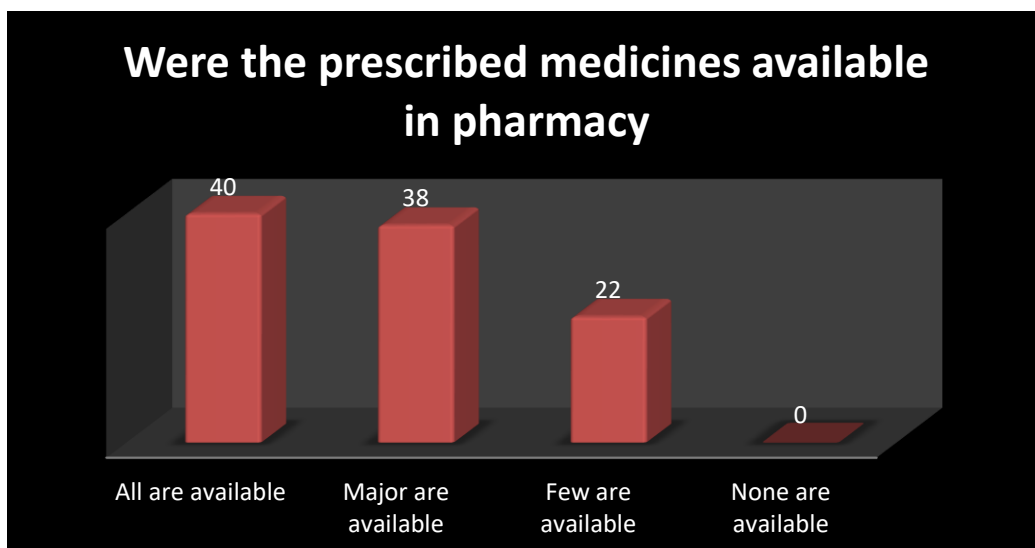


Figure 4.37: were the prescribed medicines available in Pharmacy?

When the patients were asked that were the medicines that were prescribed to them available in pharmacy or not? The results showed that for 40% of the patients all the medicines were available that were prescribed to him/her. 38% of the total patients replied that major of the prescribed medicines were available in pharmacy. Few

prescribed medicines were available to only 22% of the patients whereas there was no patient who had replies that none of the prescribed medicines were available.

4.2.4. Other Facilities:

- **Waiting area:**

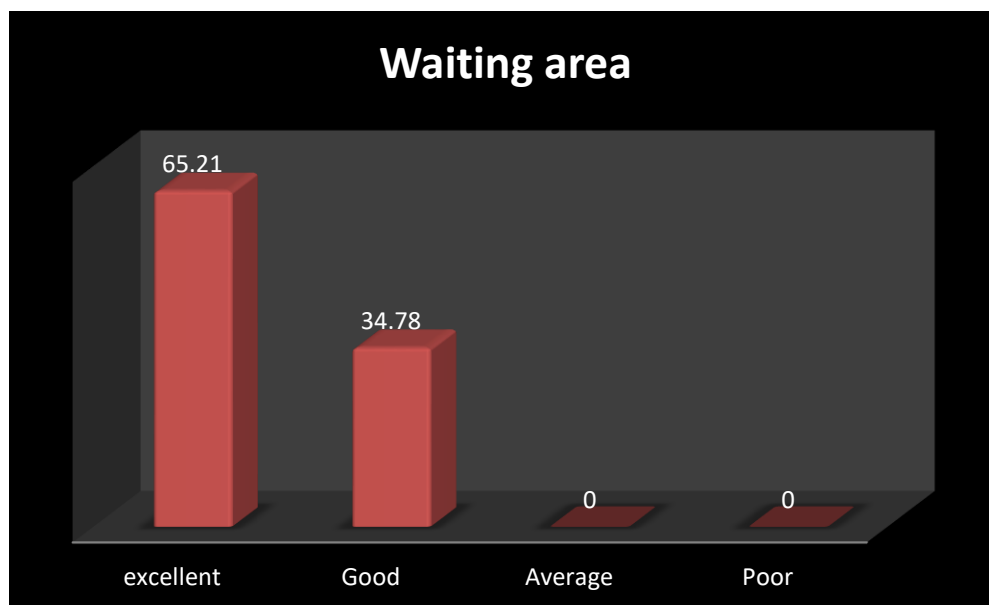


Figure 4.38: Waiting area

When the results for other facilities were drawn on the excel sheet. The results shown that for waiting area excellent rating was given by 65.21% of the total respondents, good rating was given by 34.78% of respondents. There was no person who rated the waiting area as average or poor.

- **Overall Cleanliness:**

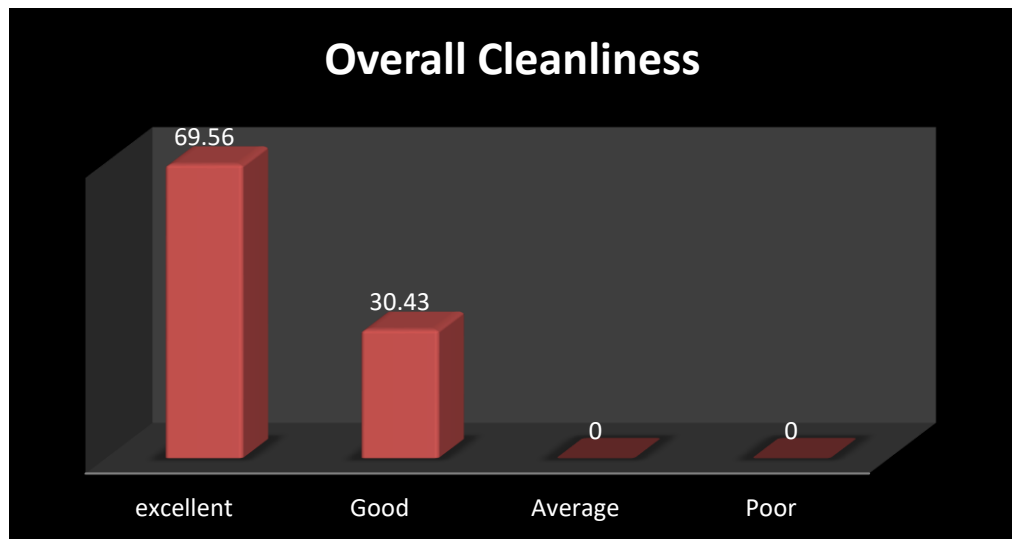


Figure 4.39: Overall Cleanliness

As far as the perception of patients on the overall cleanliness is concerned, the results state that cleanliness is excellent in 69.56% cases and good as 30.43% cases. There was no patient who found the overall cleanliness as average and good.

- **Car Parking services:**

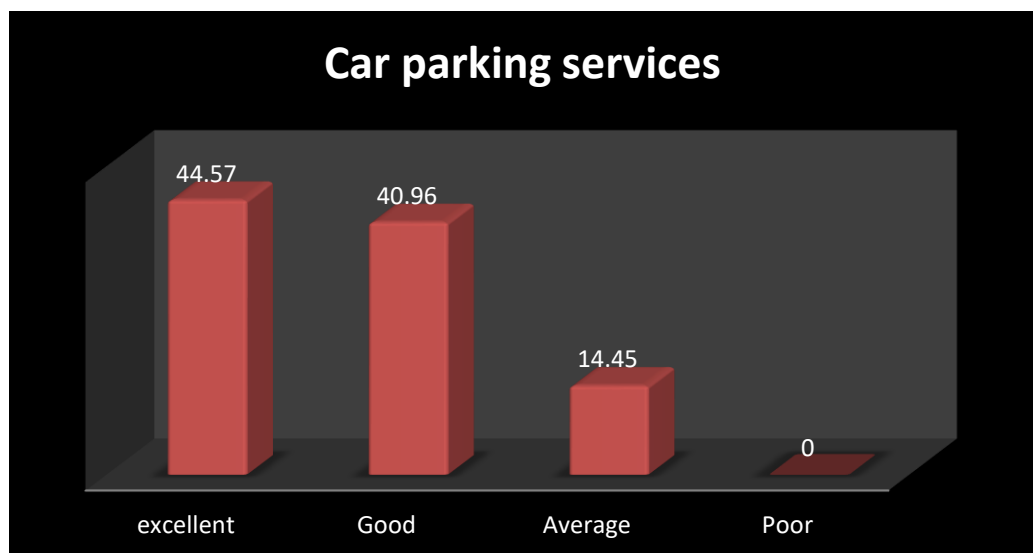


Figure 4.40: Car parking services

In terms of car parking facilities of the hospital excellent rating to this facility was given by 44.57% of the total respondents. 40.96% of the total people that were interviewed thought that car parking was good whereas 14.45% of the total feel that this facility was average. There was no respondent found who gave poor rating to this facility.

- **Security Services:**

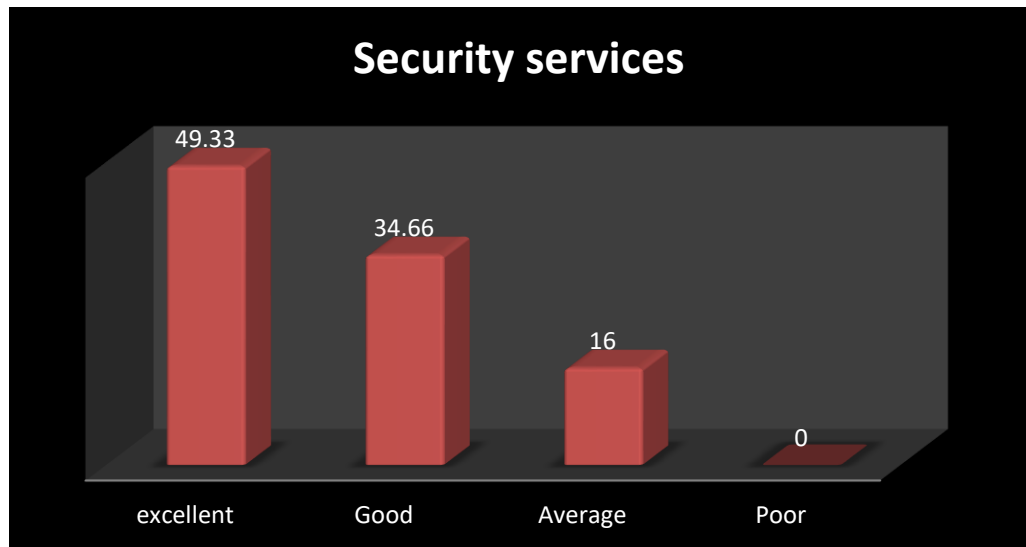


Figure 41: Security Services

As far as the security services of the hospital were concerned 49.33% of the total respondents felt that it was excellent followed by 34.66% and 16% as good and average respectively. There was no respondent who feel that the security services of the hospital were of poor standard.

4.2.5 Diagnostic Services:

- **Were you advised for the diagnostic tests?**

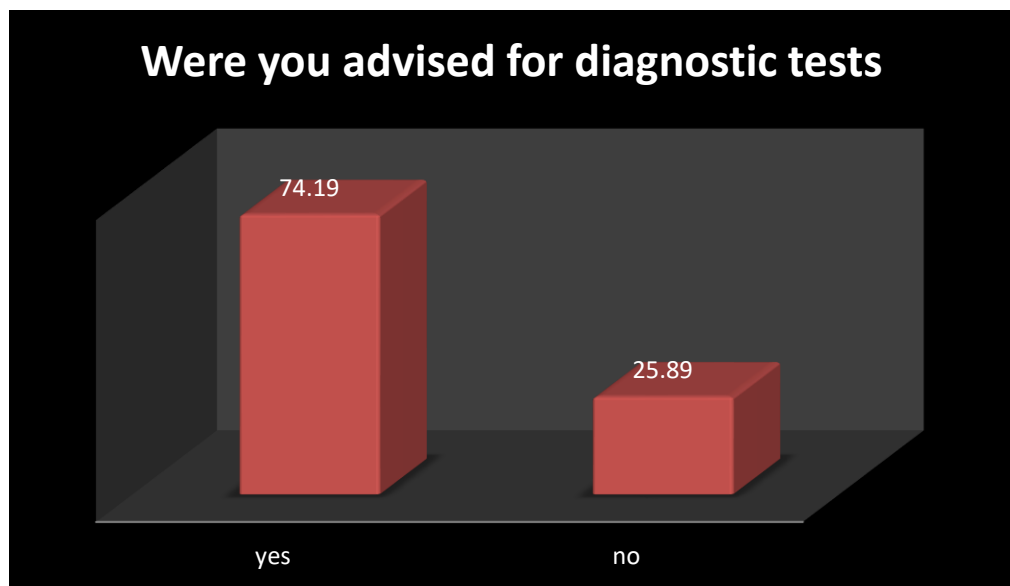


Figure 4.42: Were the diagnostic tests advised?

To check out the satisfaction level of patients who had visited the OPD of the hospital the first question that was asked to them was -were you advised for diagnostic tests? The answer for this question tells that 74.19% of the total respondents who were interviewed were advised for the diagnostic tests whereas 25.89% answered that they were not advised for nay diagnostic tests.

- **Sample Collection Technique:**

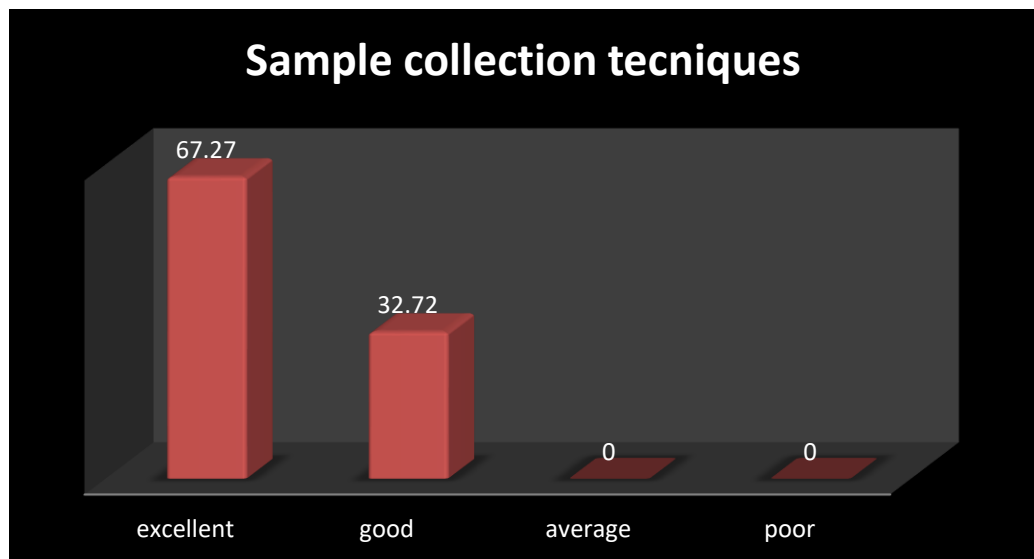


Figure 4.43: Sample Collection Techniques

The patients who had availed the facilities of laboratory department for different diagnostic services were asked about the satisfaction level with the sample collection techniques. 67.27% respondents told that the sample collection techniques were excellent whereas good rating was given to 32.72%. No patient gave average or poor rating to the sample collection techniques of the laboratory department.

- **Report Collection Process**

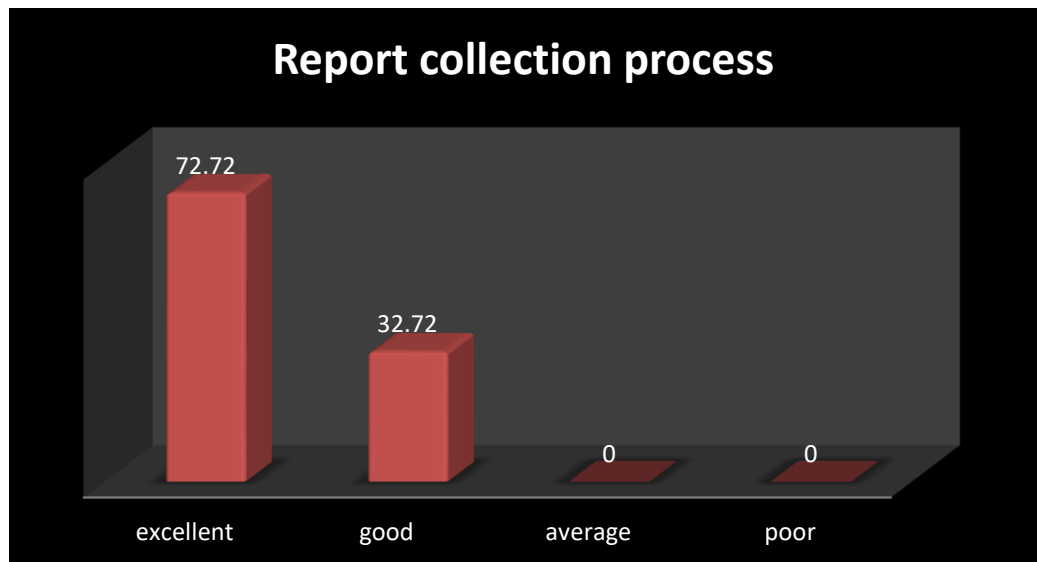


Figure 4.44: Report collection process

The report collection process of the laboratory department was rated excellent by 72.72% of the total patients who had availed the services. Out of the total patients 32.72% respondents rated the report collection process as good. No average or poor rating was given to the report collection process.

4.2.6 Waiting Time:

- **For the registration:**

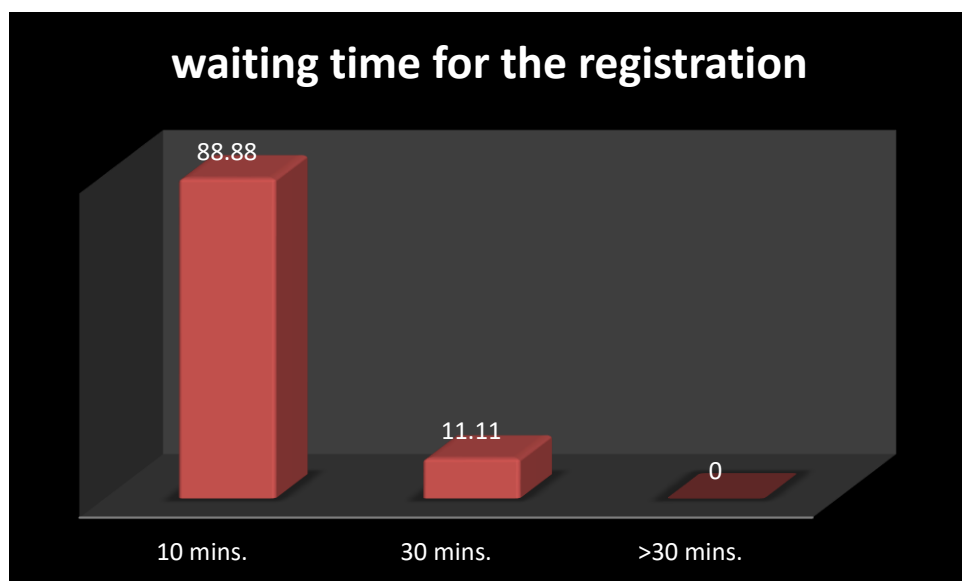


Figure 4.45: Waiting time for the registration

When the patients were interviewed as per the waiting time for registration 88.88% of the total respondents replied that they got the registration within 10 minutes of their arrival, whereas 11.11% of the total respondents got the registration within 30 minutes of their arrival. There was no patient found who had to wait for more than 30 minutes for his/her registration.

- **For the Consultation:**

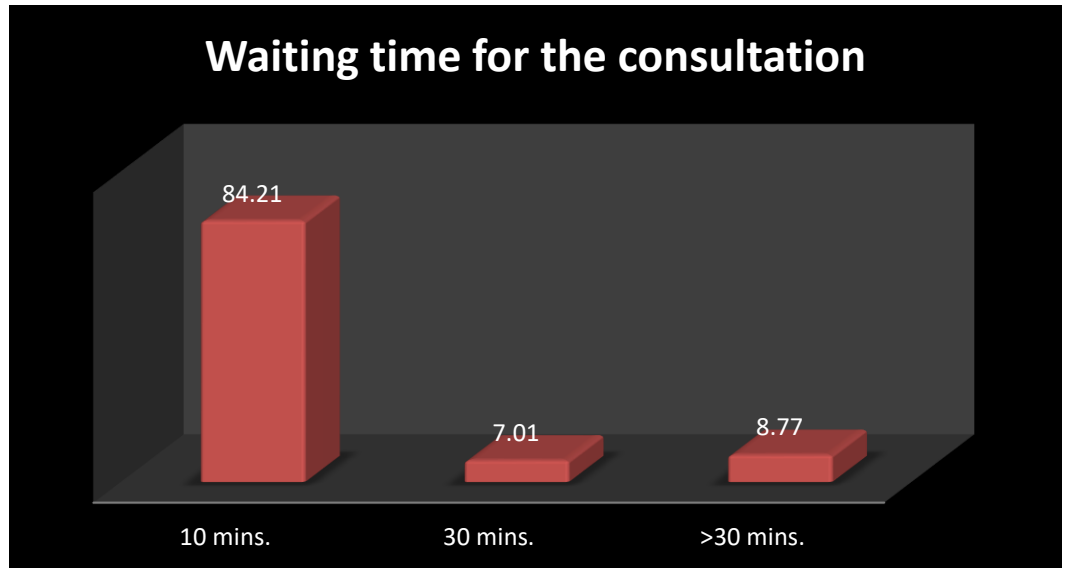


Figure 4.46: Waiting time for the consultation

When the patients were asked about their waiting time for consultation 84.21% of the total replied that they had to wait for 10 minutes for their consultation. 7.01% of the total replied that they had to wait for 30 minutes for the consultation while 8.77% of the total patients who had visited the OPD department replied that they had to wait for more than 30 minutes for their consultation.

- **For the Procedure / Sample:**

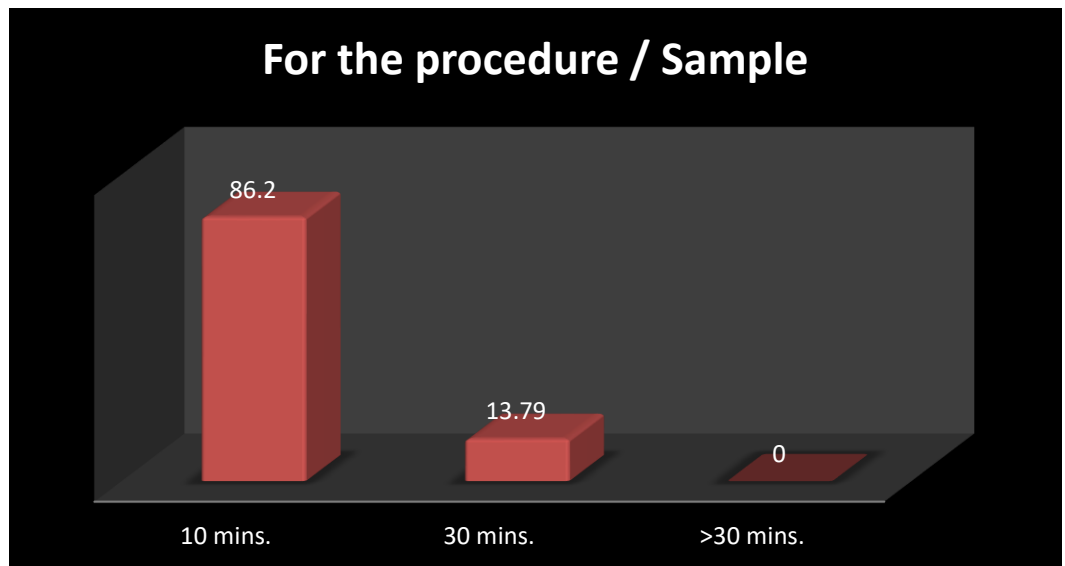


Figure 4.47: Waiting time for the procedure / Sample

When the patients were interviewed on the basis of waiting time for the procedure or sample collection, 86.2% replied that they get the services within 10 minutes of time frame while 13.79% replied that the procedure or the sample collection process was performed within 30 minutes of initiation. There was no respondent who had to wait for more than 30 minutes for the procedure done or sample collection.

4.2.7 Please tell us:

- **Is this your first visit to Sharda Hospital?**

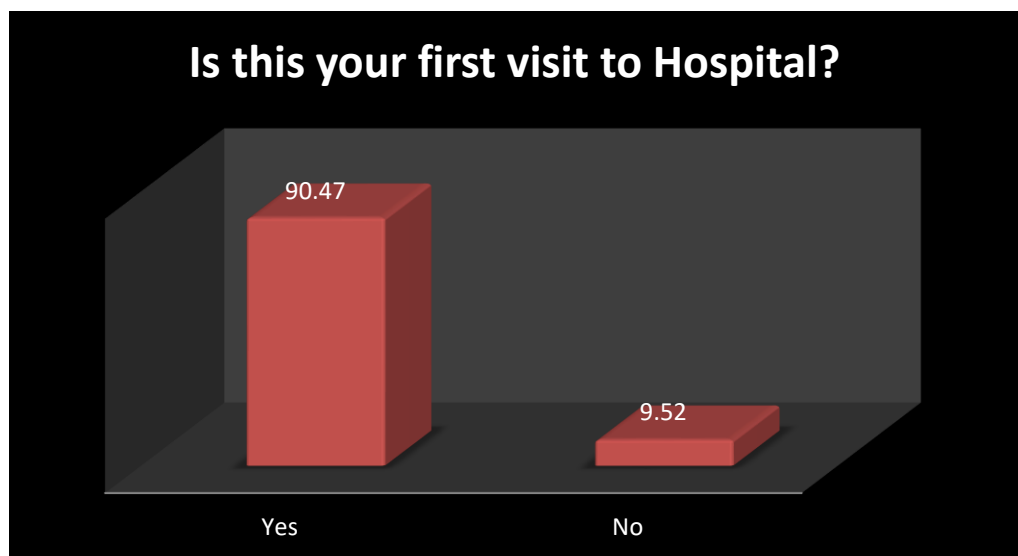


Figure 4.48: Is this your first visit to hospital?

When the patients were asked that was this your first visit to Sharda Hospital? 90.47% of the total replies that yes they have visited the hospital first time while 9.52% of the total replied that they have visited the hospital earlier also.

- **Would you like to return to Sharda for Medical Care?**

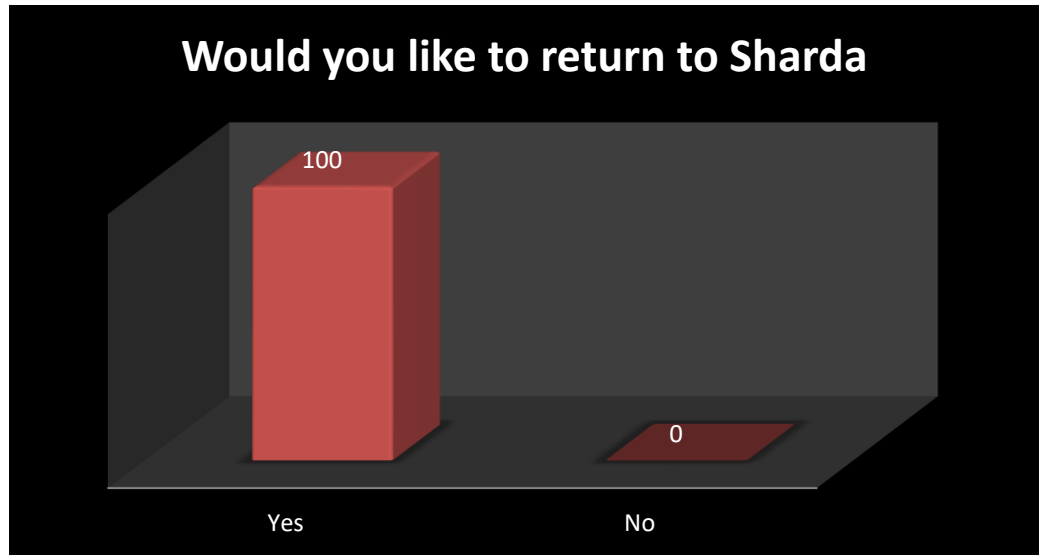


Figure 4.49: Likelihood to return to hospital

When the patients were asked whether they would like to return to Sharda Hospital for medical care, 100% of them replied that yes they would like to return to hospital. Nobody replied that they would not like to return to hospital for medical care.

- **Would you like to recommend this hospital to your friends or families?**

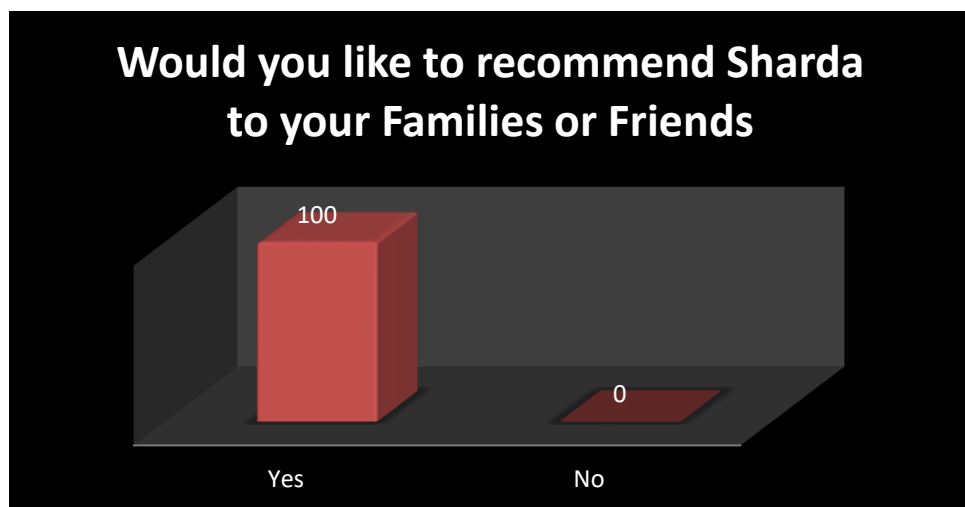


Figure 50: Recommendation for Hospital

When the patients were asked whether they would like to recommend Sharda Hospital to their families or friends, then 100% of them replied that they would like to recommend this hospital to their families or friends whereas nobody replied that they would not like to recommend this hospital to their families or friends.

- **Which among the following factors helped you to choose Sharda Hospital?**

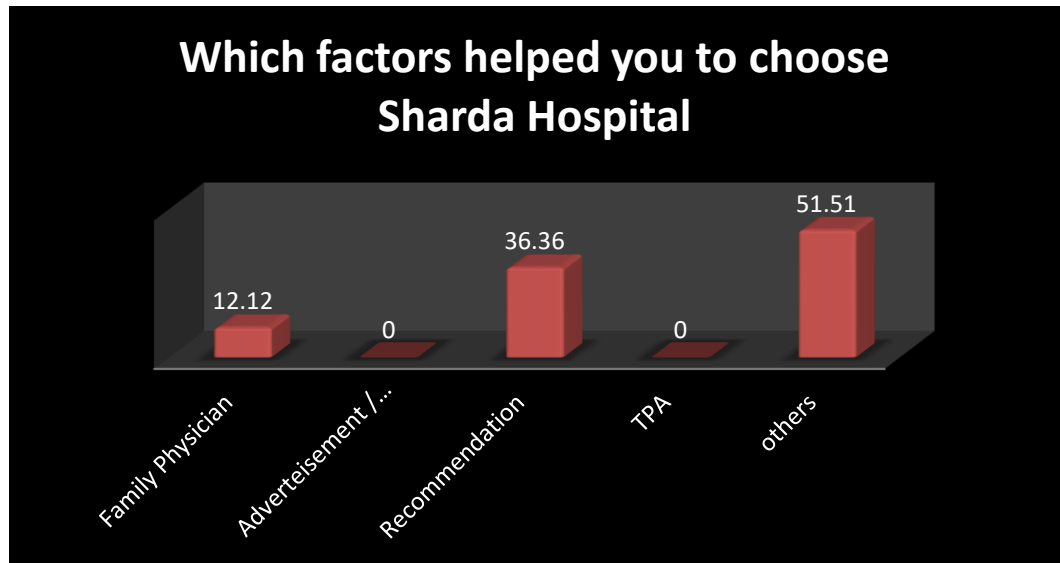


Figure 4.51: Factors helped to Choose Sharda Hospital

When patients were asked about the factor that helped them to choose Sharda Hospital, 51.51% of them came here because of other reasons, 36.36% of them came here because of some sort of recommendations, and 12.12% of the total patients came here because of the referral of family physicians. There was no patient found who came here from advertisement/website and TPA.

5. DISCUSSION:

Patient satisfaction is considered one of the important quality indicator(s) at the health care institutes. Satisfaction is achieved when the patients' perception of the quality of care and services that they receive in healthcare setting has been positive, satisfying, and meets their expectations.

The present study attempted to assess the satisfaction of the patients with various aspects of health care in Sharda hospital and medical college. The results of the study indicate that most of the respondents interviewed were satisfied with the services they received. Very few similar studies have been done and therefore we lack the data for comparison. Yet, the findings of the survey are quite helpful if they are transformed into actions for improving the quality of health care. Measuring patient satisfaction has many purposes, but there are three prominent reasons to do so. Such interviews help to evaluate health care services from the patient's point of view, facilitate the identification of problem areas and help generate ideas towards resolving these problems. Despite a pretty good level of patient satisfaction, a small, but by no means insignificant, proportion of patients expressed dissatisfaction. The fact that patients expressed dissatisfaction with the services indicates that hospital administration needs to do more in the drive towards improving services.

As per the results of the study the overall impression for the admission services was found to be 89.25% which is more than 82% that was found in the study conducted at Lal Bed Hospital, Srinagar.¹³ The excellent rating for medical care by doctor was found to be 62.5% which is more than 50% that is found in the same study. In the medical services the highest excellent rating was given to the way doctor explained about the course of treatment followed by medical care by doctor and then regularity of doctor. In the nursing services the most excellent rating was given to respect to call followed by response in giving timely medication, skills of nurses, respect to privacy and response of nurses during night hours. The most average and poor ratings that are 23.23% and 9.09% respectively were given to nurse's response during night hours. With respect to the support services the highest satisfaction ratings that are excellent and good were given to physiotherapy department followed by pharmacy and imaging department that are 91.11, 89.87 and 89.36% respectively. The most average ratings were given to food and beverage department that is 12.79% and the most poor ratings were given to engineering department(7.94%) followed by food and beverage department(4.65%) and cleanliness of the hospital(3.49%). The satisfaction level with the laboratory department was found to be 86.42% that is more than 70% satisfaction level that was observed in a study conducted by Raman Sharma and Meenakshi Sharma in a multi speciality tertiary level hospital.

As far as the discharge process of the hospital is concerned the most time poor ratings were given to the speedy discharge process followed by billing process and explanation of discharge summary. The overall impression of the discharge services were rated as good by 55.29% respondents while it was rated average by 9.41% of respondents and poor by 8.24% respondents. Out of the total respondents that were interviewed 92.77% replied that they would like to return to Sharda Hospital for medical care and 90.48%

would like to recommend this hospital to their family or friends which is much higher than 55.8% that is found in the study conducted by S.K. Jawahar in a super speciality hospital and 80% in a study that was conducted at Lal Bed Hospital, Srinagar. Factors that help patients to choose this hospital was more by recommendation and less by advertisement or websites. Overall rating of quality of care was rated as good in 52.05% of the total cases and poor in only 2.74% cases followed by average in 12.33% cases and excellent in about 32.88% cases. This rating is found to be much less than 79.54% that was found in the study that was conducted by Rajagopala Rao in a private medical college in Andhra Pradesh.

Satisfaction level of OPD shows that most of the patients were satisfied with reception/enquiry and the billing process. These factors were rated excellent by 61.45% cases and 56.97%. 77.46% of the total respondents were highly satisfied with the sensitivity of the doctors and nurses that is much higher than 56% and 40% that was observed in a study conducted by S.K. Jawahar in a Super speciality hospital in India. The satisfaction level regarding the pharmacy services was also good. 69.56% of the total respondents were highly satisfied with the overall cleanliness of the hospital that is more than 50% rated in the above study. Out of the total respondents who were advised for any diagnostic tests, report collection process was highly satisfaction rated that is 72.72% as comparison to the sample collection techniques. Only 8.77% of the total respondents had to wait for more than 30 minutes for the consultation that is much lower than the 57% who waited for more than 1 hour in S.K. Jawahar study. The response regarding the patient retention was very good. All the patients who were interviewed would like to return to Sharda Hospital for medical care and all of them would like to recommend Sharda Hospital to their family or friends that is much higher as comparison to 55.8% found in Jawahar study. The factors that helped the patients to choose this hospital is much from the recommendation (36.36%) followed by recommendation of family physician (12.12%).

6. CONCLUSION:

Patient satisfaction is an increasing important issue both in evaluation and shaping of health care. So it should be carried out routinely in all aspects of health care to improve the quality of health services.

The study highlighted that overall the patient satisfaction was good regarding overall the medical care and all factor of nursing services except their response during night hours. With respect to the support service of the hospital engineering services, food and beverage services and the housekeeping services must be enhanced to raise the level of satisfaction of the patients. The process that had the highest poor rating in terms of services was found to be the discharge process. This process must be enhanced to get a high patient satisfaction level. The recommendation results by the patients for the hospital were found to be very good. When the results come to the factors that helped patients to choose the hospital, the advertisement / website part was quite low as comparison to others. The overall rating for quality of care of hospital was good.

In terms of OPD satisfaction the registration and the billing process was satisfactory. The medical or nursing services also showed good satisfaction level. The satisfaction level in terms of basic amenities (waiting area and overall cleanliness of hospital) was satisfactory, however the security and car parking services showed area for improvement. The satisfaction level with the diagnostic services was found to be good. The waiting time for the registration and the procedure was satisfactory, however waiting time for the consultation needs to be improved. The recommendation part for the hospital was satisfactory.

7. RECOMMENDATIONS:

- It needs to appoint more doctors / specialists to decrease the waiting time of patients for consultation in Out Patient Department.
- The nurses should be motivated and supervision should be done periodically during night hours to increase the patient satisfaction for that particular factor.
- Housekeeping staff should be posted in all the wards round the clock in sufficient numbers and maintain the neatness of the wards by using disinfectants and their work should be supervised from time to time.
- The billing department personnel should be properly instructed and motivated and one more person should be appointed to increase the speed of billing process as well as patient satisfaction with respect to the billing process.
- Regular training programmes should be conducted for the security staff of the hospital in terms of professional etiquettes and proper signage should be placed on the various gates of hospital to facilitate the entry of patients.
- Periodic patient satisfaction survey should be institutionalized to provide feedback for continuous quality improvement.

8. LIMITATIONS OF THE STUDY:

- As the sample was taken randomly from different departments so the study is not able to draw a clear picture for satisfaction for a particular department.
- As this was the first study that was conducted of its own kind in the hospital so the comparison for the satisfaction with previous results could not be carried out.
- The questionnaire that was developed for the IPD and OPD satisfaction must have some open ended questions so that the reasons for the dissatisfaction could be traced.

APPENDIX

IPD patient Satisfaction Form

Name of the patient:

1. ADMISSION SERVICES:

Response of Reception/enquiry Staff process

Excellent ☐

Good ☐

Average ☐

Poor ☐

Promptness of Admission

Excellent ☐

Good ☐

Average ☐

Poor ☐

Overall Impression

Excellent ☐

Good ☐

Average ☐

Poor ☐

2. MEDICAL SERVICES:

Medical Care by Doctor

Excellent ☐

Good ☐

Average ☐

Poor ☐

Regularity of Doctor

Excellent ☐

Good ☐

Average ☐

Poor ☐

The way doctor explained about course of treatment

Excellent ☐

Good ☐

Average ☐

Poor ☐

3. NURSING SERVICES:

Response to call

Excellent ☐

Good ☐

Average ☐

Poor ☐

Respect for Privacy

Excellent ☐

Good ☐

Average ☐

Poor ☐

Nurse response in giving timely medication

Excellent ☐

Good ☐

Average ☐

Poor ☐

Skill of Nurses

Excellent ☐

Good ☐

Average ☐

Poor ☐

Nurse response during night

Excellent ☐

Good ☐

Average ☐

Poor ☐

4. SUPPORT SERVICES:**Laboratory**

Excellent ☐

Good ☐

Average ☐

Poor ☐

F&B

Excellent ☐

Good ☐

Average ☐

Poor ☐

Cleanliness

Excellent ☐

Good ☐

Average ☐

Poor ☐

Pharmacy services

Excellent ☐

Good ☐

Average ☐

Poor ☐

Physiotherapy

Excellent ☐

Good ☐

Average ☐

Poor ☐

Imaging

Excellent ☐

Good ☐

Average ☐

Poor ☐

Engineering

Excellent ☐

Good ☐

Average ☐

Poor ☐

Security

Excellent ☐

Good ☐

Average ☐

Poor ☐

Behaviour of the Housekeeping Staff

Excellent ☐

Good ☐

Average ☐

Poor ☐

5. DISCHARGE PROCESS:**Speed Discharge process**

Excellent ☐

Good ☐

Average ☐

Poor ☐

Billing Process

Excellent ☐

Good ☐

Average ☐

Poor ☐

Explanation of Discharge Summary

Excellent ☐

Good ☐

Average ☐

Poor ☐

Overall Impression

Excellent ☐

Good ☐

Average ☐

Poor ☐

6. Please Tell Us:**Is this your first Visit to Sharda Hospital?**

Yes ☐ No ☐

Would you like to return to Sharda Hospital for medical care?

Yes ☐ No ☐

Would you recommend this hospital to your friends or family?

Yes ☐ No ☐

Which among the following factors helped you to choose Sharda Hospital?

Family Physician ☐

Advertisement / website ☐

Recommendation ☐

TPA ☐

Others ☐

7. OVERALL RATING FOR QUALITY OF CARE:

Poor ☐ Good ☐

Average ☐ Excellent ☐

OPD patient Satisfaction form

Name of the patient:

1. REGISTRATION:

Reception/Enquiry Staff

Excellent ☐

Good ☐

Average ☐

Poor ☐

Billing Process

Excellent ☐

Good ☐

Average ☐

Poor ☐

2. MEDICAL / NURSING PROCEDURES:

Medical Care by Doctor Procedures

Excellent ☐

Good ☐

Average ☐

Poor ☐

Clarification of Required

Excellent ☐

Good ☐

Average ☐

Poor ☐

Sensitivity of Nurse/Doctor

3. PHARMACY SERVICES:

Excellent ☐

Good ☐

Average ☐

Poor ☐

Excellent ☐

Good ☐

Average ☐

Poor ☐

Were the prescribed medicines available in the Pharmacy

All are available ☐

Major are available ☐

Few are available ☐

none are available ☐

4. OTHER FACILITIES

Waiting Area

Excellent ☐

Good ☐

Average ☐

Overall Cleanliness

Excellent ☐

Good ☐

Average ☐

Poor ☐

Car Parking Services

Excellent ☐

Good ☐

Average ☐

Poor ☐

Poor ☐

Security Area

Excellent ☐

Good ☐

Average ☐

Poor ☐

5. DIAGNOSTIC SERVICES:

Were you advised for Diagnostic test?

Yes ☐

No ☐

Sample collection Techniques

Excellent ☐

Good ☐

Average ☐

Poor ☐

Report Collection process

Excellent ☐

Good ☐

Average ☐

Poor ☐

6. WAITING TIME

For the Registration

10Mins. ☐

30Mins. ☐

>30mins. ☐

For The consultation

10Mins. ☐

30 Mins. ☐

>30 Mins. ☐

For the Procedure / Sample collection

10 Mins. ☐

30 Mins. ☐

>30 Mins. ☐

7. Please Tell Us:

Is this your first Visit to Sharda Hospital?

Yes ☐

No ☐

Would you like to return to Sharda Hospital for medical care?

Yes ☐

No ☐

Would you recommend this hospital to your friends or family?

Yes ☐

No ☐

Which among the following factors helped you to choose Sharda Hospital?

Family Physician ☐

Advertisement / website ☐

Recommendation ☐

TPA ☐

Others ☐

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INTERNSHIP REPORT

INTRODUCTION

Sharda hospital is 640 bedded multi specialty Hospital, which offers medical care to patient at affordable costs and equipped with all modern facility and equipment. This hospital provide modern and comprehensive care to all section of society, this hospital involve in training of medical student research activity and extends services to rural area. This hospital also established a PANCHKARMA center.

Vision:

To be a recognized healthcare organization that cares for lives through technological excellence and humane touch by valued staff.

Mission Statement

To establish a state of the art hospital of global standards that strives for continual improvement in its services, promotes excellence in medical education and research and is valued by its employees and the community it serves

Core Values

Commitment

Accountability

Recognition

Integrity

Nurturing

Growth

Learning

Innovation

Voraciousness

Ethics

Social responsibility

Corporate Vision and Strategies

- To realize its mission, the Hospital Authority has developed the following Corporate Vision:
“We are committed to provide world class ethical and quality healthcare services with clinical excellence at competitive cost.”
- The Authority aims to achieve this corporate vision by adopting the following five Corporate Strategies:

- Developing Outcome-focused Healthcare to maximize health benefits and meet community expectations
- Creating Seamless Healthcare by restructuring and reorganizing medical services in collaboration with other providers and careers in the community
- Involving the Community as Partners in Health in the decision-making and caring process
- Cultivating Organization Transformation and Development through a multi-disciplinary team approach to holistic patient care and continuous quality improvement
- Promoting Corporate Infrastructure Development and Innovation to support service improvement

SERVICES PROVIDED BY THE HOSPITAL

Cardiology

- Non-invasive cardiac lab where exercise/pharmacological stress test is conducted.
- State-of-art color Doppler echocardiography & stress echo conducted on digitized machine.
- Holter monitoring and 24 hours ambulatory BP monitoring.

Nephrology

- Work-up for kidney disease,
- High BP and kidney transplantation
- State-of-the- art dialysis centre
- Round-the- clock emergency haemodialysis in the ICU
- Separate haemodialysis machine for hepatitis B patients

Gastroenterology

- Diagnostic & therapeutic endoscopies

Orthopaedics

- Knee & hip replacement
- Uni-compartmental knee replacement
- Surface replacement of hip
- Arthroscopic management of knee, shoulder & ankle problems
- Complex fracture Clinic
- Osteoporosis clinic.
- Management of sports injuries.
- Spinal surgery

Obstetrics & Gynaecology

- Antenatal screening.

- Antenatal classes for pre-delivery care conducted by a team comprising of a gynaecologist, physiotherapist and dietician.
- Post delivery care clinic with contraceptive advice.
- Specialized treatment of infertility.

Medicine

- Diabetic clinic.
- Asthma & hypertensive clinic.
- Sleep clinic.

ENT

- State- of- the- art ENT station, with facilities of conducting various tests.
- 3rd generation diagnostic audiometry set-up for evaluating deafness.
- Minimally invasive surgery for sinus & ear problems with state-of-art equipment.

Ophthalmology

- Complete eye care facility, including routine eye checkups, glaucoma unit, cataract, squint & retina unit.
- All eye surgeries & microsurgeries, which includes phako emulsification (stitch less) surgery.

Paediatrics

- The Complete Child Care (CCC) approach caring for every aspect of a child's health.
- The medical health concept - homely care to your child, from newborn to adolescent (18 years).

Radiology

- Multi slice dual CT scanner.
- Mammography.
- X-ray with image intensifier. Also several mobile.
- X-ray units for the OTs and ICUs.
- Ultrasound with facilities for Doppler, small parts & intracavitary imaging, also for guided biopsy.

Laboratory Medicine

Complete range of laboratory investigations available round the clock with auto analysis facilities.

Oncology

- Preventive oncology & screening procedures for detection of early cancers
- A complete diagnostic evaluation to know the exact extent of the disease
- Practice of 'Evidence based cancer management'.
- Management of chemotherapy induced toxicities with a fully equipped intensive care unit & critical care experts.
- Palliative care for advanced cancers by trained professionals.

- Physiotherapy for patients disabled by extensive cancer treatment to improve their well-being.

Plastic Surgery

- All types of advanced 'Vascular & Micro vascular surgeries'
- Peripheral nerve surgeries
- Transplantation of skin, muscle, tendon, cartilage, bone- all in one step and separately also
- Aesthetic / cosmetic surgery where deformities are greatly restored
- Treatment of all types of burn related injuries
-

Urology

- Top-grade investigative & treatment facilities like urodynamic machine, urology and laproscopic urology etc.
- State-of-the-art operation theatre equipped for urological procedures.

Dermatology

- Focus areas of treatment include: Acne management, Psoriasis treatment, Vitiligo management, Hair & Nail clinic, Cosmetology & Dermatosurgery clinic for sexually transmitted diseases
- Allergy testing, etc.

Dentistry

- Panel of super specialists available around the clock; orthodontist, oral & maxillofacial surgeon, etc.
- Equipped with state-of-art imported physiological dental chair with accessories and high quality dental materials.
- Special school dental health checkups
- Community camps to promote good dental hygiene.

Physiotherapy

- Fitness and health promotion clinics.
- Special sessions for the care of senior citizens.
- Physiotherapy for burns and plastic surgery cases.
- Ortho and trauma rehabilitation.
- Special women clinics for pre and post natal care advice/ post gynaecological problems.

DEPARTMENT VISITED/ WORKED

- Emergency Department
- Human resource Department
- Housekeeping Department
- Quality Department
- Operation

- CSSD
- ICU/CCU/SICU/MICU

I. EMERGENCY DEPARTMENT

OBSERVATION

Sharda hospital emergency department is situated in the “B” Block of ground floor, near the radiology department, which have the separate entrance for emergency patients.

Emergency Department- Facts

- Ambulances equipped with the essential equipment like oxygen, ventilator, monitors, syringe pumps, and emergency drugs are available round the clock.

There is a casualty medical officer (CMO) for this department

LOCATION AND LAYOUT

It is situated on the ground floor in the B Block, and the department is divided into following parts

- Resuscitation room
- ICU
- General area
- Dirty utility area

MANPOWER

- 1 casualty medical officer (CMO)
- 1 emergency medical coordinator
- 1 junior doctor in each shift
- Specialty physician in department on call
- 5 nursing staff in each shift
- 2 housekeeping staff in each staff
- 1 guard in each shift

PROBLEMS AND ISSUES IN THIS DEPARTMENT

- Emergency department entrance should not allow common entrance for every patients

- This department should have the separate registration counter for emergency patient
- There must be sample collection room and patient waiting room
- Only 1 patient attendants should be allow with one patient
- Wheelchair and trolley bay to keep trolley and stretcher on place
- Dirty utility room is not utilized properly

II. HOUSEKEEPING DEPARTMENT

Housekeeping department of sharda hospital is outsourced. Name of the company that provides housekeeping service in hospital is SHINE. Which are responsible for cleaning and dusting, disposing of rubbish, vacuuming and maintenance of hospital property?

LOCATION: Housekeeping department of sharda hospital is located on ground floor in “C” Block, opposite to pharmacy.

STRENGTH OF HOUSEKEEPING PERSONNEL

Position	Existing strength in hospital
Housekeeping Manager	1
Supervisor	4
GDA	42
Housekeepers	37

The working hours in hospital are in two shifts i.e. 8am to 8pm & 8 pm to 8am. Housekeeping manager does the general shift and the three supervisors do the morning, evening and night shift on rotation basis.

RECOMMENDATION

Recommended cleaning technique

FLOORS-Disinfectant should only be used on a clean surface .However, mops should be disinfectant after use in the rooms of infected patients and also before use in rooms occupied by immune suppressed patients. Rising followed by a soak in (1%) bleach or chlorine for 30 minutes, re-rising and allowing drying was an acceptable method for disinfectant of mops.

SPILLAGE- Liquid disinfectants like phenolics or chlorine releasing agents could be used for spillage >30 ml. Chlorine releasing powder, granules should be used for blood or body fluid spillage if contaminated with HBV or HIV.

BATHROOM AND LAVATORY CLEANING- Here, sufficient amount of disinfectant solution could be sprayed on to the bathroom fixtures and surfaces and be allowed to remain for a period of maximum disinfection. It was more cost effective and safer to use a disinfectant detergent to clean toilet on a daily basis.

III CENTRAL STERILE SUPPLY DEPARTMENT

CSSD of Sharda Hospital is located in the second floor, close to the OT & catering for the sterile supplies to all departments, both to specialized units as well as general ward and OPDs.

FUNCTIONS OF CSSD

- Receiving and sorting soiled material used in hospital
- Inspecting and testing instruments, equipment and linen
- Assembling treatment trays , instrument sets, linen etc
- Packing all material for sterilization
- Labelling and dating material
- Issuing and controlling inventory

OBSERVATION

CSSD of sharda hospital is located in the second floor and divided into four part

- Receiving room
- Packing room
- Sterilization room
- Distributing room

Major activities in CSSD are receiving, packing, sterilizing and then distribution to user departments and efforts are made to maintain the unidirectional flow of activities so that sterile and unsterile material can be keep separately.

LIST OF ITEMS AND SPECIAL TRAYS THAT ARE PROCESSED IN CSSD

- Instruments
- Appliances
- Dressing
- Sponges
- OT linen
- Special packs
- Gauze and cotton material
- Gloves

REGISTER MAINTAINED IN CSSD

- Receiving register
- Loading register
- Issue register
- Autoclave in time and out time register

PROBLEMS IDENTIFIED

- Sluicing machine is not present
- Storage racks in the distribution area is not covered
- One way traffic is not maintained
- No GDA or HK staff particularly for this department
- There is the need of CSSD manager for department
- Washing or cleaning room should be present in the department itself
- No fire protecting measures are installed in department

IV) ICU/CCU/SICU

Location:

- ICU/MICU/RICU/SICU of Sharda Hospital is located in the 'D' Block of second floor with easy access to OT.
- Away from general traffic
- Restricted entry

Design and layout of ICU:

- ICU is rectangular shaped with the central nursing station
- All patient can be closely observed
- Ample space around bed for free movement
- Suction and oxygen outlet in each bed
- Adequate light and electrical outlet and fixture

Treatment policy

- No direct admission patient first comes in casualty or ward
- Responsibility lies with the in-charge doctor admitting the case
- A vacant bed is allocated for patient in the original ward
- All admission and discharge are recorded
- Standard treatment protocol are followed
- Decision of discharge of patient is taken by the treating consultant with the help of admitting doctor

RECOMMENDATION

- There should be direct connection between ICU and laboratory regarding the reports of investigation and blood sample collection through HMIS
- No. of nursing staff should be more to reduce the work load.

Tasks Performed Other then Project in the Hospital:

- Daily round were taken with the Additional Medical Superintendent of the hospital in order to maintain the operations of the hospital streamlined and to check out the lacunae.
- Tracking of Personnel files of all the hospital employees were carried out as per the defined checklist provided by the management in order to trace out various discrepancies in the records and to track various NABH indicators for Human Resource Department.
- Job Description and Job specifications were developed for many posts of the hospitals as this was not present earlier in the records.
- Various trainings were given to the staff nurses and the housekeeping staff members for Hand washing and Bio Medical Waste management.
- Various forms were developed for ex. Nursing assessment form, Neonatal assessment form etc. in order to facilitate the hospital for NABH application.

