

# **Analysis of Patient Satisfaction Survey for Improving Quality of Civil hospital Nashik**

**A dissertation submitted in partial fulfillment of the requirements for the award of  
Post-Graduate Diploma in Health and Hospital Management**

**By  
Samiran Sarma**



**International Institute of Health Management Research**

**New Delhi -110075  
February 2012**

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## Certificate of Internship Completion

Date: 20.3.2012

### TO WHOM IT MAY CONCERN

This is to certify that Mr. Samiran Sarma has successfully completed his 3 months internship in our organization from December 20, 2011 to March 20, 2012. During this intern he has worked on "Analysis of Patient Satisfaction Survey for improving quality of Civil hospital Nashik" under the guidance of me and my team at Civil Hospital Nashik He is sincere and regular during performing tasks in this period.

Signature

Designation:

Asst. HR Manager



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## Certificate of Approval

The following dissertation titled "**Comprehensive study to know the patient satisfaction in general wards**" is hereby approved as a certified study in management carried out and presented in a manner satisfactory 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.

Dissertation Examination Committee for evaluation of dissertation

Name	Signature
Kalya Udayar	Kalya Udayar
Anupama Sharma	Anupama Sharma

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### Certificate from Dissertation Advisory Committee

This is to certify that Mr. Samiran Sarma, a graduate student of the Post-Graduate Diploma in Health and Hospital Management, has worked under our guidance and supervision. He is submitting this dissertation titled "Analysis of Patient Satisfaction Survey for Improving Quality of Civil hospital Nashik" in partial fulfillment of the requirements for the award of the Post-Graduate Diploma in Health and Hospital Management.

This dissertation has the requisite standard and to the best of our knowledge no part of it has been reproduced from any other dissertation, monograph, report or book.

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Samiran Sarma

## **Abstract**

### **Analysis of Patient Satisfaction Survey for Improving Quality of Civil hospital Nashik**

With the subject “Analysis of Patient Satisfaction Survey for Improving Quality of Civil hospital Nashik” in our mind, we decided to study the parameters offering to the patient and satisfaction level of patients. The study has been carried out in Civil Hospital Nashik. The sample size is limited to 150 OPD and 100 IPD patients and their relative.

To initiate the study we first took help of separate scientifically structured questionnaires for OPD and IPD. It covers the parameters which affect the patient satisfaction level. For IPD we included reception/admission, nursing department, consultant, ward Boy, housekeeping, cleanliness of wards, dietary, discharge process and overall rating of hospital. For OPD we included questions regarding Registration, Cleanliness, Doctors & Staff behavior, Waiting time in registration and pharmacy.

During the course of study we felt the need of personal interview of the staff of hospital and this data use as the secondary data which has further given reliability and more information about study. Help of various books and websites has been taken to correlate the study findings and thus preparing the recommendation for improvement.

The final answer of the study of the subject “Analysis of Patient Satisfaction Survey for Improving Quality of Civil hospital Nashik” is lies in providing quality to the patient in all the spheres of services..

This study will be of prime significance for Civil Hospital Nashik, where it has been conducted. By studying the patient’s satisfaction/dissatisfaction level about the various services rendered the hospital can identifying the areas where there is gap between patient’s expectation and perception of service.

Total of 250 patients of Outpatient & Inpatient department was asked about various services of the hospital through questionnaires. Based on the patients reply, score of 1-5 are given out of 5(Poor-1, Fair-2, Good-3, Very Good-4, and Excellent-5) to each categories of services.

**Major finding of the study:**

13 out of 30 areas in IPD & OPD, reached the satisfactory level (Score of 3) while the other 17 scores between 2.3-2.9. (Respected areas are mentioned in the Conclusion & Discussion) Overall average score for OPD & IPD is 2.85.

**The areas which need improvement in OPD are:**

1. Cleanliness of the OPD, Bathrooms & toilets.
2. Promptness at Medicine distribution counters.
3. Availability of drugs at the hospital dispensary.

**The areas which need improvement in IPD are:**

1. Cleanliness of the ward.
2. Cleanliness of Bathrooms & toilets.
3. Bed sheets/ pillow cover etc need to be changed on daily basis.
4. All prescribed drugs were made available from Hospital Supply.

So civil hospital need no improve on these areas in order to increase patient satisfaction.

## **Abbreviations**

<b>CS-</b>	Civil Surgeon
<b>RMO-</b>	Resident Medical Officer
<b>OPD-</b>	Outpatient Department
<b>TQM-</b>	Total Quality Management
<b>CSSD-</b>	Central Sterile Supply Department
<b>MRD-</b>	Medical Record Department
<b>BMW-</b>	Bio Medical Waste
<b>OT-</b>	Operation Theatre
<b>ICU-</b>	Intensive Care Unit
<b>IPD-</b>	Inpatient Department
<b>IPHS-</b>	Indian public health Slandered
<b>DH-</b>	District Hospital
<b>DS-</b>	Diagnostic Services

## **Section 1**

### **HOSPITAL PROFILE**

## **AN INTRODUCTION OF “CIVIL HOSPITAL NASHIK ”:**

The Population Coverage of the Nasik District is 6, 10952. District Hospital Nasik caters to the large population, those are living in the State urban as well as in rural area of the District. District hospital system in Nasik addresses issues related to performance of primary and secondary level care.

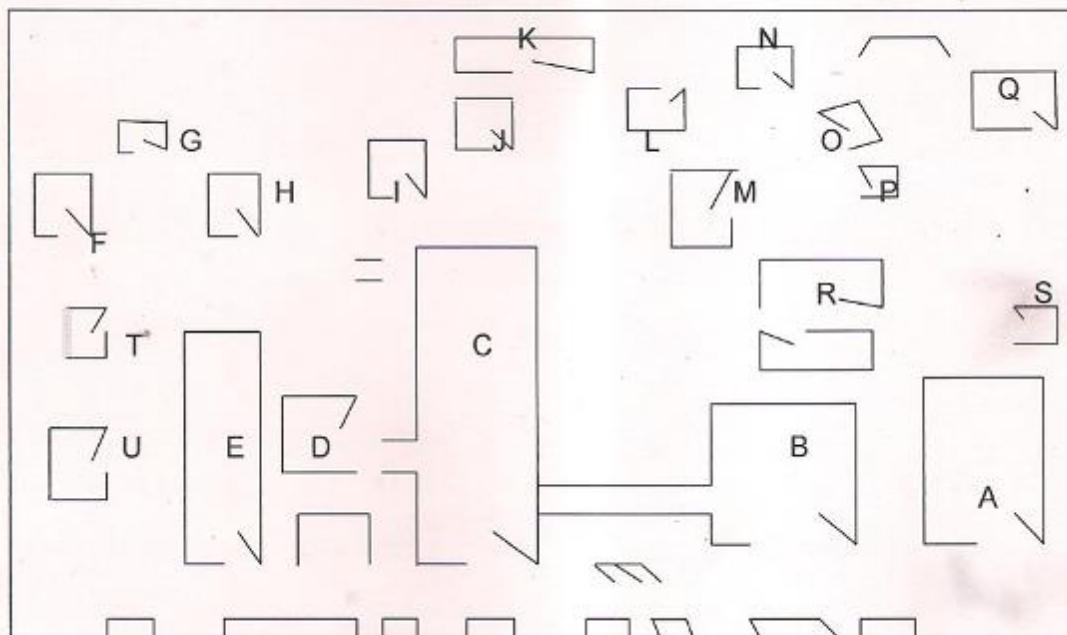
The hospital is situated in prime location of Nashik which is accessible easily from all adjacent areas of Nashik City. The Hospital is almost 1 km away from bus station and 10 km away from railway station. This hospital mostly covers 61,09,052 population. The number of functional beds available in the hospital is 547. The hospital compound is spacious and in good condition. Less pollution, noise free and greenery all across the hospital premises is an added advantage for patient friendly environment. Looking at the fact sheet of DH-Nasik, we came to know that the average monthly OPD attendance is 15,390, average emergency attendance is 2490, average IPD is 13744, average delivery per month is more than 270, average caesarean deliveries per month is 65, average major surgeries per month is 418 and average minor surgery is more than 600.

**MISSION:** “To provide high quality of medical services at an affordable cost to all categories of people in the community.”





# DISTRICT HOSPITAL NASHIK:



A---deputy director office

B---OPD

C---IPD

D---ortho ward

E--- nursing college

T---IPHS office

F---training centre

G---intern quarters

H---eye ward

I---store

J---laundry

K---leprosy office

L---infectious ward

M---tuberculosis ward

N---biomedical engineering

O---public laboratory

Q---mortuary

P---vaccination dept

R---quarters

S---transport

U---quarter

### **DEPARTMENTS OF HOSPITAL:**

- 1. OUTPATIENT DEPARTMENT**
- 2. EMERGENCY DEPARTMENT**
- 3. IN PATIENT DEPARTMENT**
- 4. INTENSIVE CARE UNIT (ICU)**
- 5. OPERATION THEATRE (OT)**
- 6. LABOR ROOM**
- 7. CSSD**
- 8. BLOOD BANK & LABORATORY**
- 9. ADMINISTRATION**
- 10. PHARMACY**
- 11. STORE DEPARTMENT**
- 12. HOUSEKEEPING SERVICES**
- 13. DIETARY SERVICE**
- 14. LAUNDRY**
- 15. BIO MEDICAL WASTE MANAGEMENT (BMW)**
- 16. MORTUARY**
- 17. MEDICAL RECORD DEPARTMENT (MRD)**
- 18. TELEMEDICINE DEPARTMENT**

## **Section 2**

### **Project Report**

# INTRODUCTION

Patient satisfaction is basically how Patients feel about the hospital from entry to exit of hospital. Patient satisfaction means vision of the patient for the hospital that is the hospital from the patient's aspects. Analysis of patient satisfaction is very important in hospital in order to know how efficiently the hospital is providing the services to the patients. This study will be of prime significance for Civil Hospital Nashik, where it has been conducted. By studying the patient's satisfaction/dissatisfaction level about the various services rendered the hospital can identifying the areas where there is gap between patient's expectation and perception of service.

The parameters which hospital is not able to fulfill patient's expectation can be worked upon. This will leads to improvement in the hospital. Efficiency in work will show in better quality of services. Image of Civil Hospital Nashik would improve in society.

A better functioning hospital would benefits the community as large and indirectly the patient would also be benefited from this study.

We were inspired to study the above subject with the case study of Civil Hospital Nashik I as we thought it to be of prime important of hospital administration to see the things from patients and their relatives' point of view. As they are our customers, fulfilling their needs by providing quality service and satisfying them would improve image of hospital in market.

### **STUDY OBJECTIVE:**

- ❖ To provide regular ongoing monitoring and reporting of patient satisfaction with specific areas of Civil hospital Nashik.
- ❖ The main objective of this study is to find out and improve the satisfaction level of the patient at various levels in the hospital i.e. that is right from patient's entry to his exit.
- ❖ To improve care services offered by hospital along with innovative technology in medicine and service occupy the place of outstanding significance.
- ❖ For any hospital, it is very important to have feedback form for their patients. If hospital wants to progress, only an honest feedback form will show the level of satisfaction or dissatisfaction of patients, the end user of hospital services and their relatives. A satisfied patient is a happy customer who will bring many more patients by publicizing the hospital.
- ❖ By finding the patient's satisfaction level the strong and weak point of hospital can be identified. The strong areas can be highlighted where as weak areas can be work upon. This will lead to efficiency and improvement. The end result of this improvement would result in better care of patient which is our ultimate goal.

### **3B. METHODOLOGY:**

- ❖ For this study A questionnaire of 30 questions for IPD & OPD is prepared which contains questions regarding Clinical staff, Consultant, nurses, Supportive staff, Housekeeping, Dietary, Registration, Admission, Discharge process, Overall rating of hospital.
- ❖ The sample size is limited to 150 OPD and 100 IPD patients and their relative.
- ❖ Patients were asked about various services of the hospital through the questionnaires. Based on the patients reply, score of 1-5 are given out of 5 (Poor-1, Fair-2, Good-3, Very Good-4, and Excellent-5) to each categories of services.
- ❖ **Research Design:** We have used Exploratory design
- ❖ **Data types:** Data includes facts, opinions and motives

- ❖ **Sources of Data:** Primary data has been obtained from Questionnaires, Observations and Interviews. In this study IPD and OPD patients are included.
- ❖ **Scales:** I have used **Likert Scale** (five point)
- ❖ **Questionnaire:** Questionnaire with scientifically parameter is prepared and given to patient and their relatives and feedback has been taken from them.
- ❖ **Sampling Process:** We took random sampling of 150 patients in OPD and 100 patients in IPD over a period of 30 days.

### **LIMITATION OF STUDY:**

- ❖ The costing part of hospital could not be included because of uneasiness of hospital.
- ❖ Some of the data could not analyze as it has unreliable.
- ❖ The study has been conducted in the month of February. So we do not know the rush of patient in other months of year. If the flow of patient less in certain month at that time the situation has a favorable for employee-patient ratio, so that time the employee give the good service to patients. So the study of one month might not reveal the general idea of the whole year.

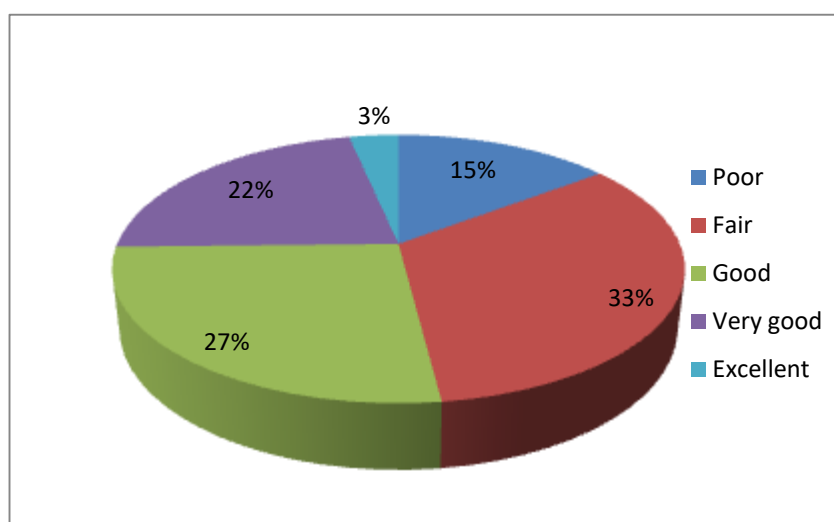


### **3C Finding of OPD:**

#### **1: information at registration counter:**

Table: 1.1

Poor	Fair	Good	Very good	Excellent	Average Score
15%	33%	27%	22%	3%	2.6



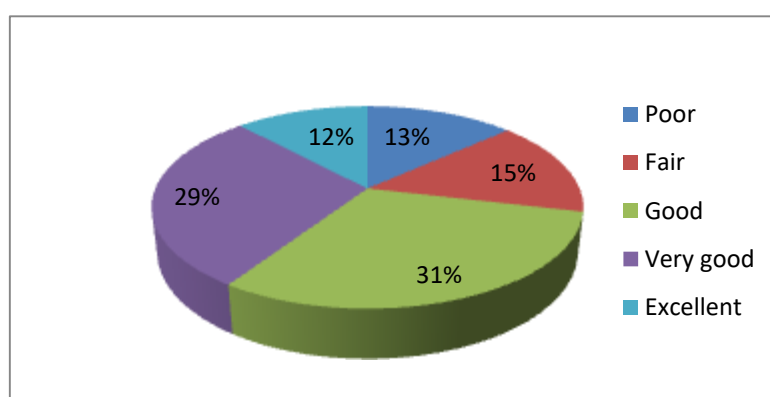
**Figure 1.1**

In our study, among 150 patients, 33% patients feel that information at registration counter is fair.

**2: Waiting time at the registration counter**

Poor	Fair	Good	Very good	Excellent	Average Score
13%	15%	31%	29%	12%	3.1

**Table: 1.2**



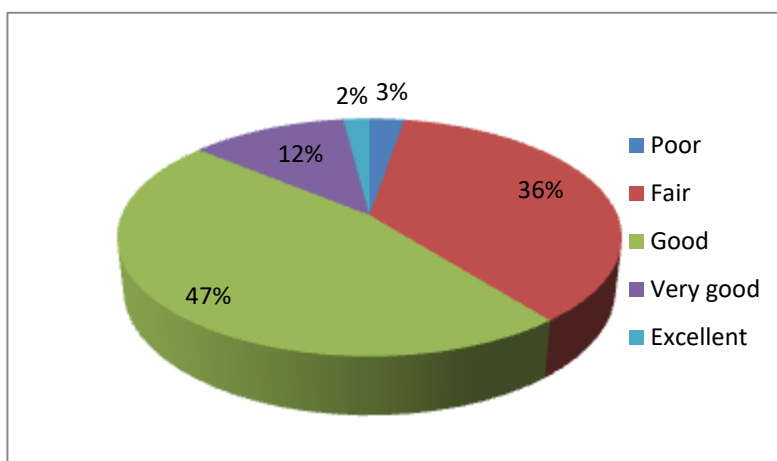
**Figure 1.2**

31% patients feels waiting time at the registration counter is good which contribute to average score of 3.1 out of 5.

**3: Behavior and attitude of staff at the registration counter**

**Table: 1.3**

Poor	Fair	Good	Very good	Excellent	Average Score
2%	36%	47%	12%	3%	2.7



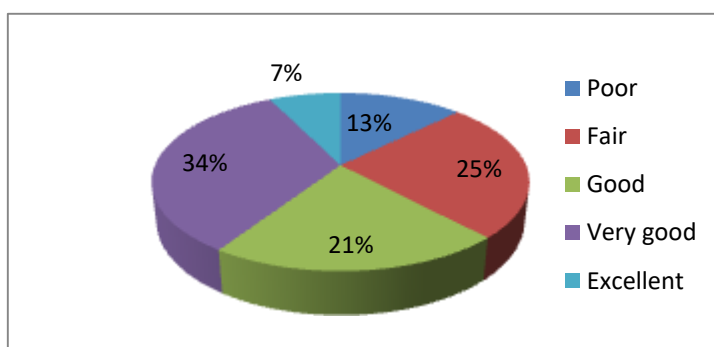
**Figure 1.3**

Regarding behavior and attitude of staff at the registration counter 47% patient feels behavior and attitude of staff at the registration counter is good whereas 3% feels it is poor.

#### **4: Cleanliness of the OPD, Bathrooms & toilets**

**Table: 1.4**

Poor	Fair	Good	Very good	Excellent	Average Score
13%	25%	21%	34%	7%	2.9



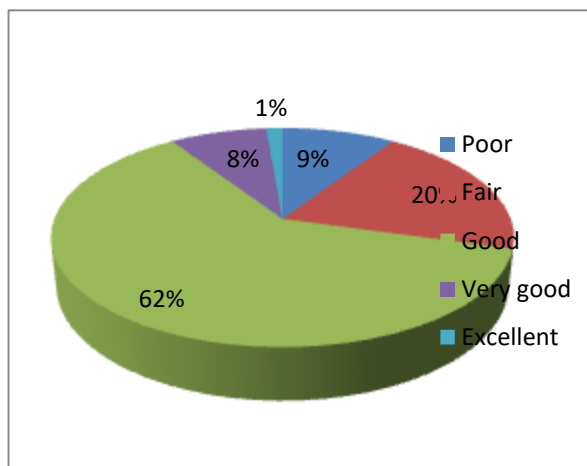
**Figure 1.4**

Regarding Cleanliness of the OPD, Bathrooms & toilets patient gave an average score of 2.9 out of 5 which is almost near to the IPHS standard.

**5: Attitude & communication of Doctors**

**Table: 1.5**

Poor	Fair	Good	Very good	Excellent	Average Score
9%	20%	62%	8%	1%	2.7



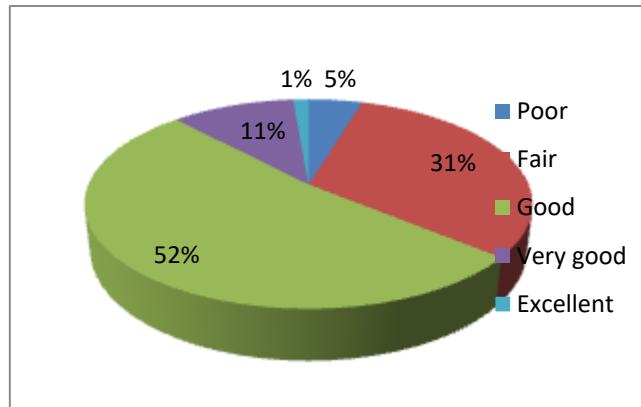
**Figure 1.5**

62% patient feels Attitude & communication of Doctors is good whereas 5% feels it is poor

**6: Time spent for examination and counseling**

**Table: 1.6**

Poor	Fair	Good	Very good	Excellent	Average Score
5%	31%	52%	11%	3%	2.7



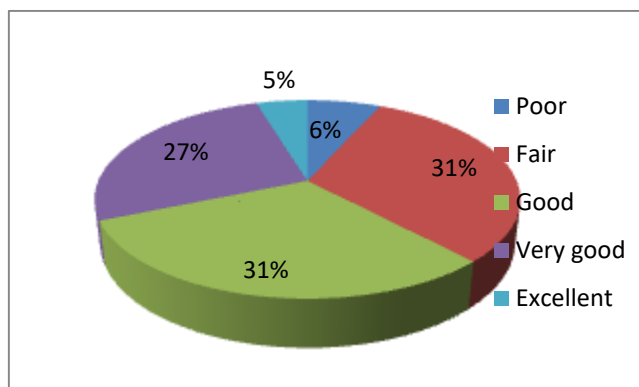
**Figure 1.6**

52% patients feel that doctors spent sufficient (Good) amount of time during observation of patients.

**7: Availability of Lab and radiology tests.**

**Table: 1.7**

Poor	Fair	Good	Very good	Excellent	Average Score
6%	31%	31%	27%	5%	2.9



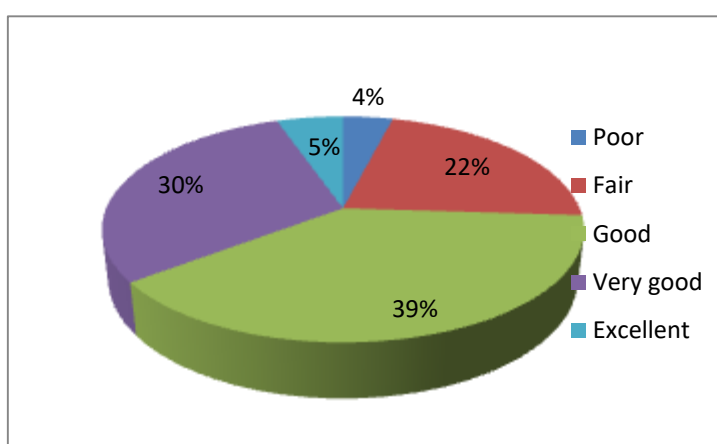
**Figure 1.7**

Only 6 % patients respond that Lab and Radiology test are poorly available in the hospital.

**8: Promptness at Medicine distribution counter**

**Table 1.8**

	Fair	Good	Very good	Excellent	Average Score
Poor					
4%	22%	39%	30%	5%	2.9

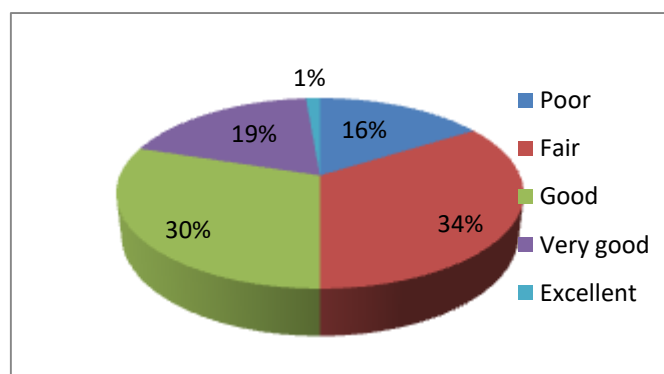


**Figure 1.8**

**9: Availability of drugs at the hospital dispensary**

Poor	Fair	Good	Very good	Excellent	Average Score
19%	34%	30%	19%	1%	2.5

**Table 1.9**



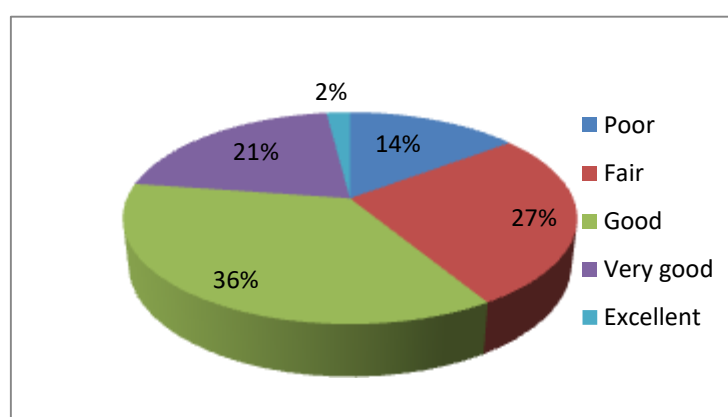
**Figure 1.9**

Only 19 % patients respond that drugs are not available (poor) in dispensary.

**10: Overall satisfaction during the visit to the hospital**

**Table 1.10**

Poor	Fair	Good	Very good	Excellent	Average Score
14%	27%	36%	21%	2%	2.6



**Figure 1.10**

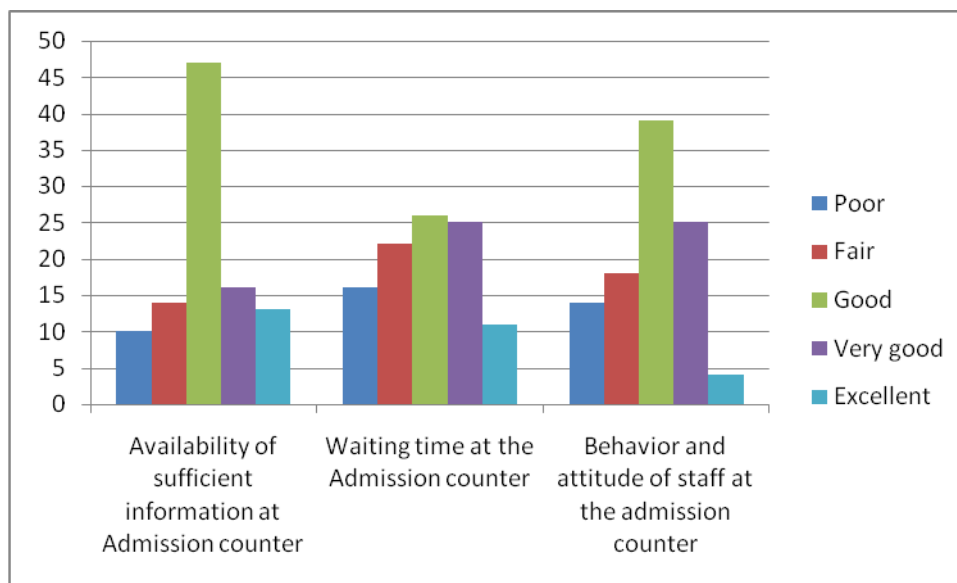
Overall patients gave an average satisfaction score of 2.6 out of 5 for OPD.



## Findings of IPD:

**1. Table: 2.1 Admissions**

Admission	Poor	Fair	Good	Very good	Excellent	Average score
Availability of sufficient information at Admission counter	10%	14%	47%	16%	13%	3.1
Waiting time at the Admission counter	16%	22%	26%	25%	11%	2.9
Behavior and attitude of staff at the admission counter	14%	18%	39%	25%	4%	2.9

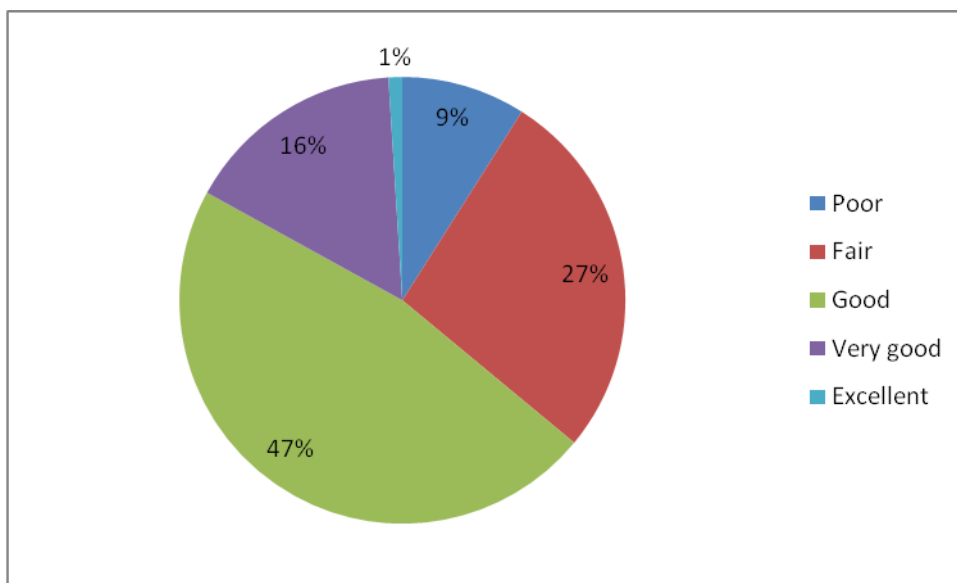


**Figure 2.1**

- 13% patients Feel that Availability of sufficient information at Admission counter is Excellent while 10% patients feel that it is poor.
  - 26% patients feel that Waiting time at the Admission counter is good where as 16% patients feel it is poor.
  - 39% patients feel that Behavior and attitude of staff at the admission counter is good.
- Regarding Behavior and attitude of staff at the admission counter patients gave an average score of 2.9 out of 5.

**2. Table 2.2 Discharge Process**

Poor	Fair	Good	Very good	Excellent	Average Score
9%	27%	47%	16%	1%	2.7

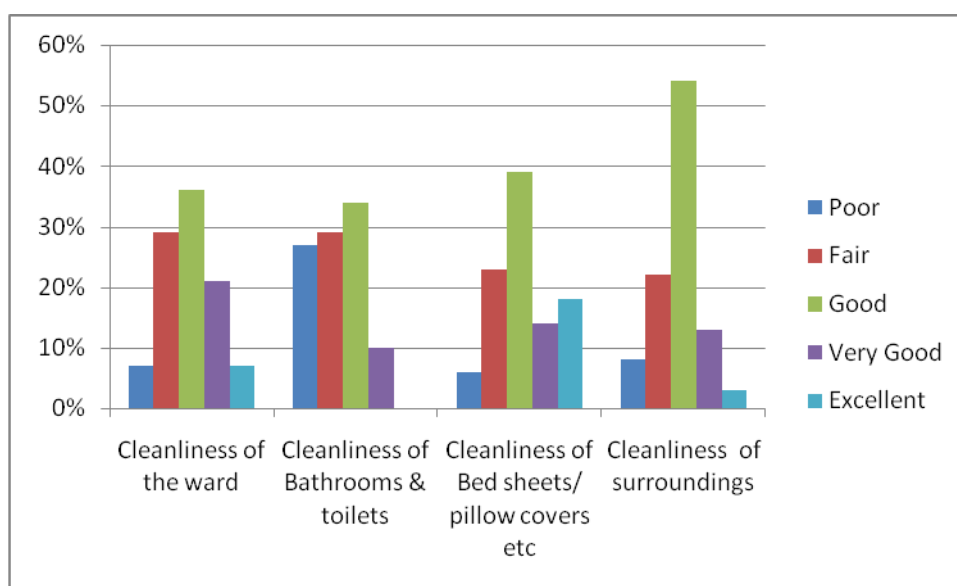


**Figure 2.2**

47% patients believe that Discharge process is good. Patients gave an average score of 2.7 out of 5 for discharge process.

**2. Table: 2.3 Cleanliness of ward:**

	Poor	Fair	Good	Very Good	Excellent	Average score
Cleanliness of the ward	7%	29%	36%	21%	7%	2.9
Cleanliness of Bathrooms & toilets	27%	29%	34%	10%	0%	2.3
Cleanliness of Bed sheets/ pillow covers etc	6%	23%	39%	14%	18%	3.2
Cleanliness of surroundings	8%	22%	54%	13%	3%	2.8



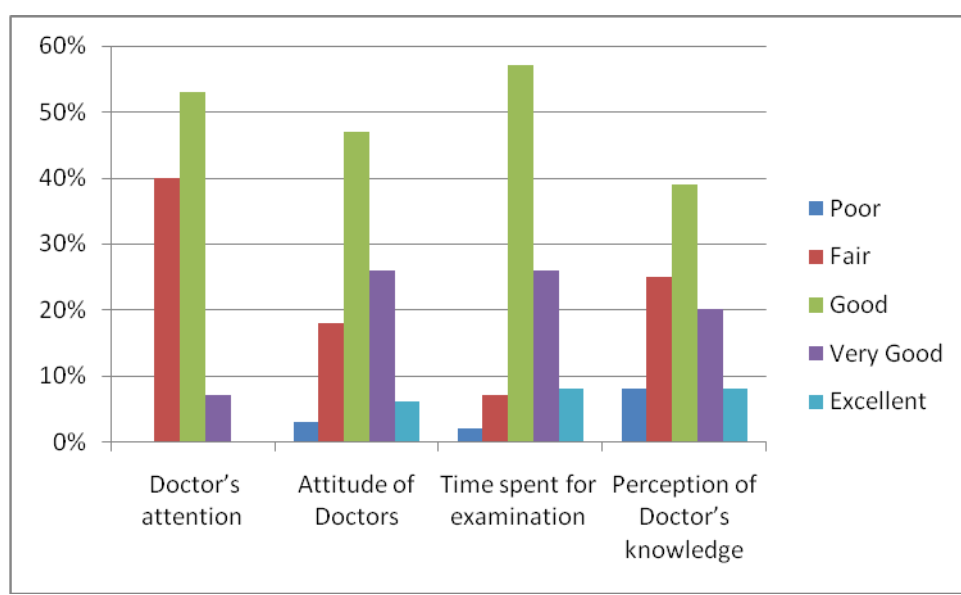
**Figure 2.3**

- 36% patients feel that Cleanliness of the ward is good While 7% patients feels it is Poor.
- 27 patients believe that Cleanliness of Bathrooms & toilets are Poor. Patients gave an average score of 2.3 out of 5 only for Cleanliness of Bathrooms & toilets.
- 39% patients feel that Cleanliness of Bed sheets/ pillow covers etc are good while 6 % patients feel that it is poor.
- 54% Patients feel that Cleanliness of surroundings of the hospital is good. Only 3% believes Cleanliness of surroundings of the hospital is excellent.

### 3.

**Table:2.4 Doctors**

	Poor	Fair	Good	Very Good	Excellent	Average Score
Doctor's attention	0%	40%	53%	7%	0%	2.7
Attitude of Doctors	3%	18%	47%	26%	6%	3.1
Time spent for examination	2%	7%	57%	26%	8%	3.3
Perception of Doctor's knowledge	8%	25%	39%	20%	8%	3.0



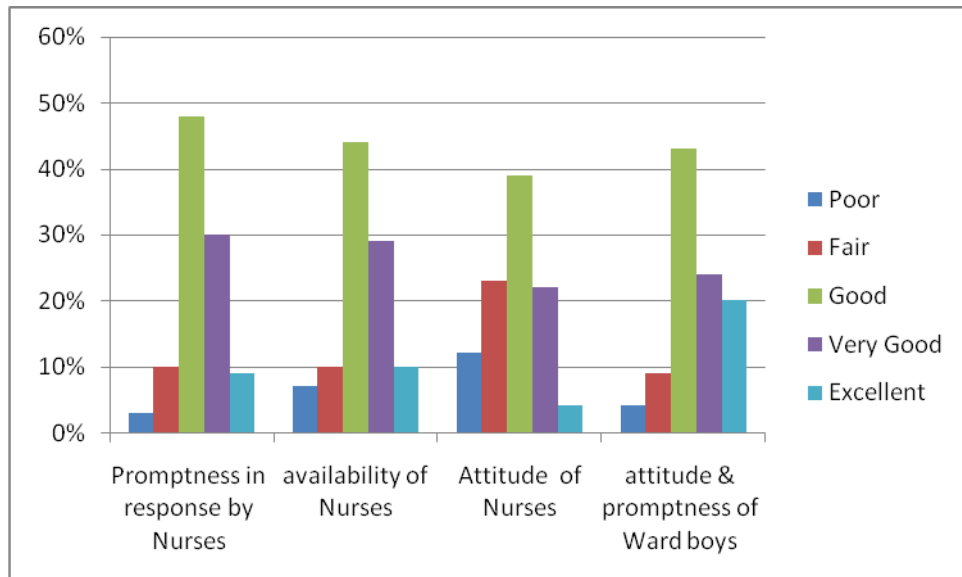
**Figure 2.4**

- 53% patients feel that Doctors attention towards patients care is good.
- 47% patients believe that Doctors attitude and behavior to the patients is good. While 3 % patients feel that Doctors behavior to the patients is poor.
- 57% patients feel that Doctors spent time enough (Good) while examining patients. Patients gave an average of 3.3 out of 5 for doctor's time spent for examining patients.
- 39% patients feel that Doctors knowledge is good about diagnosis and treatment of patients.

4.

**Table: 2.5 Nursing and Ward Boy**

	Poor	Fair	Good	Very Good	Excellent	Average Score
Promptness in response by Nurses	3%	10%	48%	30%	9%	3.3
Round the clock availability of Nurses	7%	10%	44%	29%	10%	3.3
Attitude and communication of Nurses	12%	23%	39%	22%	4%	2.8
Attitude & promptness of Ward boys	4%	9%	43%	24%	20%	3.5

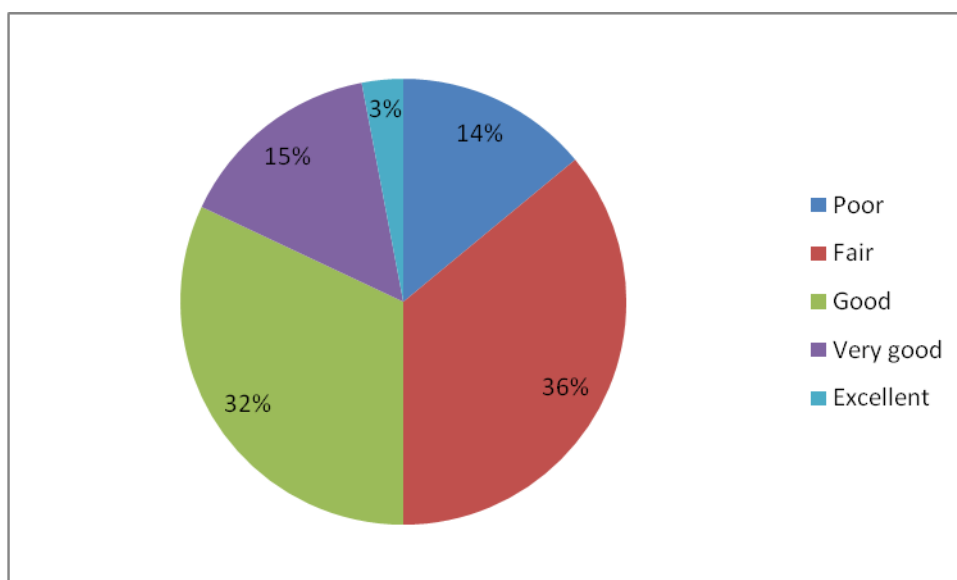


**Figure 2.5**

- Above charts show that maximum percentages (48%) of patients are feeling that promptness of nursing services are good. This is because of Availability of nurse when they need them and Nursing care including medication administration.
- Just 7% of patients are feeling that Round the clock availability of nurses is poor.
- 4% of patients believe that Attitude and communication of Nurses are excellent.
- 43 % patients feels that Attitude & promptness of Ward boys is good. Patients gave an average score of 3.5 out of 5 for Attitude & promptness of Ward boys.

5. **Table: 2.6 Availability of drugs**

Poor	Fair	Good	Very good	Excellent	Average Score
14%	36%	32%	15%	3%	2.6

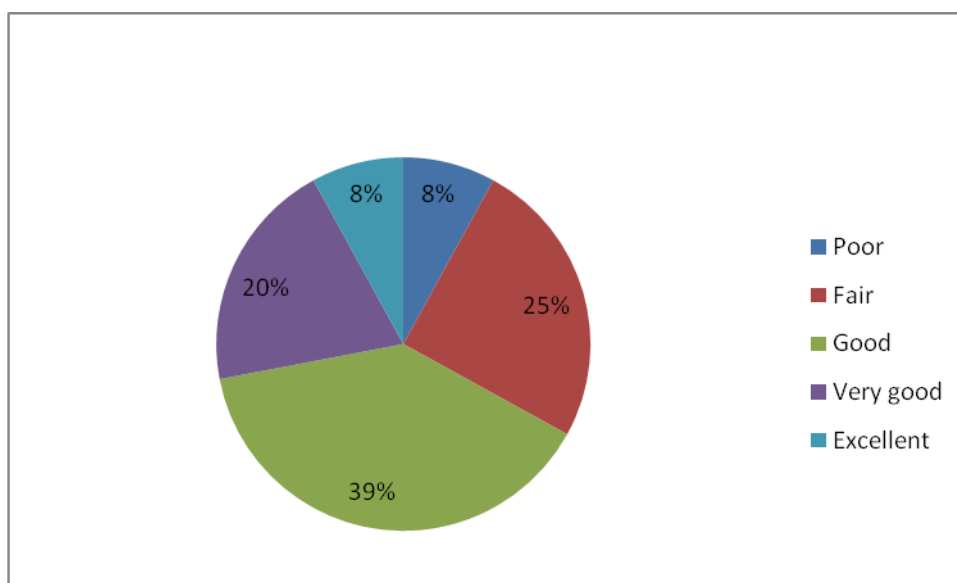


**Figure 2.6**

- 36% patients feel that drugs are available for free fairly, while 3% feels that status of availability of drugs are poor.

**6. Table: 2.7: Diagnostic Service**

Poor	Fair	Good	Very good	Excellent	Average Score
8%	25%	39%	20%	8%	3.0



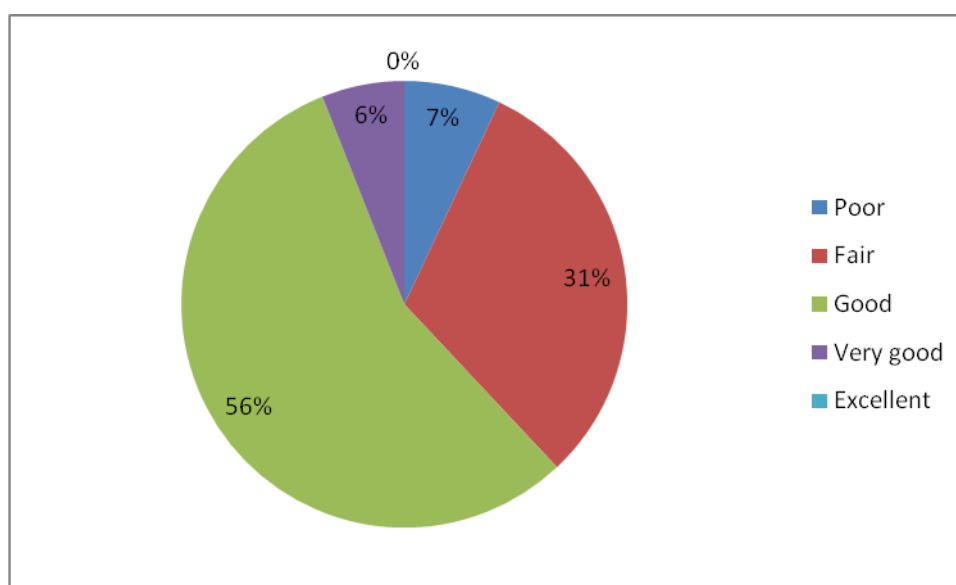
**Figure 2.7**

- Patients gave a mixed response about diagnostic services. Maximum of 39% patients feel that diagnostic services provided by the hospital is good.



7. **Table: 2.8: Timeliness of supply of diet**

Poor	Fair	Good	Very good	Excellent	Average Score
7%	31%	56%	6%	0%	2.6

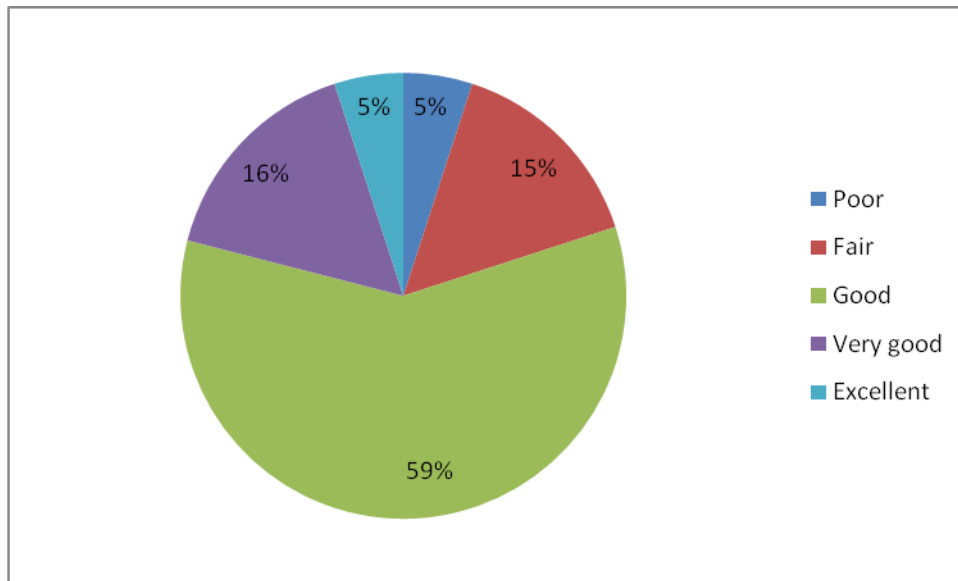


**Figure 2.8**

- Above charts show that maximum percentages (56%) of patients are feeling that diets are provided in time (Good) in adequate amount.

8. **Table: 2.9. Overall satisfaction during the treatment as in patient**

Poor	Fair	Good	Very good	Excellent	Average Score
5%	15%	59%	16%	5%	2.6



**Figure 2.9**

- Above charts show that 59% of patients are overall feeling satisfied during treatment as inpatient in the hospital.
- Only 5% feels totally unsatisfied (poor) during treatment as inpatient in the hospital.

### **3D. RESULTS AND FINDINGS**

#### **3.1 OVERALL AVERAGE (MEAN) FEEDBACK FOR ALL THE HOSPITAL SERVICES:**

**Table: 3.1 Overall Feedbacks for OPD the Hospital Services**

<b>OVERALL FEEDBACK FOR FOLLOWING SERVICES.</b>	<b>Average Score ( Out of 5)</b>
1. Availability of sufficient information at registration counter.	2.7
2. Waiting time at the registration counter.	3.1
3 Behavior and attitude of staff at the registration counter	2.7
4. Cleanliness of the OPD, Bathrooms & toilets.	3.0
5. Attitude & communication of Doctors.	2.7
6. Time spent for examination and counseling.	2.7
7. Availability of Lab and radiology tests.	2.9
8. Promptness at Medicine distribution counter.	3.1
9. Availability of drugs at the hospital dispensary.	2.6
10. Overall satisfaction during the visit to the hospital.	2.7
Average score for OPD	2.8

**Table: 3.2 Overall Feedbacks for IPD the Hospital Services**

<b>OVERALL FEEDBACK FOR FOLLOWING SERVICES.</b>	<b>Average Score ( Out of 5)</b>
1. Availability of sufficient information at Registration/Admission counter.	3.1
2. Waiting time at the Registration/Admission counter.	2.9
3. Behavior and attitude of staff at the registration/ admission counter.	2.9
4. Your feedback on discharge process.	2.7
5. Cleanliness of the ward.	2.9
6. Cleanliness of Bathrooms & toilets	2.3
7. Cleanliness of Bed sheets/ pillow covers etc.	3.2
8. Cleanliness of surroundings and campus drains	2.8
9. Regularity of Doctor's attention.	2.7

10. Attitude & communication of Doctors.	3.1
11. Time spent for examination of patient and counseling.	3.3
12. Promptness in response by Nurses in the ward.	3.3
13. Round the clock availability of Nurses in the ward hospital.	3.3
14. Attitude and communication of Nurses.	2.8
15. Availability, attitude & promptness of Ward boys.	3.5
16. All prescribed drugs were made available to you free of cost.	2.6
17. Perception of Doctor's knowledge.	3.0
18. Diagnostics Services were provided with in the hospital.	3.1
19. Timeliness of supply of diet.	2.6
20. Overall satisfaction during the treatment as in patient	2.6
Average score for IPD	2.9

### **3E. Discussion & Interpretation:**

- For interpretation we assume that an average score of 3 out of 5 is satisfactory. From the above analysis we can say that 13 out of 30 areas in IPD & OPD, reached the satisfactory level while the other 17 scores between 2.3-2.9. Overall average score for OPD & IPD is 2.85.

### **3F. (a) Conclusion:**

We have concluded that overall experience was good but now hospital has to move for very good and beyond expectation, this can be achieved by following means:

Civil Hospital Nashik has to maintain consistency of services in following departments.

- Waiting time at the registration counter in OPD
- Promptness at Medicine distribution counters.
- Cleanliness of the OPD, Bathrooms & toilets in OPD

- Availability of sufficient information at Registration/Admission counters in IPD
- Cleanliness of Bed sheets/ pillow covers etc.
- Attitude & communication of Doctors in IPD.
- Time spent for examination of patient and counseling.
- Promptness in response by Nurses in the ward.
- Round the clock availability of Nurses in the ward hospital
- Availability, attitude & promptness of Ward boys
- Doctor's knowledge about diagnosis & treatment of patients.
- Diagnostics Services

**(Scores below 2.5)**

Civil hospital Nashik has to work hard to improve the quality of services in following department.

- Cleanliness of Bathrooms & toilets in IPD

**(Scores between 2.5 to 3)**

Civil Hospital Nashik requires little effort to improve quality services in following department.

- In OPD availability of sufficient information at registration counter should be ensured.
- Behavior and attitude of staff at the registration counter to be improved.
- Attitude & communication of Doctors towards patient to be improved..
- Doctor should spent more time for examination and counseling of patients.
- Availability of Lab and radiology tests should be ensured.
- Availability of drugs at the hospital dispensary to be ensured.
- Waiting time at the Registration/Admission counter in IPD to be decreased.
- Behavior and attitude of staff at the registration/ admission counter to be improved.
- Discharge process need to be improved.
- Cleanliness of the wards, bathrooms & toilets & surroundings of the hospital need to be improved.

- Attitude and communication of Nurses towards patients need to improve.
- All prescribed drugs were to be made available in the hospital free of cost
- Timeliness of supply of diet need to be ensured.

### **3F. (b) Recommendations:**

#### **HOSPITAL RESOURCES WHICH ARE ESSENTIAL TO OBTAIN PATIENT SATISFACTION:**

To get desirable result, hospital needs to have adequate resources. Most of the time there are inadequate availability of resources and hence we need to spell out minimum requirement and optimum utilization and attend to fill up the gap. The resources are, here we describe as “6 M”,

1. Men

2. Money
3. Material
4. Machines
5. Methods
6. Mobility of ideas.

## **QUALITY IN HOSPITAL & HEALTH CARE SERVICES:**

To satisfy patient quality is of utmost importance. So it is essential to know, what is quality?

Quality , as define in the Chambers Twentieth Century Dictionary, is **“That which makes a thing what it is : nature : character : kind : property : attribute : social status : high social status : person of upper class collectively /; grade of goodness : excellence : manner.”**

Joint Commission on Accreditation of Healthcare Organization (JCAHO)(USA) define quality of health services as **“The degree to which health services for individual and population, increase the likelihood of the desired health outcomes and are consistent with the current professional knowledge.”**

In the context of health care services the stated needs can be availability, accessibility, appropriateness, effectiveness, efficiency and affordability of the service to the community. The implied need, on the other hand may be the kind of service that is comprehensive enough to prevent the diseases from occurrence, educate the community on how to promote positive health, cure the diseases promptly on occurrence and help in rehabilitation of the unfortunate disabled to lead a self reliant and productive existence.

## **HOW TO SATISFY THE COMPLAINING PATIENT:**

There is 9 points for satisfying the complaining patient.

1. Listen without interruption.
2. Listen without any defense.
3. Use sad but glad statement.
4. Express empathy.

5. Apologies for any incontinence cause.
6. Established facts.
7. Explain what you can do and what you can't.
8. Discuss the alternative.
9. Agree on the suggestion and take action as soon as possible.

### **GOLDEN RULE FOR GREAT PATIENT CARE:**

- Commit to quality services.
- Know your problems.
- Know your patient.
- Treat people with courtesy and respect.
- Never argue with your patient.
- Always provide what you promise to your patient.
- Assume that patients are always telling the truth.
- Make it easy to access.

### **SUGGESTION FOR Civil Hospital Nashik:**

From our descriptive study of OPD & IPD, implementation of following points will make a journey of hospital delighted.

- Civil Hospital Nashik needs to more concentrate on the following areas:
  1. In OPD availability of sufficient information at registration counter should be ensured.
  2. Behavior and attitude of staff at the registration counter to be improved.
  3. Attitude & communication of Doctors towards patient to be improved..
  4. Doctor should spend more time for examination and counseling of patients.
  5. Availability of Lab and radiology tests should be ensured.
  6. Availability of drugs at the hospital dispensary to be ensured.



7. Waiting time at the Registration/Admission counter in IPD to be decreased.
8. Behavior and attitude of staff at the registration/ admission counter to be improved.
9. Discharge process need to be improved.
10. Cleanliness of the wards, bathrooms & toilets & surroundings of the hospital need to be improved.
11. Attitude and communication of Nurses towards patients need to improve.
12. All prescribed drugs were to be made available in the hospital free of cost
13. Timeliness of supply of diet need to be ensured.

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## **ANNEXURE**

### **Format of questionnaire**

Serial No:

Form Ref. No: FF/ FEB/ PRJ / ISO /  
4.1.-- / - - - / PSS -2

### **Inpatient Feedback**

Dear Friend

You have spent your valuable time in the hospital in connection with your / relative's/ friend's treatment. It will help us in our endeavor to improve the quality of service, if you share your opinion on the service attributes of this hospital enumerated in the table below.

**Please tick the appropriate box and drop the questionnaire in the Suggestion box**

Sl No	Attributes	Poor	Fair	Good	Very Good	Excellent	No comments
1.	Availability of sufficient information at Registration/Admission counter						
2.	Waiting time at the Registration/Admission counter	more than 30 mins	10-30 mins	5-10 mins	Within 5 mins	Immediate	
3.	Behaviour and attitude of staff at the registration/ admission counter						

4.	Your feedback on discharge process						
5.	Cleanliness of the ward						
6.	Cleanliness of Bathrooms & toilets						
7.	Cleanliness of Bed sheets/ pillow covers etc						
8.	Cleanliness of surroundings and campus drains						
9.	Regularity of Doctor's attention						
10.	Attitude & communication of Doctors						
11.	Time spent for examination of patient and counseling						
12.	Promptness in response by Nurses in the ward						
13.	Round the clock availability of Nurses in the ward hospital						
14.	Attitude and communication of Nurses						
15.	Availability, attitude & promptness of Ward boys/girls						
16.	All prescribed drugs were made available to you free of cost.						
17.	Your Perception of Doctor's knowledge						
18.	Diagnostics Services were provided with in the hospital						
19.	Timeliness of supply of diet						
20.	Your overall satisfaction during the treatment as in patient						

Your valuable suggestions ( if any )

Date \_\_\_\_\_ IPD Ticket no. \_\_\_\_\_ Ward \_\_\_\_\_ Name \_\_\_\_\_

Serial No:

Form Ref. No: FF/ FEB/ PRJ / ISO /  
4.1.-- / - - - / PSS -2

### OPD patient Feedback

Dear Patient

You have spent your valuable time in the hospital in connection with your / relative's/friend's treatment . You are requested to share your opinion about the service attributes of this hospital which will be used for improving the services

**Please tick the appropriate box and drop the questionnaire in the Suggestion box**

Sl No	Attributes	Poor	Fair	Good	Very Good	Excellent
1	Availability of sufficient information at registration counter					
2	Waiting time at the registration counter	more than 30 mins	10-30 mins	5-10 mins	Within 5 mins	Immediate
3	Behaviour and attitude of staff at the registration counter					
4	Cleanliness of the OPD, Bathrooms & toilets					
5	Attitude & communication of Doctors					
6	Time spent for examination and counseling					
7	Availability of Lab and radiology tests.					

8	Promptness at Medicine distribution counter					
9	Availability of drugs at the hospital dispensary					
10	Your overall satisfaction during the visit to the hospital					

Your valuable suggestions ( if any )

Date \_\_\_\_\_ OPD Ticket no. \_\_\_\_\_ Name \_\_\_\_\_