

# ROLE OF INTERPERSONAL, TECHNICAL, ADMINISTRATIVE, ENVIRONMENTAL- QUALITY DIMENSIONS IN PATIENT SATISFACTION IN PARAS HOSPITAL



PRESENTED BY

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# SCOPE

- Brief about PARAS hospital
- Objective
- Theoretical model for patient satisfaction
- Methodology
- Data Analysis
- Conclusion
- Recommendations for improvement

# **BRIEF ABOUT PARAS HOSPITAL**

- PARAS Hospital - Multi specialty hospital with a capacity of 250 beds.
- First NABL & NABH accredited hospital in Haryana
- Founded in 1960 by Late Ch.Ved Ram Nagar
- 55 specialty departments - Internal medicine, Oncology Dermatology and Neurosciences
- Location – Delhi, Gurgaon, Patna, Bihar



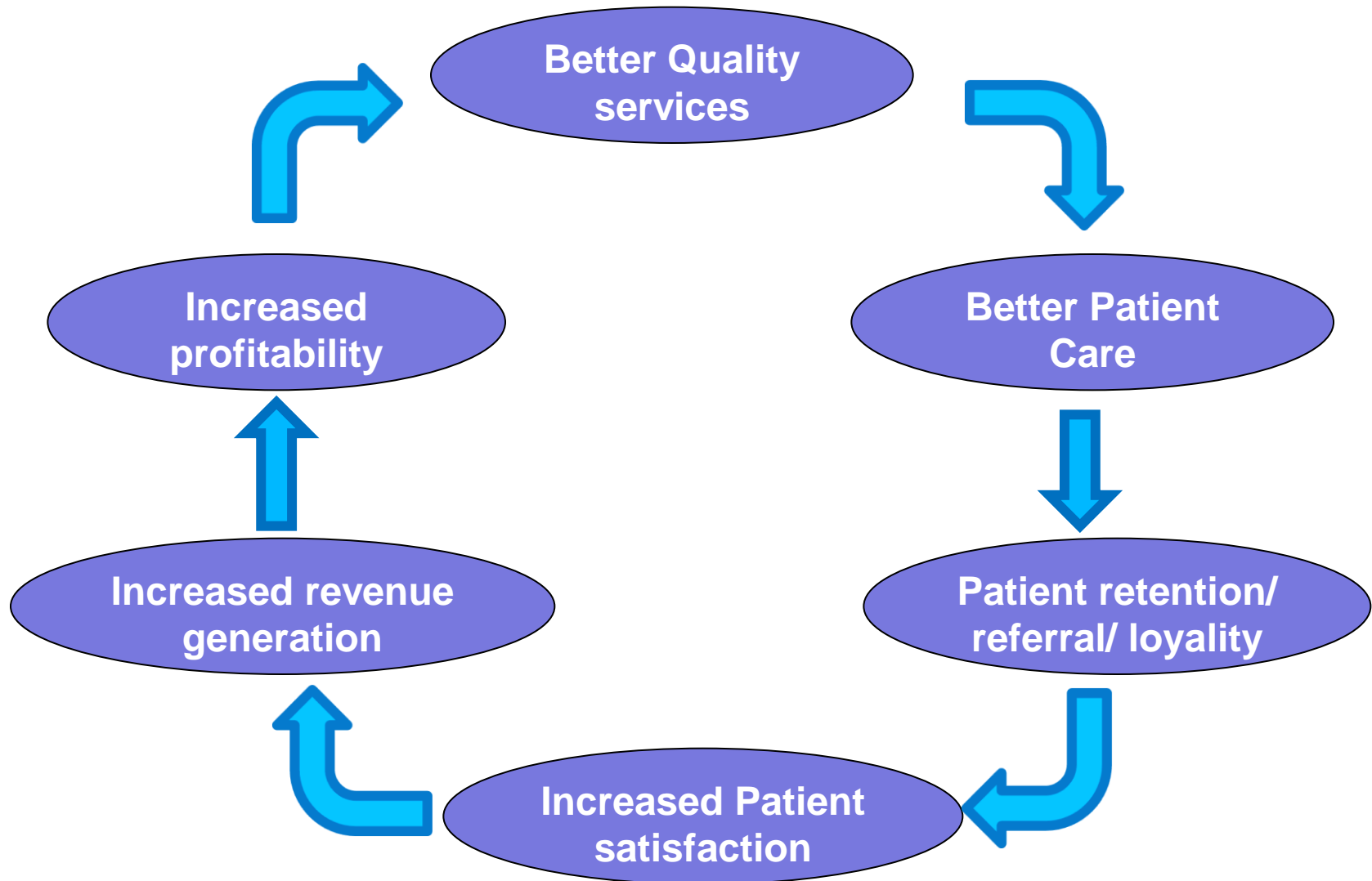
# GENERAL OBJECTIVE

- To determine the level of satisfaction among the IPD patients with major aspects – **Interpersonal**, **Technical**, **Administrative** and **Environmental** quality dimensions of service delivery.

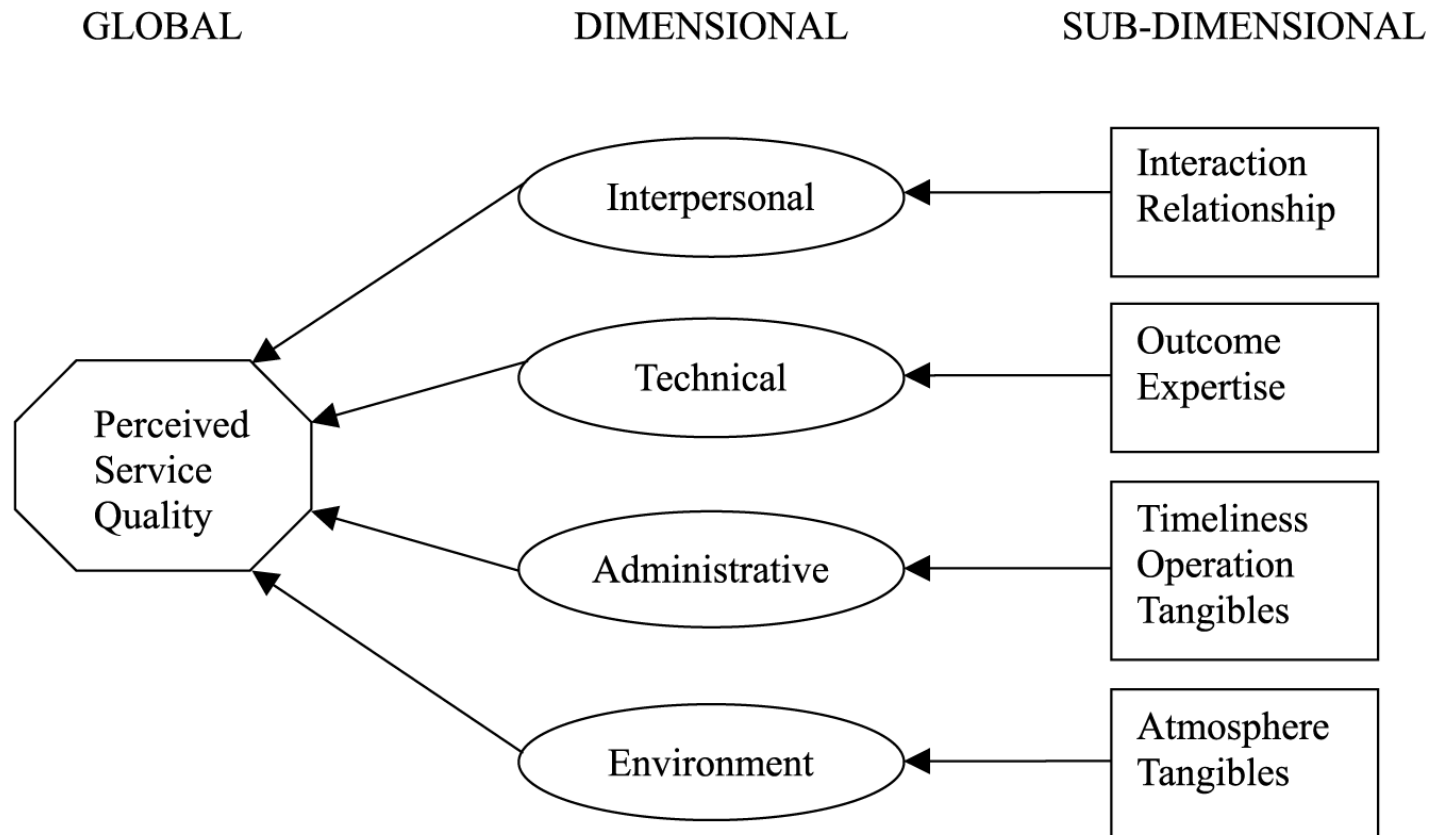
# SPECIFIC OBJECTIVE

- To identify the factors which **influence the patient satisfaction.**
- To determine the level of satisfaction related to **overall quality of care.**
- To suggest how can the **patients satisfaction level be improved.**

# BENEFITS OF SATISFIED PATIENT

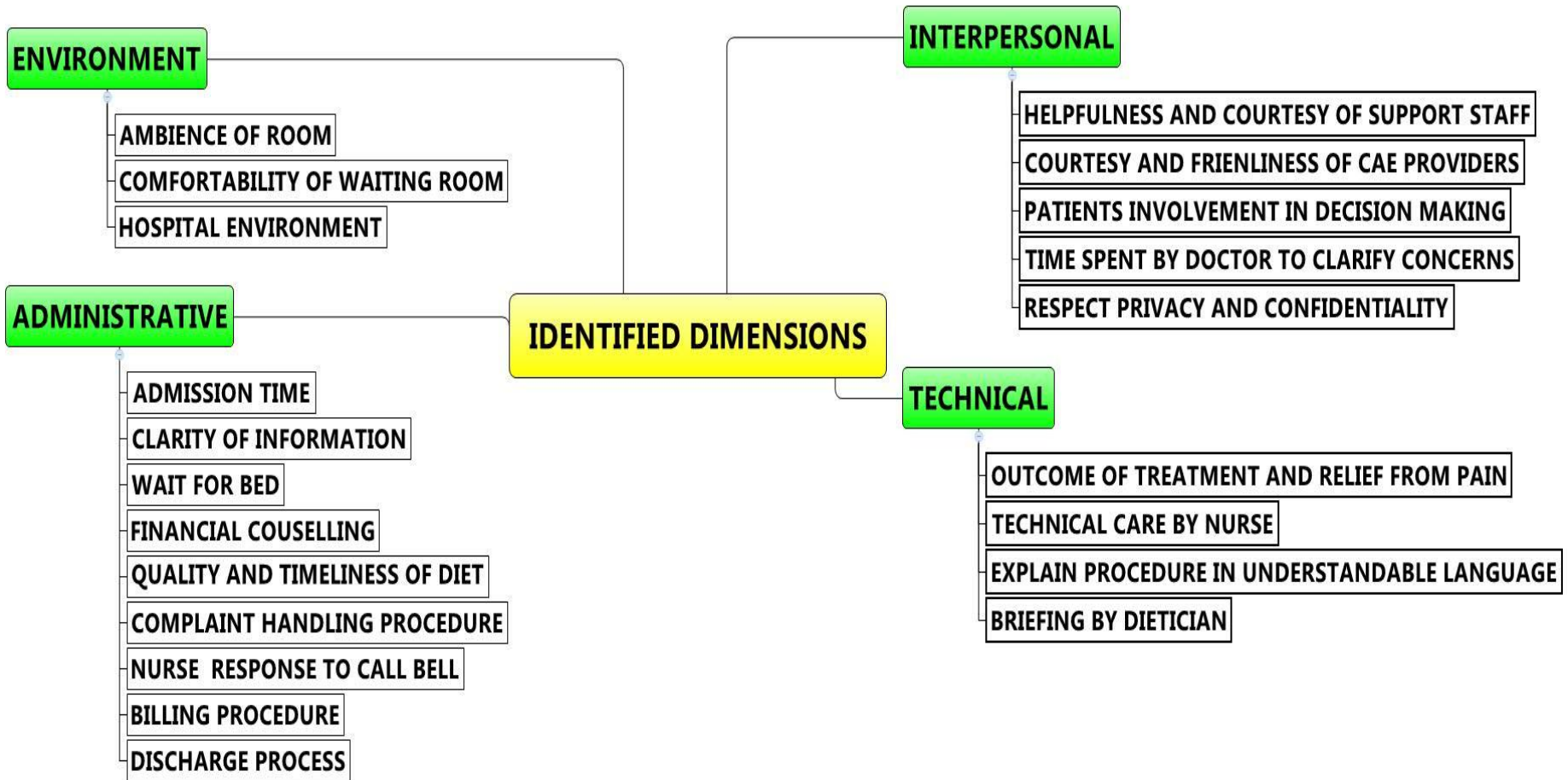


# THEORETICAL MODEL



Source: Dagger *et al.* (2007)

# PROPOSED MODEL





# METHODOLOGY

<b>Study Design</b>	Cross- sectional and analytical study
<b>Study Area</b>	IPD ward of PARAS hospital
<b>Study population</b>	IPD patients discharged from PARAS hospital
<b>Sampling method</b>	Convenience sampling method
<b>Sampling size</b>	100
<b>Tool</b>	Questionnaire
<b>Technique</b>	a) Open and close ended questions b) In depth Interview

# SAMPLE SIZE CALCULATION

- Calculation of sample size on above collected data
- Average daily discharges from wards included in study = 10
- Survey period = 10 days
- Sample Size = 100 patients
- Respondents selection = Convenient Sampling

# **DATA ANALYSIS**

# DIMENSIONS IDENTIFIED

- **Demographic details**
- **Interpersonal**
- **Technical**
- **Administrative**
- **Environment**
- **Overall hospital rating**

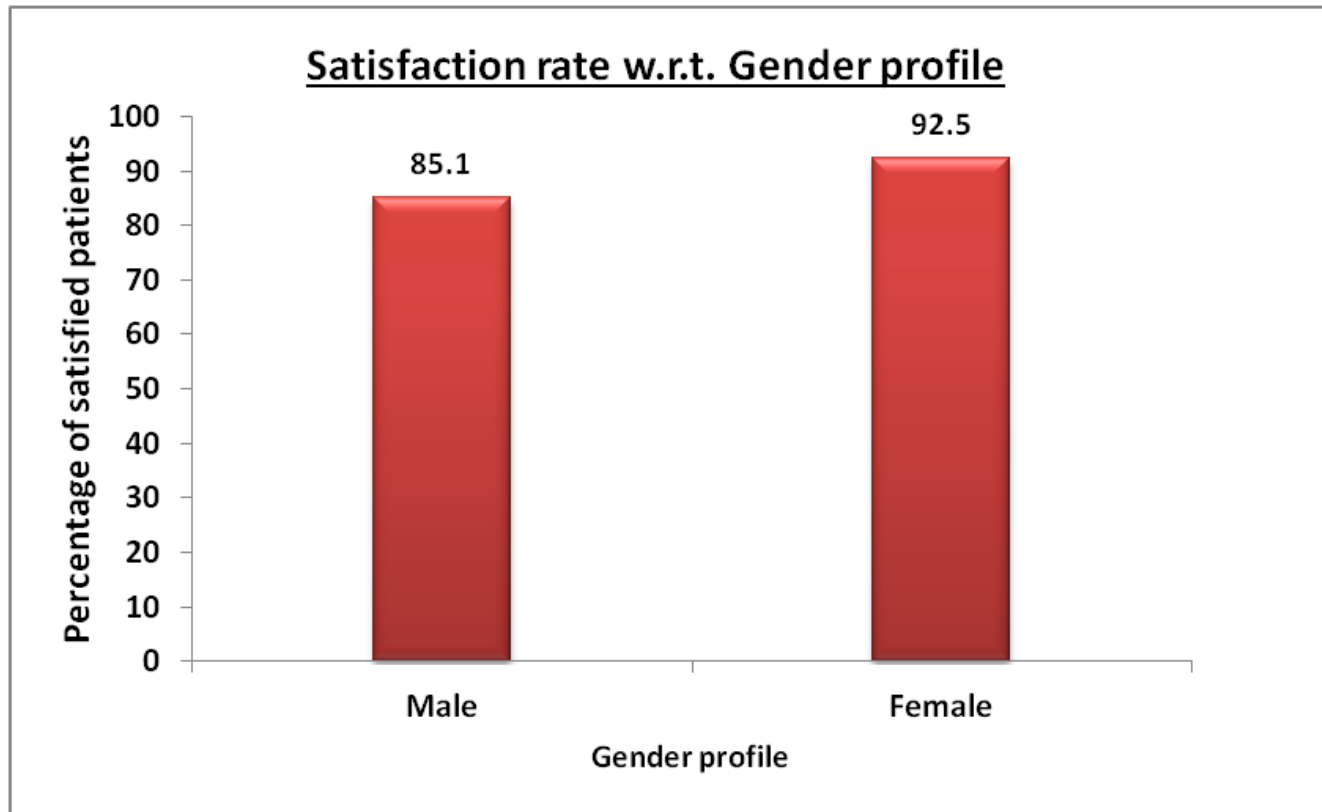
# DEMOGRAPHIC DETAILS

<u>S.NO</u>	<u>CHARACTERISTIC</u>	<u>Patients % age</u>
<b>1</b>	<b>Age group patient belongs</b>	
	18– 30 years.	22%
	31- 45 years.	37%
	46- 65 years	27%
	Above 65 years.	14%
<b>2</b>	<b>Educational Qualification</b>	
	None	8%
	Matriculation	7%
	Senior Secondary	17%
	Graduate	44%
	Post Graduate and above	24%
<b>3</b>	<b>Occupation</b>	
	Dependent	35%
	Self employee	25%
	Service	40%
<b>4</b>	<b>Family Income (monthly )</b>	
	upto Rs 10,000	17%
	Rs 10,001 – Rs 50,000	35%
	Rs 50,001 – Rs 1,00,000	28%
	Above Rs 1,00,00	20%
<b>5</b>	<b>Reason choose to avail services at this hospital</b>	
	Availed services here in the past for yourself.	37%
	Referred by doctor outside hospital.	14%
	Referred by friend or relative how availed services here.	30%
	Self referred.	19%
<b>6</b>	<b>Marital status</b>	
	Single	30%
	Married	70%

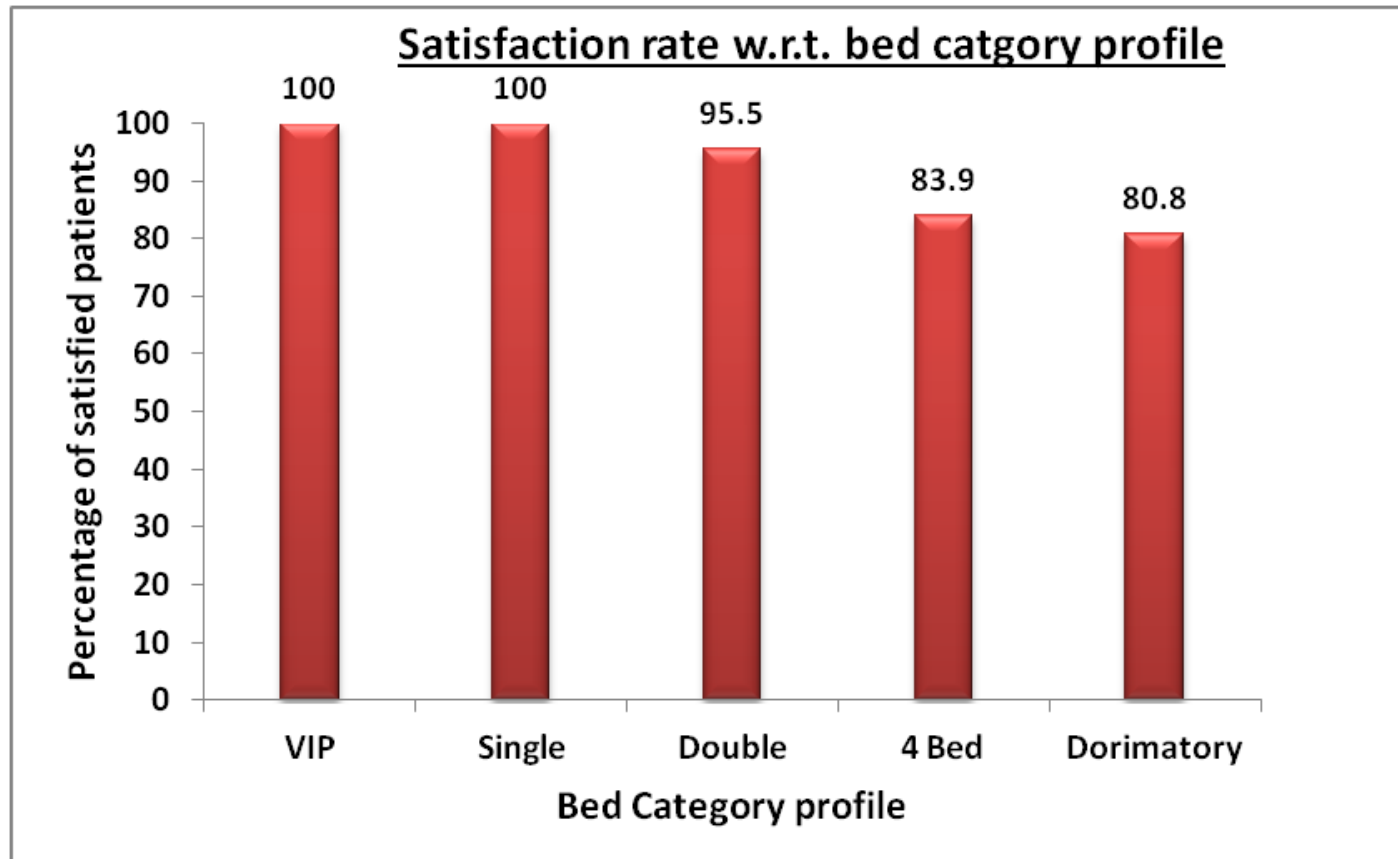
# AGE SATISFACTION RATE



# GENDER SATISFACTION RATE



# BED CATEGORY SATISFACTION RATE





# DIMENSIONS IDENTIFIED

- Demographic details
- **Interpersonal**
- Technical
- Administrative
- Environment
- Overall hospital rating

# INTERPERSONAL

## Interpersonal Characteristics

Helpfulness, Courtesy and concern of support staff.



Courtesy and friendliness of care providers ( nurses ,doctors ,paramedics )



Your involvement in decision making for your treatment by the doctor



Experience related to spending sufficient time by doctor during the rounds to clarify all your concerns



Respect for your Privacy and confidentiality of your information maintained

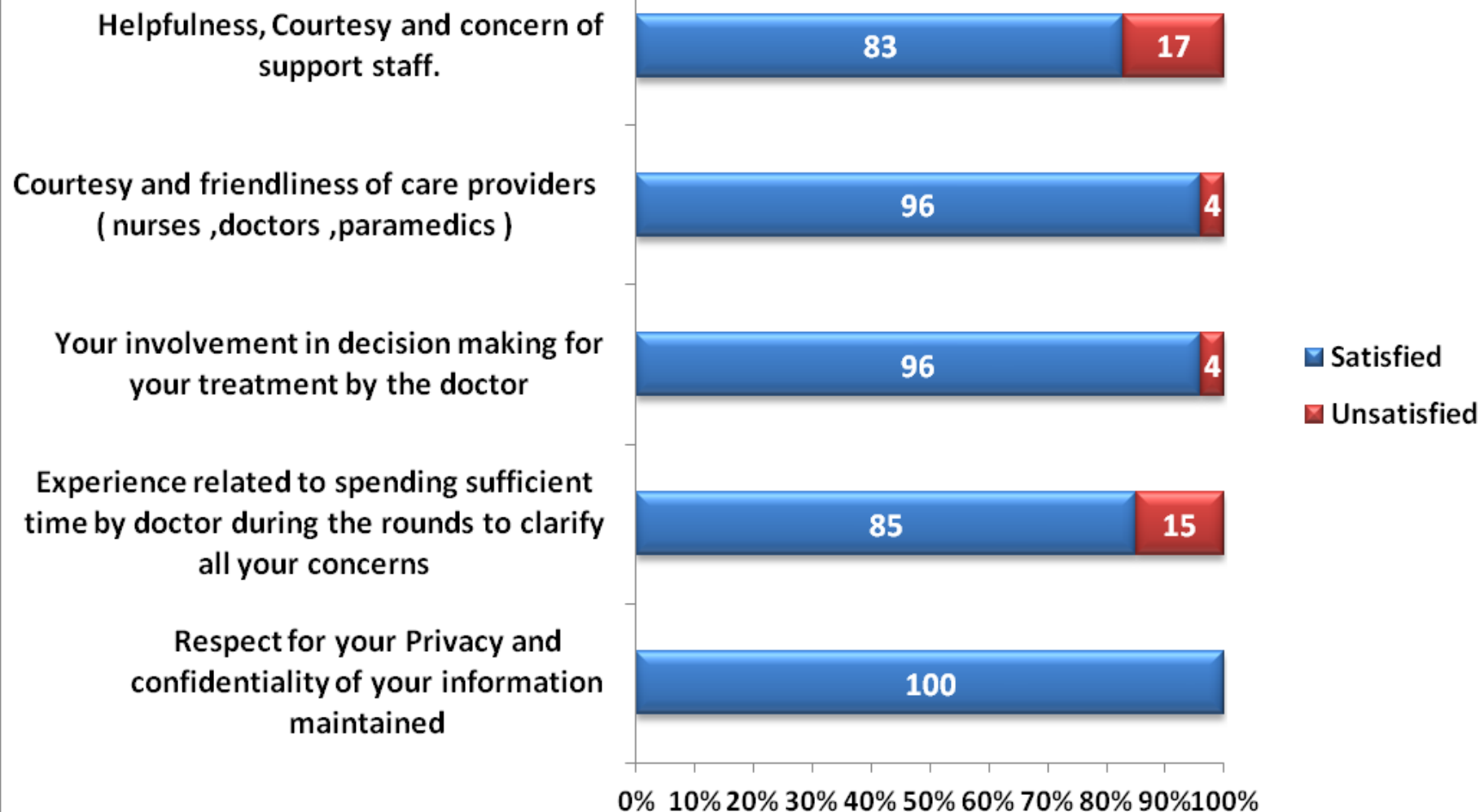


0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

- Excellent
- Very Good
- Good
- Fair
- Poor

# SATISFACTION RATE : INTERPERSONAL

## Interpersonal Characteristics

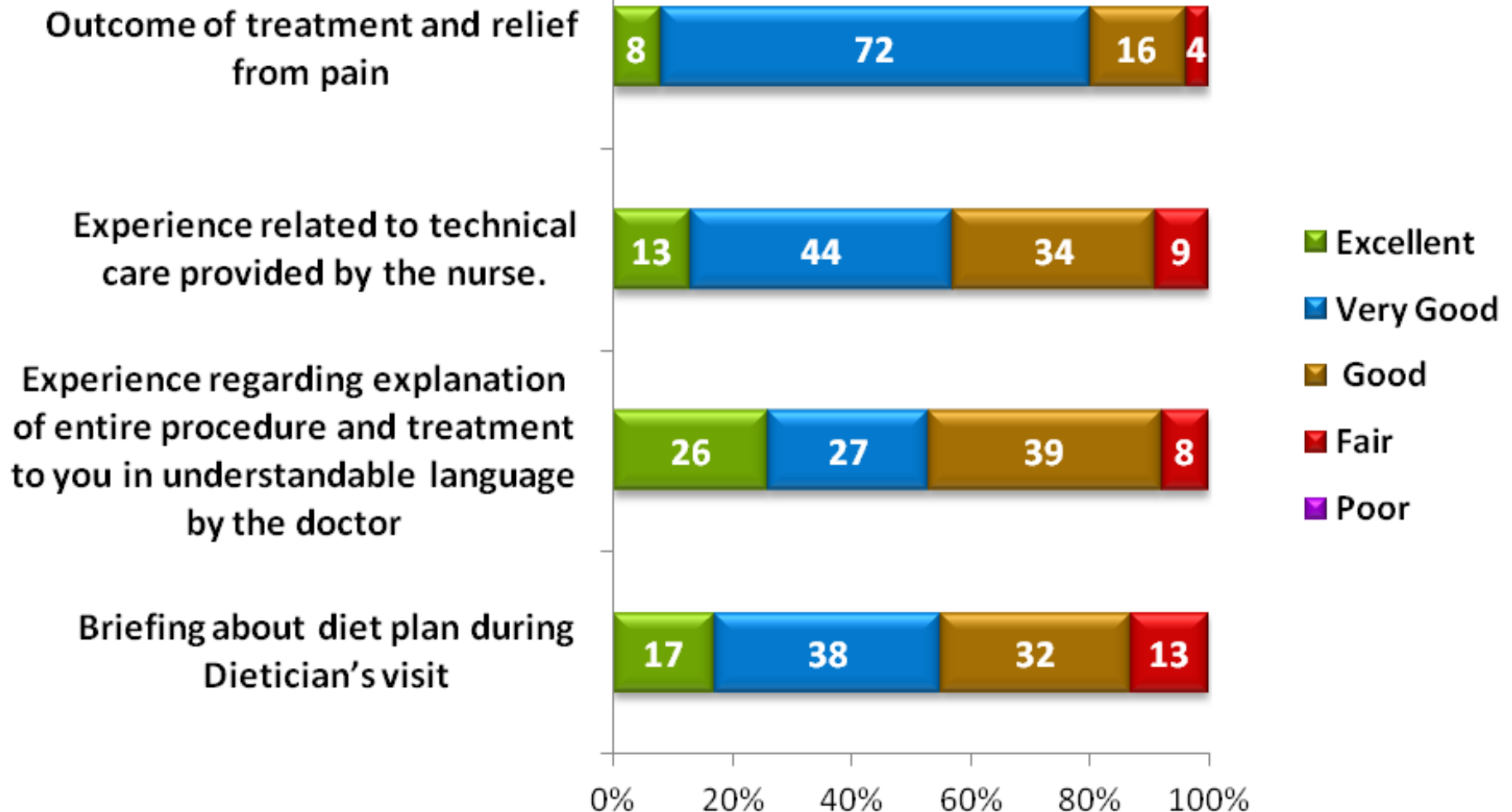


# DIMENSIONS IDENTIFIED

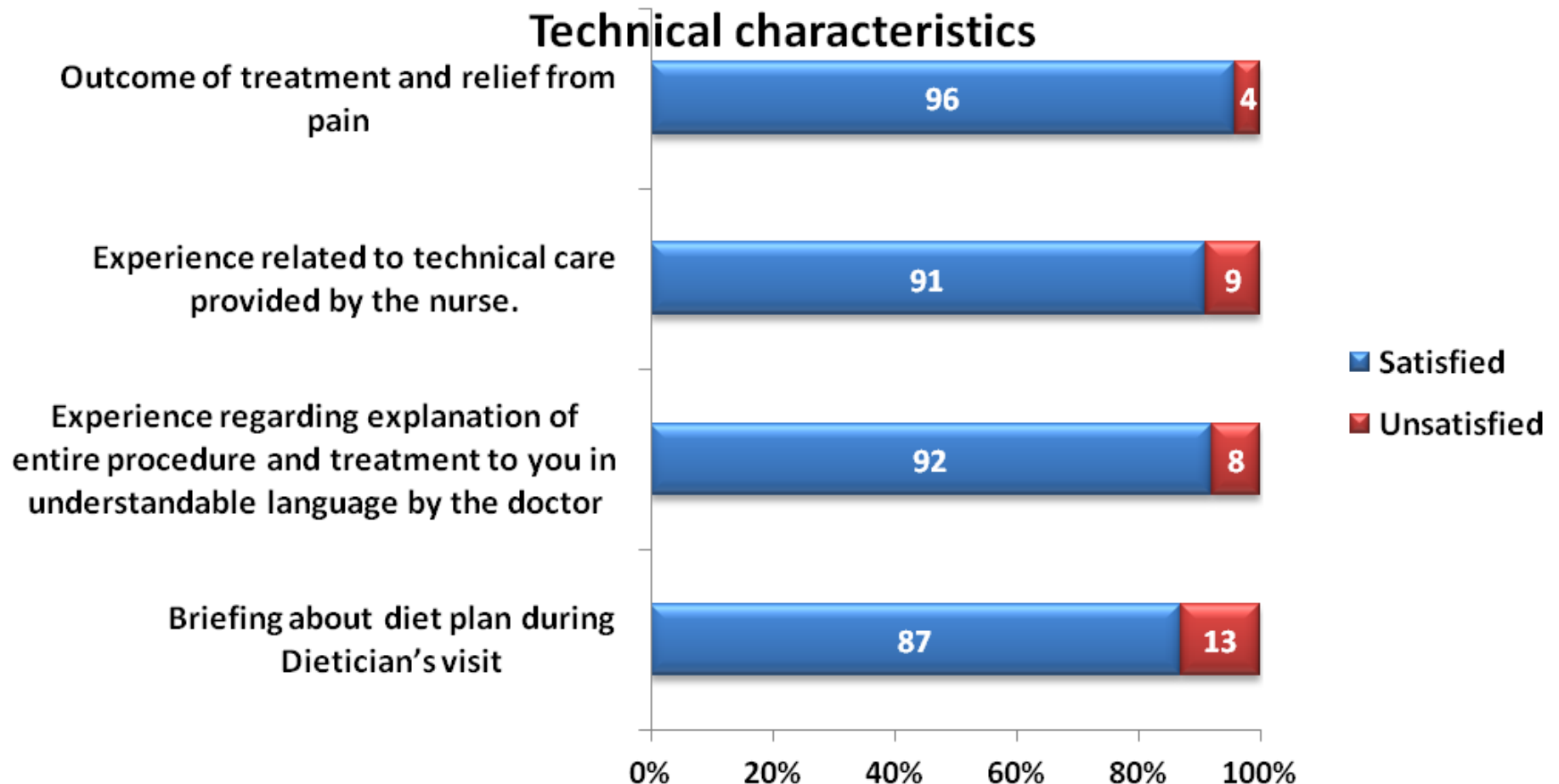
- Demographic details
- Interpersonal
- **Technical**
- Administrative
- Environment
- Overall hospital rating

# TECHNICAL

## Technical characteristics



# SATISFACTION RATE : TECHNICAL

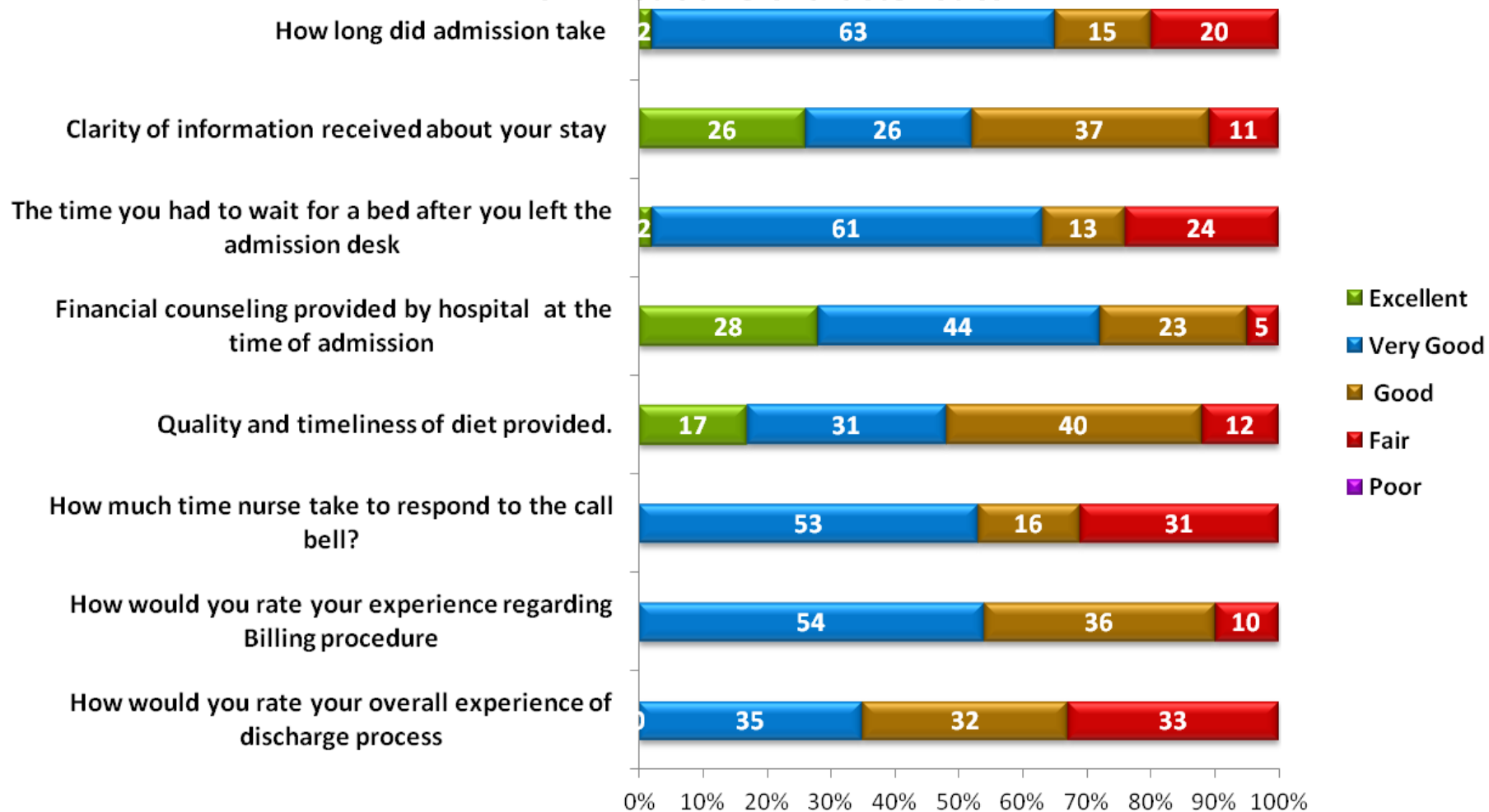


# DIMENSIONS IDENTIFIED

- Demographic details
- Interpersonal
- Technical
- **Administrative**
- Environment
- Overall hospital rating

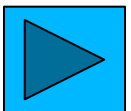
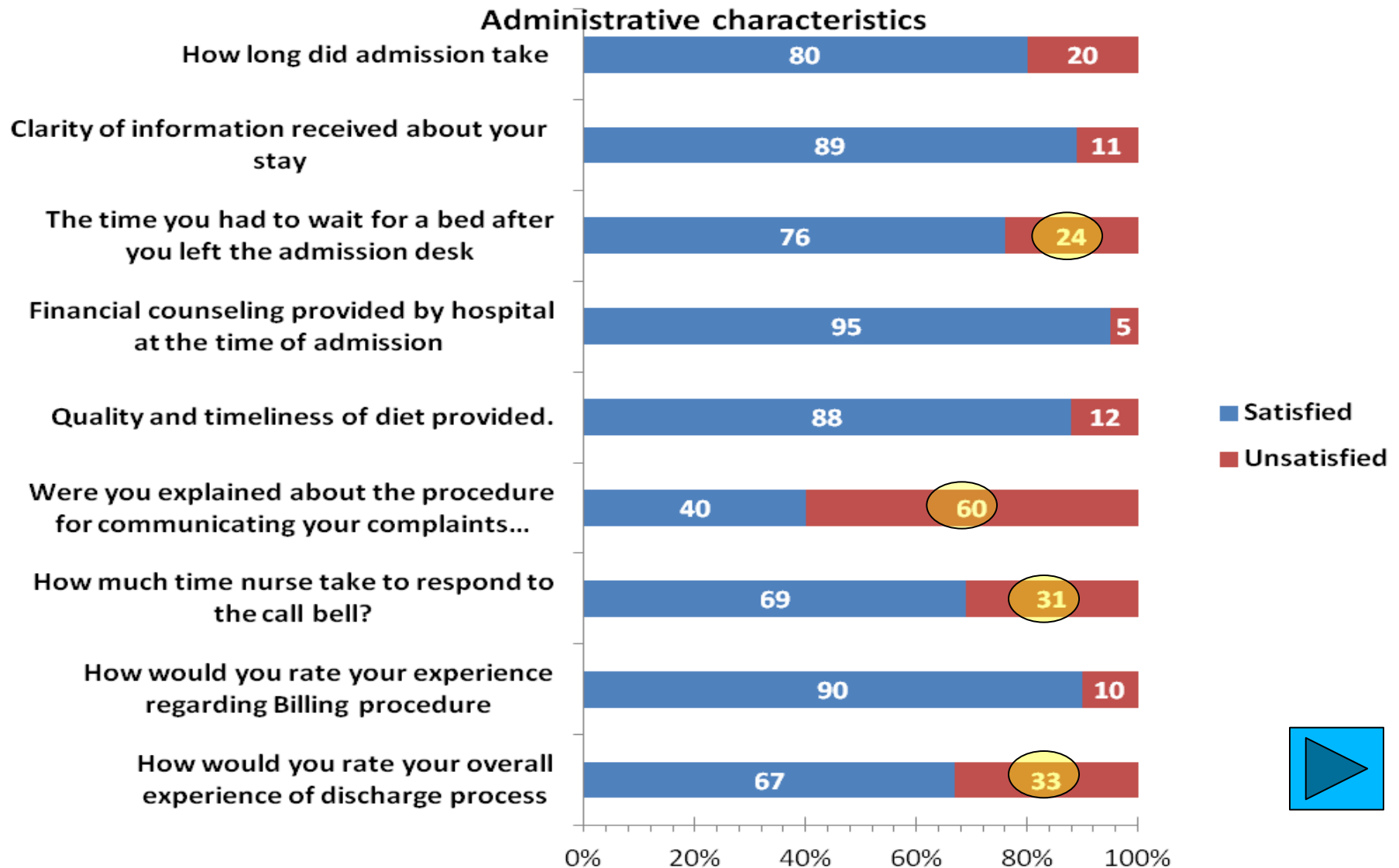
# ADMINISTRATIVE

## Administrative characteristics





# SATISFACTION RATE : ADMINISTRATIVE



# DIMENSIONS IDENTIFIED

- Demographic details
- Interpersonal
- Technical
- Administrative
- **Environment**
- Overall hospital rating

# ENVIRONMENT

## Environmental Characteristics

Ambience of your room during stay:  
Cleanliness, comfort, lighting and  
temperature.



Waiting room had comfortable chairs &  
pleasant surroundings and sufficient space



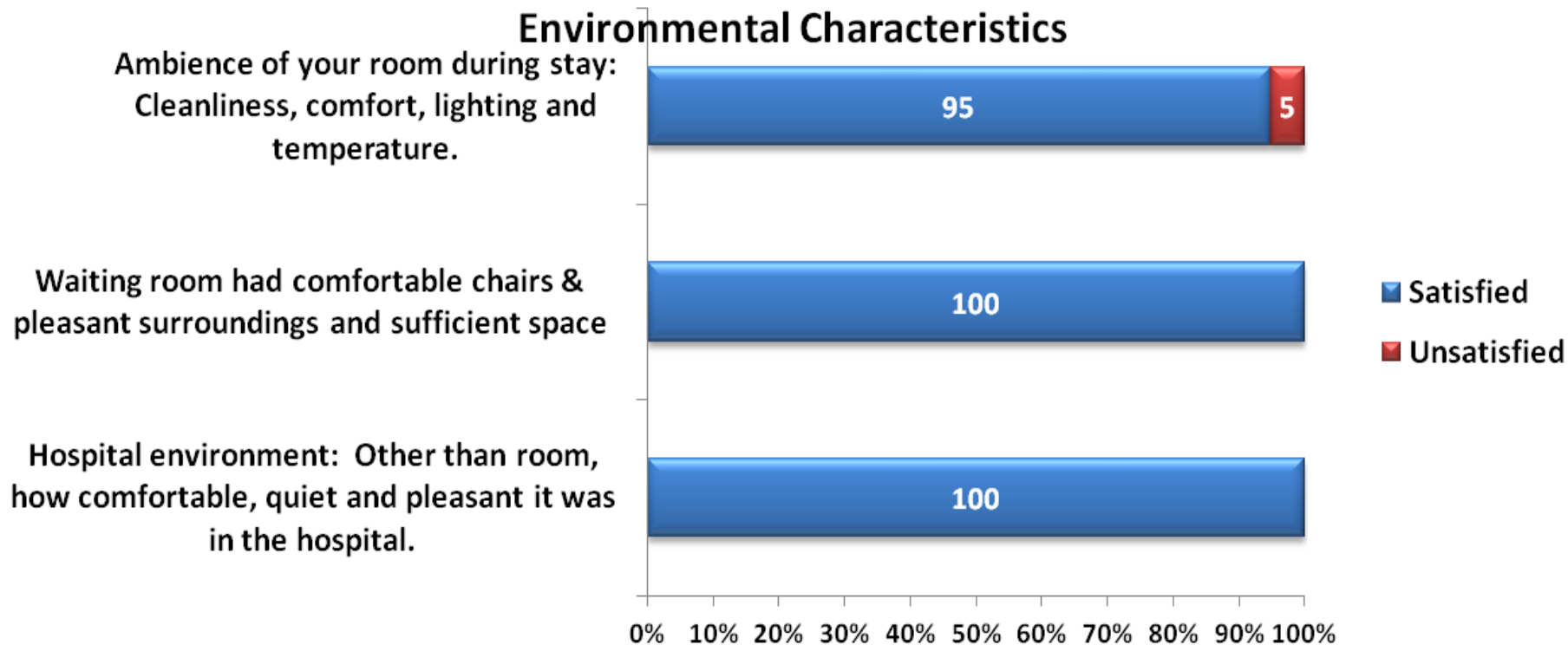
Hospital environment: Other than room, how  
comfortable, quiet and pleasant it was in the  
hospital.



- Excellent
- Very Good
- Good
- Fair
- Poor

0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

# SATISFACTION RATE : ENVIRONMENT



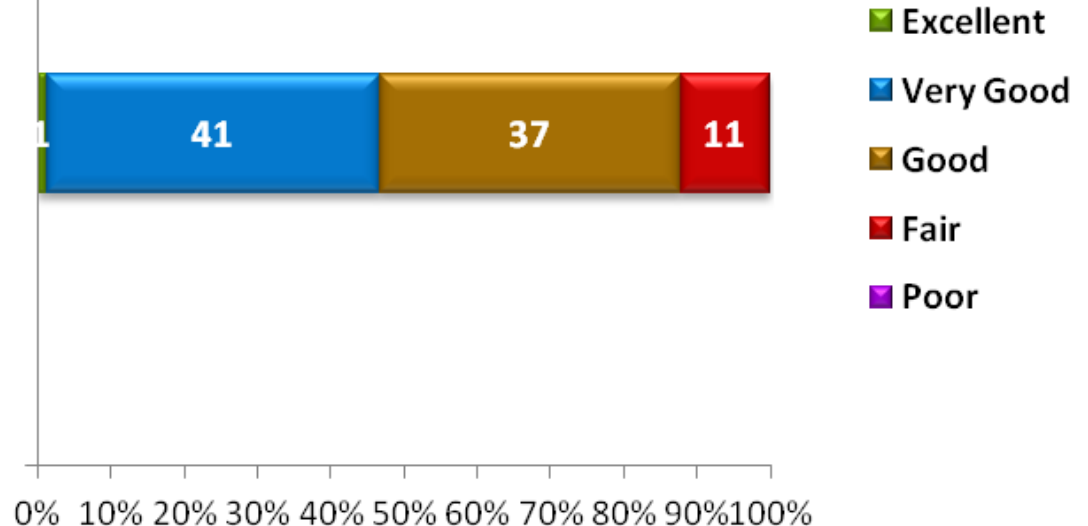
# DIMENSIONS IDENTIFIED

- Demographic details
- Interpersonal
- Technical
- Administrative
- Environment
- Overall hospital rating

# OVERALL HOSPITAL RATING

Thinking about all the aspects of your hospital stay, how do you rate the hospital

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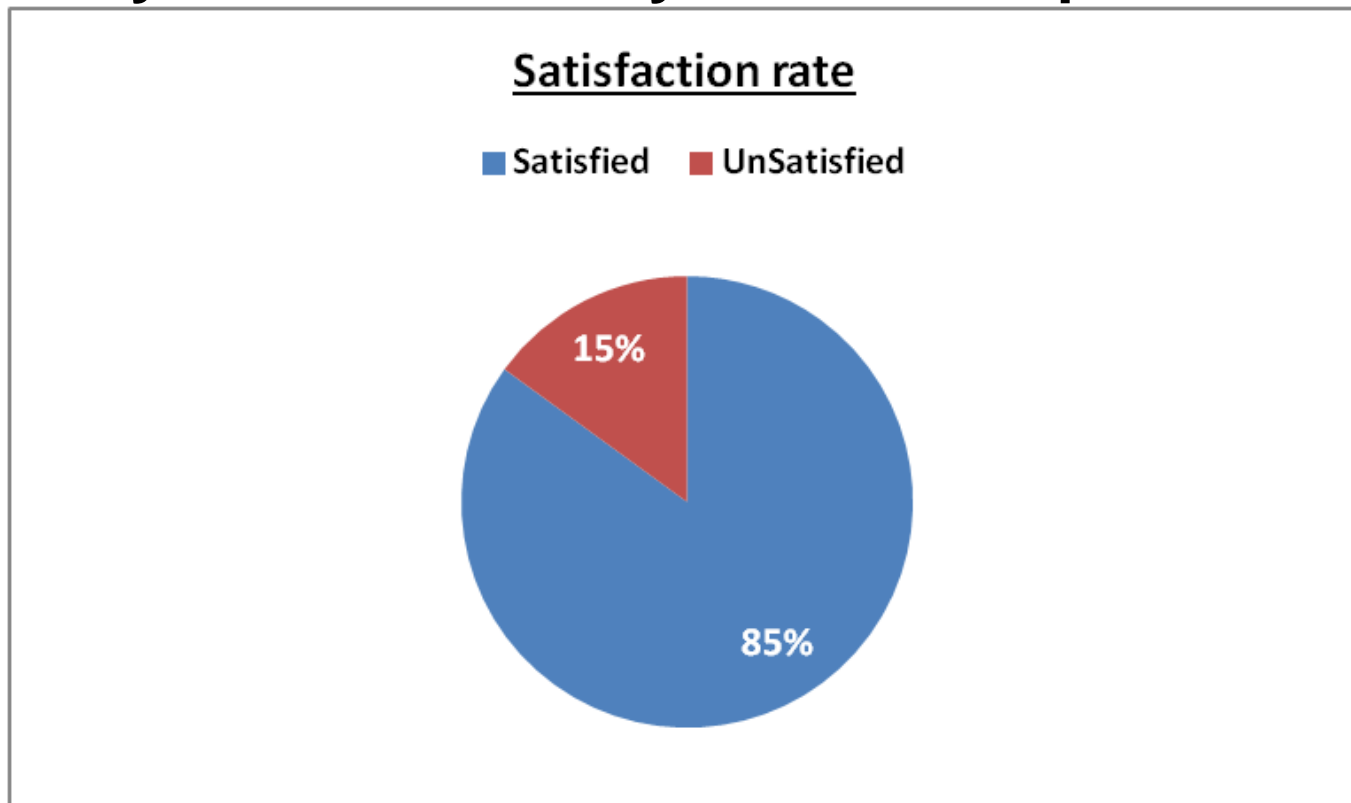


**Satisfaction rate- 89%**

**Unsatisfied rate - 11%**

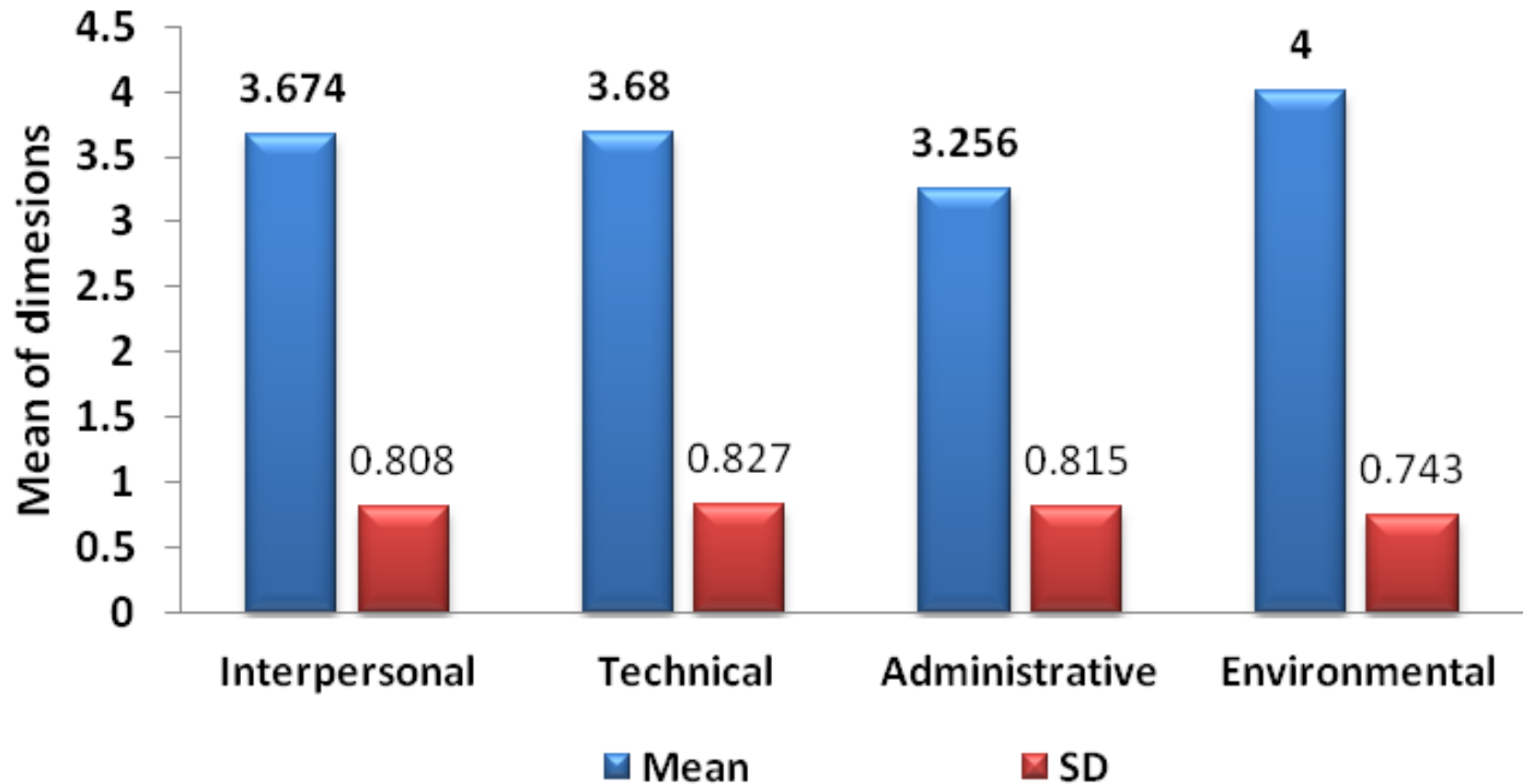
# OVERALL HOSPITAL RATING

**Would you recommend the hospital to your family or friends if they needed hospital care?**



# CONCLUSION

## Overall Dimensional Analysis





# **RECOMMENDATIONS FOR IMPROVEMENT**

<b><u>Identified sources</u></b>	<b><u>Main reasons</u></b>	<b><u>Recommendations</u></b>
<b>Complaint handling procedure</b>	<b>No formal protocol followed</b>	<b>Ensure strict implementation of SOP's for complaint handling</b>
	<b>No time to read patient booklet</b>	<b>Adequate information on notice board</b>
	<b>No nodal person to contact for complaint lodging</b>	<b>Separate person to be appointed for complaint handling</b>

# **RECOMMENDATIONS FOR IMPROVEMENT**

<b><u>Identified sources</u></b>	<b><u>Main reasons</u></b>	<b><u>Recommendations</u></b>
<b>Delay in discharge</b>	<b>Unavailability of GDA</b>	<b>Strict check on house keeping dept for GDA availability</b>
	<b>Discharge summary not ready</b>	<b>RMO should sit with ward secy for discharge summary</b>
	<b>Non-availability of wheel chair</b>	<b>Adequate wheelchairs be assigned to each ward</b>
	<b>TPA approval</b>	<b>Streamlining of TPA procedure</b>
	<b>Arrangement of cash</b>	<b>Efforts to make planned discharges</b>
	<b>Non availability of patient's attendant</b>	<b>-do-</b>

# **RECOMMENDATIONS FOR IMPROVEMENT**

<b><u>Identified sources</u></b>	<b><u>Main reasons</u></b>	<b><u>Recommendations</u></b>
<b>Nurse response to call bell</b>	<b>Answering telephones</b>	<b>Ward secy to attend all phone calls</b>
	<b>Clerical work</b>	<b>Hire ward secy</b>
	<b>Work of support staff</b>	<b>Availability of adequate support staff</b>
	<b>Call for repairs and replacement</b>	<b>Floor managers make the call</b>
	<b>Entering patient's data</b>	<b>On the job training of staff</b>

# **RECOMMENDATIONS FOR IMPROVEMENT**

<b><u>Identified sources</u></b>	<b><u>Main reasons</u></b>	<b><u>Recommendations</u></b>
<b>Bed allotment after admission</b>	<b>Non-availability of desired category of bed</b>	<b>Re-modification of bed category based on BOR</b>
	<b>Lack of coordination between depts</b>	<b>Appointment of Bed manager</b>
	<b>Non-availability of GDA</b>	<b>Strict check on house keeping dept for GDA availability</b>
	<b>Room preparation time after patient leaves</b>	<b>Regular check on bed preparation time by house keeping in-charge</b>

Your feedback/comments/suggestions  
is greatly appreciated!



**THANK YOU**



## PATIENT SATISFACTION SURVEY

### PATIENT CONSENT FOR INTERVIEW

I was extensively informed about the Patient satisfaction survey. My participation in survey is voluntary. I am aware that all my personal data will be stored in anonymous form.

Hereby I declare my voluntary participation.

Signature \_\_\_\_\_

### PATIENT PROFILE






Room No. \_\_\_\_\_ Category (Cash/TPA) \_\_\_\_\_ Gender (Male/Female) \_\_\_\_\_  
 Treating Doctor \_\_\_\_\_ Dept \_\_\_\_\_  
 Date of Admission \_\_\_\_\_ Date of Discharge \_\_\_\_\_

### Facts About You (Demographic details)

1. Age group you belong
  - a. 18 – 30 years.
  - b. 31- 45 years.
  - c. 46- 65 years.
  - d. Above 65 years.
2. You educational Qualification
  - a. None
  - b. Matriculation
  - c. Senior Secondary
  - d. Graduate
  - e. Post Graduate and above
3. Occupation
  - a. Dependent
  - b. Self employed
  - c. Service
4. Family Income (monthly )
  - a. upto Rs 10,000
  - b. Rs 10,001 – Rs 50,000
  - c. Rs 50,001 – Rs 1,00,000
  - d. Above Rs 1,00,000
5. Why did you choose to avail services at this hospital?
  - a. Availled services here in the past for yourself.
  - b. Referred by doctor outside hospital.
  - c. Referred by friend or relative how availled services here.
  - d. Self referred.
6. What is your marital status?
  - a. Single
  - b. Married



Please mark your answers by ticking the box that best fits your feeling.

S.No	QUESTION / ATTRIBUTE	Excellent 	Very Good 	Good 	Fair 	Poor 
<b>INTERPERSONAL – How would you rate the following?</b>						
7	Helpfulness, Courtesy and concern of support staff (Admission staff, housekeeping staff) for your comfort and feelings					
8	Courtesy and friendliness of care providers ( nurses ,doctors ,paramedics )					
9	Your involvement in decision making for your treatment by the doctor?					
10	Experience related to spending sufficient time by doctor during the rounds to clarify all your concerns?					
11	Respect for your Privacy and confidentiality of your information maintained					
<b>TECHNICAL – How would you rate the following?</b>						
12	Outcome of treatment and relief from pain					
13	Experience related to technical care provided by the nurse. ( wrong medication /multiple pricks/ sample not taken in time/ preparation before procedure )					
14	Experience regarding explanation of entire procedure and treatment to you in understandable language by the doctor?					
15	Briefing about diet plan during Dietician's visit					
<b>ADMINISTRATIVE – How would you rate the following?</b>						
16	How long did admission take ( point of contact at admission desk till leaving the desk)	within 15 min	16 - 30 min	31-60 min	>2hr	
17	Clarity of information received about your stay ( Visiting hrs , payment modes , price charges)					
18	The time you had to wait for a bed after you left the admission desk	within 15 min	16 - 30 min	31-60 min	>2hr	
19	Financial counseling provided by hospital at the time of admission					

20	Quality and timeliness of diet provided.	
21	Were you explained about the procedure for communicating your complaints during your stay	yes                  no
22	How much time nurse take to respond to the call bell?	within 5 mins    5 - 10 mins    11-15 mins 15-20 mins    >20 mins
23	How would you rate your experience regarding Billing procedure	
24	How would you rate your overall experience of discharge process	
<b>ENVIRONMENT – How would you rate the following?</b>		
25	Ambience of your room during stay; Cleanliness, comfort, lighting and temperature.	
26	Waiting room had comfortable chairs & pleasant surroundings and sufficient space	
27	Hospital environment: Other than room, how comfortable, quiet and pleasant it was in the hospital.	
<b>OVERALL HOSPITAL RATING</b>		
28	Thinking about all the aspects of your hospital stay, how do you rate the hospital?	
29	Would you recommend the hospital to your family or friends if they needed hospital care?	yes                  no

30. Did anything, good or bad, happen during your stay in hospital about which you would like to comment?


31. In your opinion, is there anything the hospital could do better to improve quality of services?


Thank you for your participation

# **IDENTIFIED REASONS FOR** **DISSATISFCATION**

- Lack of explanation of complaint procedure.
- **Delay in discharge process.**
- Delayed nurse reponse to call bell.
- **Waiting time for bed allotment after getting admitted.**

# **REASONS FOR LACK OF EXPLANATION OF COMPLAINT PROCEDURE**

- No formal protocol followed to give information regarding registration of complaint
- Patients not having time to read the booklet issued at the time of admission
- No nodal person to contact for complaint lodging

# REASONS FOR DELAY IN DISCHARGE

- Unavailability of GDA
- Cases delayed due to lack of personnel at billing counter during the time when maximum discharges take place
- Discharge summary not ready
- Non-availability of wheel chair on the floor
- **Case of TPA patients** - delay in TPA approval
- **Case of cash patient-** the attendants of the patient take time in arranging the amount hence delay observed in few cases
- Attendant of patient not available to pay the bill.
- Delay in investigation report

# **REASONS FOR DELAY IN NURSE RESPONSE** **TO CALL BELL**

- Involvement in non-nursing activities
  - Answering the telephone
  - Clerical work
  - Time spent to do work of support staff
  - Calling for repairs and replacement
- Lack of training to enter patient's data

# REASONS FOR DELAY IN BED ALLOTMENT AFTER ADMISSION

- Non availability of desired category of bed.
- Lack of coordination or interface between admission department and inpatient department.
- Non availability of GDA.
- Patient waiting in room for his pickup vehicle.
- Delay in getting room ready by the house keeping staff once patient vacates on discharge.

