

# To Measure the Level of Satisfaction in The IPD Patients and to Identify Areas with Low Satisfaction Levels

*By*

*Chryselle Pereira*

*Dissertation submitted in partial fulfillment of the requirements of the degree  
MBA Hospital and Health Management*

*Academic year, 2017-2019*



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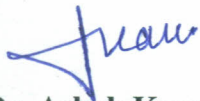
**TO WHOMSOEVER MAY CONCERN**

This is to certify that **Chryselle Pereira**, student of MBA Hospital and Health Management from The IIHMR University, Jaipur has undergone internship training at **Apex Multispecialty Hospital, Varanasi** from **4<sup>th</sup> Feb 2019** to **3<sup>rd</sup> May 2019**.

The Candidate has successfully carried out the study on **To measure the level of patient satisfaction in the IPD patients and find the areas with low satisfaction** designated to her during internship training and her approach to the study has been sincere, scientific and analytical.

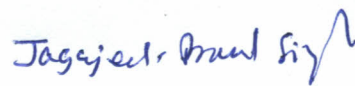
The Internship is in fulfillment of the course requirements.

I wish her all success in all her future endeavors.

A handwritten signature in blue ink, appearing to read 'Ashok'.

**Dr. Ashok Kaushik**  
Dean, Academics and Student Affairs  
The IIHMR University, Jaipur

16 May 2019

A handwritten signature in blue ink, appearing to read 'Jagjeet Singh'.

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ISO 9001:2015 Certified

APEX/HR/05/2019

This certificate is awarded to

**Dr. Chryselle Pereira**

In recognition of having successfully completed her internship in the quality department

And has successfully completed her project on

To measure the level of satisfaction in the IPD patients and evaluating reasons for dissatisfaction

On 2<sup>nd</sup> May, 2019 at Apex Multispecialty Hospital

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

We wish her all the best for future endeavors.

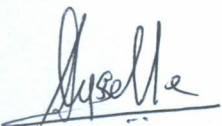
Training and Development  
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**THE IIHMR UNIVERSITY, JAIPUR**

**CERTIFICATE BY SCHOLAR**

This is to certify that the dissertation titled To measure the level of satisfaction in the IPD patients and find the areas with low patient satisfaction submitted by Ms. Chryselle Pereira, Enrollment No 0554 under the supervision of Dr.J.P.Singh for award of MBA in Hospital and Health Management from the IIHMR University, Jaipur carried out during the period from 4<sup>th</sup> February, 2019 to 3<sup>rd</sup> May, 2019 embodies my original work and has not formed the basis for the award of any degree, diploma associate ship, fellowship, titles in this or any other institute or other similar institution of higher learning.



Signature

Chryselle Pereira (0554)  
MBA(HM)-22

## **ABSTRACT**

### **TO MEASURE THE LEVEL OF SATISFACTION IN THE IPD PATIENTS AND TO IDENTIFY AREAS WITH LOW SATISFACTION LEVELS**

Submitted By: Chryselle Pereira  
MBA HM 22, ROLL NO: 0554  
Guided By: Dr. J.P.Singh

#### **Introduction:**

Patient satisfaction is one of the most important goals of any hospital aspires to achieve . In today's competitive market of healthcare industries, it is important that healthcare managers should focus on achieving high levels of patient satisfaction in order to improve the quality of service delivery and maintains a continuous quality treatment in the hospital. Patient satisfaction reflects patients' involvement in the decision-making process and their role as partners in improving the quality of healthcare services and also increases the patient footfall.

Patient satisfaction is a highly desirable outcome of clinical and non-clinical care in the hospital. Satisfaction is a subjective concept and for the patient and the healthcare providers must accept its existence regardless of the validity of the patient's views.

Discrepancy between patient expectation and the service received leads to decreased satisfaction among patients and their attendants. Therefore, healthcare managers need to characterize the factors influencing patient satisfaction in order to assess and improve the quality of healthcare delivery system of the hospital. This study intends to assess the patient satisfaction of the IPD patients well as exploring any possible correlation with external factor.

#### **Objectives:**

1. To assess the level of patient satisfaction in the IPD at Apex Multi-specialty Hospital, Varanasi
2. To identify the areas with low satisfaction levels in the IPD at Apex Multi-specialty Hospital, Varanasi

## **Methodology**

**Study Type:** Cross sectional descriptive study

**Study Area:** Apex Multispecialty Hospital, Varanasi

**Study Period:** 25<sup>st</sup> March 2019 - 25<sup>th</sup> April 2019

**Sample Size:** 500 patients admitted in the IPD through a structured questionnaire using Likert scale. On an average 8-9 questionnaires were filled in a day.

**Sample Method:** Non probability convenience sampling

**Data Analysis:** Data analysis was done by graphical representation of frequency distribution

**Inclusion Criteria:** Patients over 15 years of age, length of stay of more than 2 days, satisfactory level of consciousness and a stable emotional state

**Exclusion criteria:** Patients under 15 years of age and length of stay less than 2 days.

## **Results:**

### **1. Level of patient satisfaction with the overall hospital experience :**

States that 2% of patients were very dissatisfied, 17% of patients were somewhat dissatisfied, 35 % of patients gave a neutral response, 39 % of patients were somewhat satisfied and 7% of patients were very satisfied with the overall hospital experience.

### **2. Level of patient satisfaction with Doctors:**

States that no patient was very dissatisfied, 1% of patients were somewhat dissatisfied, 7% of patients gave a neutral response, 28% of patients were somewhat satisfied and 65% of patients were very satisfied with the hospital doctors

### **3. Level of patient satisfaction with Nursing care:**

States that 0% of patients were very dissatisfied and somewhat dissatisfied with the nursing care, 18 % of patients gave a neutral response, 29 % of patients were somewhat satisfied and 54% of patients were very satisfied with the nursing care available in the hospital.

### **4. Level of patient satisfaction with behavior of the hospital staff**

States that 1% of patients were very dissatisfied, 10% of patients were somewhat dissatisfied, 39 % of patients gave a neutral response, 48 % of patients were somewhat satisfied and 1% of patients were very satisfied with the behavior of the hospital staff.

**5. Level of patient satisfaction with Facilities available in the room**

States that 0% of patients were very dissatisfied, 2% of patients were somewhat dissatisfied,

29 % of patients gave a neutral response, 39 % of patients were somewhat satisfied and 29% of patients were very satisfied with the facilities available in the room.

**6. Level of patient satisfaction with Radiology services**

States that 0% of patients were very dissatisfied, 2% of patients were somewhat dissatisfied, 29 % of patients gave a neutral response, 39 % of patients were somewhat satisfied and 29% of patients were very satisfied with the radiology services available in the hospital.

**7. Level of patient satisfaction with Pathology services**

States that 0% of patients were very dissatisfied, 13% of patients were somewhat dissatisfied, 33% of patients gave a neutral response, 44 % of patients were somewhat satisfied and 10% of patients were very satisfied with the pathology services available in the hospital.

**8. Level of patient satisfaction with Dietician Consultation:**

States that 0% of patients were very dissatisfied, 20% of patients were somewhat dissatisfied, 39% of patients gave a neutral response, 40 % of patients were somewhat satisfied and 0% of patients were very satisfied with the dietician consultations.

**9. Level of patient satisfaction with Hospital admission process**

States that 0% of patients were very dissatisfied, 1% of patients were somewhat dissatisfied, 15% of patients gave a neutral response, 48 % of patients were somewhat satisfied and 35% of patients were very satisfied with the in-patient admission process of the hospital.

**10. Level of patient satisfaction with Dietary services**

States that 0% of patients were very dissatisfied, 20% of patients were somewhat dissatisfied, 39% of patients gave a neutral response, 40 % of patients were somewhat satisfied and 0% of patients were very satisfied with the dietary services of the hospital.

**11. Level of patient satisfaction with Discharge process**

States that 0% of patients were very dissatisfied, 0% of patients were somewhat dissatisfied, 19% of patients gave a neutral response, 44 % of patients were somewhat satisfied and 36 % of patients were very satisfied with the in-patient discharge process.

**12. Level of patient satisfaction with Hospital cleanliness**

States that 0% of patients were very dissatisfied, 8% of patients were somewhat dissatisfied, 27% of patients gave a neutral response, 45 % of patients were somewhat satisfied and 20 % of patients were very satisfied with the cleanliness of the hospital.

**13. Level of patient satisfaction with the hospital infrastructure**

States that 0 % of patients were very dissatisfied, 11% of patients were somewhat dissatisfied, 27% of patients gave a neutral response, 44 % of patients were somewhat satisfied and 18 % of patients were very satisfied with the infrastructure of the hospital.

**14. Level of patient satisfaction with Pharmacy services:**

States that 1% of patients were very dissatisfied, 18% of patients were somewhat dissatisfied, 36 % of patients gave a neutral response, 30 % of patients were somewhat satisfied and 15 % patients were very satisfied with the pharmacy services of the hospital.

**15. Total patient satisfaction for each question mentioned in the questionnaire**

States that 66% of the patients were satisfied with overall experience of the hospital, 91% of the patients were satisfied with the doctors of the hospital, 87% patients were satisfied with the nursing care, 67% of patients were satisfied with the hospital staff behavior, 79% of patients were satisfied with the amenities available in the room, 70% of patients were satisfied with the services provided in the radiology department, 84% of patients were satisfied with the services provided in the laboratory department, 64% of patients were satisfied with consultation taken by the dietician, 83% of patients were satisfied with IPD admission process, 75% of patients were satisfied with the dietary services provided to them, 73% of patients were satisfied with the discharge process, 77% of patients were satisfied with the cleanliness of the hospital and 74% of patients were satisfied with hospital's infrastructure.

**Conclusion:**

This report concludes that the total patient satisfaction of patients in the IPD of Apex Multispecialty Hospital, Varanasi is good. Almost 76% patients are satisfied with IPD services while 24% patients are dissatisfied due to various reasons.

### **Acknowledgement:**

With the deepest gratitude and appreciation, I humbly give thanks to the people who, with all they can, helped me in making my dissertation a possible one.

I would like to thank my guide Dr. J.P Singh sir of the IIHMR University. The door to Dr. J.P. Singh sir was always open whenever I ran into trouble spot or had a question about my research or writing. Sir consistently allowed this paper to be my own work but steered me in the right direction whenever he thought I needed it.

I would also like to thank Dr.S.K. Singh chairman of Apex Multispecialty Hospital and the entire quality team of Apex Multispecialty Hospital who were involved in the validation survey for this research project. Dr. Ankita Patel, head of the Quality team and NABH coordinator for Apex Multispecialty Hospital, Ayush Mishra, Manager of the quality team and the entire team without their passionate participation and input, the validation survey could not have been successfully completed.

Finally, I must express my very profound gratitude to my parents, my husband Dr. Anoop Patel and my new family for providing me with unfailing support and continuous encouragement throughout my years of study and through the process of researching and writing the thesis. This accomplishment would have not been possible without them.

Finally, I would like to apologize to all the other unnamed people who helped me in various ways to have a good training.

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## ACRONYMS/ABBREVIATIONS

NABH: National Accreditation Board for Hospitals and Healthcare providers

AERB: Atomic Energy Regulatory Board

ISO: International Standards Organization

NACO: National Aids Control Organization

LOS: Length of Stay

EDOD: Expected Date of Discharge

HK: House Keeping

MO: Medical Officer

IPD: In-Patient Department

OPD: Out-Patient Department

TPA: Third Party Administrators

TARP: Technical Assistant Research Program

## PROJECT REPORT

TO MEASURE THE LEVEL OF SATISFACTION IN THE IPD PATIENTS AND TO  
IDENTIFY THE AREAS WITH LOW SATISFACTION LEVELS.

## **Chapter 1**

### **Background**

#### **INTRODUCTION TO MEASURE THE LEVEL OF SATISFACTION IN THE IPD PATIENTS**

Patients' actual IPD experience with the hospital begins from the admission department. The department in addition to admitting patients also acts as a liaison between the Patient and different departments of the hospital (viz. TPA/Credit cell/Medical Administration/Wards / Billing) to facilitate from Admission of the patient till discharge<sup>2</sup>. The hospital industry has evolved over the years. Patients and their attendants coming to the hospital not only expect state of the art infrastructure and treatment, but also other excellent non-clinical facilities to make their stay comfortable in the hospital. This change in attitude and expectation has come due to tremendous growth of technology, media and commercialization of the health sector<sup>3</sup>. Patient satisfaction is the patient's perception of care received compared with the expected care. Patient satisfaction is a highly desirable outcome of clinical and non-clinical care in the hospital. It is a patient's expression of satisfaction or dissatisfaction on the quality of hospital care received during their stay in the hospital. Patient satisfaction depends upon the physical structure and clinical functions of the health care system of the hospital. Patient satisfaction is one of the important goals of any hospital. In today's competitive market of healthcare industries, it is important that healthcare managers should focus on achieving high levels of patient satisfaction in order to improve the quality of service delivery. Patient satisfaction reflects patients' involvement in the decision-making process and their role as partners in improving the quality of healthcare services<sup>3</sup>.

It is difficult to measure patient satisfaction and gauge responsiveness of health care delivery systems as not only the clinical but also the non-clinical outcomes of care like: availability of medicine, behavior of doctors, nurses and other health staff, availability and cost of different services, quality of food being served, hospital infrastructure and emotional support influences patient satisfaction<sup>4,9</sup>. Discrepancy between patient expectation and the service received leads to decreased satisfaction among patients and their attendants<sup>6</sup>. Survey on patient satisfaction is essential and meaningful sources of information for identifying gaps and developing a strategic plan for continuous quality improvement in healthcare organization.

Satisfaction is a subjective concept for the patient and the healthcare providers must accept its existence regardless of the validity of the patient's views.

Therefore, healthcare managers need to characterize the factors influencing patient satisfaction in order to assess and improve the quality of healthcare delivery system of the hospital.

This study intends to assess the patient satisfaction of the IPD patients as well as exploring any possible correlation with external factor.

## RATIONALE OF THE STUDY

To help improve the quality of care provided in hospitals by focusing on patient satisfaction as it an important quality indicator. Patient satisfaction affects clinical outcomes, patient retention, and medical malpractice claims. Positive patient experience is related to better health outcomes. Hospital reputation plays an important part in the selection process among future patients. Once a patient selects and utilizes the hospital services, he or she is more likely to utilize that same facility in the future leading to patient loyalty. According to the Technical Assistant Research Programs, if we satisfy one consumer, the information spreads to four more consumer improving patient retention but on the other hand if we dissatisfy one consumer it spreads to 10 other potential consumers. As per research hospital that are rated highly by their discharged patients are also rated highly by the general public. The hospital needs to adopt new policies and change the existing culture to achieve high levels of patient satisfaction in the IPD. Discrepancy between patient expectation and the service received leads to decreased satisfaction among patients and their attendants. Survey on patient satisfaction is essential and meaningful sources of information for identifying gaps and developing a strategic plan for continuous quality improvement in healthcare organization.

This study was to check whether Apex Multispecialty Hospital, Varanasi was able to achieve high levels of patient satisfaction in the IPD.

### RESEARCH QUESTION

“What is the percentage of patient satisfaction of the patients admitted in the IPD at Apex Multi-specialty Hospital, Varanasi?”

### OBJECTIVES

- To assess the level of patient satisfaction in the IPD at Apex Multi-specialty Hospital, Varanasi
- To identify the areas with low satisfaction levels in the IPD at Apex Multi-specialty Hospital, Varanasi

## **LITERATURE REVIEW AND FINDINGS**

Patient satisfaction is a measure of the extent to which a patient is content with the healthcare received by the healthcare provider. Anastasios Merkouris et al. stated in his study that patient satisfaction has become an established quality indicator for measuring the outcomes of the service delivery of the healthcare system<sup>6</sup>. According to the study conducted by Agarwal D. and Jenkinson et al it is difficult to measure patient satisfaction and gauge responsiveness of health care delivery systems as not only the clinical but also the non-clinical outcomes of care like: availability of medicine, behavior of doctors, nurses and other health providers, availability and cost of different services, quality of food being served, hospital infrastructure and emotional support influences patient satisfaction<sup>9</sup>. In the increasingly competitive market of healthcare industries, healthcare managers should focus on achieving high or excellent ratings of patient satisfaction to improve the quality of service delivery; therefore, healthcare managers should identify the factors that influence patient satisfaction.

In order to understand various factors affecting patient satisfaction, researchers have explored various dimensions of the perceived service quality, as meaningful and essential measures of patient perception of healthcare quality. Many researchers have found that satisfaction is a subjective concept for the patient and the healthcare providers must accept its existence regardless of the validity of the patient's views<sup>7, 8</sup>. Kaneet et al conducted a study which stated that measuring satisfaction should "incorporate dimensions of technical, interpersonal, social, and moral aspects of care."<sup>11</sup>

Anastasios has stated in his research paper on Assessment of patient satisfaction in public hospitals in Cyprus: a descriptive study the literature states that the patients' satisfaction with nursing services is particularly important since the nursing staff consist the majority of health professionals and is constantly by the patients' side in order to satisfy their needs, constituting this way an unquestionably overbearing component in maintaining and restoring their health. The researchers agree on the significance of nursing interventions in shaping the patients' total satisfaction with the nursing services<sup>6</sup>

Pralhad Sodani et al stated in his case study while measuring Patient Satisfaction: A Case Study to Improve Quality of Care at Public Health Facilities that efforts should be made to reduce the patient load at the higher level facilities so that doctors and other staff can give more attention

and time to the patients, efforts should be made to strengthen the hospitals infrastructure and human resources at the lower level health facilities to increase the patient satisfaction level. The findings of the present study concluded that to improve the services at public health facilities of the state resulting in the more satisfaction of patients availing such public health facilities.<sup>4</sup>

A cross sectional study was done to find out the Patient satisfaction with doctor-patient interactions by Aisha Jalil et al the findings of this study highlighted a need to develop the interpersonal and clinical skills of doctors in order to improve the quality of doctor-patient interactions in public clinics for diabetes in Pakistan<sup>13</sup>

## **Chapter 3**

### **Methodology**

**3.1 Study Type:** Cross sectional descriptive study

**3.2 Study Area:** Apex Multispecialty Hospital, Varanasi

**3.3 Study Period:** 25<sup>th</sup> February 2019 – 25<sup>th</sup> April 2019

Defined the problem: 15<sup>st</sup> February 2019 – 20<sup>th</sup> February 2019

Data collection through the questionnaire: 25<sup>th</sup> February 2019 – 25<sup>th</sup> April 2019

Data analysis: 26<sup>th</sup> April 2019 – 1<sup>st</sup> May 2019

#### **3.4 Study Respondents:**

IPD patients who responded to the Structured Questionnaire using the Likert Scale

#### **3.5 Sample Size:**

500 patients were asked to fill the Questionnaire

#### **3.6 Sample Method:**

Non probability convenience sampling

#### **3.7 Data Collection Technique:**

Primary data was collected from 500 patients who were admitted in the IPD through a Questionnaire.

#### **3.8 Data Analysis:**

Data analysis was done by graphical representation of frequency distribution

### **3.9 Ethical Considerations:**

Respondents were informed that no personal data was being collected through the questionnaire. Data confidentiality will be maintained. All the data present will only be shared for dissertation purpose.

### **3.10 Inclusion Criteria:**

Patients over 15 years of age, length of stay of more than 2 days, satisfactory level of consciousness and a stable emotional state were included in the study.

### **3.11 Exclusion Criteria:**

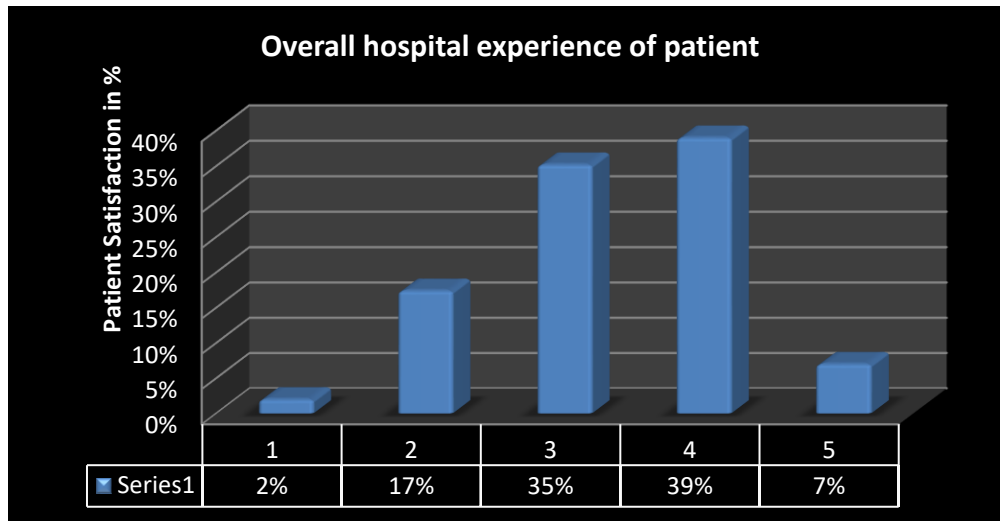
Patients less than 15 years of age and length of stay less than 2 days were excluded from the study were excluded from the study.

## **Chapter 4**

### **Data Analysis:**

#### **4.1.1 Level of patient satisfaction with the overall hospital experience :**

**Graph 1:**

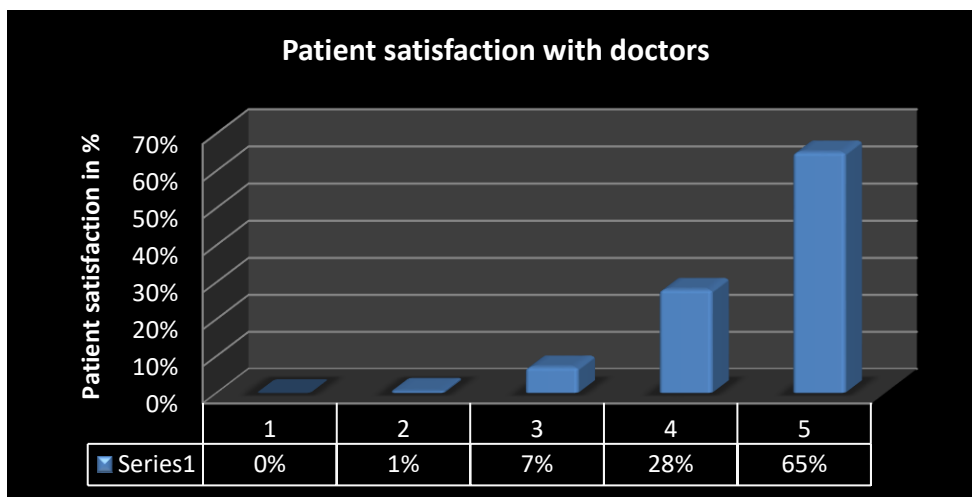


**Table 1:**

|   |                       |     |
|---|-----------------------|-----|
| 1 | Very Dissatisfied     | 2%  |
| 2 | Somewhat Dissatisfied | 17% |
| 3 | Neutral               | 35% |
| 4 | Somewhat Satisfied    | 39% |
| 5 | Very Satisfied        | 7%  |

#### 4.1.2 Level of patient satisfaction with Doctors:

**Graph2:**



**Table 2:**

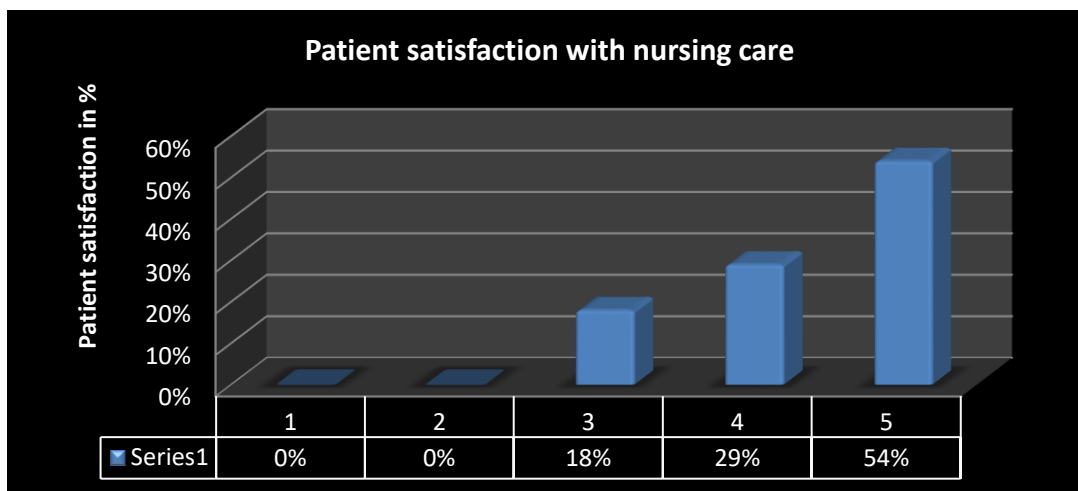
|   |                    |     |
|---|--------------------|-----|
| 1 | Very Dissatisfied  | 0%  |
| 2 | Somewhat Satisfied | 1%  |
| 3 | Neutral            | 7%  |
| 4 | Somewhat Satisfied | 28% |
| 5 | Very Satisfied     | 65% |

Reasons for dissatisfaction:

1. Doctor not coming on time for rounds
2. The total expenditure not explained clearly to the patient and attendant
3. Dressing not done in time by the resident doctor
4. Lack of communication

#### 4.1.3 Level of patient satisfaction with Nursing care:

**Graph 3:**



**Table 3:**

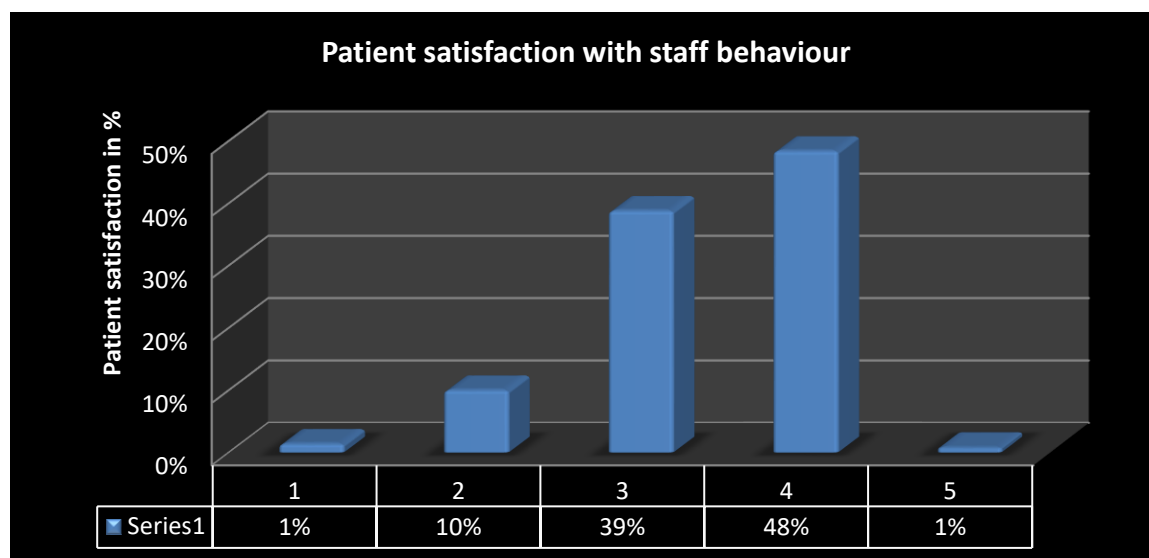
|   |                       |     |
|---|-----------------------|-----|
| 1 | very dissatisfied     | 0%  |
| 2 | somewhat dissatisfied | 0%  |
| 3 | neutral               | 18% |
| 4 | somewhat satisfied    | 29% |
| 5 | very satisfied        | 54% |

Reasons for dissatisfaction:

1. Medications not administered on time
2. Wrong attitude of the nursing staff with the patient and attendant
3. Lack of communication between the patient/attendant with the nursing staff
4. Lack of nursing manpower

#### 4.1.4 Level of patient satisfaction with behavior of the hospital staff

**Graph 4:**



**Table 4:**

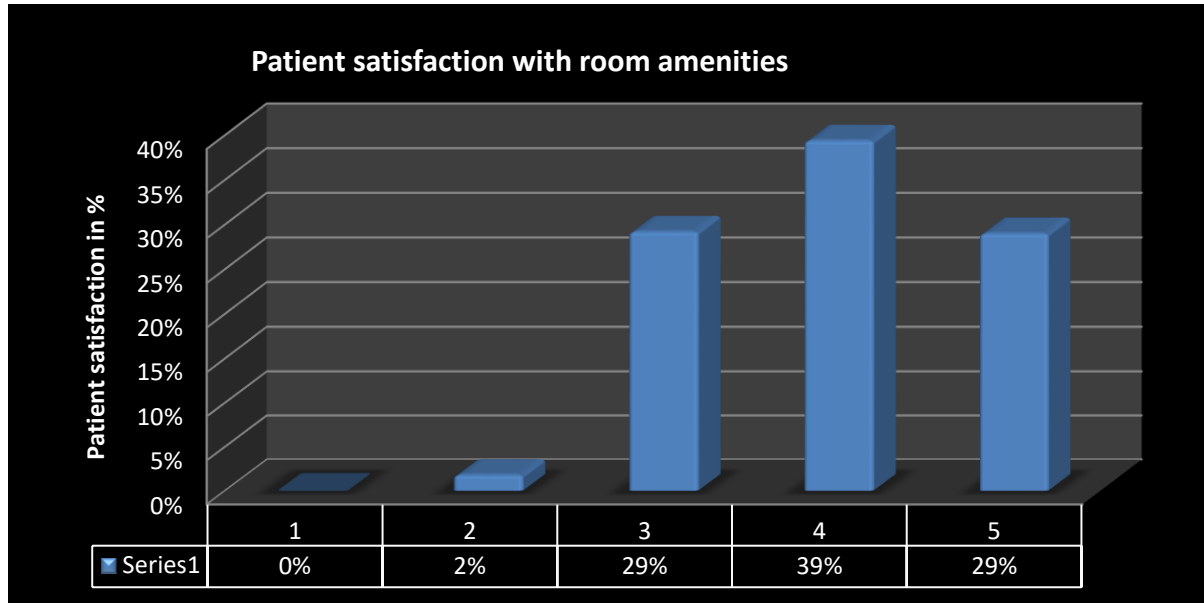
|   |                       |     |
|---|-----------------------|-----|
| 1 | Very Dissatisfied     | 1%  |
| 2 | Somewhat Dissatisfied | 10% |
| 3 | Neutral               | 39% |
| 4 | Somewhat Satisfied    | 48% |
| 5 | Very Satisfied        | 1%  |

Reasons for dissatisfaction:

1. Some of the hospital staff lack empathy towards the patient/attendant
2. Wrong attitude of the hospital staff towards the patient/attendants
3. No single point of contact

#### 4.1.5 Level of patient satisfaction with Facilities available in the room

**Graph 5**



|   |                       |     |
|---|-----------------------|-----|
| 1 | Very Dissatisfied     | 0%  |
| 2 | Somewhat Dissatisfied | 2%  |
| 3 | Neutral               | 29% |
| 4 | Somewhat Satisfied    | 39% |
| 5 | Very Satisfied        | 29% |

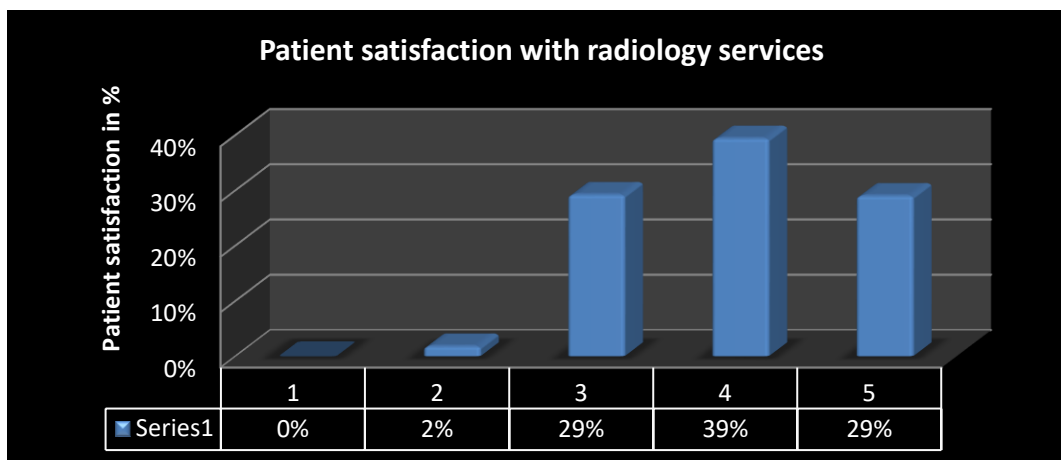
**Table 5:**

Reasons for dissatisfaction:

1. Television not available in the general ward
2. Lack of charging ports in the room
3. Air conditioner not present in every ward

#### 4.1.6 Level of patient satisfaction with Radiology services

**Graph 6:**



**Table 6:**

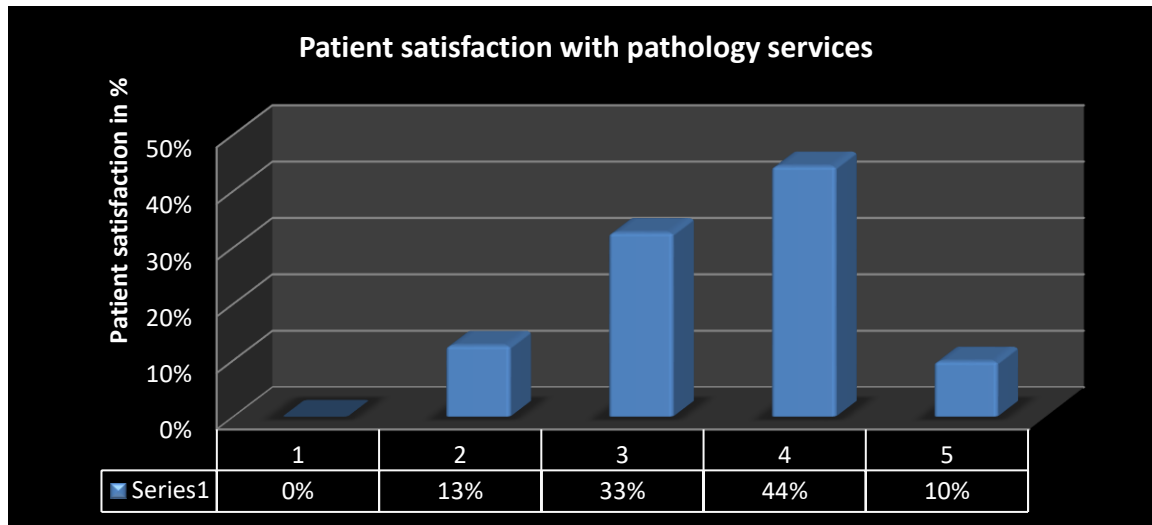
|   |                       |     |
|---|-----------------------|-----|
| 1 | Very Dissatisfied     | 0%  |
| 2 | Somewhat Dissatisfied | 2%  |
| 3 | Neutral               | 29% |
| 4 | Somewhat Satisfied    | 39% |
| 5 | Very Satisfied        | 29% |

Reasons for dissatisfaction:

1. Long waiting time at the radiology department
2. No television available in the waiting area
3. Not enough sitting area in the waiting room

#### 4.1.7 Level of patient satisfaction with Pathology services

**Graph 7**



|   |                       |     |
|---|-----------------------|-----|
| 1 | Very Dissatisfied     | 0%  |
| 2 | Somewhat Dissatisfied | 13% |
| 3 | Neutral               | 33% |
| 4 | Somewhat Satisfied    | 44% |
| 5 | Very Satisfied        | 10% |

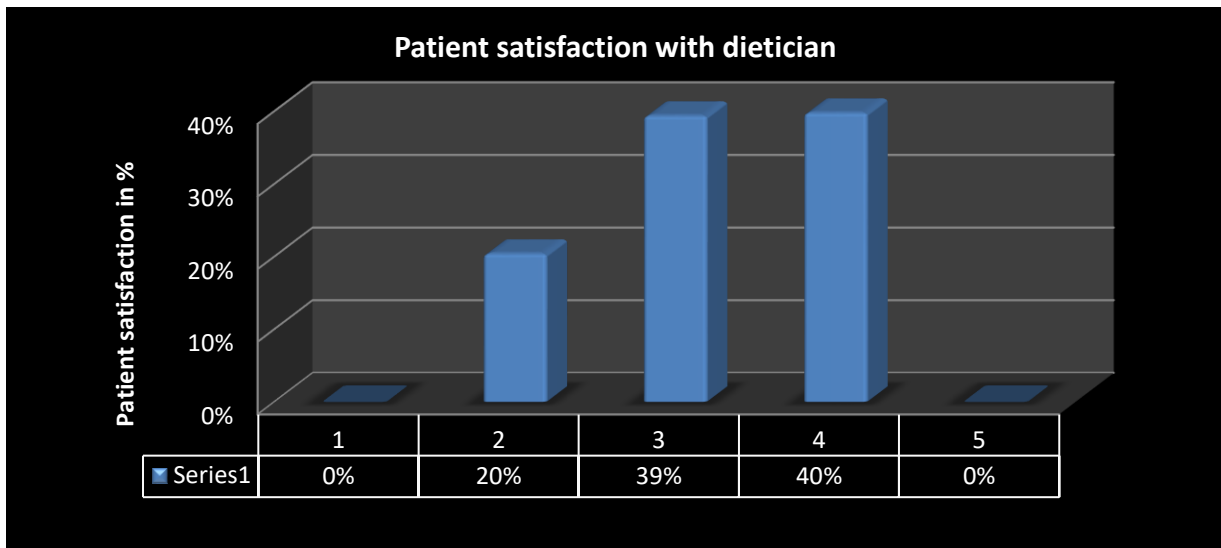
**Table 7:**

Reasons for dissatisfaction:

1. Long waiting hours
2. Lack of trained technicians
3. Rude behavior of the staff towards the patient/attendant
4. Not enough sitting area for the attendants

#### 4.1.8 Level of patient satisfaction with Dietician Consultation:

**Graph 8:**



|   |                       |     |
|---|-----------------------|-----|
| 1 | Very Dissatisfied     | 0%  |
| 2 | Somewhat Dissatisfied | 13% |
| 3 | Neutral               | 33% |
| 4 | Somewhat Satisfied    | 44% |
| 5 | Very Satisfied        | 10% |

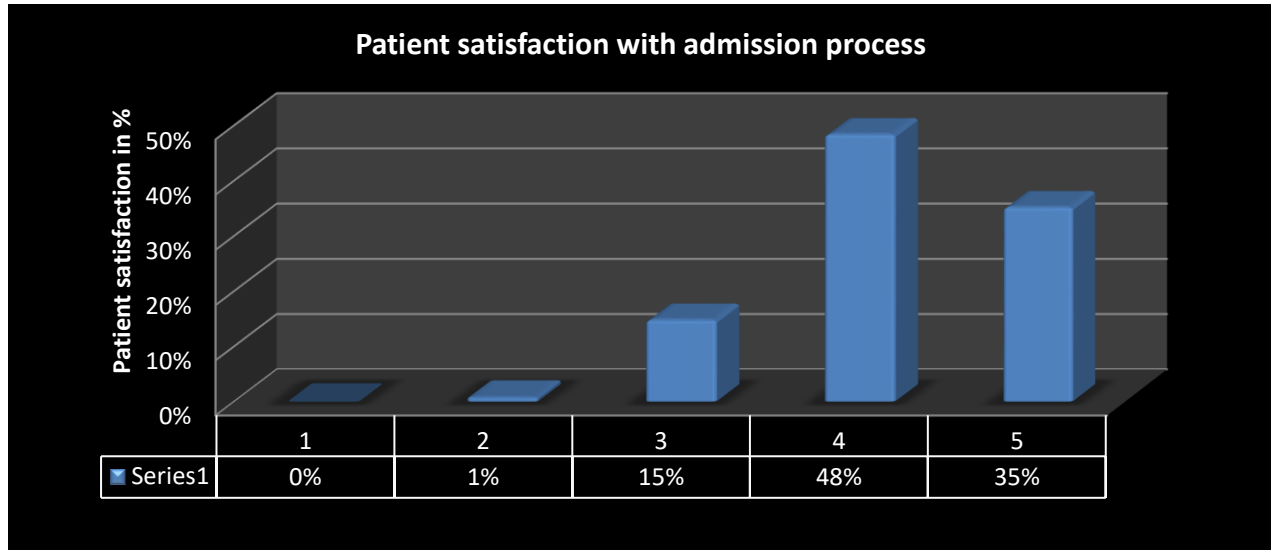
**Table 8:**

Reasons for dissatisfaction:

1. Consultation not taken in depth for each patient
2. Rude behavior of the dietician
3. Diet chart not explained at length

#### 4.1.9 Level of patient satisfaction with Hospital admission process

**Graph 9:**



|   |                       |     |
|---|-----------------------|-----|
| 1 | Very Dissatisfied     | 0%  |
| 2 | Somewhat Dissatisfied | 1%  |
| 3 | Neutral               | 15% |
| 4 | Somewhat Satisfied    | 48% |
| 5 | Very Satisfied        | 35% |

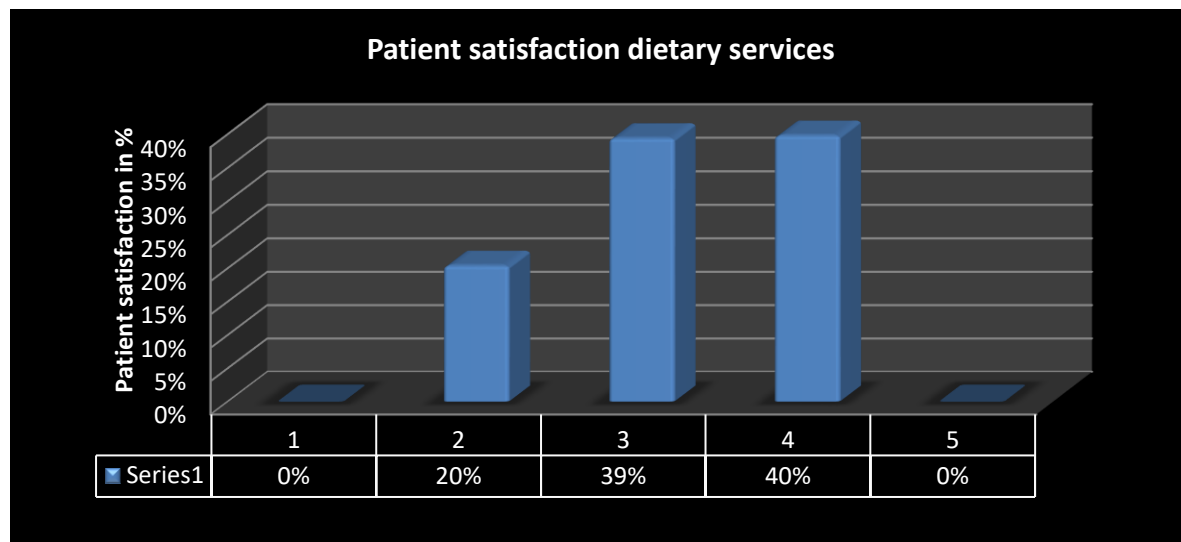
**Table 9:**

Reasons for dissatisfaction:

1. Long waiting hours as priority patients admitted first
2. Shortage of staff
3. Giving estimate to TPA/Credit patients
4. Priority patients(like Emergency/Vulnerable)
5. Admissions of patients in the ER ( LGF)
6. Attending to patient/doctor queries

#### 4.1.10 Level of patient satisfaction with Dietary services

**Graph 10:**



**Table 10:**

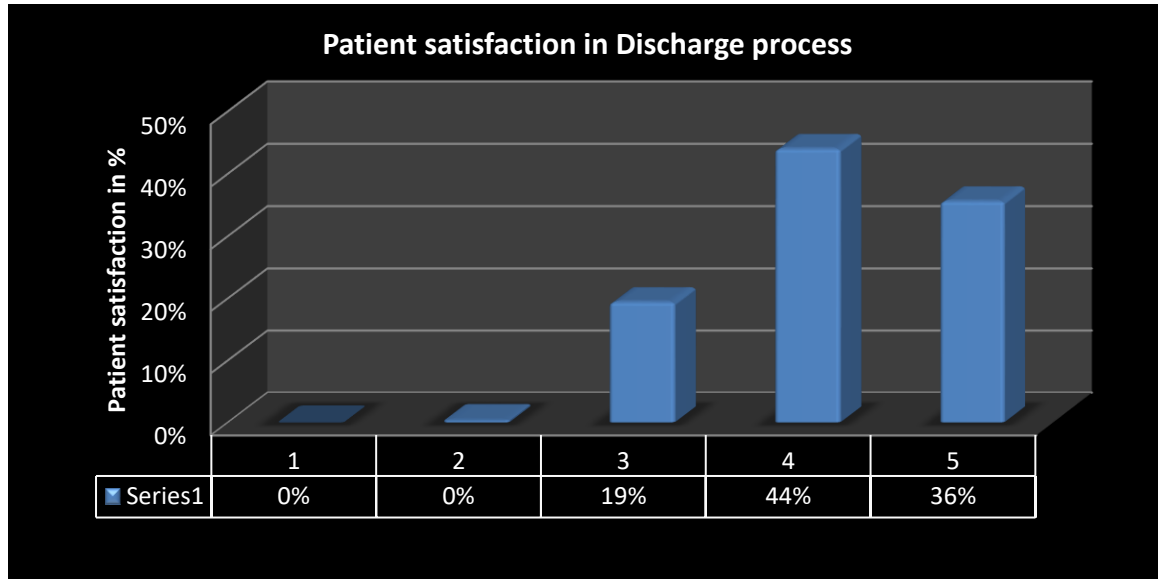
|   |                       |     |
|---|-----------------------|-----|
| 1 | Very Dissatisfied     | 0%  |
| 2 | Somewhat Dissatisfied | 20% |
| 3 | Neutral               | 39% |
| 4 | Somewhat Satisfied    | 40% |
| 5 | Very Satisfied        | 0%  |

Reasons for dissatisfaction:

1. Food not delivered on time
2. Quality of food served is not satisfactory
3. Attitude of the staff who delivers the food and serves the food

#### 4.1.11 Level of patient satisfaction with Discharge process:

**Graph 11:**



**Table 11:**

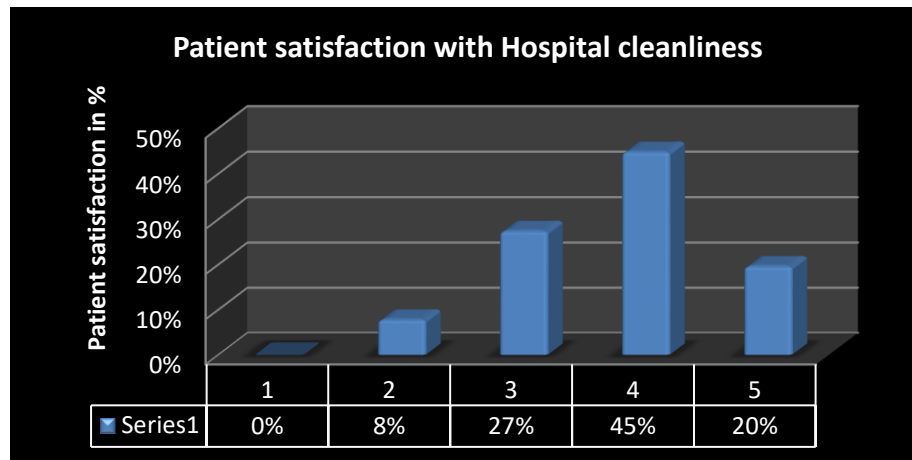
|   |                       |     |
|---|-----------------------|-----|
| 1 | Very Dissatisfied     | 0%  |
| 2 | Somewhat Dissatisfied | 0%  |
| 3 | Neutral               | 19% |
| 4 | Somewhat Satisfied    | 44% |
| 5 | Very Satisfied        | 36% |

Reasons for dissatisfaction:

1. Long waiting time due approval from the insurance company
2. Discharge process not started timely
3. Tentative time of discharge not communicated to the patient/attendant

#### 4.1.12 Level of patient satisfaction with Hospital cleanliness

**Graph 12:**



**Table12:**

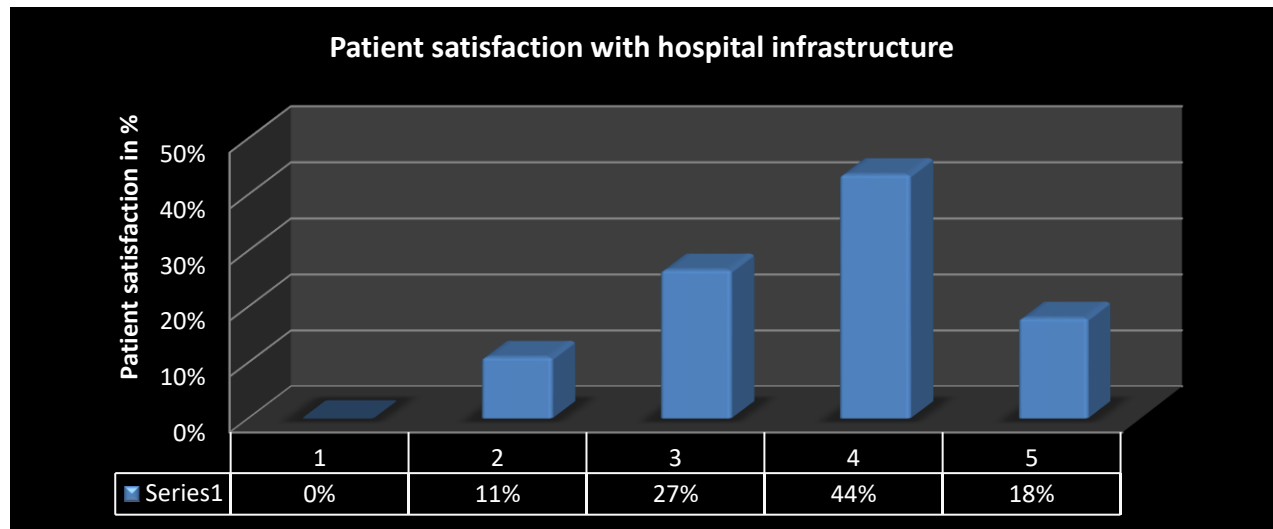
|   |                       |     |
|---|-----------------------|-----|
| 1 | Very Dissatisfied     | 0%  |
| 2 | Somewhat Dissatisfied | 8%  |
| 3 | Neutral               | 27% |
| 4 | Somewhat Satisfied    | 45% |
| 5 | Very Satisfied        | 20% |

Reasons for dissatisfaction:

1. Lack of manpower
2. Hospital toilets not cleaned regularly
3. Dustbins not present on every floor

#### 4.1.13 Level of patient satisfaction with the hospital infrastructure

**Graph 13:**



**Table 13:**

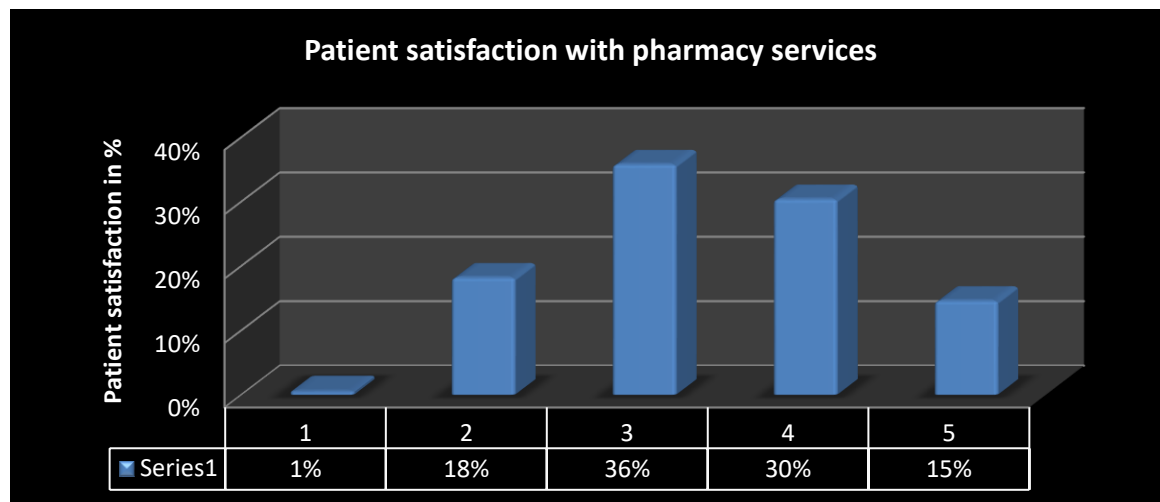
|   |                       |     |
|---|-----------------------|-----|
| 1 | Very Dissatisfied     | 0%  |
| 2 | Somewhat Dissatisfied | 11% |
| 3 | Neutral               | 27% |
| 4 | Somewhat Satisfied    | 44% |
| 5 | Very Satisfied        | 18% |

Reasons for dissatisfaction:

1. Slippery flooring
2. Torn mattresses
3. Lack of signage's and floor markings
4. Water seepage present in some wards

#### **4.1.14 Level of patient satisfaction with Pharmacy services:**

**Graph 14:**



**Table 14:**

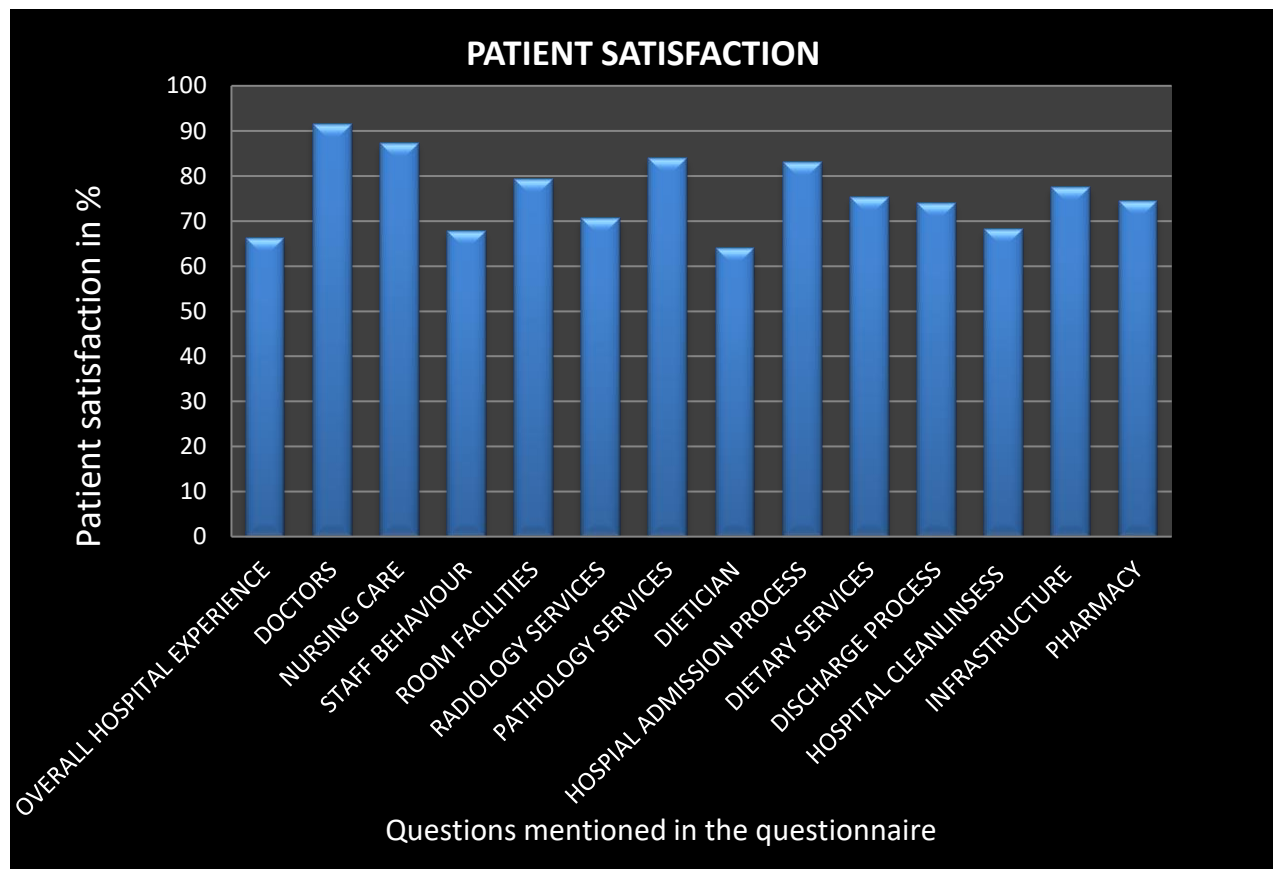
|   |                       |     |
|---|-----------------------|-----|
| 1 | Very Dissatisfied     | 1%  |
| 2 | Somewhat Dissatisfied | 18% |
| 3 | Neutral               | 36% |
| 4 | Somewhat Satisfied    | 30% |
| 5 | Very Satisfied        | 15% |

Reasons for dissatisfaction:

1. Unavailability of medicines
2. Long waiting time in the pharmacy
3. Lack of trained staff
4. Lack of knowledge of the pharmacists

#### **4.2.1 Total patient satisfaction for each question mentioned in the questionnaire:**

**Graph 15:**



Graph 15 states that 66% of the patients were satisfied with overall experience of the hospital, 91% of the patients were satisfied with the doctors of the hospital, 87% patients were satisfied with the nursing care, 67% of patients were satisfied with the hospital staff behavior, 79% of patients were satisfied with the amenities available in the room, 70% of patients were satisfied with the services provided in the radiology department, 84% of patients were satisfied

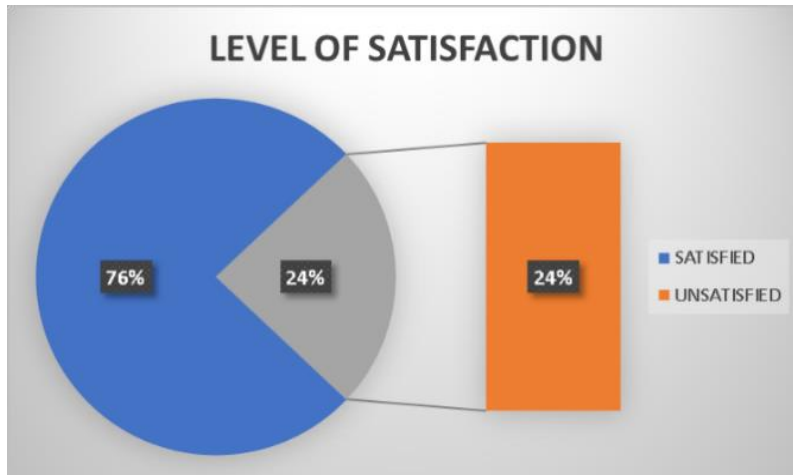
with the services provided in the laboratory department, 64% of patients were satisfied with consultation taken by the dietician, 83% of patients were satisfied with IPD admission process, 75% of patients were satisfied with the dietary services provided to them, 73% of patients were satisfied with the discharge process, 77% of patients were satisfied with the cleanliness of the hospital and 74% of patients were satisfied with hospital's infrastructure.

## **Chapter 5**

### **Conclusion:**

#### **6.1.1 Pie Chart: Total patient satisfaction in the IPD**

##### **Pie chart 1:**



This report concludes that the total patient satisfaction of patients in the IPD of Apex Multispecialty Hospital, Varanasi is good. Almost 76% patients are satisfied with IPD services while 24% patients are dissatisfied due to various reasons.

## **Chapter 6**

### **Recommendations:**

1. The doctors should communicate and write down the estimate cost of the treatment on the prescription sheet.
2. The patients should be informed by the nursing staff in case the doctor is running late.
3. Regular Continuous Medical Education should be conducted for the doctors and nursing staff
4. Prepare the clinical staff to work with the patients caregivers- Build an empathetic relationship between the clinical staff and the patients caregiver which help to effectively deliver care to the patient while also providing attention to the caregiver.
5. Create a culture of shared accountability- A superior nursing team will help each other respond to patient needs, not ignore a patient's call because "he's not my patient.
6. Soft skill training for all the staff members of the hospital
7. Repairing the areas of the hospital where seepage is present
8. Replacing old and torn mattresses with new ones.
9. Increasing the sitting area in the pathology and radiology department
10. Regular cleaning charts should be made and reviewed by the manager on regular basis
11. Placing of rubber mats where the floor is slippery.
12. Food cooked in the canteen should be tried and tested by the dietician every day before dispatching the food to the patients.
13. Hospital Formulary should be evaluated and updated on a regular basis.

## **7.2 References:**

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### **7.3 Appendix**

Apex Hospital is an ISO 9001:2015 certified multi-disciplinary hospital. It was founded by Dr. Santosh Kumar Singh, MBBS, MS, MCh Ortho in the year 1988. Apex Multi-specialty Hospital, Varanasi is a 200 bedded multispecialty, super specialty and lifesaving referral and research tertiary care hospital, located at Bhikaripur, in the heart of Banaras and offers high quality affordable medical care to the people. The hospital is defined by its multi-disciplinary approach to provide holistic healthcare to its patients. The hospital runs educational institutions like nursing, physiotherapy, paramedical sciences and radiology techniques to build an efficient workforce of healthcare professionals. Apex Multispecialty Hospital, Varanasi is in the process of being accredited with NABH, by setting a benchmark and delivering the highest quality of patient care, patient and staff safety, control and prevention of infection in hospitals, special care for vulnerable patients and continuous quality improvement which was instituted by the QCI. The blood bank of the hospital is approved by NACO.

Apex Multispecialty offers comprehensive care across 24 specialties which includes its 6 Centers of Excellence- Orthopedics and Joint Replacement, Cardiology and Cardio-vascular surgeries, Medical and Surgical Gastroenterology, Medical and Surgical Oncology, Critical Care Medicine, Nephrology and Urology units.