

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

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Introduction - About Apex Multispecialty Hospital, Varanasi

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 Quality Council of India (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.

Introduction- To measure the level of satisfaction in the inpatient department patients and to identify the areas with low satisfaction levels

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 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 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.



Research Question and Objectives of The Study

Research Question:

What is the percentage of patient satisfaction of the patients 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

Methodology

Study Type: Cross sectional descriptive study

Study Area: Apex Multispecialty Hospital, Varanasi

Study Period: 25th February 2019 - 25th April 2019

Sample Size: 500 patients who were admitted in the IPD through a structured questionnaire using Likert scale. On an average 8-9 questionnaires were filled in a day for a period of 60 days.

Sample Method: Non probability convenience sampling

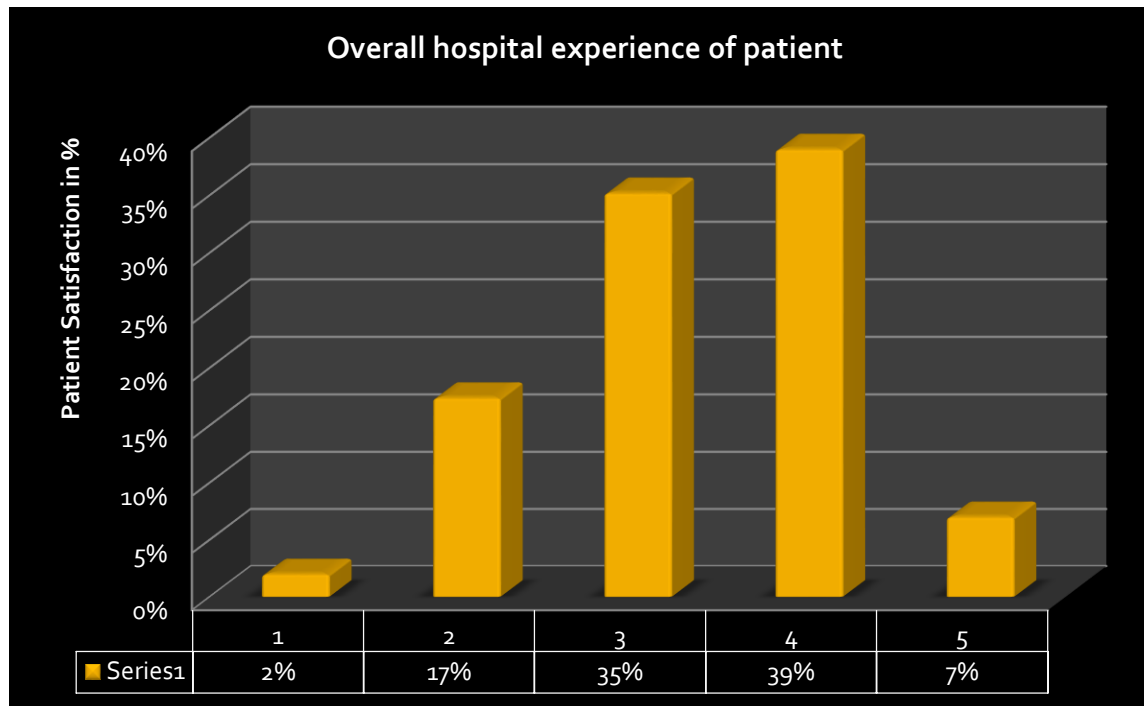
Data Analysis: Data analysis was done by graphical representation of frequency distribution

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 were included in the study.

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

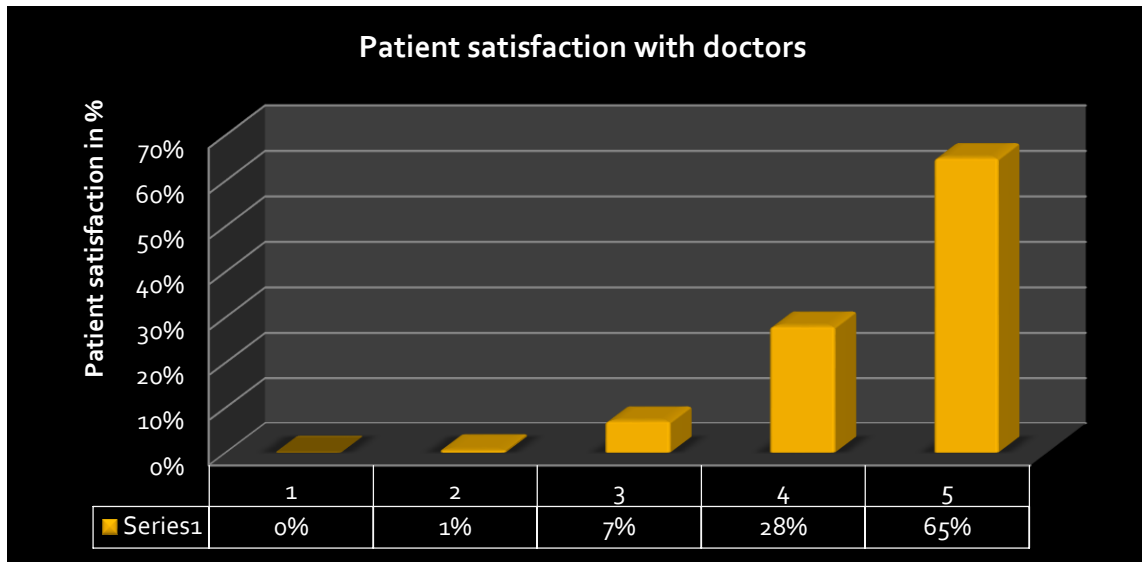
Findings:

1. Level of patient satisfaction with the overall hospital experience



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

2.Level of patient satisfaction with Doctors:

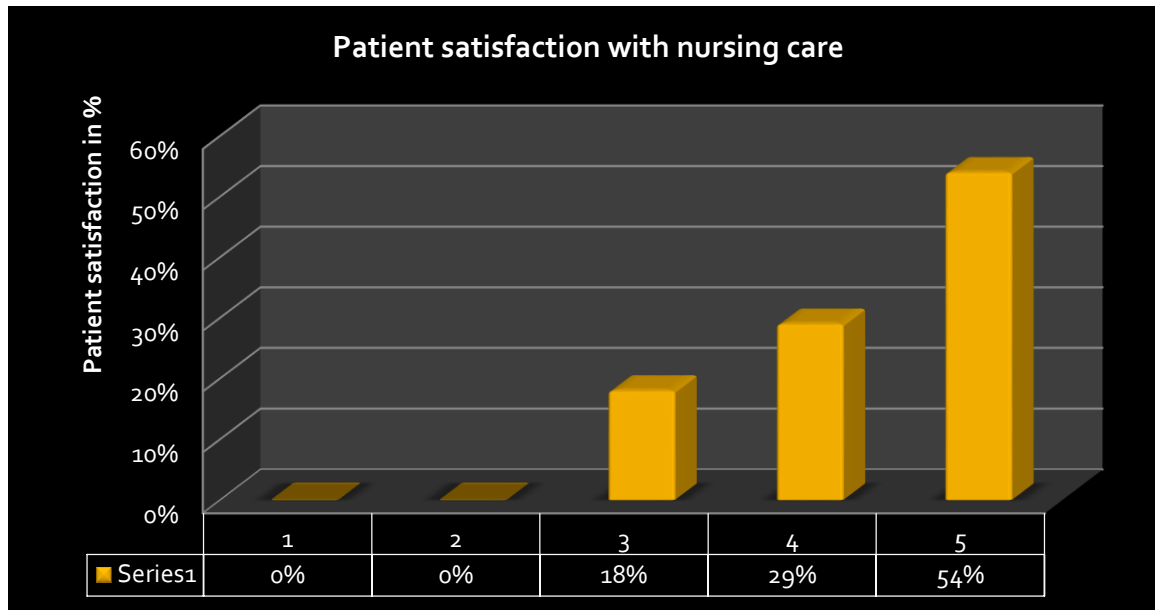


1	Very Dissatisfied	0%
2	Somewhat Dissatisfied	1%
3	Neutral	7%
4	Somewhat Satisfied	28%
5	Very Satisfied	65%

Reasons for dissatisfaction:

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

3.Level of patient satisfaction with Nursing care:

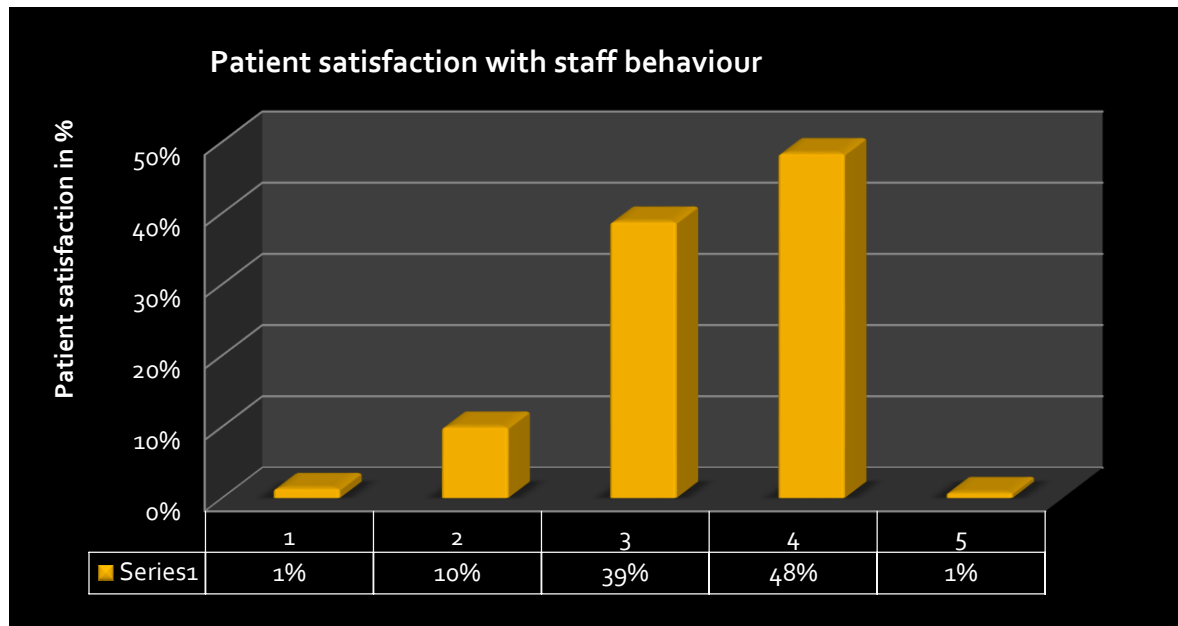


1	Very Dissatisfied	0%
2	Somewhat Dissatisfied	0%
3	Neutral	18%
4	Somewhat Satisfied	29%
5	Very Satisfied	54%

Reasons for dissatisfaction:

- Medications not administered on time
- Wrong attitude of the nursing staff with the patient and attendant
- Lack of communication between the patient/attendant with the nursing staff
- Lack of nursing manpower

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

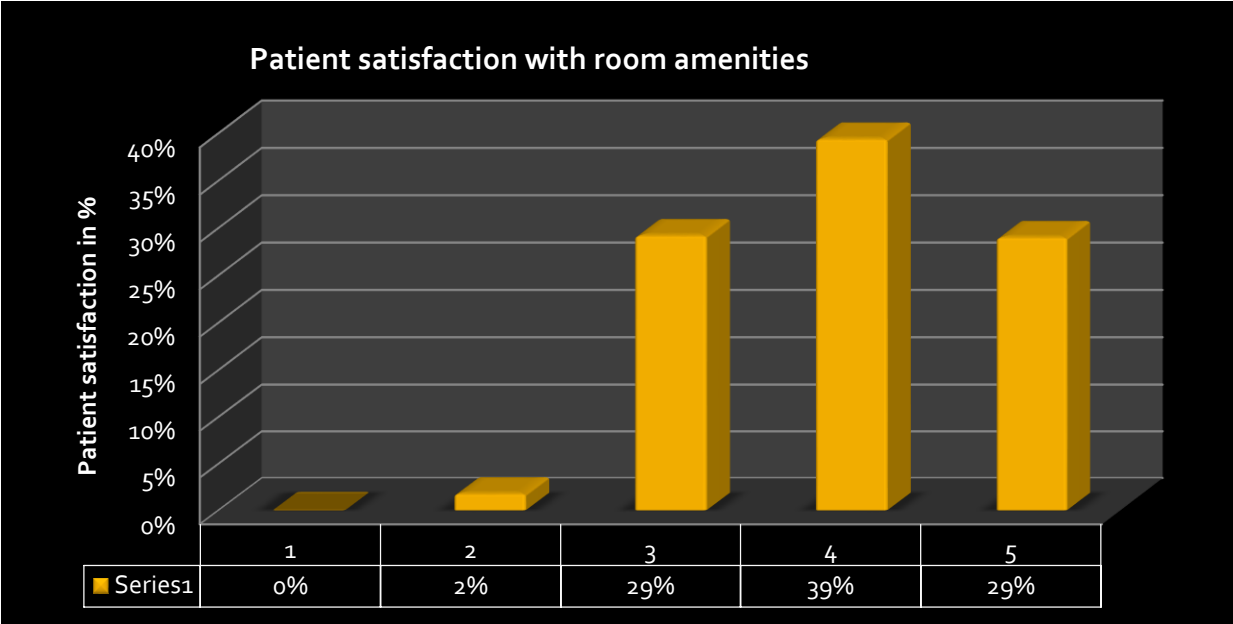


1	Very Dissatisfied	1%
2	Somewhat Dissatisfied	10%
3	Neutral	39%
4	Somewhat Satisfied	48%
5	Very Satisfied	1%

Reasons for dissatisfaction:

- Some of the hospital staff lack empathy towards the patient/attendant
- Wrong attitude of the hospital staff towards the patient/attendants
- No single point of contact

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

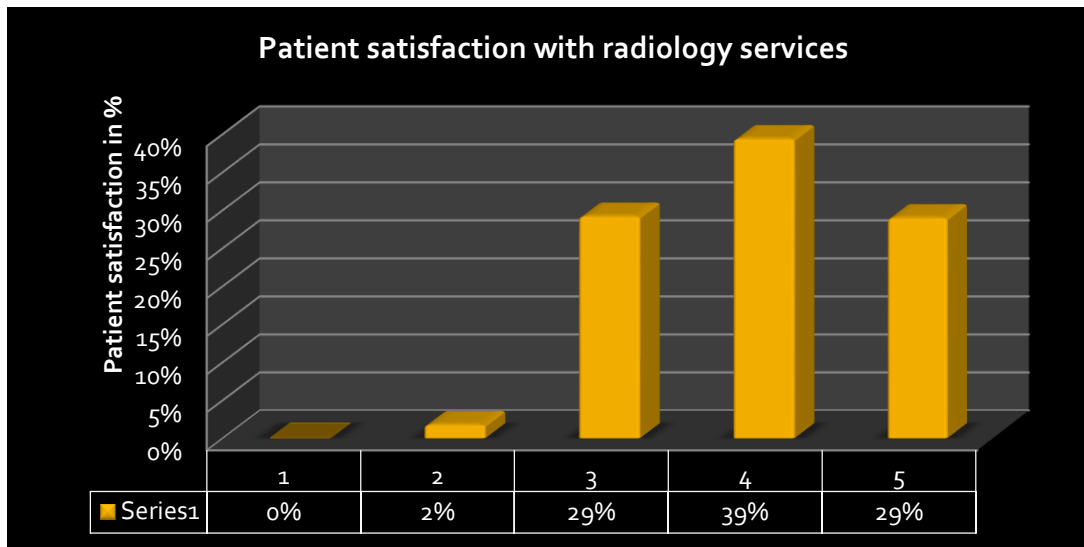


1	Very Dissatisfied	0%
2	Somewhat Dissatisfied	2%
3	Neutral	29%
4	Somewhat Satisfied	39%
5	Very Satisfied	29%

Reasons for dissatisfaction:

- Television not available in the general ward
- Lack of charging ports in the room
- Air Conditioner not present in every ward

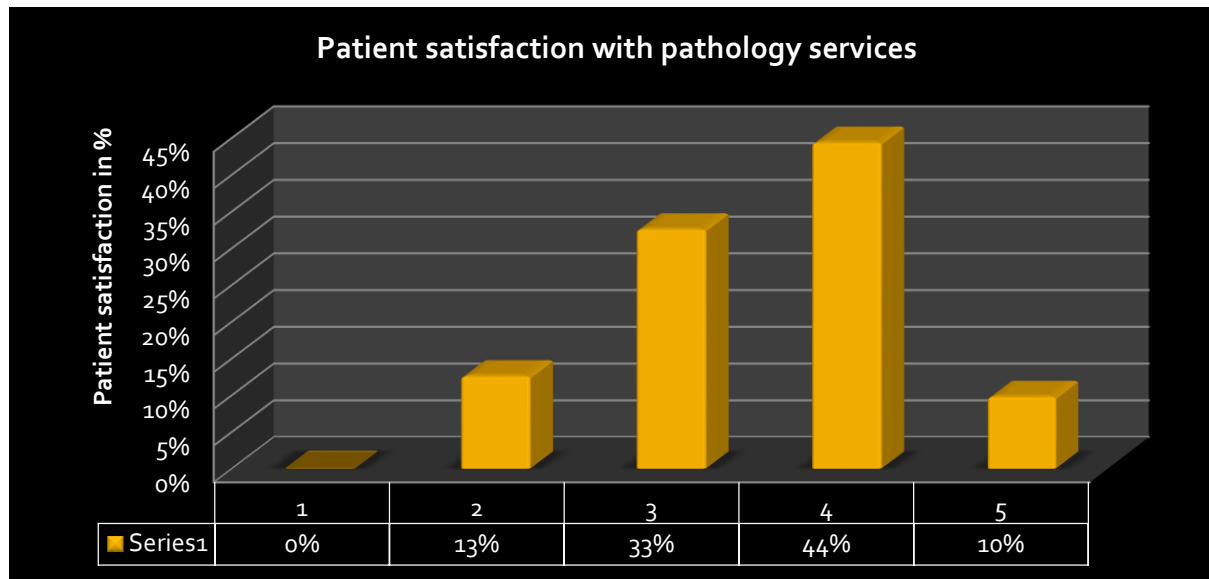
6.Level of patient satisfaction with Radiology services:



1	Very dissatisfied	0%
2	Somewhat dissatisfied	2%
3	Neutral	29%
4	Somewhat satisfied	39%
5	Very satisfied	29%

- Reasons for dissatisfaction:
- Long waiting time at the radiology department
- Not enough sitting area
- No television available in the waiting area

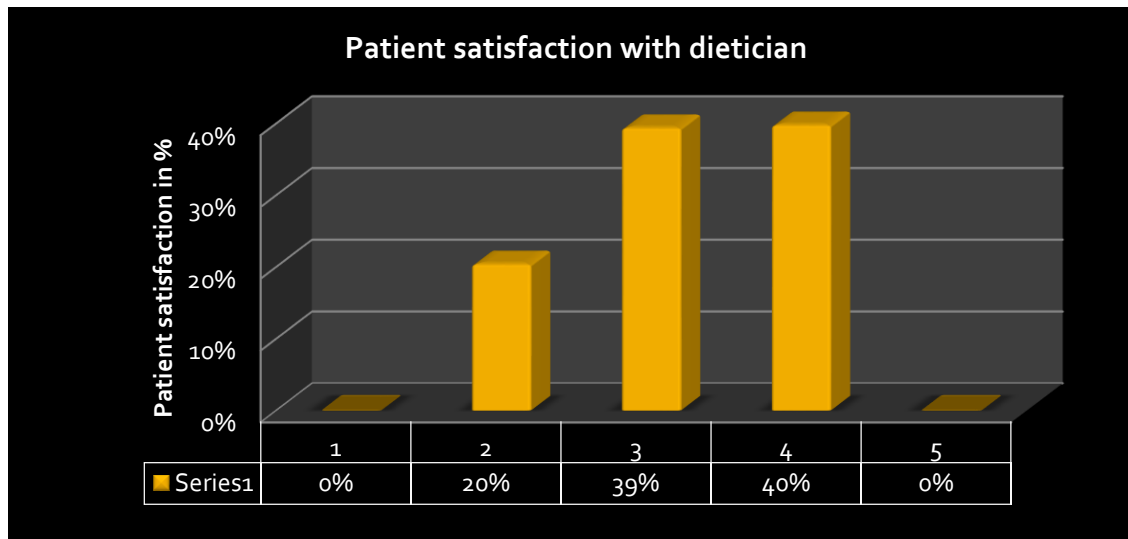
7. Level of patient satisfaction with Pathology services



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

- Reasons for dissatisfaction:
- Long waiting hours
- Appointment of new technicians
- Rude behavior of the staff towards the patient/attendant
- Not enough sitting area for the attendants

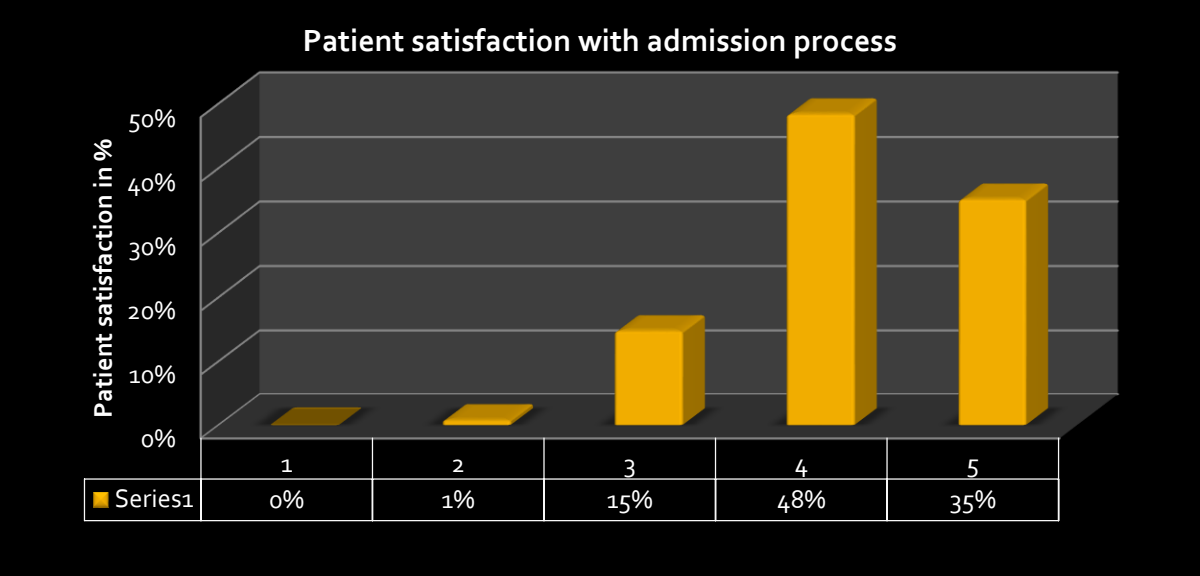
8. Level of patient satisfaction with Dietician Consultation



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

- Reasons for dissatisfaction:
- Consultation not taken in depth for each patient
- Rude behavior of the dietician
- Diet chart not explained at length

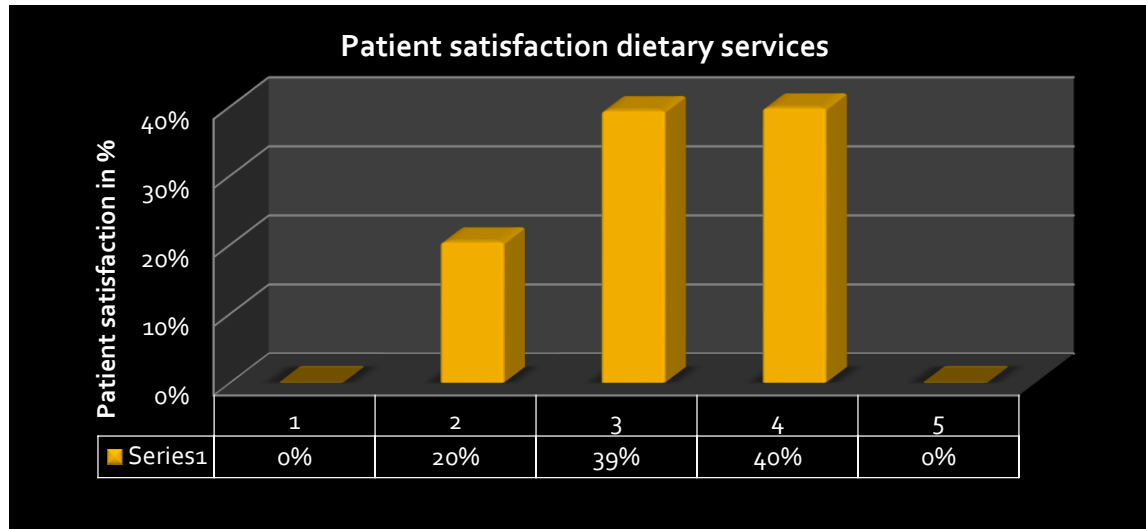
9. Level of patient satisfaction with Hospital admission process



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

- Reasons for dissatisfaction:
- Long waiting hours as priority patients admitted first
- Shortage of staff
- Giving estimate to TPA/Credit patients
- Priority patients(like Emergency/Vulnerable)
- Admissions of patients in the ER (LGF)
- Attending to patient/doctor queries

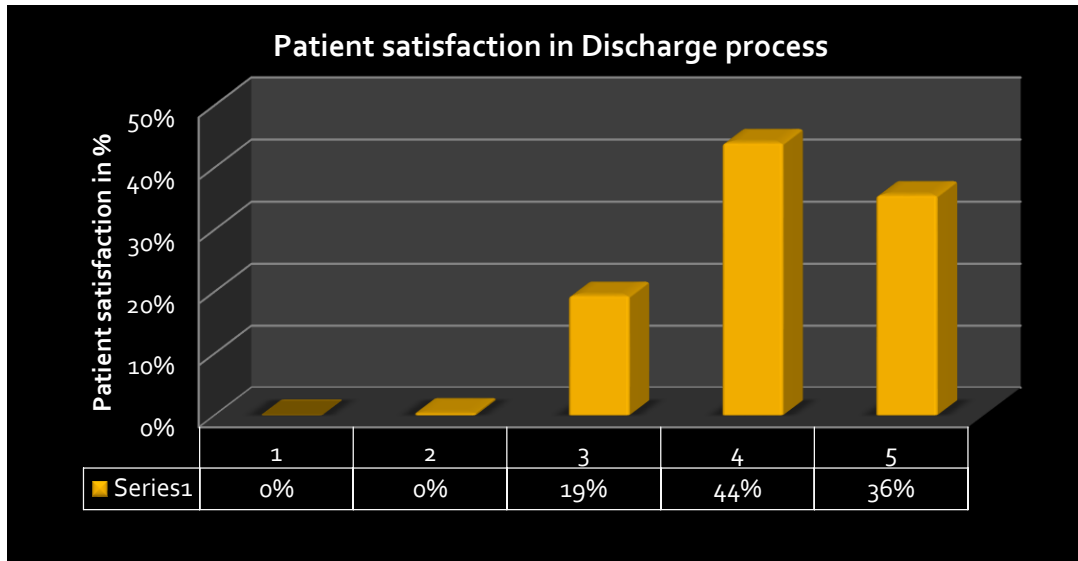
10. Level of patient satisfaction with Dietary services



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

- Reasons for dissatisfaction:
- Food not delivered on time
- Quality of food served is not satisfactory
- Attitude of the staff who delivers the food and serves the food

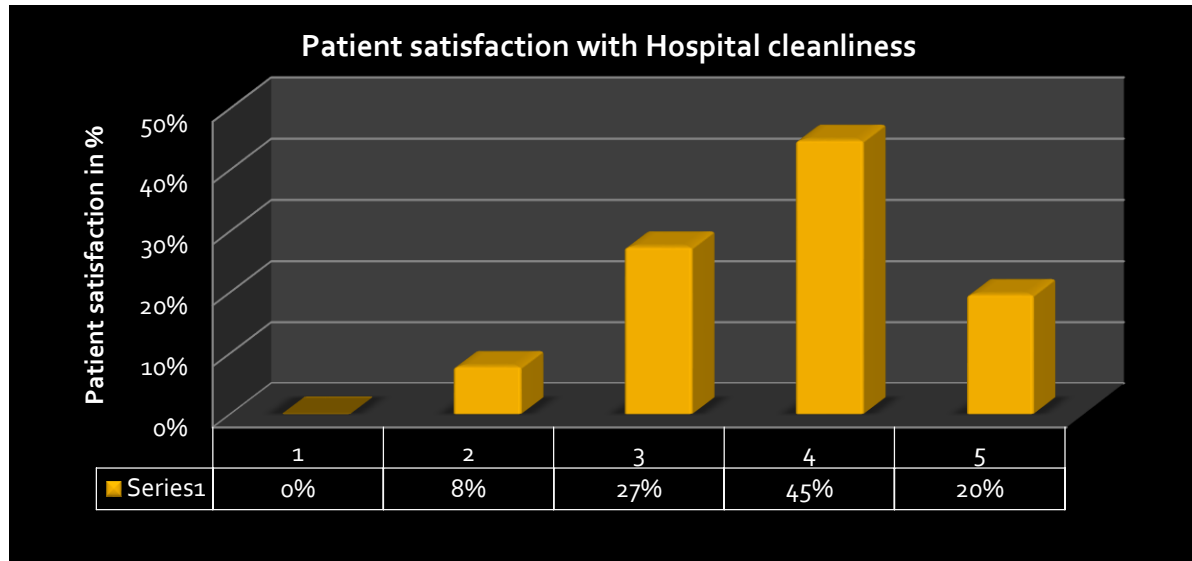
11. Level of patient satisfaction with Discharge process



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

- Reasons for dissatisfaction:
- Long waiting time due approval from the insurance company
- Discharge process not started timely as its done manually
- Tentative time of discharge not communicated to the patient/attendant

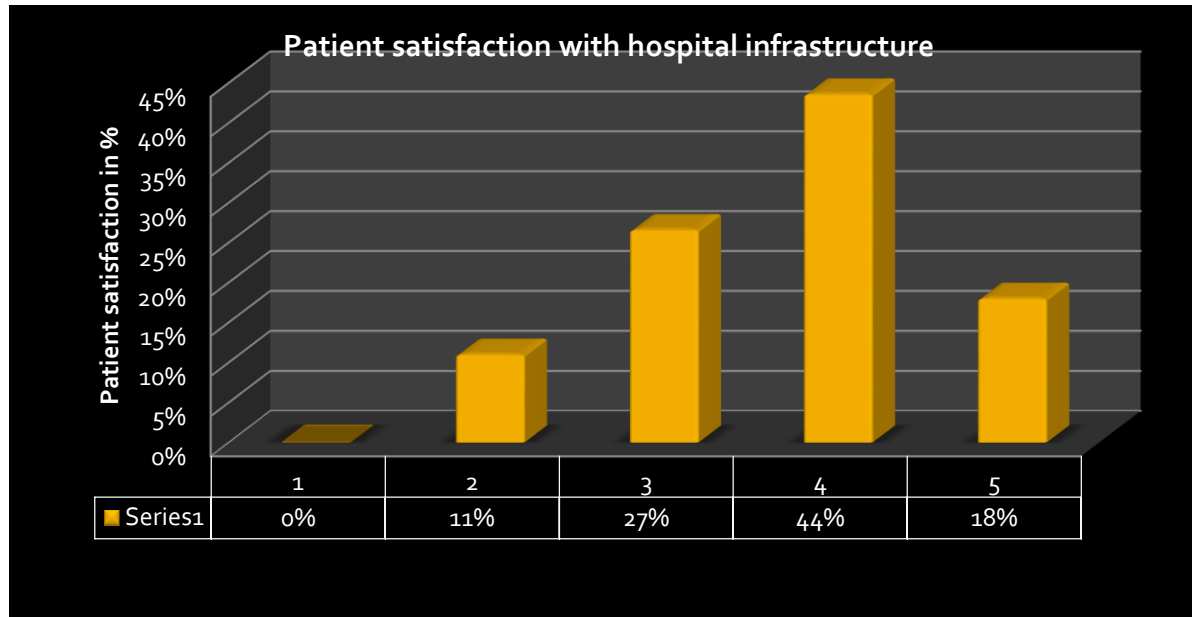
12. Level of patient satisfaction with Hospital cleanliness



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

- Reasons for dissatisfaction:
- Lack of manpower
- Lack of dustbins
- Hospital toilets not cleaned on regular basis

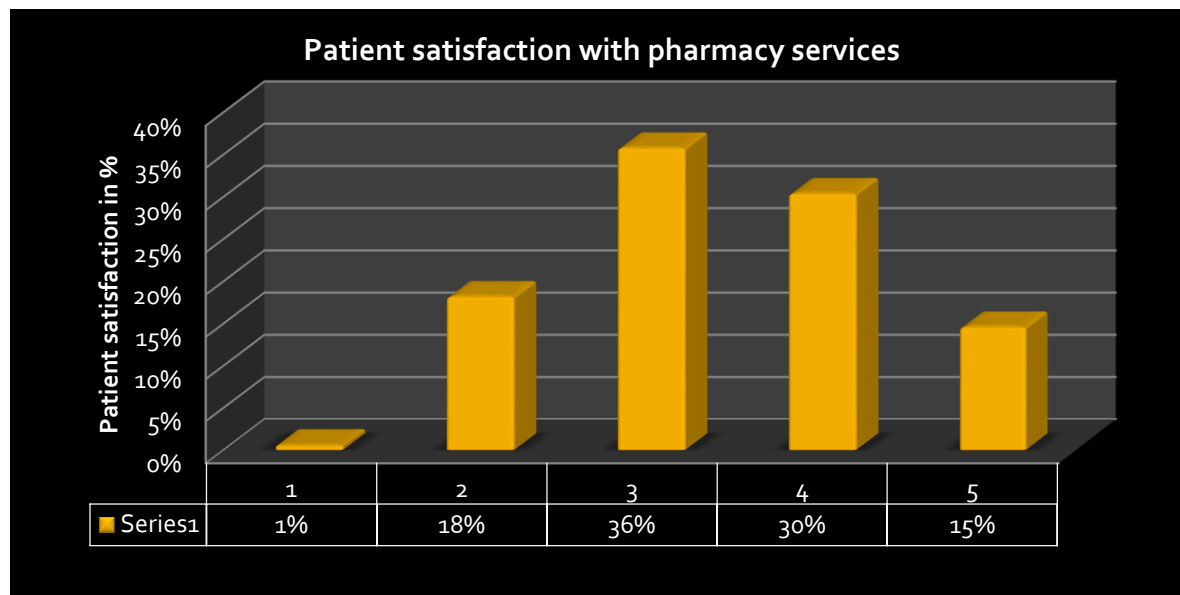
13. Level of patient satisfaction with the hospital infrastructure



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

- Reasons for dissatisfaction:
- Slippery flooring
- Maintenance of the hospital infrastructure
- Lack of signage's and floor markings
- Water seepage in some wards

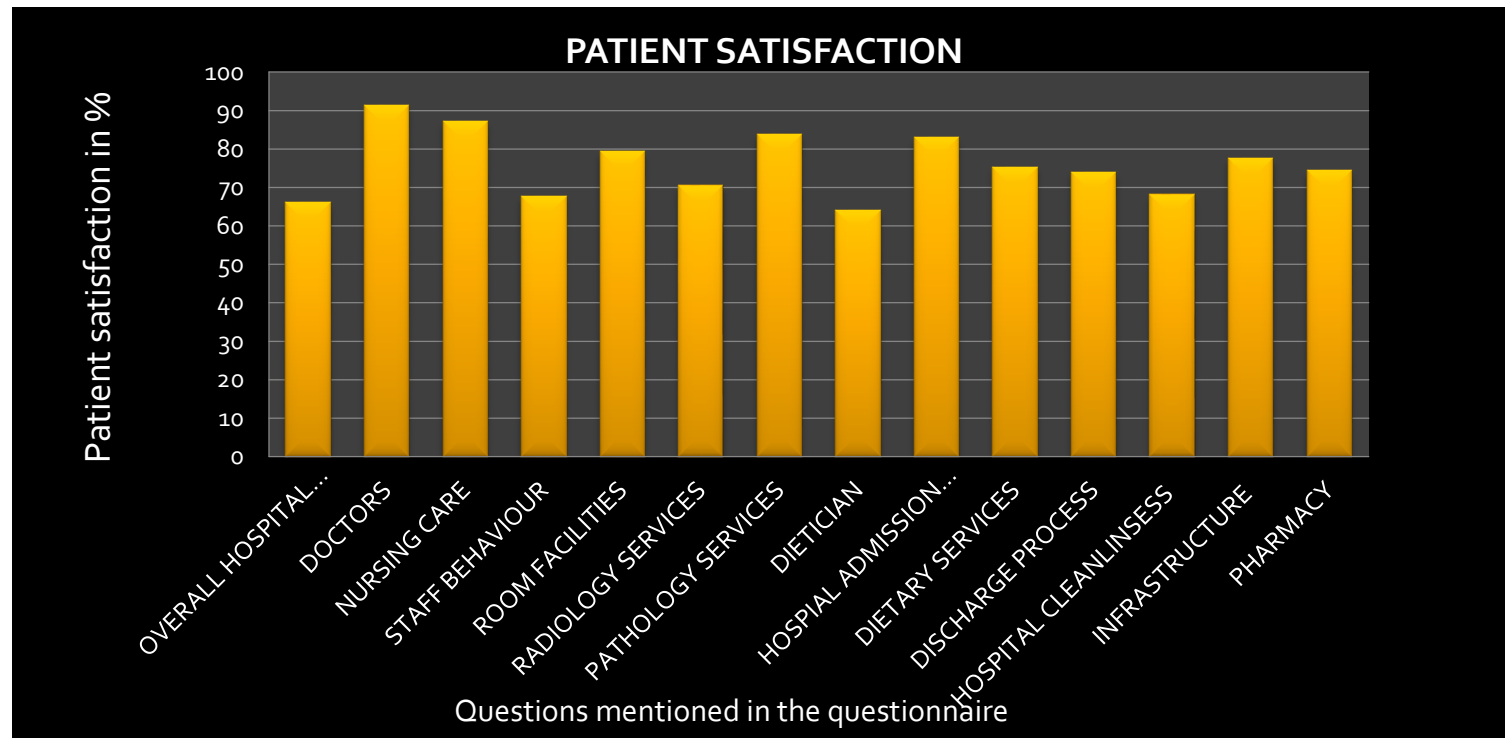
14. Level of patient satisfaction with Pharmacy services



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

- Reasons for dissatisfaction:
- Unavailability of medicines
- Long waiting time in the pharmacy
- Lack of trained staff
- Lack of knowledge of the pharmacists

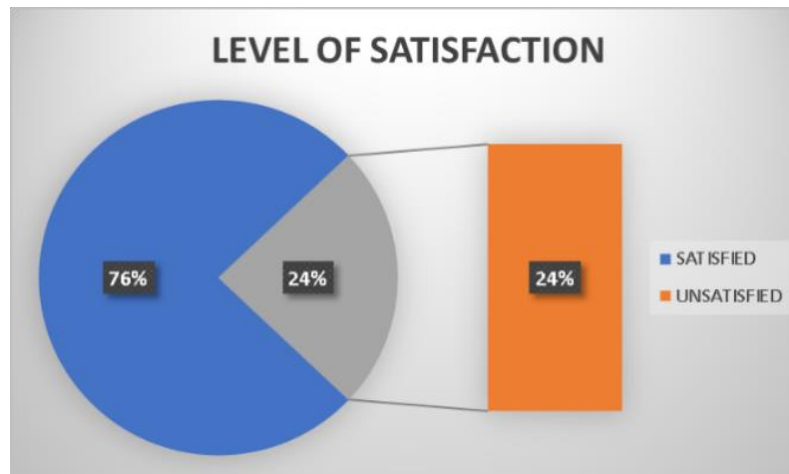
15. Total patient satisfaction for each question mentioned in the questionnaire:



- 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.

Conclusion:

Graph 16: Total patient satisfaction in the IPD



- 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.

Recommendations:

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