



INPATIENT SATISFACTION: A STUDY OF TERTIARY CARE HOSPITAL

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INTRODUCTION

- In the health care industry, the word ‘satisfaction’ can be defined in numerous numbers of ways as it is the combination of past experience , expectation , understanding , social and emotional status of the person and plays a very major role as the outcome of the services solely depends on satisfaction i.e. the revenue.
 - Each and every time when the patient enters in the hospital comes with a different mindset which can be related with the cost, quality , availability , time , reputation. The main mindset of the patient while coming into the hospital is to get the best medical care get cured but despite getting only the best medical care there are thousands of other factors that affects the satisfaction of the patient.
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- Conducting patient satisfaction surveys in our practise can lead exceptional insight into how to improve quality, care and referral rates. When performed thoughtfully and with adequate follow up the results of these surveys can immediately affect the way-out practise does business. Satisfied customers are essential to our practice's continued success, no matter our practise size, speciality or locations.
 - The primary goal of the tertiary care hospital is to provide best possible health care to the patients. The modern era where it is the right of every patient to demand best possible care in hospitals, it is the duty of every staff member of the hospital to deliver his optimum efforts to the entire satisfaction of the patient and its assessment will give us an opportunity to find loopholes in our services for future ratification.
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RATIONALE OF THE STUDY

Patient, satisfaction is an important parameter in measuring the effectiveness of the services delivered so the main rationale of the study is to determine scope of improvement in the services provided to In-patients to compete in the competitive environment. Moreover, this study will give the decision makers an opportunity to improve the quality of care delivered by the hospital to the patients admitted .





RESEARCH QUESTIONS AND OBJECTIVES

Research question:

What is the level of satisfaction of IPD patients at Wockhardt hospital?

Objectives:

- To study the level of satisfaction of IPD patients.
 - To identify the areas with low satisfaction level.
 - To suggest measures for improvement of services leading to better patient satisfaction.
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METHODOLOGY

Study area – Inpatient department including all speciality (Neurology , Nephrology , Orthopaedics, Urology , General surgery , Cardiac , Spine care) , Wockhardt hospital.

Study design – Descriptive cross – sectional study.

Inclusion criteria – Patients admitted in IPD with length of stay of four days or more and including specialities.

Exclusion criteria – Patients who were not willing to participate and ICU patients was excluded.

Sample size –200 IPD patients (At the time of the study 663 patients were admitted and 10% of the population were taken whose length of stay were more than four days).

Sampling technique – Non – probability convenient sampling.

DATA COLLECTION TOOLS AND TECHNIQUES

Data collection procedure (tool) – The data was collected through a structured questionnaire from the patients admitted in the hospital after obtaining oral consent from the patient. All the questions in the questionnaire were closed ended except one and Likert scale were used.(5 very good , 4 good , 3 average , 2 poor , 1 very poor).

Data collection technique – Personal interview with the patients using structured questionnaire.

Data analysis plan – The data gathered through questionnaire was analysed using MS excel and findings were then tabulated in MS word



ITEMS OF THE QUESTIONNAIRE

Inpatient satisfaction : A study of tertiary care hospital was conducted among the 200 selected patients. The data was collected through the questionnaire from the patient admitted in the wards.

The questionnaire contains the questions about the admission and billing process , doctors interaction , nurses interaction , diagnostic services , housekeeping and cleanliness , food services and the other basic amenities provided. The questions were given the same scale from very good to very poor to maintain the uniformity among the questions.



ANALYSIS AND INTERPRETATION

PSI of Dimension 1: Admission and Billing Process

Perception towards Admission and Billing process	PSI	Percentage
Counselling provided for admission	4.33	86.6
Time taken to complete the admission process	4.26	85.2
Time taken for discharge process	4.11	82.1
Courtesy and efficiency of the staff	4.33	86.6
Clarification about the cost of treatment	4.34	86.7
Overall Score	4.27	85.4

Table1: Perception towards the Admission and the Billing process.

PSI of Dimension 2: Doctors Interaction

Perception towards Doctors Interaction	PSI	Percentage
Explanation provided about the health condition and line of treatment	4.54	90.7
Care provided in terms time spent, question answered regular visit by the doctor	4.54	90.7
Confidentiality maintained by the doctor while examining and explaining the treatment	4.53	90.7
Follow up instruction provided by the doctor during discharge	4.53	90.7
Overall Score	4.57	90.7

Table2: Perception towards the Doctors Interaction

PSI of Dimension 3: Nurses Interaction

Perception towards Nurses Interaction	PSI	Percentage
Care provided in terms of response to the call answering questions and treatment provided	4.49	89.8
Courtesy shown by the nursing staff	4.46	89.1
Availability of the nursing staff	4.45	89.0
Confidentiality maintained by the nurses and medication provided on time	4.49	89.8
Follow up instruction provided by the nurses during discharge	4.49	89.7
Overall Score	4.48	89.5

Table3: Perception towards the Nurses Interaction

PSI of Dimension 4: Diagnostic procedures

Perception towards Diagnostic Procedures	PSI	Percentage
Explanation about the procedure by the technician	4.45	88.9
Courtesy shown by the technician	4.45	89.0
Timeliness of the procedure	4.47	89.3
Time taken for Emergency procedures	4.34	86.8
Availability of reports on time	4.34	86.8
Overall Score	4.41	88.2

Table4: Perception towards the Diagnostic Procedures

PSI of Dimension 5: Housekeeping and Cleanliness

Perception towards housekeeping and cleanliness	Rating	Percentage
Cleanliness of the rooms and toilets	4.16	83
Cleanliness of the linen provided (clothes, bedsheets, pillow cover, blanket)	4.17	83.4
Courtesy shown by the housekeeping staff	4.20	83.9
Availability of the staff	4.19	83.8
Overall Score	4.18	83.6

Table5: Perception towards the Housekeeping and cleanliness

PSI of Dimension 6: Food Services

Perception towards Food services	PSI	Percentage
Timeliness of the food services	4.33	86.6
Taste of the food provided	4.38	87.6
Overall Score	4.33	86.4

Table6: Perception towards the food services

PSI of Dimension 7: Amenities Provided

Perception towards the amenities provided	PSI	Percentage
Air-conditioning, television, water facilities, parking facilities and ambience.	4.32	86.3
Services for the attendants	4.37	87.3
Overall Score	4.34	86.8

Table7: Perception towards the amenities provided

OVERALL IPD SATISFACTION SCORE

The below table depicts the score received by the admission and billing process (4.27), doctor's interaction (4.53) , nursing care (4.46) , diagnostic (4.40) , housekeeping (4.17) , food services (4.35) , amenities provided (4.33). According to the analysed result the major dissatisfier is the housekeeping and cleanliness and the admission & the billing process. Although the overall satisfaction level is 4.36.

Overall Result	PSI	Percentage
Perception towards Admission and Billing process	4.27	85.4
Perception towards Doctors Interaction	4.54	90.7
Perception towards Nursing care	4.48	89.5
Perception towards Diagnostic	4.41	88.2
Perception towards Housekeeping and Cleanliness	4.18	83.6
Perception towards Food services	4.36	87.1
Perception towards Amenities provided	4.34	86.8
Overall Score	4.37	87.3

Table8: Overall Score of the various parameters of IPD

SUGGESTIONS

- **Admission and Billing**

Separate customer care should be assigned for bed side discharge specially for cash patients , discharge summary must be prepared before 9 in the morning , regular training must be given to the billing staff .

- **Doctors**

Majority of the patients as 90% of the patients were satisfied with the doctors interaction but that 10% is the major dissatisfier. To reduce that there should be separate counselling room on each floor to maintain the confidentiality and training should be provided to the new generation doctors (RMO) for the soft skills.

- **Nurses**

Although majority of the patients are satisfied with the nursing staff but around 10% were not. In the night duty more, number of nurses staff is required and regular training to the staff to upgrade the clinical knowledge as few of them lacks.



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- **Housekeeping**

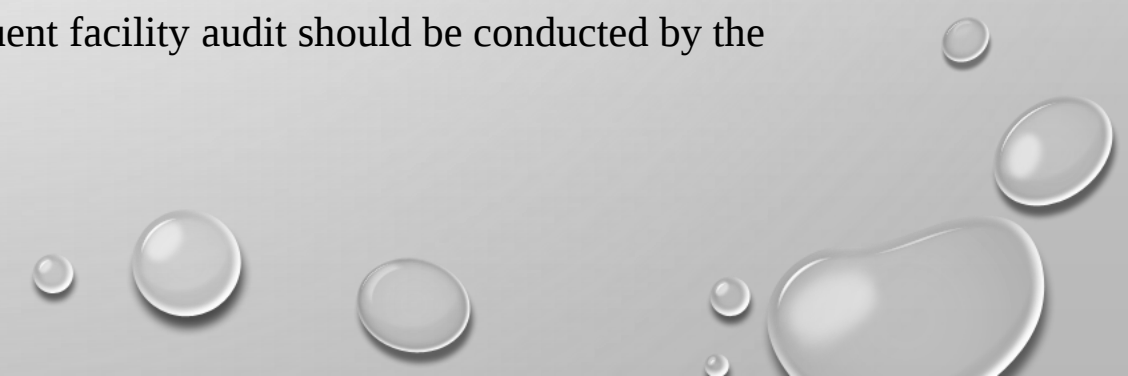
Pest control should be done thrice a week and according to the season .Separate staff must be assigned to clinical and non-clinical department to reduce the chances of cross infection regular training and surprise audit should be conducted by the housekeeping supervisor to check the cleanliness of the linen and the toilets.

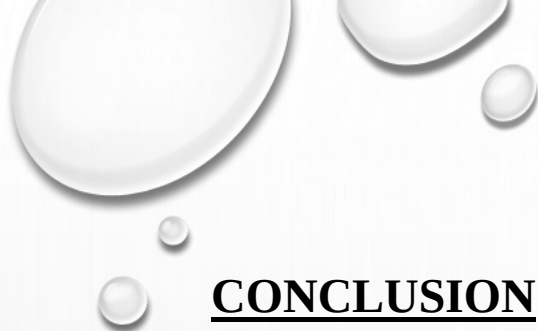
- **Dietic**

There were few complaints related to the delay in the lunch , evening tea and hotness of the food provided surprise audit should be conducted by the food and beverages head to check the delivery time of the food and a checklist should be there to note the time of the delivery and regular monitoring is required.

- **Maintenance**

Some of the AC and fans of few wards were not working properly. Frequent facility audit should be conducted by the maintenance department and daily rounds with the MDTR team.





CONCLUSION

- The study demonstrates that majority of the patients are satisfied with the services provided, satisfied with the visiting time of the doctor, time spent by the doctor, services provided by the nurse and the other staff. The study was carried out in the inpatient department through a structured questionnaire among the 200 patients. It is worthwhile to note that there is a need for improvement in the inpatient department and focus should be given to the discharge process, housekeeping staff and the dietic services . Thus the study states that Patient's satisfaction from healthcare decides the fate of healthcare providers and healthcare delivery system.
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THANK YOU