

TO STUDY PATIENT SATISFACTION OF THE INDOOR PATIENTS IN GASTROENTEROLOGY AND OUTDOOR PATIENTS IN DIALYSIS DEPARTMENT

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INTRODUCTION

- ▶ Patient satisfaction and quality of service is a multidimensional aspect. To improve quality of health services it is most important to obtain feedback from the consumer.
- ▶ In every aspect satisfaction depends mostly on the expectation. So, to measure quality of services in a hospital it is important to measure patients or patient party's expectation and perception and find out their knowledge so as to evaluate quality of services.
- ▶ Various dimensions of patient satisfaction have been identified, ranging from admission to discharge services, as well as from medical care to interpersonal communication.
- ▶ Well recognized criteria include responsiveness, communication, attitude, clinical skill, comforting skill, amenities, food services, etc.
- ▶ Patient satisfaction has become an important measurement for monitoring health care performance of health plans. Patient is the best judge since he accurately assesses and provides inputs which can help in the overall improvement of quality health care provision through the rectification of the system weaknesses by the concerned authorities.

AIM

The aim is to study the level of patient satisfaction to understand the emerging needs of the patient in terms of quality health care and to identify strategies that may help in increasing patient satisfaction scores and sustain patient loyalty on a long-term basis.

OBJECTIVES

- To study the level of patient satisfaction at the IPD gastroenterology and in OPD dialysis departments.
- To study the different factors affecting patient satisfaction
- To suggest measure for improvement of services leading to better patient satisfaction

METHODOLOGY

- ▶ **STUDY AREA** – In patient in gastroenterology and outpatient in dialysis departments in Medanta the Medicity Hospital
- ▶ **STUDY DESIGN** – Descriptive Cross sectional
- ▶ **STUDY PERIOD**- 11th February- 10th May 2019.
- ▶ **STUDY POPULATION** – Patients admitted in the In-patient gastroenterology Department and outdoor patient coming in dialysis department
- ▶ **SAMPLE SIZE** –200 patients from IPD and OPD
- ▶ **SAMPLING METHOD** – Non-probability convenience sampling
- ▶ **DATA COLLECTION** – Interview method

PARAMETERS ASSESSED

IPD (Gastroenterology)	OPD (Dialysis)
• Helpdesk/Registration/front office. • Accommodation • Facilities for attendants • Medical and nursing process • Discharge process • Other Facilities like: - Waiting area - Parking and security • Overall behavior	• Help desk/registration / front office • Medical/nursing/technician process • Other facilities: - Waiting area - Pharmacy department - Billing department - Parking and security • Overall behavior

Rating scale for responses (Likert scale)

4 = excellent

3 = good

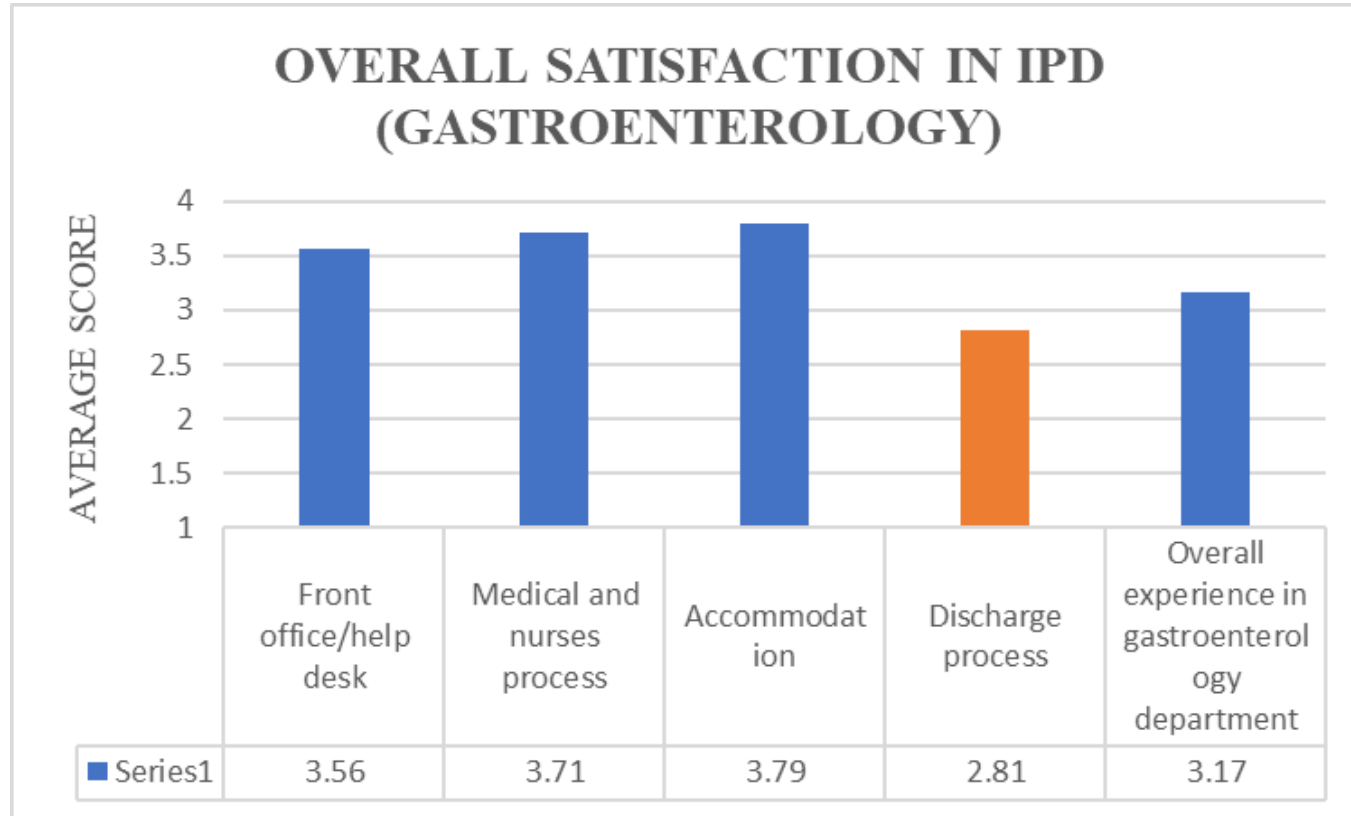
2 = average

1 = poor

0 = no response

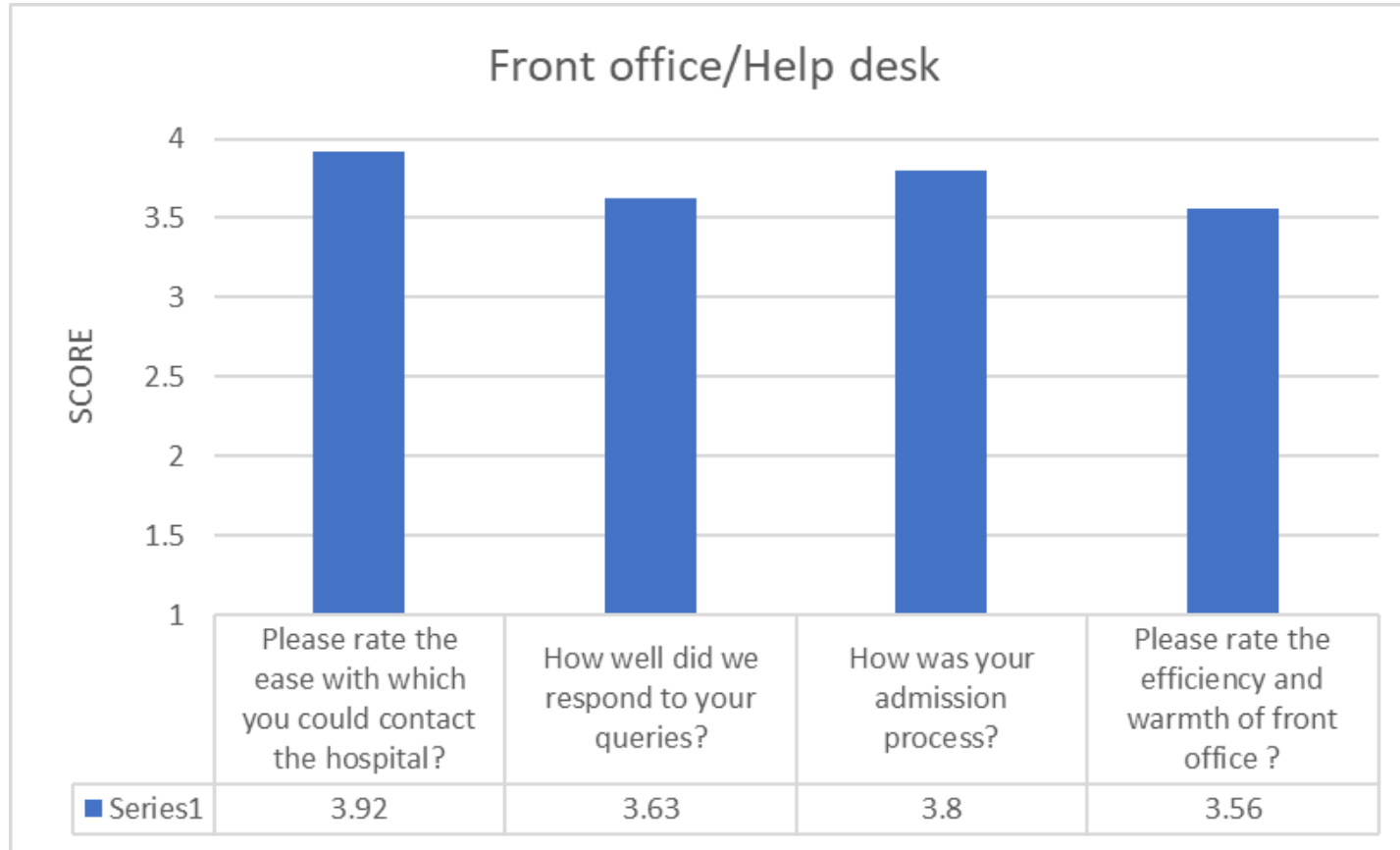
ANALYSIS:

Overall satisfaction in IPD (GASTROENTEROLOGY)



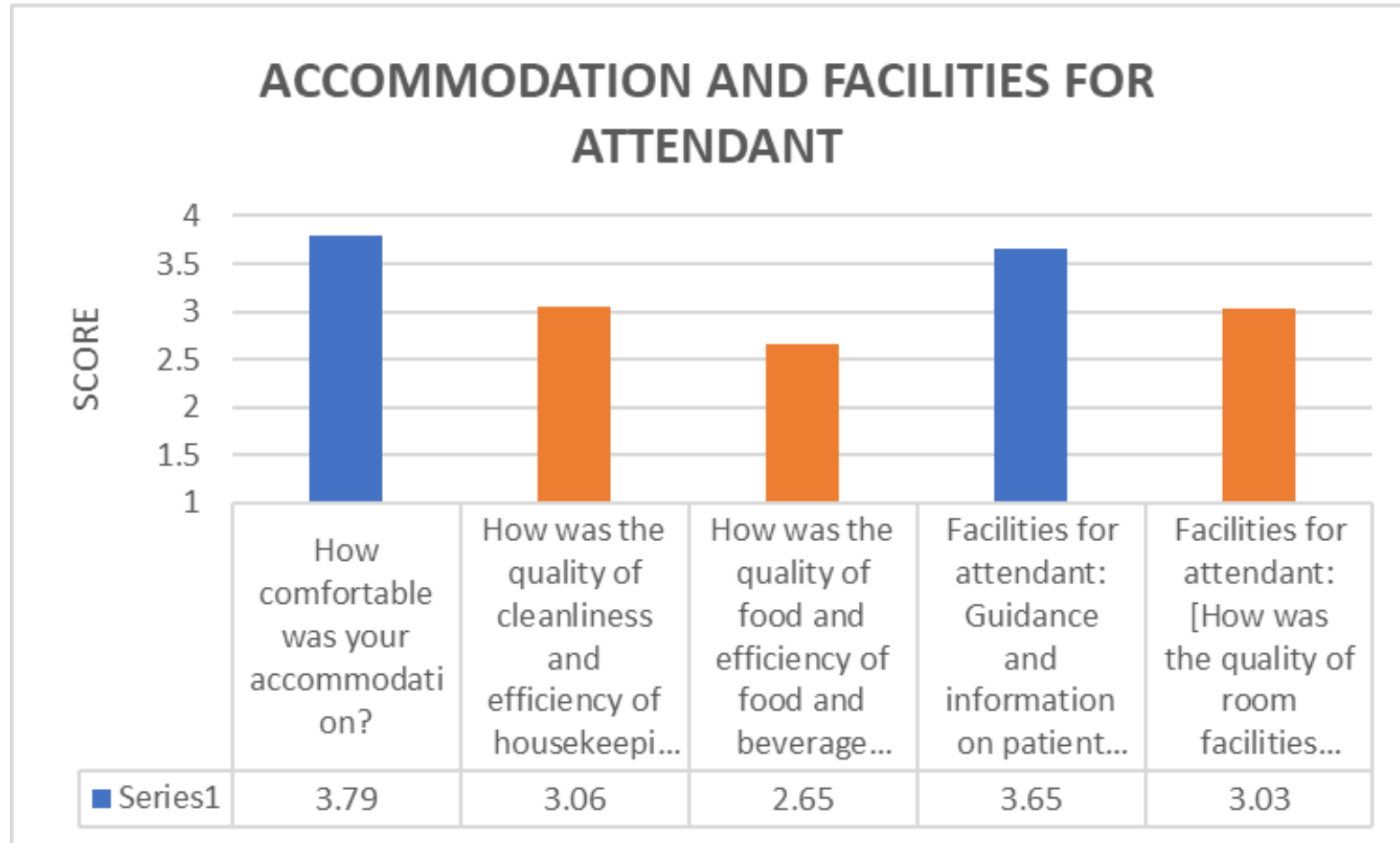
- Total sample size (n) : 100
- Satisfaction level is seen highest in accommodation with average score of 3.79 whereas discharge process got least score of 2.81

In specific areas of IPD gastroenterology are as follows:



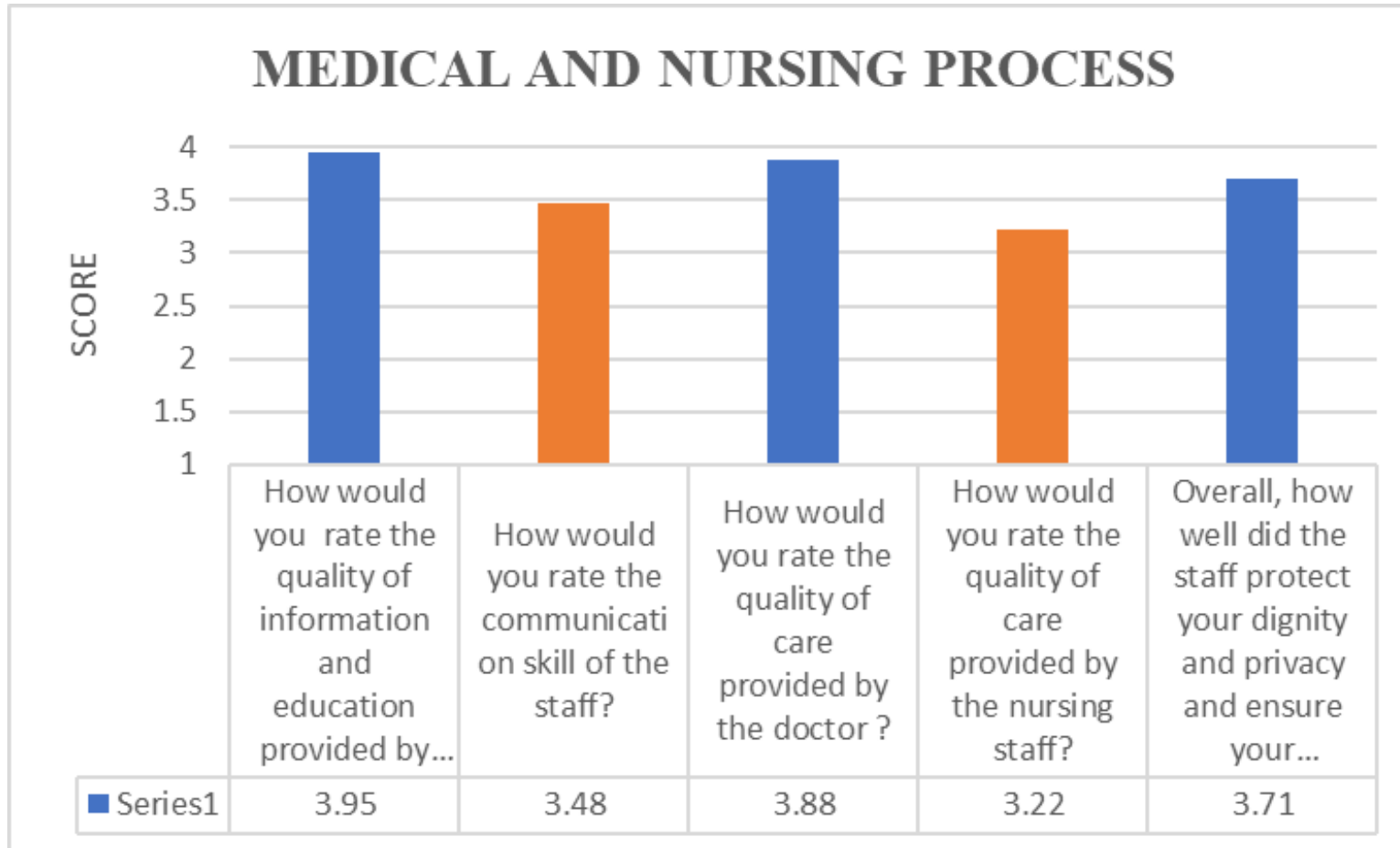
- Total sample size (n): 100
- This graph shows that patients are highly satisfied with the efficiency and warmth of front office department and the admission process with score of 3.56 and 3.8 respectively

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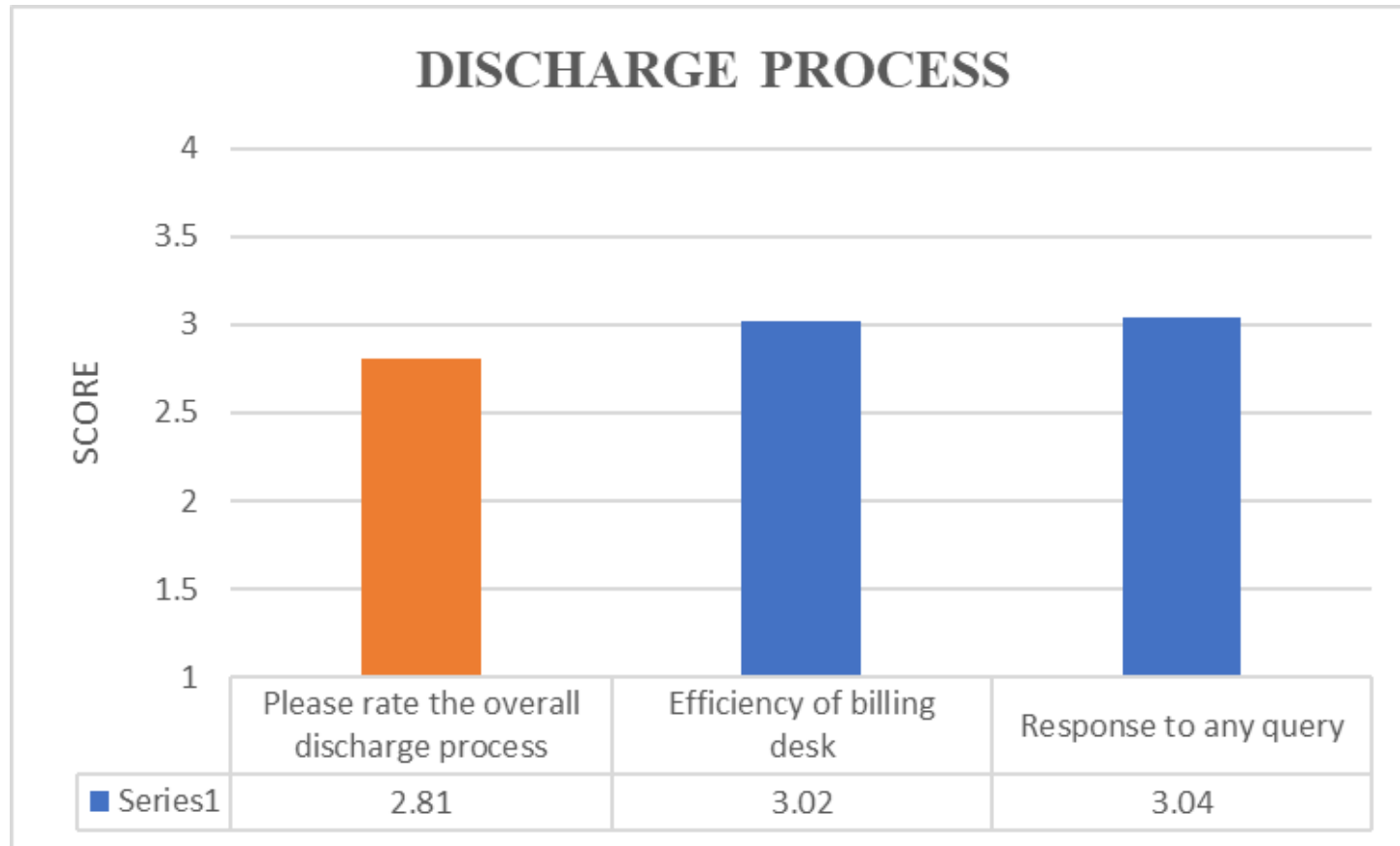
- Total sample size (n) : 100
- This graph shows that patients are satisfied with the accommodation with score of 3.79 but seemed bit unhappy with the quality of food and efficiency of food and beverage department with score of 2.65

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- Total sample size (n) : 100
- This graph shows that patient are highly satisfied with the quality of care provided by doctors with score of 3.88 whereas bit unhappy with communication skill of staff and quality of care provided by nursing staff with score of 3.48 and 3.22 respectively

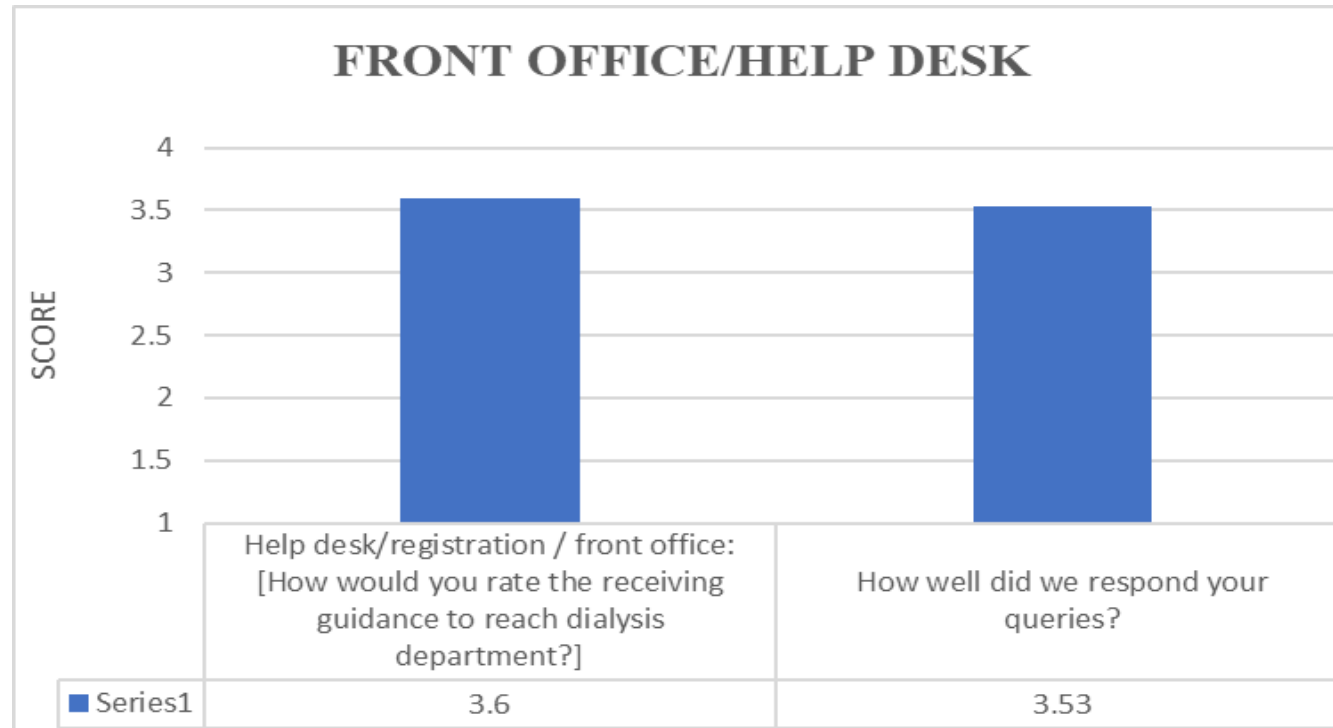
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- Total sample size (n) : 100
- This graph shows that patients are not satisfied with the discharge process with constant complaints of delay in discharge

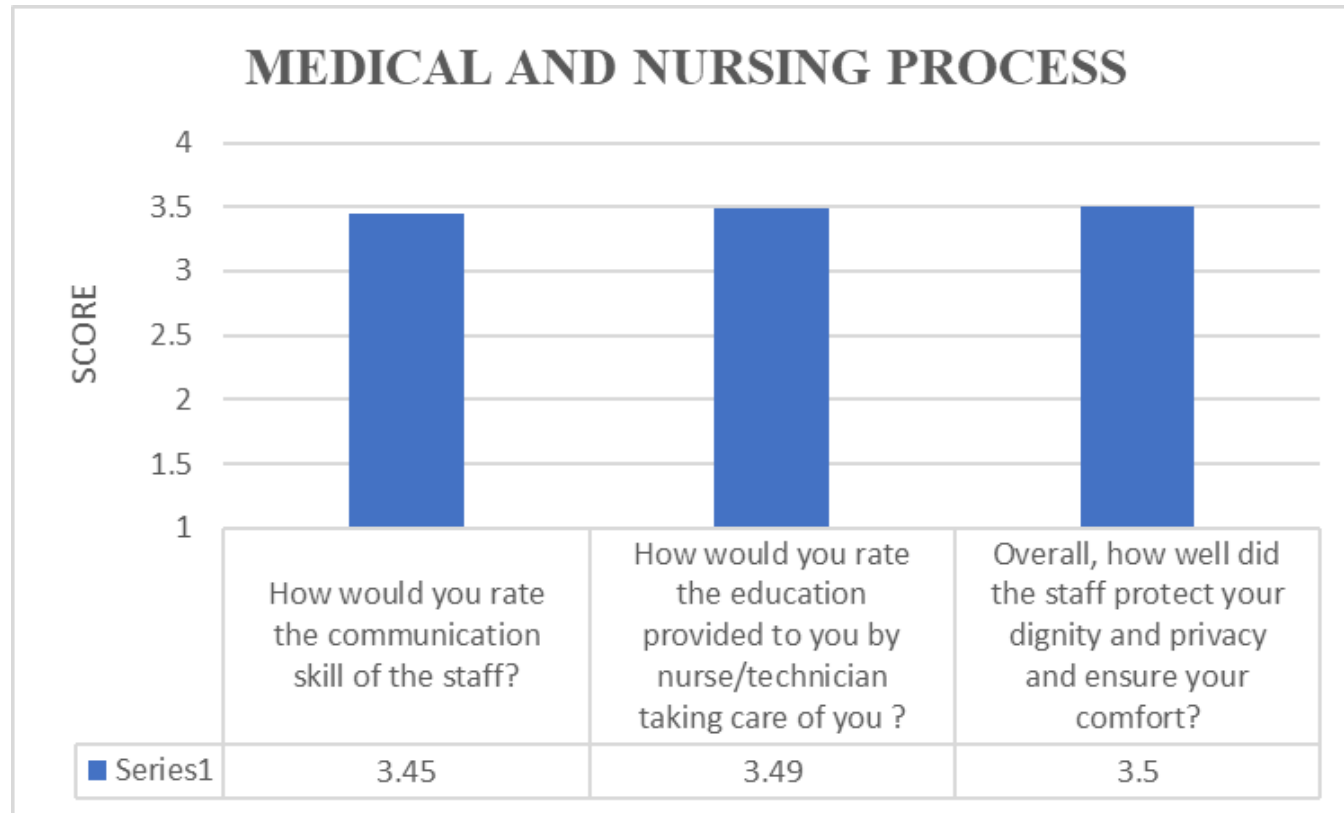
ANALYSIS:

In specific areas of OPD (DIALYSIS)



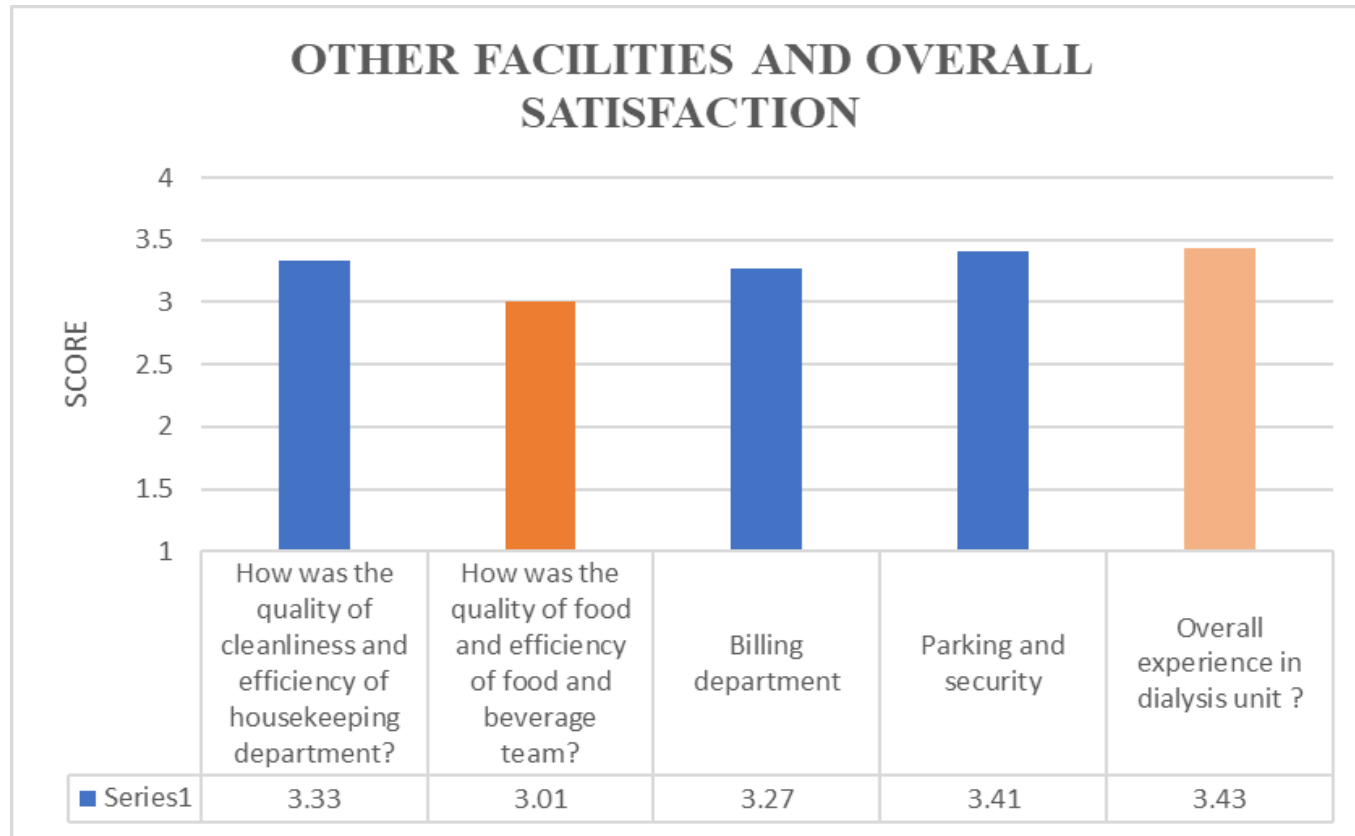
- Total sample size (n) : 100
- This graph shows that patients are satisfied with the front office department with score of 3.6

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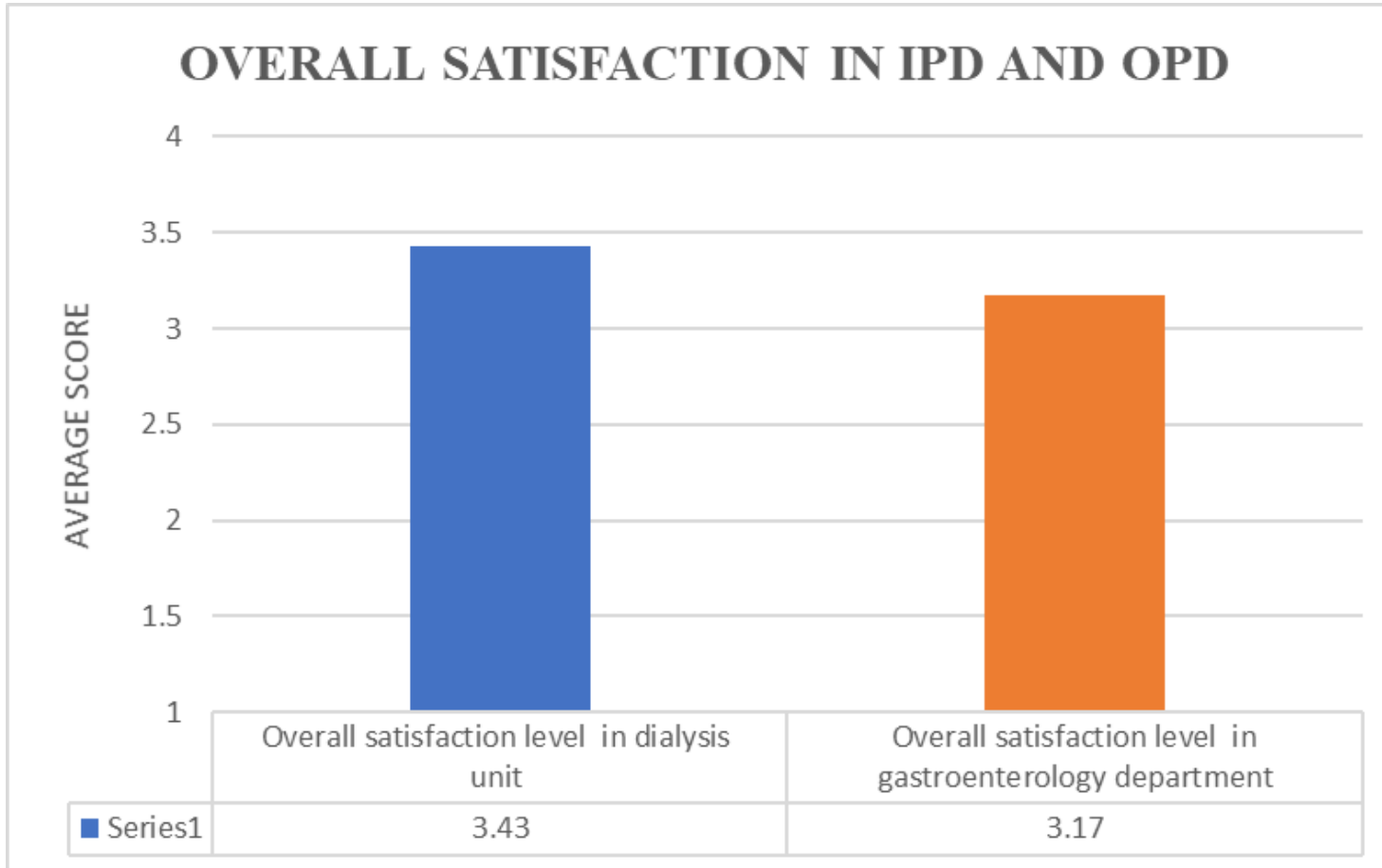


- Total sample size (n) : 100
- This graph shows that the patients are highly satisfied with the privacy and comfort with score of 3.5

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- Total sample size (n) : 100
- This graph shows that the patients are satisfied with the overall experience in dialysis unit with score of 3.43 but was bit unhappy with the quality of food with score of 2.82



- Total sample size (n): 200
- This graphs shows that patient satisfaction is more in OPD dialysis with average score of 3.43 as compare to IPD gastroenterology department.

FINDINGS

Satisfaction index for IPD Gastroenterology

First priority <3.09	Next priority 3.1-3.49	Maintained >=3.5
Discharge process	Nursing process	Front office and admission process
Food and beverage department	Communication skills	Quality of care and information provided by the doctors
Housekeeping department		Accommodation
Billing		Privacy and comfort
		Facilities for attendant

Satisfaction index for OPD Dialysis

First priority <3.09	Next priority 3.1-3.49	Maintained >=3.5
Food and beverage department	Nursing/technician process	Front office
	Housekeeping department	Privacy and comfort
	Billing department	

CONCLUSION

- ▶ From the project report it can be concluded that patient were more satisfied in dialysis department with the score of 3.42 as compare to gastroenterology department with score of 3.17.
- ▶ It was also seen that patients were dissatisfied with the services like discharge process, food and beverage department and housekeeping department in gastroenterology IPD and in dialysis department patients were dissatisfied with the nursing/technician process and food and beverage department.

SUGGESTIONS

- ▶ Discharge process has many complaints of delay it can be less time consuming by planning discharge one day prior so that draft of discharge summary can be prepared, extra medications can be refilled timely, can also be achieved by completion of early morning doctor rounds and confirming the discharge timely.
- ▶ Food and beverage department has also received many complaints in various aspects like quality of taste, delay in delivery, not cooked properly, not much options etc. it can be improved by taking rounds of every patient by dietician and discussing their diet prior and providing available options.
- ▶ Soft skill training to nurses should be given by head nurses in gastroenterology department for 2 days after every 6 months.
- ▶ Refresh training of house keeping staff after every 2 months intervals of time period regarding the patient concern and can also be improved by regular entry in checklist which shows at what time the toiletries were kept and cleaning of room is done.
- ▶ Training of new staffs in the dialysis department for proper handling of patients should be for 3 days at time of joining.



Thank you