

STUDY ON PATIENT SATISFACTION AND CHALLENGES FACED BY PATIENTS VISTING DR. AGARWAL'S EYE HOSPITAL, JAIPUR

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About Dr Agarwal's Eye Hospital, Jaipur

- Dr Agarwal's Eye Hospital was founded by Late Dr. Jaiveer Agarwal and his wife Dr Tahira Agarwal in Chennai, India in 1957.
- The group has been recognized as largest network of eye care centers in India and Africa over the last six decades.
- It is known for clinical innovations and unparalleled customer experience. In India, Dr Agarwal's Eye Hospitals are present in Tamil Nadu, West Bengal, Maharashtra, Madhya Pradesh and Rajasthan.

Various Eye Diseases:

- Some of the eye conditions which require treatment are:
- Cataract
- Glaucoma
- Diabetic Retinopathy
- Corneal Ulcer
- Macular Hole
- Retinal Detachment

Services offered

Services offered at Dr Agarwal's Eye Hospital, Jaipur are as follows:

- PDEK
- Glued IOL
- Cataract surgery
- Photorefractive Keratectomy
- Refractive surgery
- Anti VEGF Agents
- Dry Eyes

Background

- Patient satisfaction refers to a measure which determines whether a patient is happy with the health facilities that they have received from the healthcare provider. It is considered important as it can be used for measuring the quality in healthcare
- . It helps in giving timely, efficient, and patient- centered delivery of quality healthcare.
- This study involves measuring the level of satisfaction among patients visiting Dr Agarwal's Eye Hospital based on facilities given to them and to study about the challenges faced by patients while receiving patient care.

Objectives of the study:

- This study has been conducted to know about the following objectives:
- To know about the level of satisfaction in patients visiting Dr Agarwal's Eye Hospital.
- To gain knowledge about the functioning of the eye hospital.
- To find out the challenges faced by patients visiting Dr Agarwal's Eye Hospital.

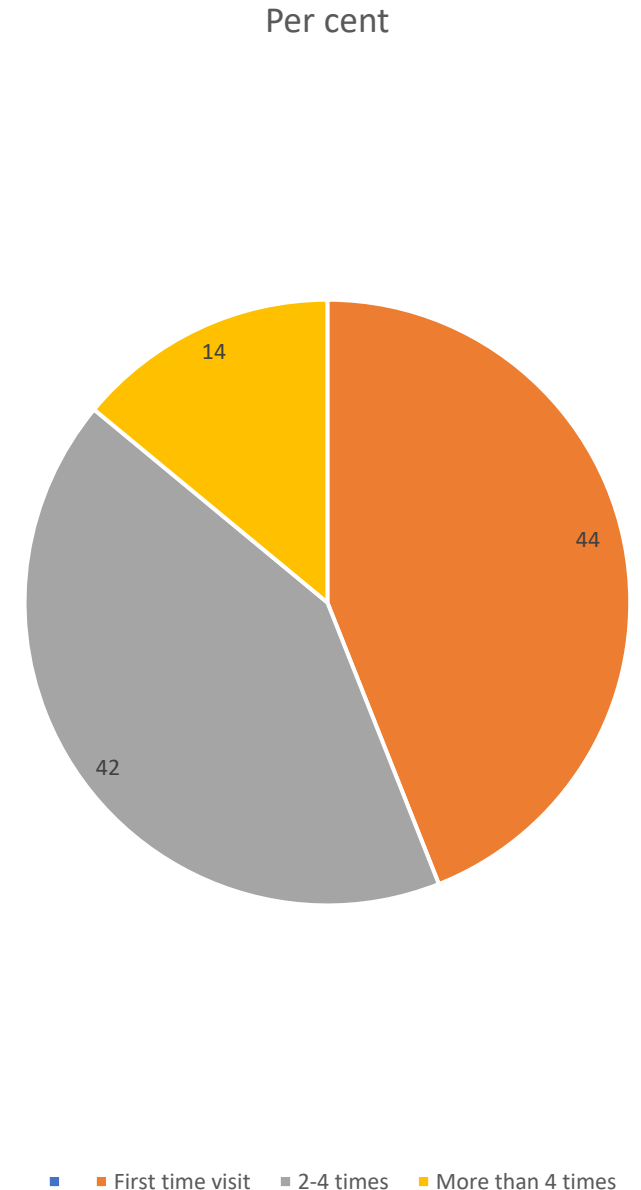


METHODOLOGY

- For the purpose of study, a self-administered questionnaire was used to access the satisfaction levels of patients and to get information about the complaints of the patients regarding any services, if any. The questionnaire also helped to know about the suggestions that the patients would like to give to the branch. Primary data was used for the purpose of research.
- A feedback form used by the branch was also referred for the purpose of attainment of patient satisfaction.
- Patients were also asked verbally about their experience at the branch and their suggestions.
- The survey was conducted for 50 Patients. The age group of participants was not taken into consideration as patients visiting the branch were of different age groups.
- An informed consent was taken from the patients before filling the feedback form.

Results

- Percentage distribution of patients on the basis of the number of visits at the branch
- It was found that 44% of the patients (22 patients) visited the branch for the first time. 42% of the patients had their visits between 2-4 times and 14% of the patients visited the branch more than 4 times



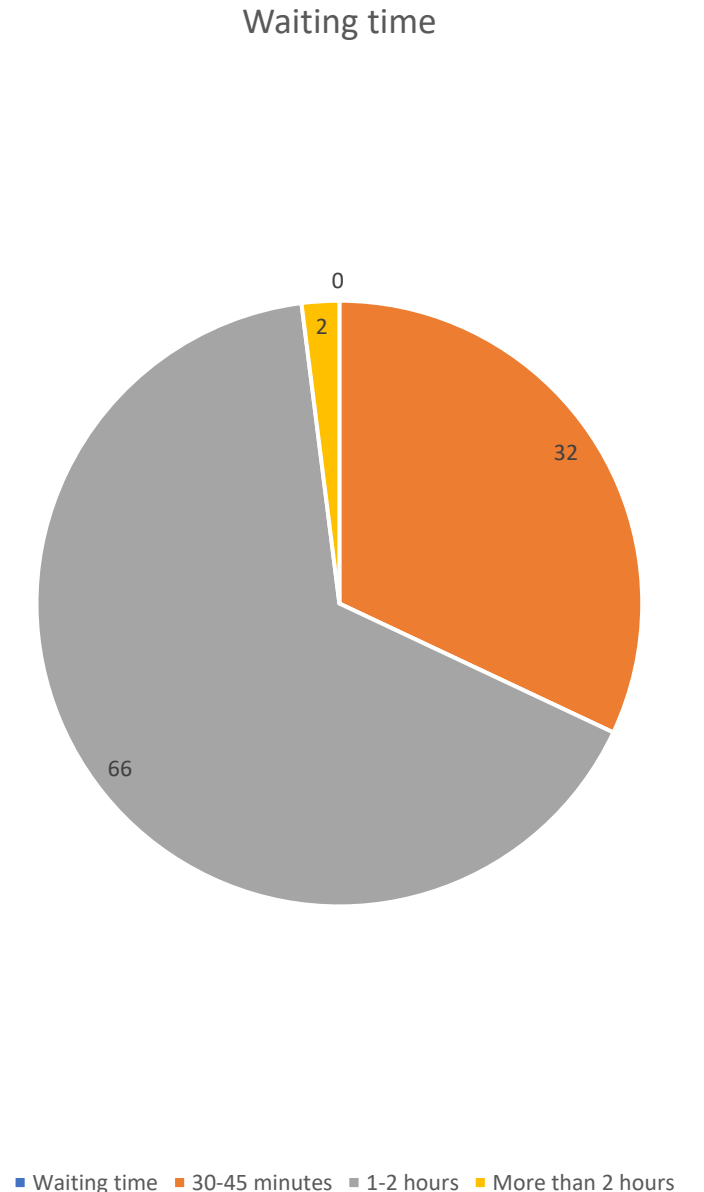
Name of department	Excellent	Good	Poor
Reception and registration	59.2	40.8	0
Doctor's service	77.1	22.9	0
Optometrist	66	34	0
Counselling	57.6	42.4	0
Optical	60.9	39.1	0
Pharmacy	50	50	0

- : Percentage distribution of patients on the basis of their experience at different departments

Service

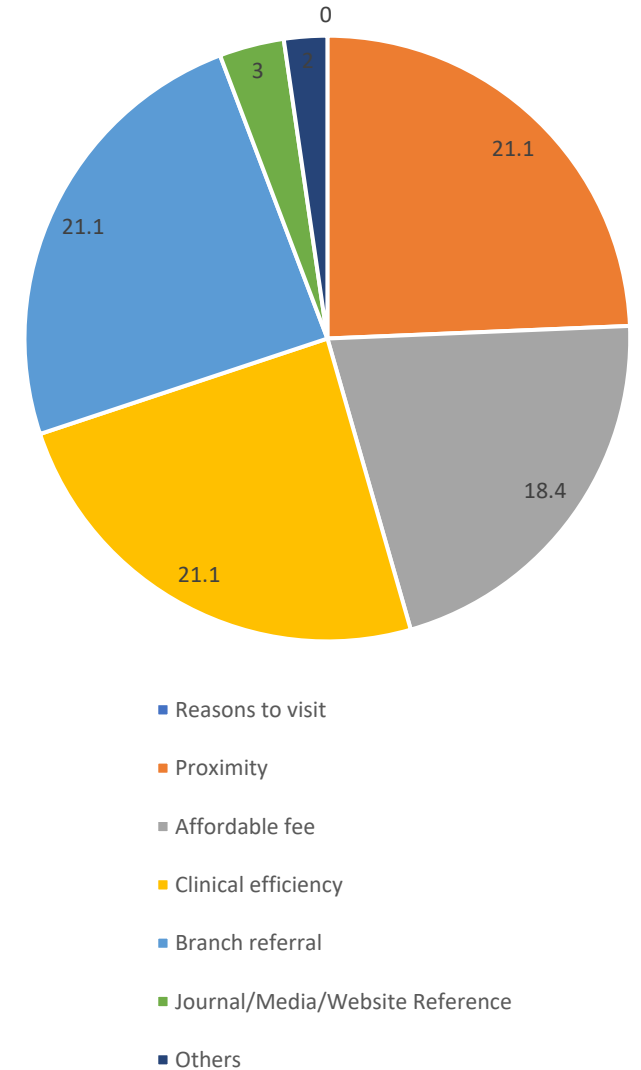
Waiting time

- : Percentage distribution of patients based on their waiting time
- Waiting time is considered as an important factor in determining patient satisfaction. It was found that majority of the patients had the waiting time of 1-2 hours. 32% of the patients had short waiting time of 30-45 minutes. Only 2% patients had waiting time of more than 2 hours



Reasons to visit

- Percentage distribution of patients based on their reasons to visit the branch
- Participants were also asked about the reasons of visiting the branch. It was found that majority of the patients visited the branch because of proximity, clinical efficiency, and branch referral. Affordable fee was also a reason for patient visit. Other reasons included reference from journal, media, and websites.



CONCLUSION

From the survey conducted, it is found that majorly all the patients are satisfied with all the services provided by Dr Agarwal's Eye Hospital, Jaipur

The purpose of the study was to determine whether the patients coming to the branch are satisfied with the services or not so that necessary improvements can be made.

All the services are considered excellent by majority of the patients. Some of the recommendations are to reduce the waiting time for patients and to improve the services at pharmacy department to avoid queues of patients while buying medicines.

It is important to have good patient satisfaction as a satisfied patient will recommend the hospital to other people which will be beneficial for the branch.