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DISSERTATION REPORT

"PATIENT SATISFACTION IN THE IPD OF RAMA MEDICAL COLLEGE HOSPITAL AND RESEARCH CENTER, KANPUR"

RAMA HOSPITAL
www.ramahospital.com

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IIHMR UNIVERSITY

Introduction

- Patient satisfaction is one of the important criteria in the hospital to assess the quality of the hospital, every hospital have aim to provide the quality of care to their patient.
- Healthcare managers play an important role in achieving the high quality in the hospital services and help in the implementation of Total Quality Management (TQM)and various techniques of quality improvement.
- Patient satisfaction is very subjective because it is the perception of the patient about the services they are provided in the stay of the hospital. The results of the patient satisfaction feedback help in both clinical and non-clinical department of the hospital.
- In the hospital, a patient interacts with number of department and factors associated with the departments are critical in assessing the patient satisfaction like, response of the staff, communication, behaviour, attitude, clinical skills, amenities, food services, parking facilities, and etc.
- Patient satisfaction involves the patient decisions in the achieving the benchmark standards of the hospital and also help in the increasing the footfall of the hospital.
- The measurement gives insights about the various aspects including the effectiveness of care and their level of empathy.

Research Question

1. What is the level of patient satisfaction admitted patients in IPD?
2. What are the factors affecting satisfaction level in IPD patients**?**
3. What are the ways to improve the satisfaction level in IPD?
4. Is the patient satisfaction help in enhancing the Quality of services?

Research Objective

Broad Objective: To identify the factors which influence the patient satisfaction among IPD patients in the hospital in some regions**.**

Specific Objective:

1. To assess the level of patient satisfaction in the IPD.
2. To identify the areas of improvement in the patient satisfaction among IPD.

Study Type: Descriptive study- Cross sectional.

Study Area: Rama Medical College Hospital and Research Center, Mandhana, Kanpur

Study period: 05 April - 19th June 2021

Study Type: Primary Study

Study Respondents: IPD Patients who responded to the structured Questionnaire using the Likert scale.

Sample Size: 103 Respondents
Occupancy of the bed in the hospital in non covid- area = 50% ~ 400 patients
95% CI and Margin of error=10% reaches to 78 or more sample size
Sample Method: Non- probability convenience sampling.

Data collection: Primary Data was collected from the respondents who were admitted in the IPD through structured questionnaires by 3 point Likert scale **"Good, Need change and Improvement and Bad".**

Study Area: Data Collected in the IPD area in these specialty (Orthopedics, Ophthalmology, Gynecology, Neurology, Casualty)

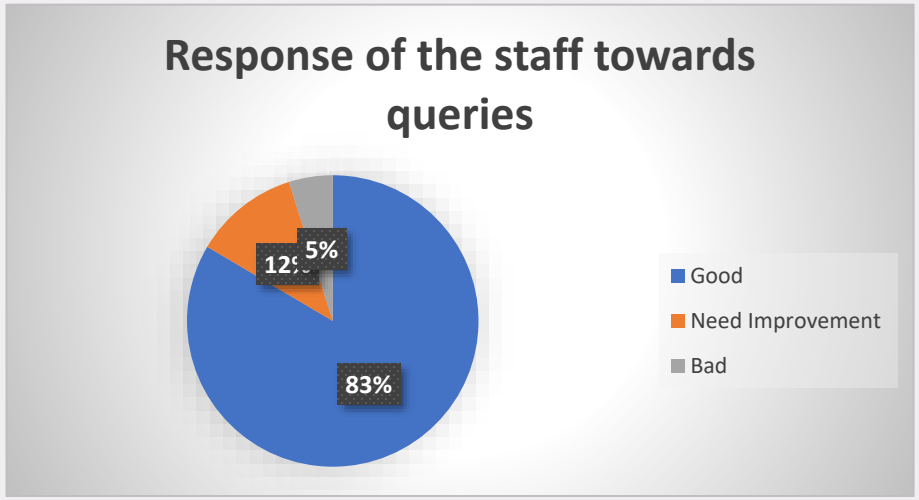
Data Analysis: Data Analysis was done by graphical representation of frequency distribution by Microsoft Excel. (Likert Scale) and Chi- Square Test by SPSS.
Data Visualization Tool: Microsoft Excel Graph

Inclusion Area: All the IPD areas where the patient are staying except those who are seriously ill.
Exclusion Criteria: All the ICUs (NICU, PICU, ICCU, HDU)

Hypothesis:
1. Null Hypothesis: There is no association between the gender and patient overall satisfaction in the hospital.
Alternate Hypothesis: There is association between the gender and patient overall satisfaction in the hospital.

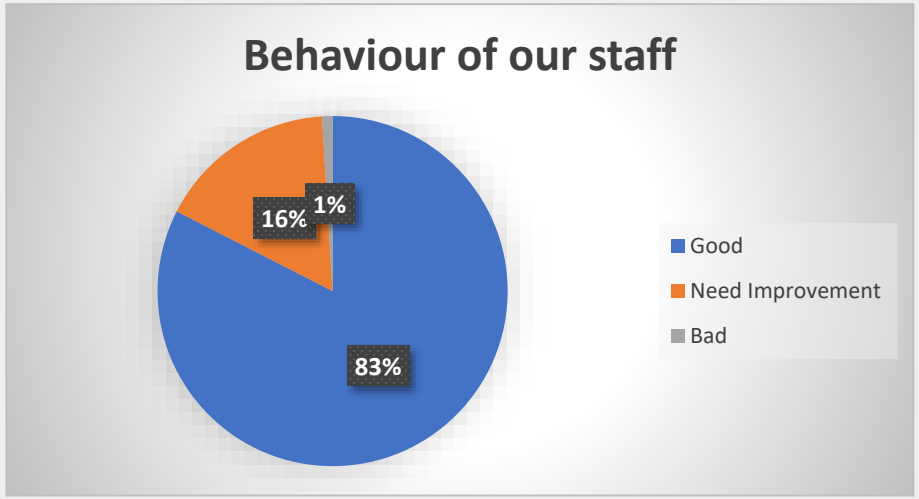
2. Null Hypothesis: There is no association between the age and patient overall satisfaction in the hospital.
Alternate Hypothesis: There is association between the age and patient overall satisfaction in the hospital.

Satisfaction of Patients Towards Admission Process

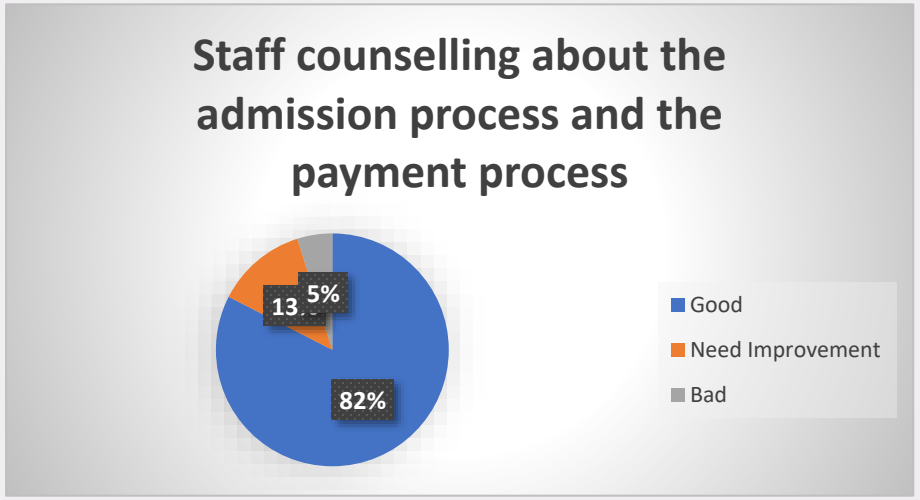


Graph- 1A: Response of the staff towards queries

Interpretation: Graph shows that patients are happy with the response behaviour of the reception,83 % said Good and 12% said Need Improvement and 5% said Bad.



Graph1.C): Behaviour of our staff



Graph 1.B): Staff counselling about the admission process and the payment process

Interpretation: Graph shows the satisfaction level of the patients at the time of counselling by the staff about admission process and the payment process, 82 % people said Good and 13% said Need Improvement and 5% said Bad.

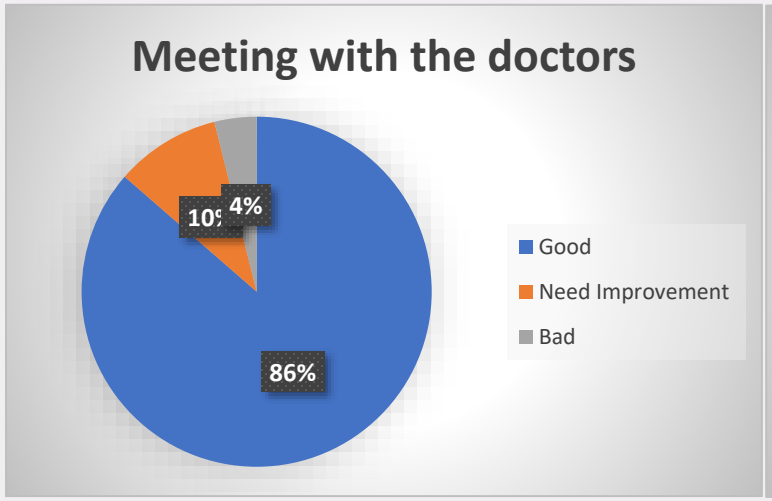
Analysis

Interpretation: Graph shows the satisfaction level of the patients for the behaviour of the staff towards their queries, 83% people said Good and 16% said Need Improvement and 1% said Bad

Reasons for Dissatisfaction: Non-availability of the staff, lack of knowledge of the staff, non-trained staff, Rude behaviour of staff, High work- load, and Lack of training in the staff.

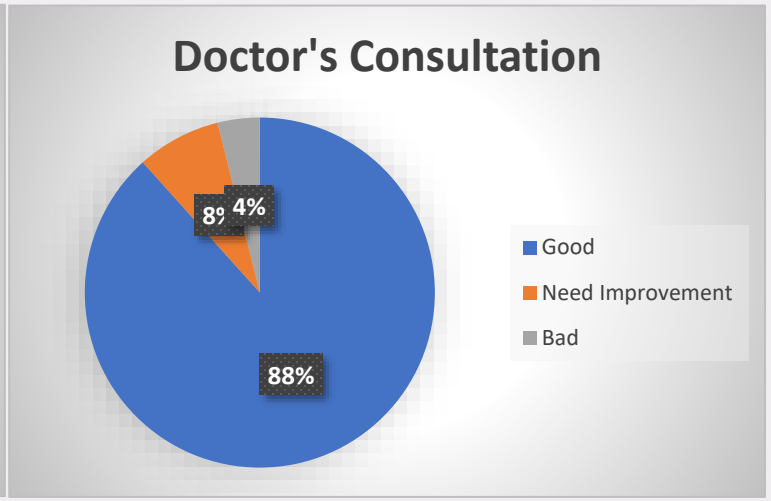
Satisfaction of Patients Towards Doctor's

Graph- 2A: Response of the staff towards queries

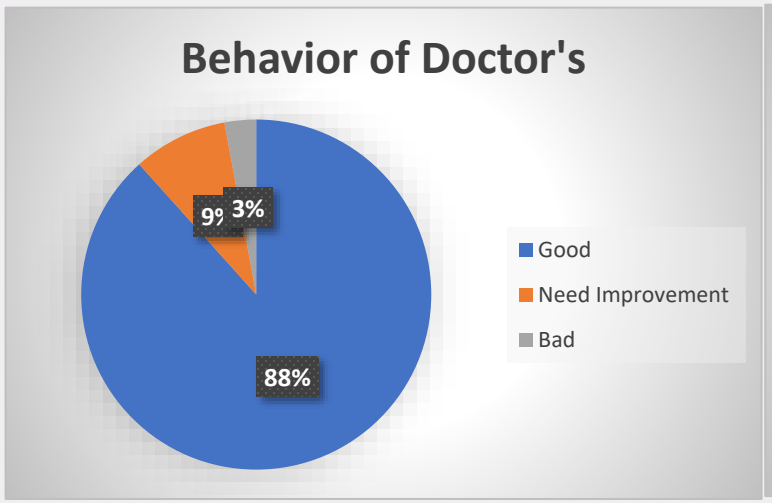


Interpretation: Graph shows the satisfaction level of the patients for meeting with the doctors, 86% people said Good and 10% said Need Improvement and 4% said Bad.

Graph 2B: Staff counselling about the admission process and the payment process

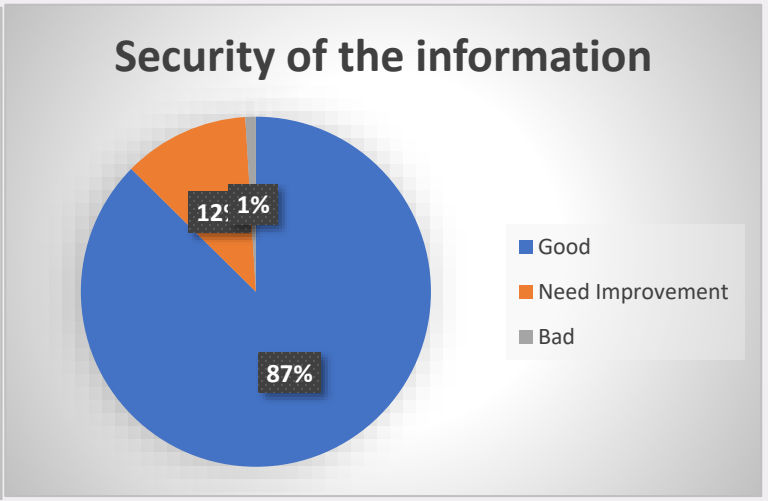


Interpretation: Graph shows the satisfaction level of the patients for doctors consultation/ interaction, 88% people said Good and 8% said Need Improvement and 4% said Bad.



Interpretation: Graph shows the satisfaction level of the patients for the behaviour of the doctors, 88% people said Good and 9% said Need Improvement and 3% said Bad

Graph2C: Behaviour of our staff



Graph2D: Security of the information

Interpretation: Graph shows the satisfaction level of the patients for the security of the information, 87% people said Good and 12% said Need Improvement and 1% said Bad.

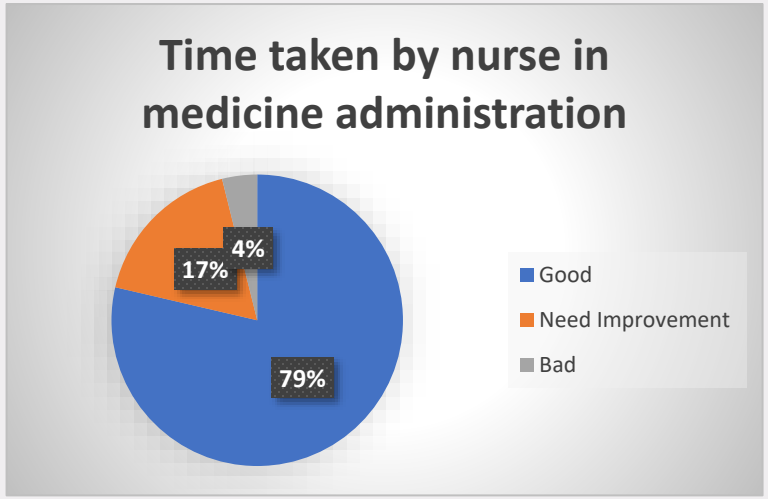
Analysis

Reasons for Dissatisfaction: Non-availability of the Doctors , lack of interaction, lack of communication between doctors and patient, Rude behaviour of doctor, High work- load, and non availability of additional room in the cabin.

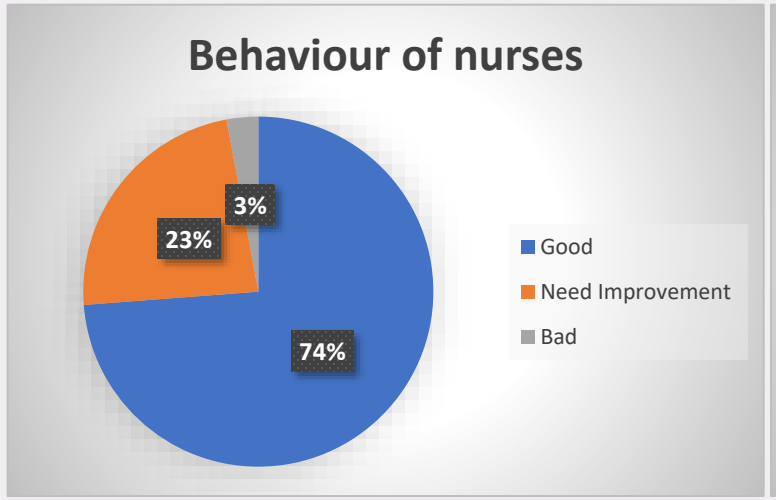
Satisfaction of Patients Towards Nurses

Interpretation: Graph shows the satisfaction level of the patients for the nurse took to give their medicine, 79% people said Good (2-5 min), 17% said Need Improvement (5-10 min) and 4% said Bad (>10 min).

Graph- 3A: Time taken by nurse in medicine administration



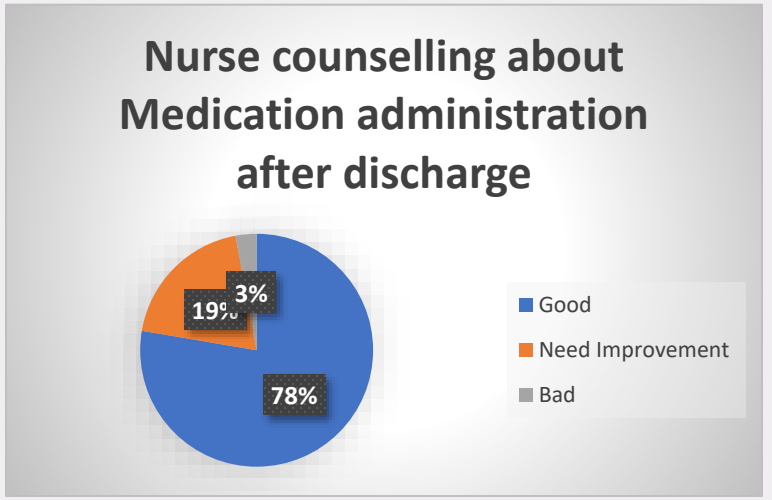
Interpretation: Graph shows the satisfaction level of the patients for the behaviour of the nurses, 74% people said Good and 23% said Need Improvement and 3% said Bad.



Graph3C: Behaviour of nurses

Graph 3B: Response of nurses

Interpretation: Graph shows the satisfaction level of the patients for the responsive behaviour of the nurse towards you queries, 78% people said are Good (2-5 min), 17% said Need Improvement (5-10 min), and 5% said Bad (>10 min).



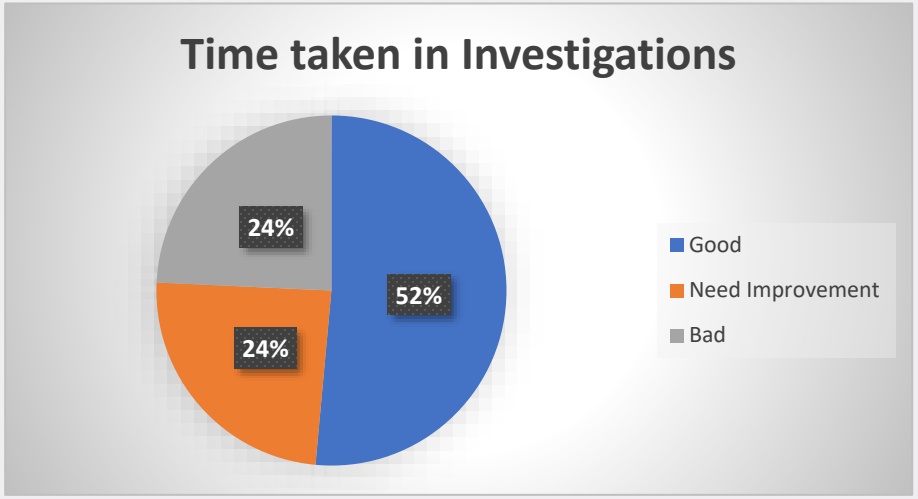
Graph1D: Nurse counselling

Interpretation: Graph shows the satisfaction level of the patients for the nurse counselling towards medicine administration after discharge, 78% people said Good and 19% said Need Improvement and 3% said Bad.

Analysis

Reasons for Dissatisfaction: High Patient Work- load, Bad Behaviour of nurses, Less trained staff, Improved knowledge of the staff, lack of communication, longer time taken by the staff .

Satisfaction of Patients Towards Investigation Process



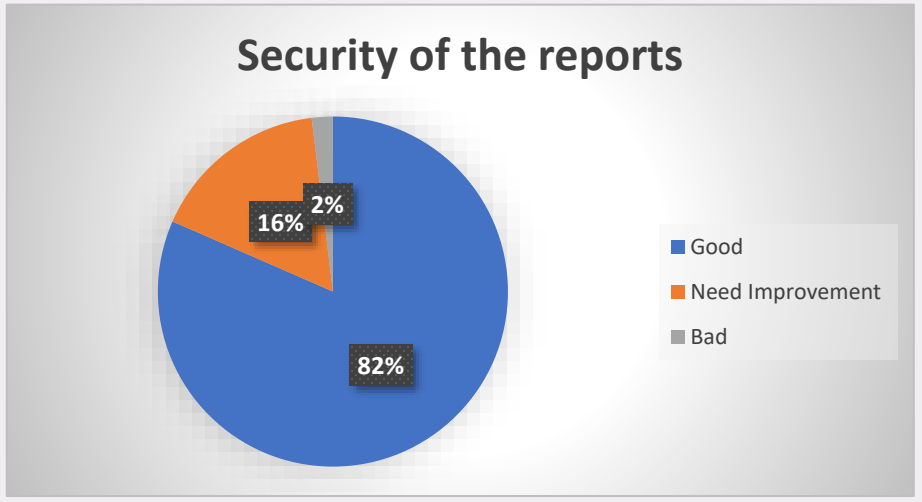
Graph- 4A: Time Taken in investigations

Interpretation: Graph shows the satisfaction level of the patients for the time taken in the investigations, 52% people said Good (2-5 min), 25% said Need Improvement (5-10 min) and 24% said Bad (> 10 min).

Graph 4B: Staff counselling regarding investigation process

Interpretation: Graph shows the satisfaction level of the patients for the radiology staff counselling for investigation, 82% people said Good and 13% said Need Improvement and 5% said Bad.

Analysis

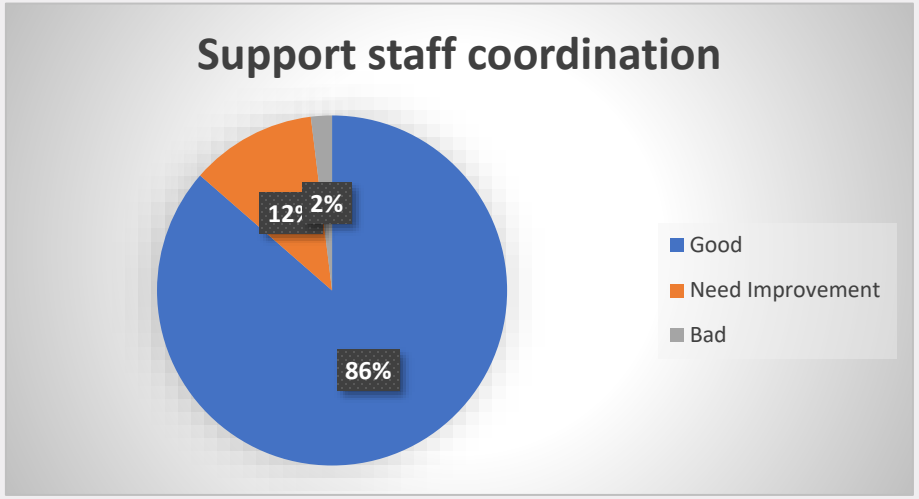


Graph4C: Security of the reports

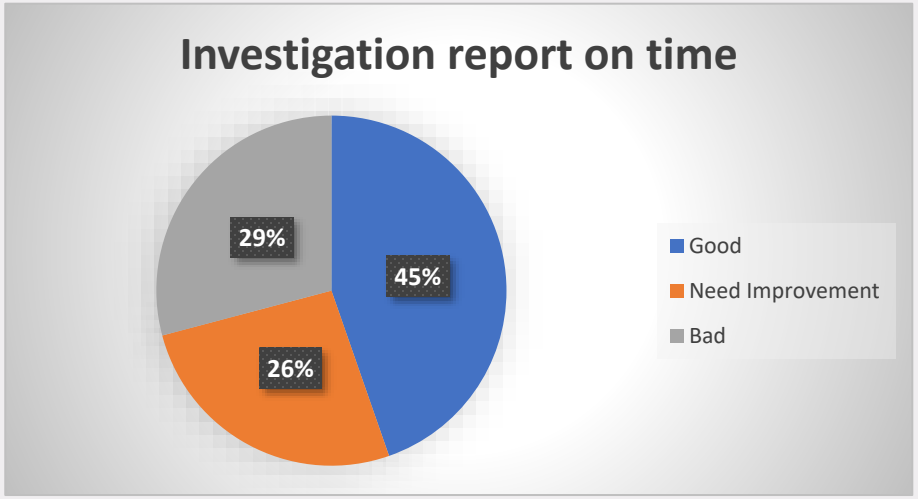
Interpretation: Graph shows the satisfaction level of the patients for the security of the investigation reports, 82% people said Good and 16% said Need Improvement and 2% said Bad.

Reasons for Dissatisfaction: **longer time in investigation, lack of knowledge of the staff, non-trained staff, non- availability of the extra room.**

Satisfaction of Patients Towards Investigation services



Graph- 4D: Support staff Coordination



Graph 4E: Investigation report on time

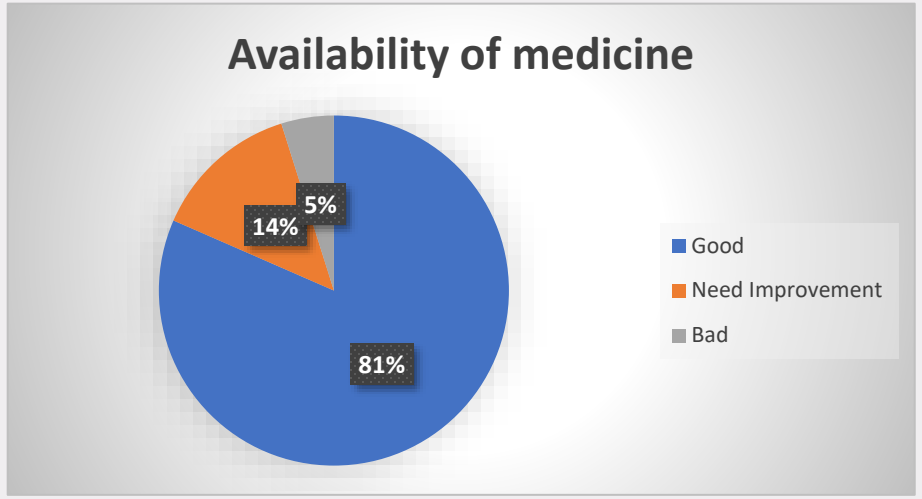
Analysis

Interpretation:: Graph shows the satisfaction level of the patients for the support staff coordination, 86% people said Good and 12% said Need Improvement and 2% said Bad.

Interpretation: Graph shows the satisfaction level of the patients for the Turn-around time of the reports, 45% people said Good and 26% said Need Improvement and 29% said Bad.

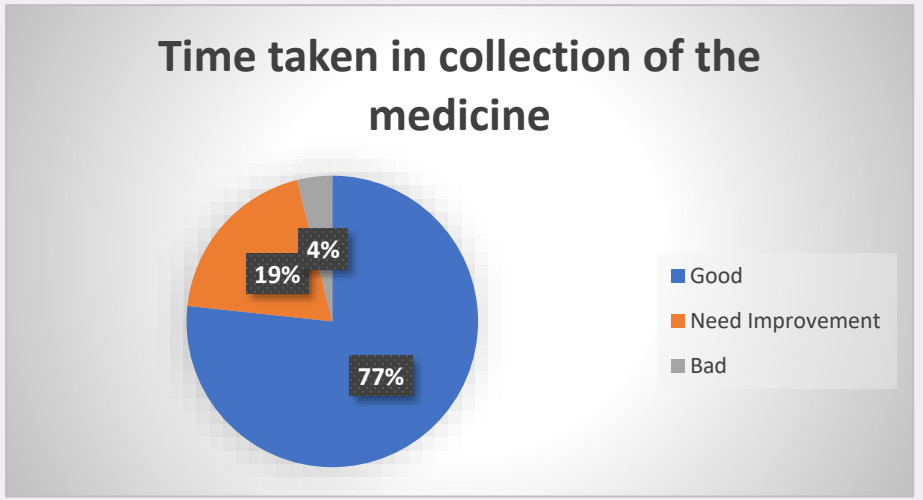
Reasons for Dissatisfaction: **Lack of Communication, long turn around time of the reports, high work load, less staff.**

Satisfaction of Patients Towards Pharmacy



Graph- 5A:Availibility of medicine

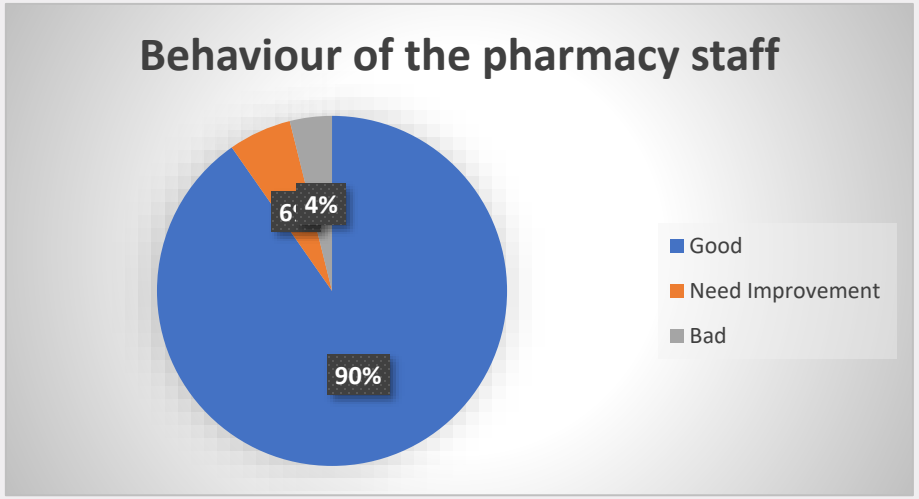
Interpretation: Graph shows the satisfaction level of the patients for the availability of the medicine, 81% people said Good and 13% said Need Improvement and 5% said Bad.



Graph 5.B: Time taken in collection of the medicine

Interpretation: Graph shows the satisfaction level of the patients for time taken to collect the medicine, 77% people said Good (10 min), 19% said Need Improvement (15-20 min) and 4% said Bad (>20 min).

Analysis

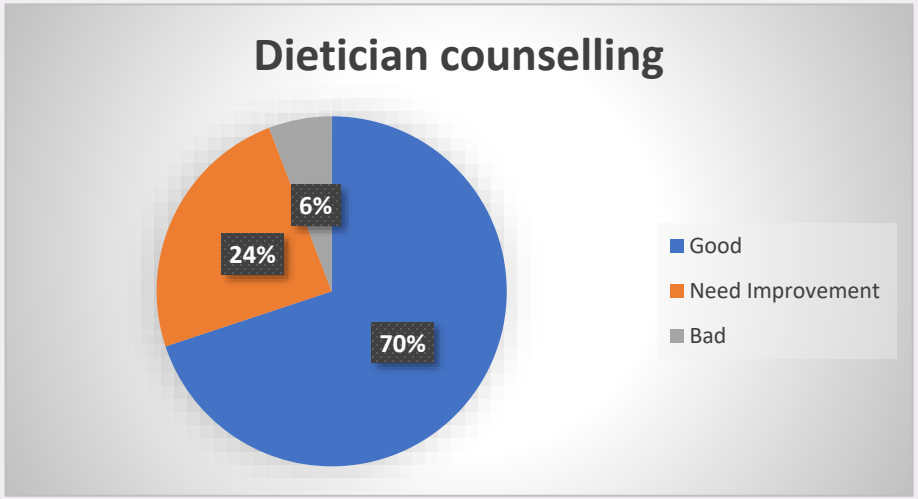


Graph5.C): Behaviour of pharmacy staff

Interpretation: Graph shows the satisfaction level of the patients for behaviour of the pharmacists towards your queries, 90% people said Good and 6% said Need Improvement and 4% said Bad

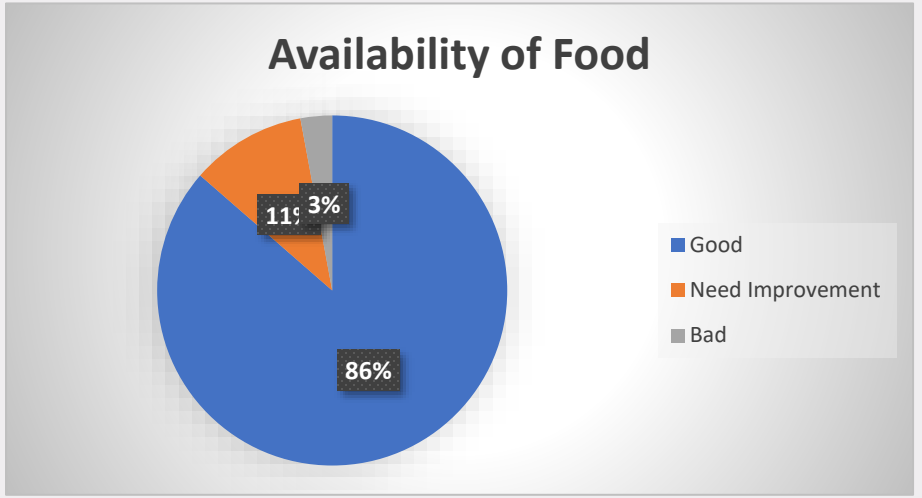
Reasons for Dissatisfaction: Non-availability of the Medicine , lack of knowledge of the staff, Rude behaviour of staff, High work- load, non availability of the staff and Lack of training in the staff.

Satisfaction of Patients Towards Food and Kitchenette



Graph- 6.A: Dietician Counselling

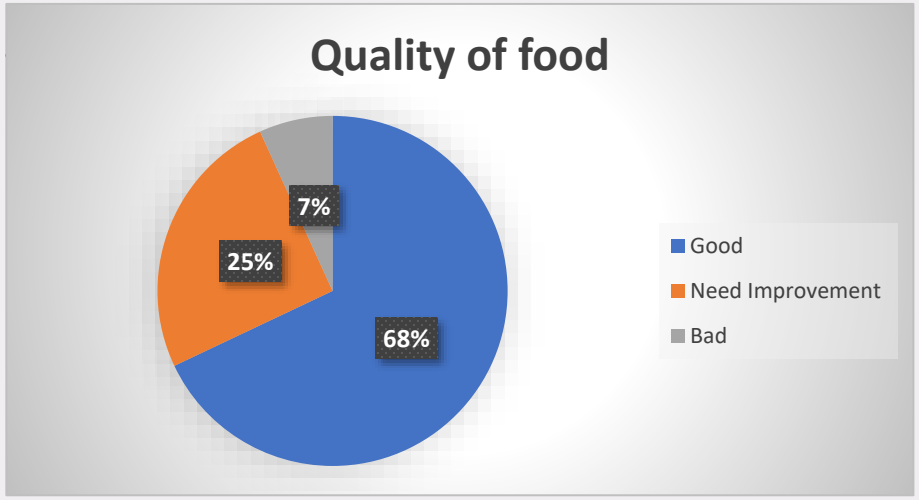
Interpretation: Graph shows the satisfaction level of the patients for dietician counselling, 70% people said Good and 24% said Need Improvement and 6% said Bad.



Graph 6.B: Availability of Food

Interpretation: Graph shows the satisfaction level of the patients for availability of food, 86% people said Good and 11% said Need Improvement and 3% said Bad.

Analysis



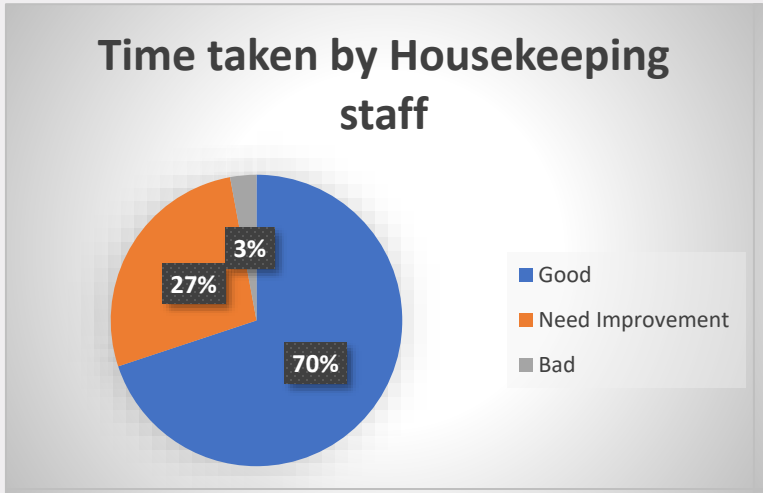
Graph 6.C: Quality of Food

Interpretation: Graph shows the satisfaction level of the patients for quality of food, 68% people said Good and 25% said Need Improvement and 7% said Bad.

Reasons for Dissatisfaction: **Improper counselling of the patients, dietician: patients interaction is very less, high patient ratio, High work- load, non availability of food and poor quality of food.**

Satisfaction of Patients Towards Housekeeping

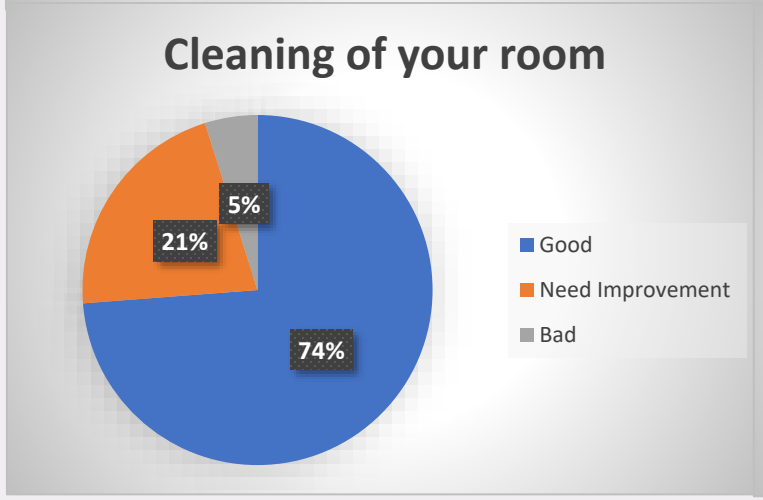
Graph- 7A: Time taken by Housekeeping Staff



Interpretation: Graph shows the satisfaction level of the patients for time taken by housekeeping staffs, 70% people said Good (2-5 min) and 27% said Need Improvement (5-10 min) and 3% said Bad (>10 min).

Graph 7B: Behaviour of Housekeeping staff

Interpretation: Graph shows the satisfaction level of the patients for behaviour of housekeeping staff, 79% people said Good and 17% said Need Improvement and 4% said Bad.



Graph 7C: Cleaning of Nurses

Interpretation: Graph shows the satisfaction level of the patients for cleaning of room, 74% people said Good and 21% said Need Improvement and 5% said Bad.

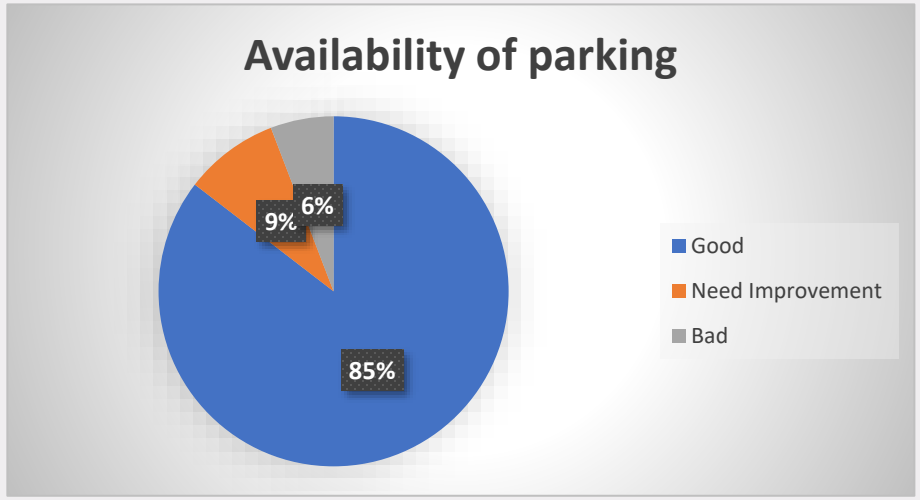
Graph 7D: Cleaning of Washroom

Interpretation: Graph shows the satisfaction level of the patients for cleaning of washroom, 46% people said Good and 20% said Need Improvement and 13% said Bad.

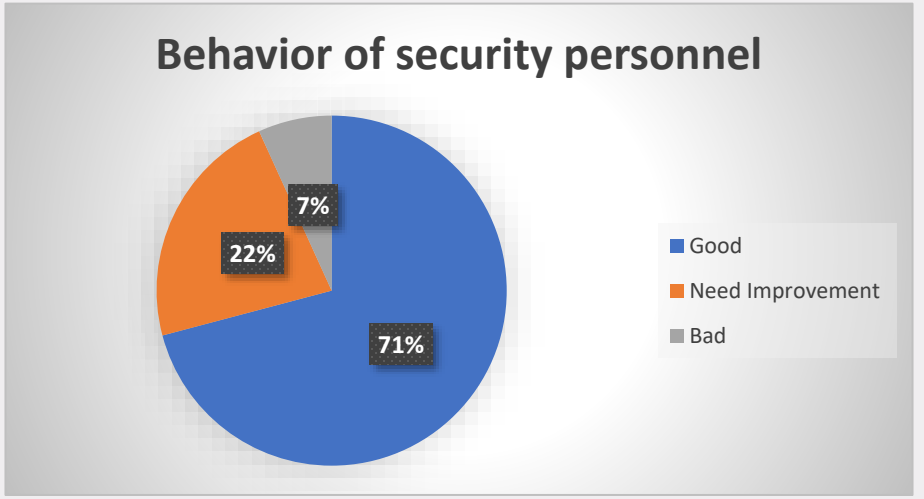
Analysis

Reasons for Dissatisfaction: **Longer time taken by the staff, non responsive behaviour of the staff, trained staff, Improper sanitation and cleaning of the premises.**

Satisfaction of Patients Towards parking services



Graph- 8.A: Availability of Parking



Graph 8.B: Behaviour of Security Personnel

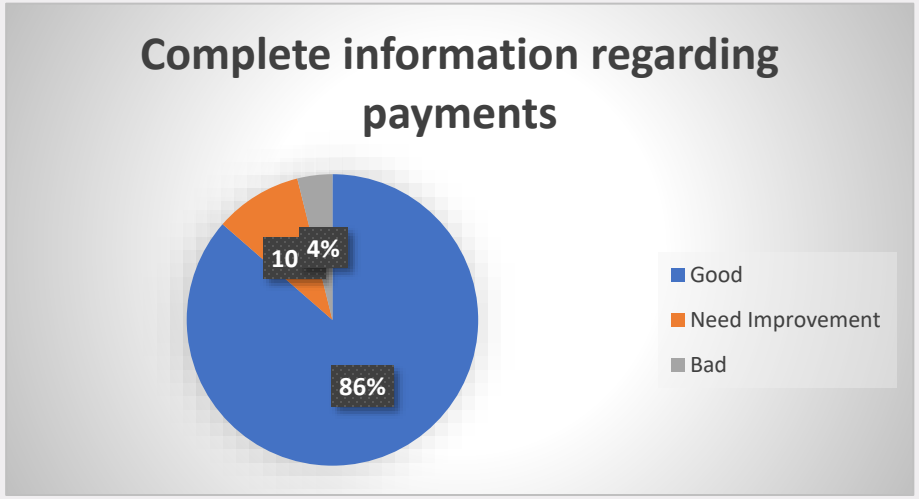
Analysis

Interpretation:: Graph shows the satisfaction level of the patients for availability of parking services 85% people said Good and 9% said Need Improvement and 6% said Bad.

Interpretation: Graph shows the satisfaction level of the patients for behaviour of security personnel, 71% people said Good and 22% said Need Improvement and 7% said Bad.

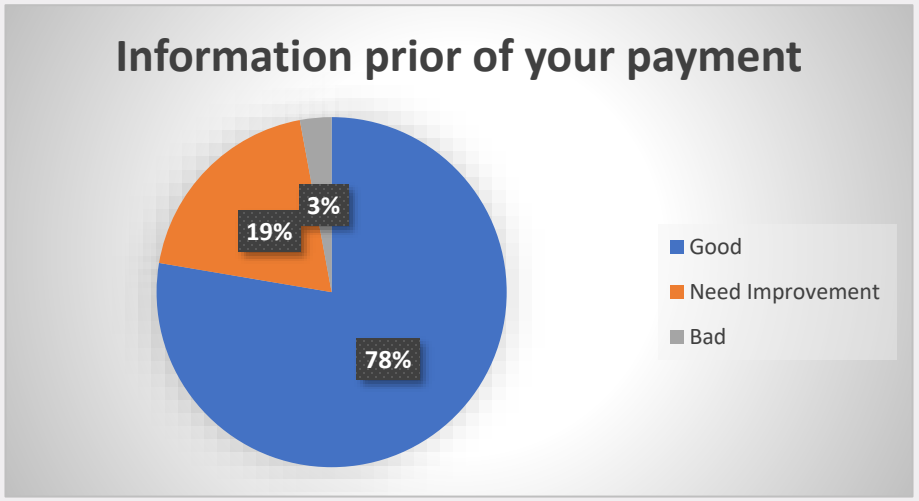
Reasons for Dissatisfaction: **Non- availability of the parking, rude behaviour of the staff, non- empathetic staff, lack of training.**

Satisfaction of Patients Towards Discharge process



Graph- 9.A: Complete information regarding payments

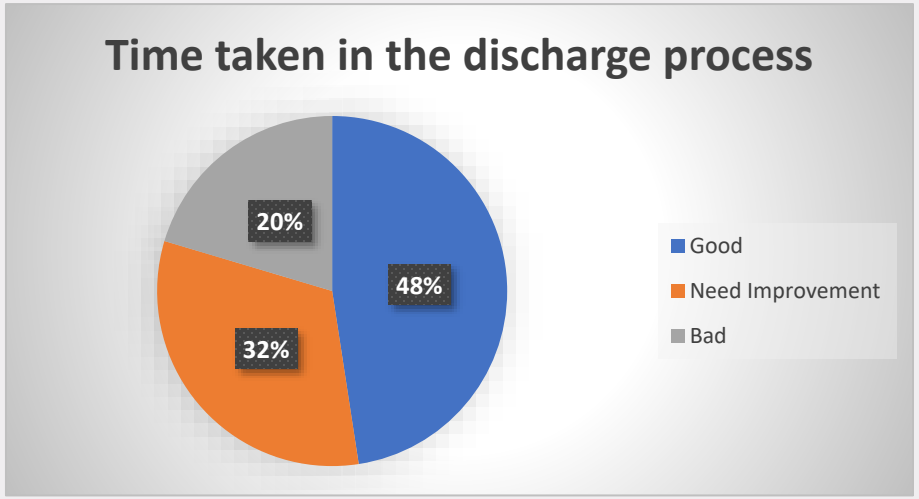
Interpretation: Graph shows the satisfaction level of the patients regarding the payment information and process, 86% people said Good and 10% said Need Improvement and 4% said Bad.



Graph 9.B: Information prior of your payment

Interpretation: Graph shows the satisfaction level of the patients for prior information of the payments by coordinators, 37% people said excellent, 41% are Good and 19% said Need Improvement and 3% said Bad.

Analysis

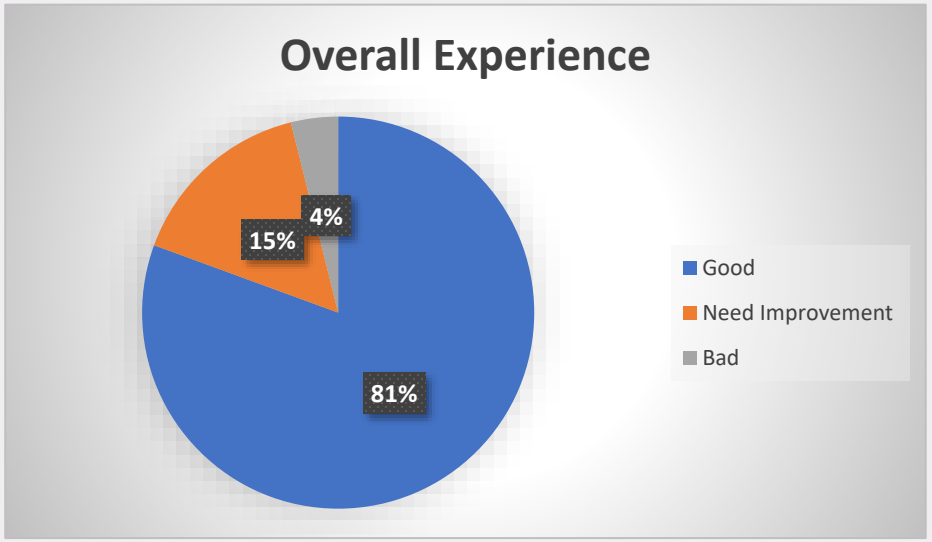


Graph 9.C): Time taken in the discharge process

Interpretation: Graph shows the satisfaction level of the patients for time taken in discharge process, 48% people said Good (2-3 hrs), 32% said Need Improvement (3-4 hrs) and 21% said Bad (>4 hrs).

Reasons for Dissatisfaction: **Lack of knowledge in the staff, non- trained staff, Not providing full information to the staff, High work- load, Delay in Billing, TPA**

Statistical Test
Chi- Square Test



Graph 4.10. Overall Experience

Interpretation: Graph shows the satisfaction level of the patients for overall experience in their accommodation in the hospital, 81% people said Good and 16% said Need Improvement and 4% said Bad.

Measure the association between Gender and Overall Experience

Table 4.12 Gender * Overall Hospital Experience Crosstabulation

			10. Overall Experience			
			1	2	3	Total
Gender	F	Count	46	8	1	55
		Expected Count	44.3	8.5	2.1	55.0
		% Of Total	44.7%	7.8%	1.0%	53.4%
	M	Count	37	8	3	48
		Expected Count	38.7	7.5	1.9	48.0
		% Of Total	35.9%	7.8%	2.9%	46.6%
Total		Count	83	16	4	103
		Expected Count	83.0	16.0	4.0	103.0
		% Of Total	80.6%	15.5%	3.9%	100.0%

Interpretation: This table depicts about the proportion of gender who are satisfied with the hospital services. 53.4% of the respondents are female and the rest of the respondents are male that is 46.6%. Out of 53.4% female respondents, 44.7% patients are satisfied with the services, 7.8% needs change and 1% said Bad while in the male respondents, 35.9 % are satisfied, 7.8% required change and rest 2.9% are dissatisfied with the services

Table 4.13 Chi-Square Tests

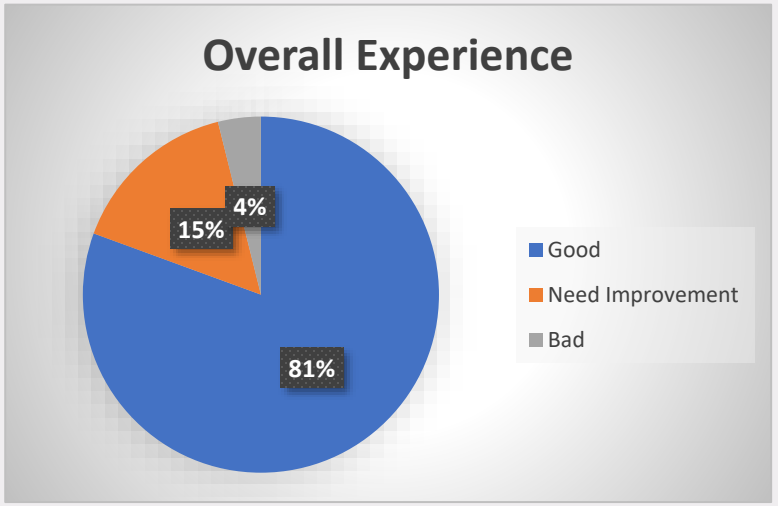
	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1.507[a]	2	.471
Likelihood Ratio	1.548	2	.461
N of Valid Cases	103		

a. 2 cells (33.3%) have expected count less than 5. The minimum expected count is 1.86.

Interpretation:

Calculated value is more than 0.05% p value. It accepted the null hypothesis so there is no association between the gender and satisfaction of the inpatients.

Statistical Test
Chi- Square Test



Graph 4.10. Overall Experience

Interpretation: Graph shows the satisfaction level of the patients for overall experience in their accommodation in the hospital, 81% people said Good and 16% said Need Improvement and 4% said Bad.

Measure the association between Age and Overall Experience

Table: 4.15 Age * Overall Experience Crosstabulation

			Overall Experience			Total
			1	2	3	
Age	20-25	Count	3	0	0	3
		Expected Count	2.4	.5	.1	3.0
		% of Total	2.9%	0.0%	0.0%	2.9%
	26-30	Count	3	1	0	4
		Expected Count	3.2	.6	.2	4.0
		% of Total	2.9%	1.0%	0.0%	3.9%
	31-35	Count	12	1	1	14
		Expected Count	11.3	2.2	.5	14.0
		% of Total	11.7%	1.0%	1.0%	13.6%
	36-40	Count	15	4	1	20
		Expected Count	16.1	3.1	.8	20.0
		% of Total	14.6%	3.9%	1.0%	19.4%
	41-45	Count	16	2	1	19
		Expected Count	15.3	3.0	.7	19.0
		% of Total	15.5%	1.9%	1.0%	18.4%
	46-50	Count	10	3	1	14
		Expected Count	11.3	2.2	.5	14.0
		% of Total	9.7%	2.9%	1.0%	13.6%
	51-55	Count	6	3	0	9
		Expected Count	7.3	1.4	.3	9.0
		% of Total	5.8%	2.9%	0.0%	8.7%
	56-60	Count	8	0	0	8
		Expected Count	6.4	1.2	.3	8.0
		% of Total	7.8%	0.0%	0.0%	7.8%
	61-65	Count	5	2	0	7
		Expected Count	5.6	1.1	.3	7.0
		% of Total	4.9%	1.9%	0.0%	6.8%
	66-70	Count	2	0	0	2
		Expected Count	1.6	.3	.1	2.0
		% of Total	1.9%	0.0%	0.0%	1.9%
	70-75	Count	3	0	0	3
		Expected Count	2.4	.5	.1	3.0
		% of Total	2.9%	0.0%	0.0%	2.9%
Total		Count	83	16	4	103
		Expected Count	83.0	16.0	4.0	103.0
		% of Total	80.6%	15.5%	3.9%	100.0%

Interpretation: This table depicts the proportion of age category satisfaction and dissatisfaction in the hospital services. The age group 20-25 and 26-30 are 2.9% and all the patients are satisfied with the services. 31-35 category are 13.6% out of 11.7% are satisfied the services. 36-40 category are the highest respondent category i.e. 19.4% out of which 14.6% are satisfied with the services. 41-45 are 18.45% in which 15.5% are satisfied. 46-50 are 13.6% out of which 9.7% are satisfied. 51- 55 are 8.7% in which 5.8% are satisfied with our services. In 56-60 all, 7.8% peoples are satisfied with the hospital services. The above age peoples are satisfied with our services.

Table 4.16: Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	10.503[a]	20	.958
Likelihood Ratio	13.685	20	.846
N of Valid Cases	103		

a. 26 cells (78.8%) have expected count less than 5. The minimum expected count is .08.

Interpretation: By these table, the calculated value of chi-square is more than 0.05% p-value, the null hypothesis is accepted so, there is no association between the age and overall satisfaction of the patients

- Patient satisfaction and Quality of services have a symbiotic relationship, if the patient satisfaction decreases that means there is a chance of losing quality of services in any part of the hospital
- The extensive literature review was done on the aspect of patient satisfaction in the inpatients by using some keywords in the search on literature databases like PubMed and Google scholar.
- The point of interactions in the satisfaction are admission, doctors, nurses, investigations, pharmacy, food, housekeeping, parking, and discharge process.
- 81% peoples are satisfied with our services, and rest peoples need improvement in the existing services or dissatisfied with the services.
- The highest satisfaction shows in the doctor's interaction, pharmacy services, admission process, parking and etc.
- The highest dissatisfaction showed in three areas: time taken in the delivery of the reports, cleaning of the washrooms and the time taken in the discharge process.
- The hypothesis said that there is no relation of age and gender in terms of satisfaction of the hospital services in IPD.

- Continuous Quality Process should be followed in the hospital to improve the quality of the Hospital
- Scheduling of the Training by the experts should be done in every month or quarterly according to the ease of the hospital.
- Seminar should be held for the updating the knowledge of the staff of the hospital.
- Analysis of the sample should be done on the FIFO principle.
- Billing summary and the file should be completed in the night time to save the time in morning hours.
- SOPs of the department should be implemented properly.
- Checklist of the housekeeping should be checked daily by supervisors.
- Follow the DMAIC Approach: Define, Measure, analysis, Improve and Control.

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Thank you!


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