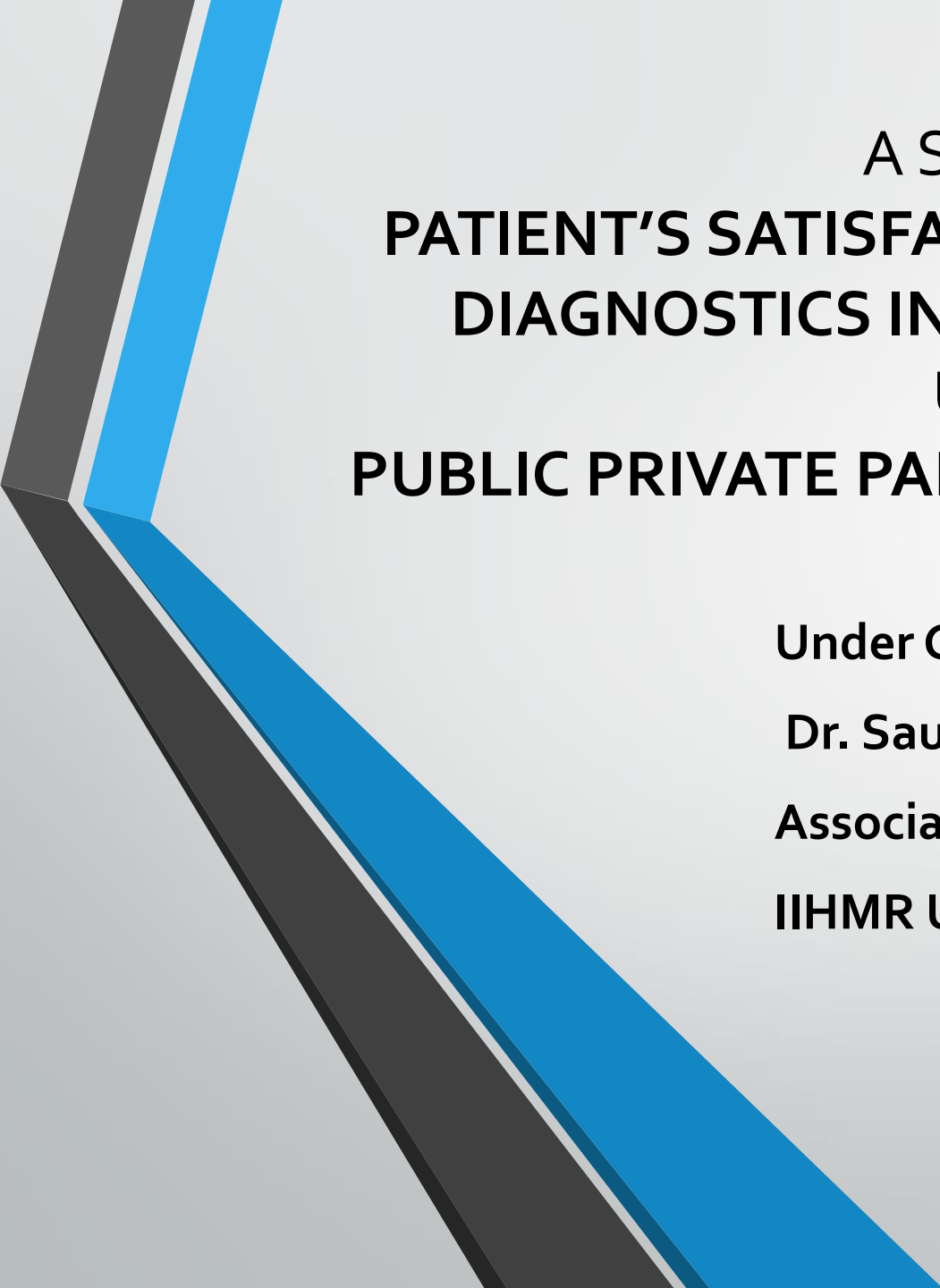




A STUDY ON PATIENT'S SATISFACTION WITH RADIOLOGY DIAGNOSTICS IN SELECTED HOSPITALS UNDER PUBLIC PRIVATE PARTENERSHIP (PPP) MODEL

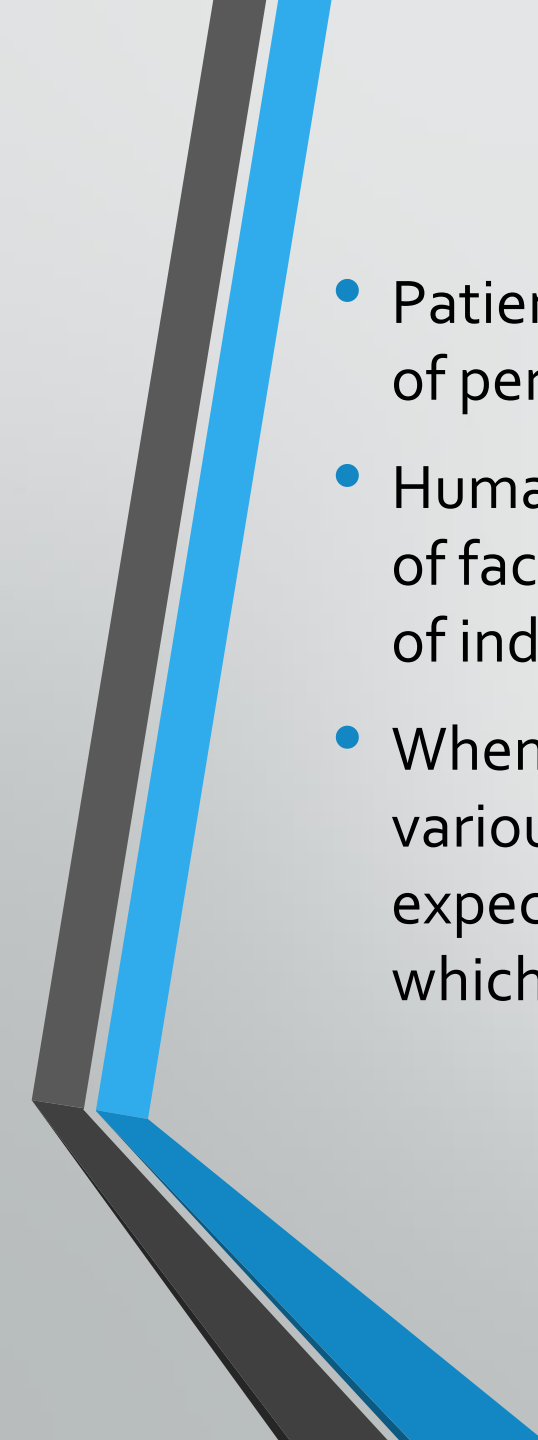
**Under Guidance of
Dr. Saurabh Kumar
Associate Professor
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Organization Name – Krsnaa Diagnostics Pvt. Ltd

INTRODUCTION

- Diagnostic radiology is the field of medicine that uses imaging exams and procedures to diagnose a patient.
- In any form of medical care, diagnostic radiology plays an integral part in the diagnosis of disease or injury.
- PPP model would bring in great help to people of rural areas where Primary Healthcare Centers would have world class diagnostic facilities which would be free for BPL and affordable for APL & other categories.
- Government of India stands committed in this regard but due to lack of infrastructure the government healthcare units alone would not be able to cater the need.

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- Patient satisfaction can be defines as fulfillment or meeting the expectation of person from service or product.
 - Human satisfaction is a very complex concept that is affected by a number of factors like life style, past experience, future expectation and the values of individual and society in terms of ethical and economical standings.
 - When a patient comes to a Diagnostic center he has a pre-set image of various aspects as per reputation and cost involved. Although the main expectation is to get the scan done and go back, but there are other factors, which affects their satisfaction.

OBJECTIVE

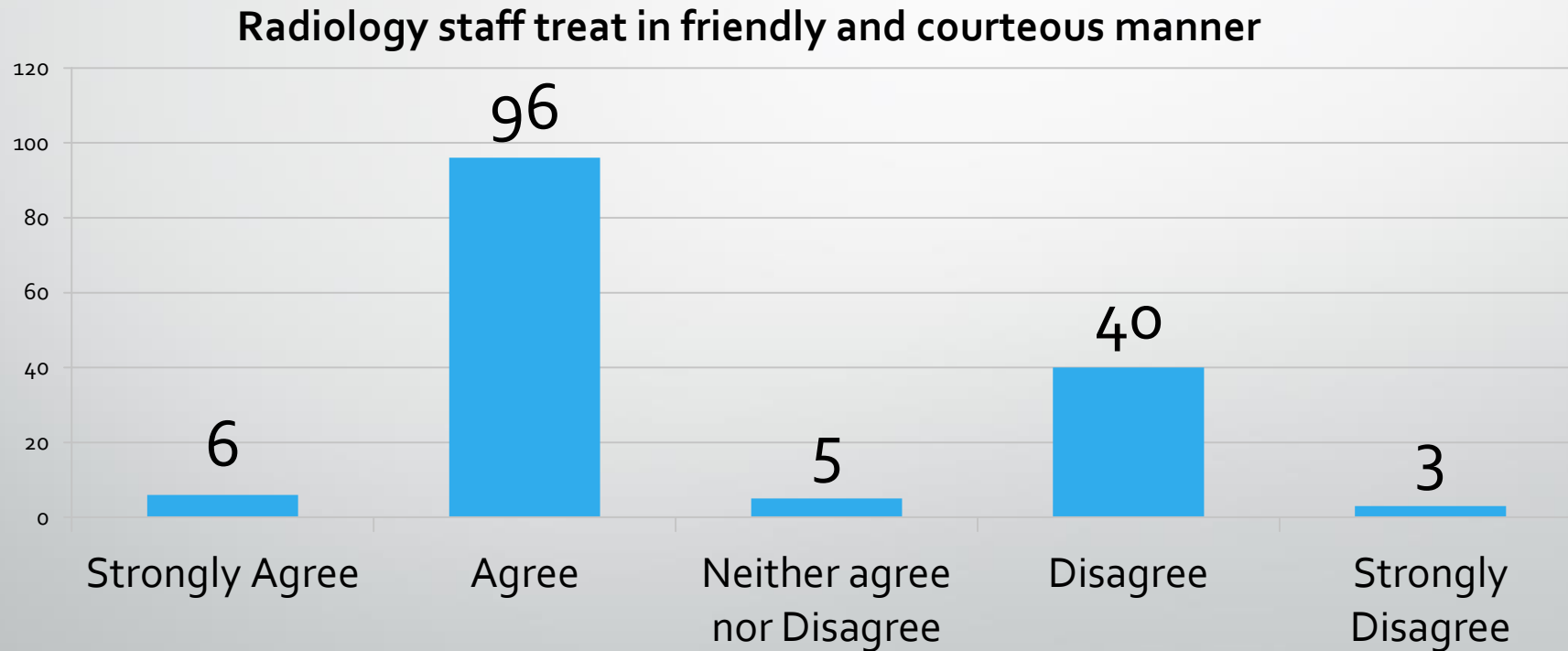
- To investigate patient's satisfaction with radiology diagnostics in selected hospitals under public private partnership model (PPP model).

RESEARCH METHODOLOGY

- **STUDY DESIGN** – Institutional Cross-Sectional Study
- **STUDY AREA** –Health facilities in Tamil Nadu, Andhra Pradesh, Odisha
- **DURATION OF STUDY** – 3 months
- **SAMPLE SIZE** – 150
- **SAMPLING TECHNIQUE** – The sampling technique used in the study will be Purposive Sampling.
- **DATA COLLECTION** – Primary Data Collected by conducting survey using structured questionnaire.

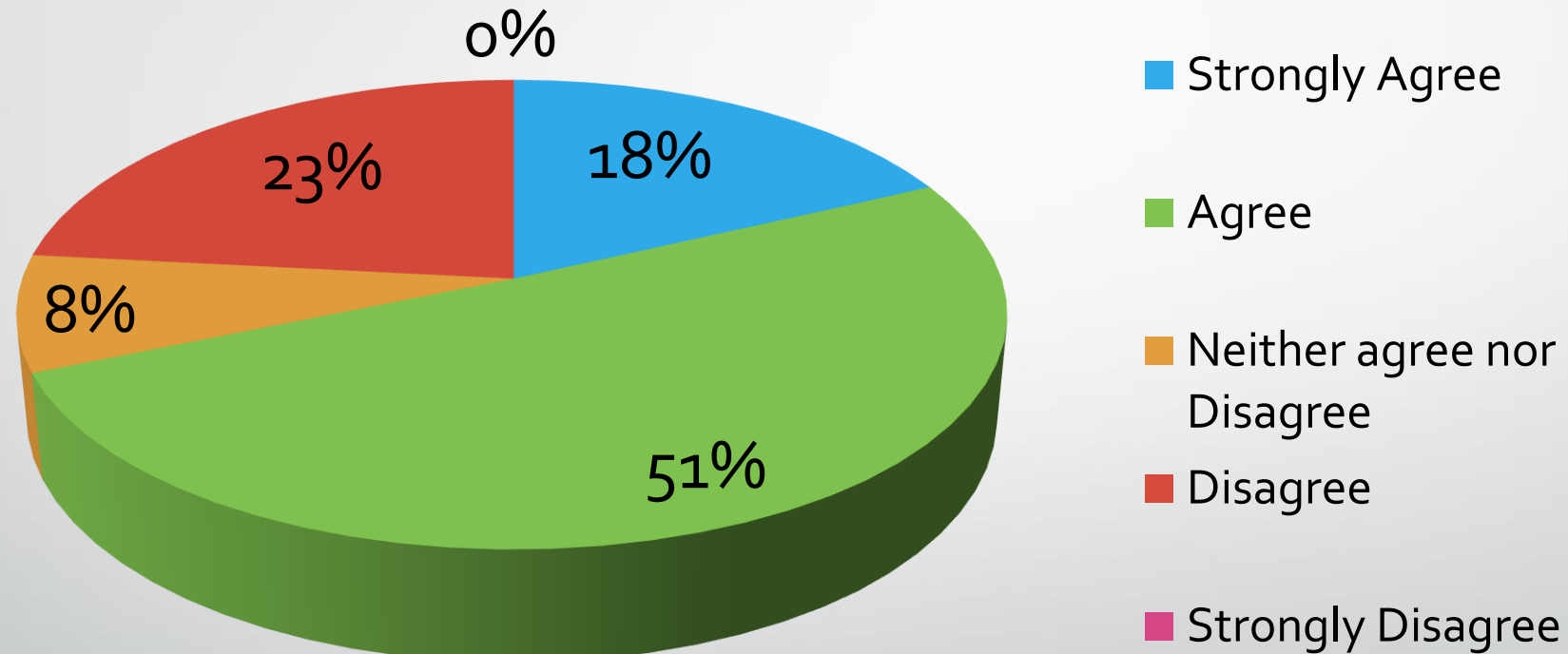
Findings

1. Radiology staff treats in friendly and courteous manner.



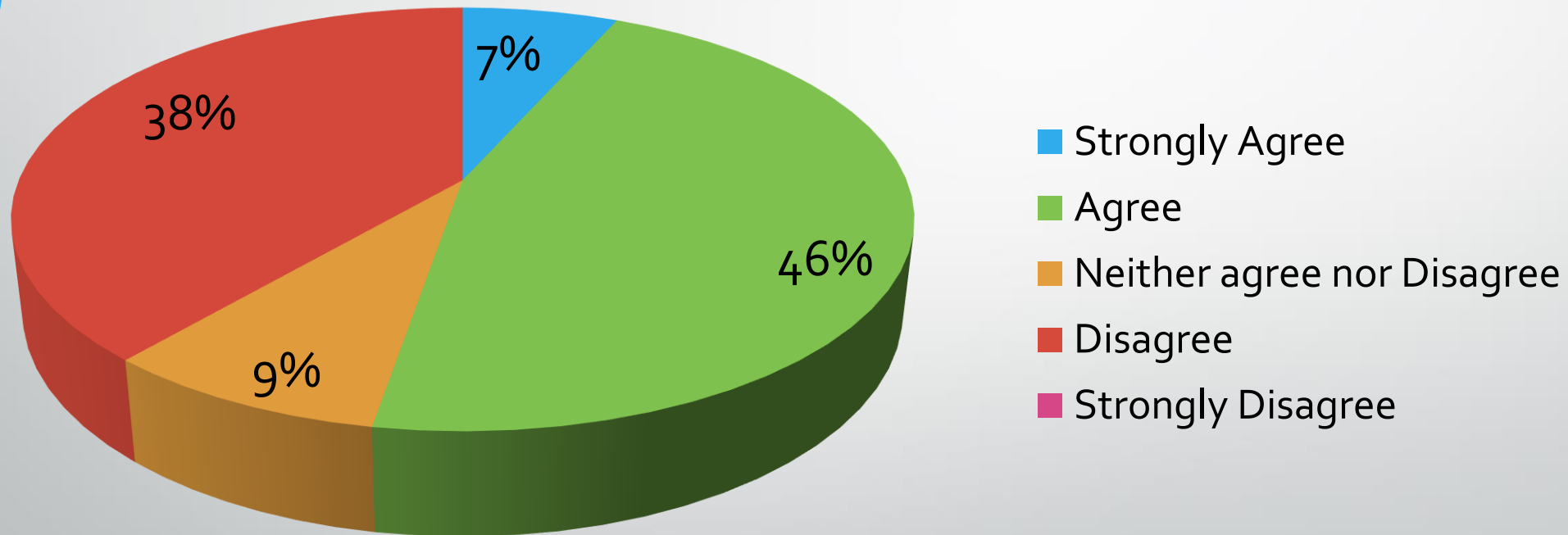
2. Register and tell about appointment time as soon as patient arrives.

Register and tell appointment time as soon as patient arrive.

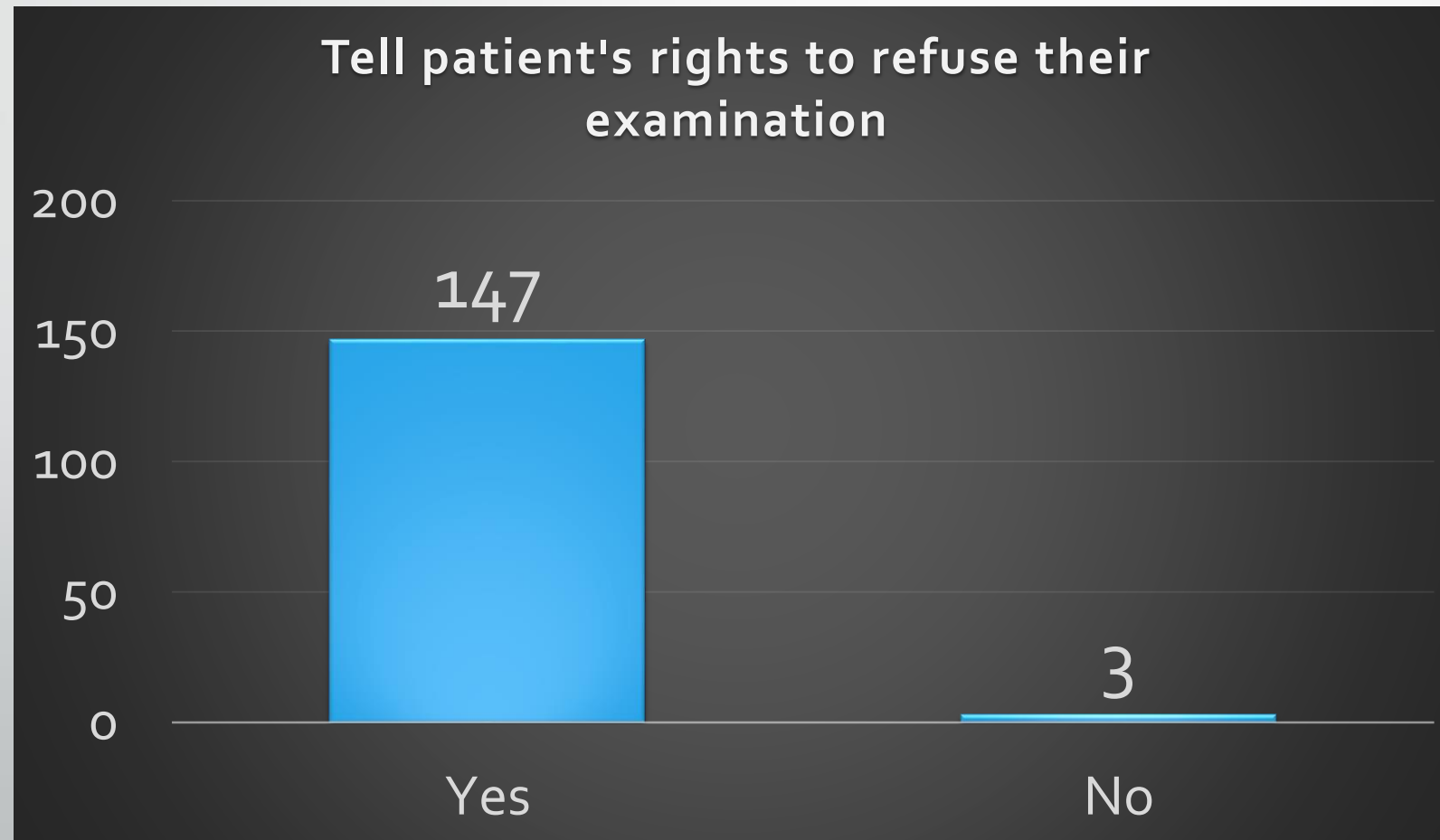


3. Providing appropriate time for radiological examination.

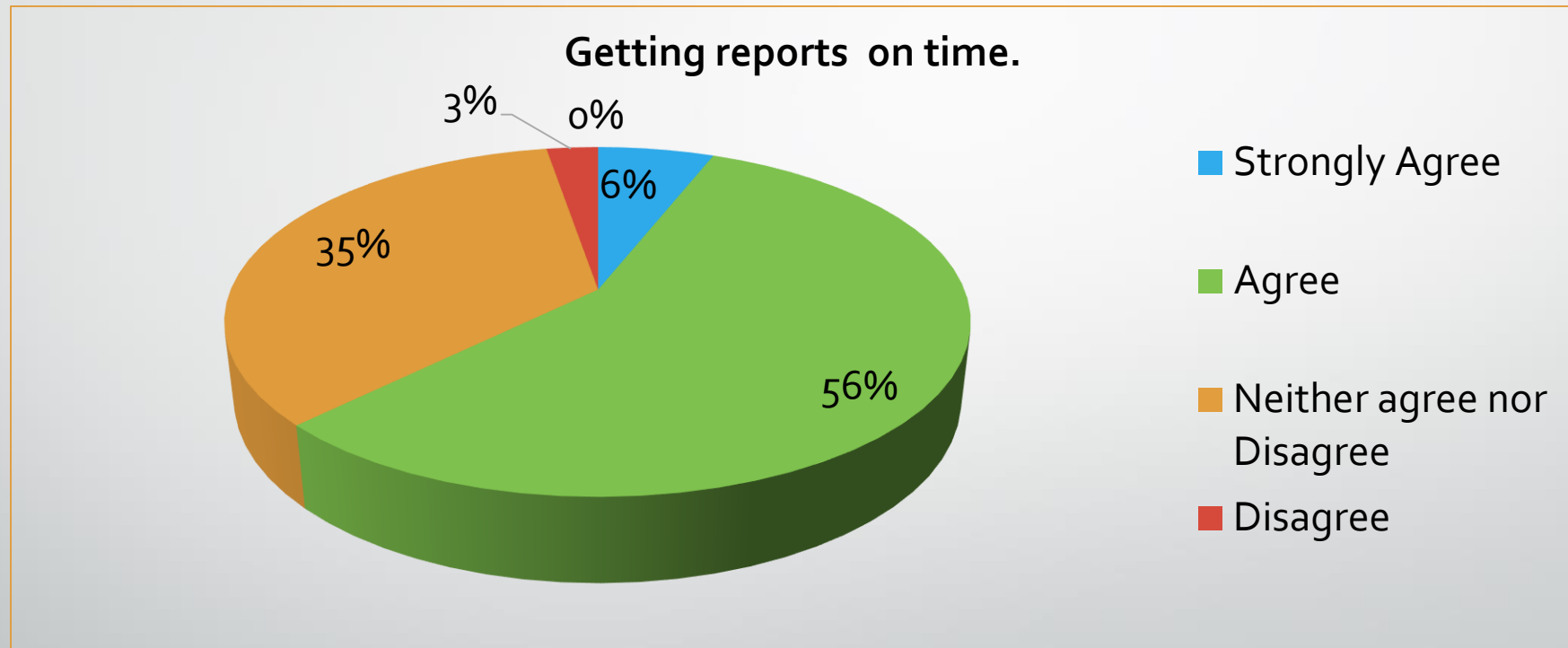
Provide appropriate time for radiological examination



4. Tell patient's rights to refuse their examination.

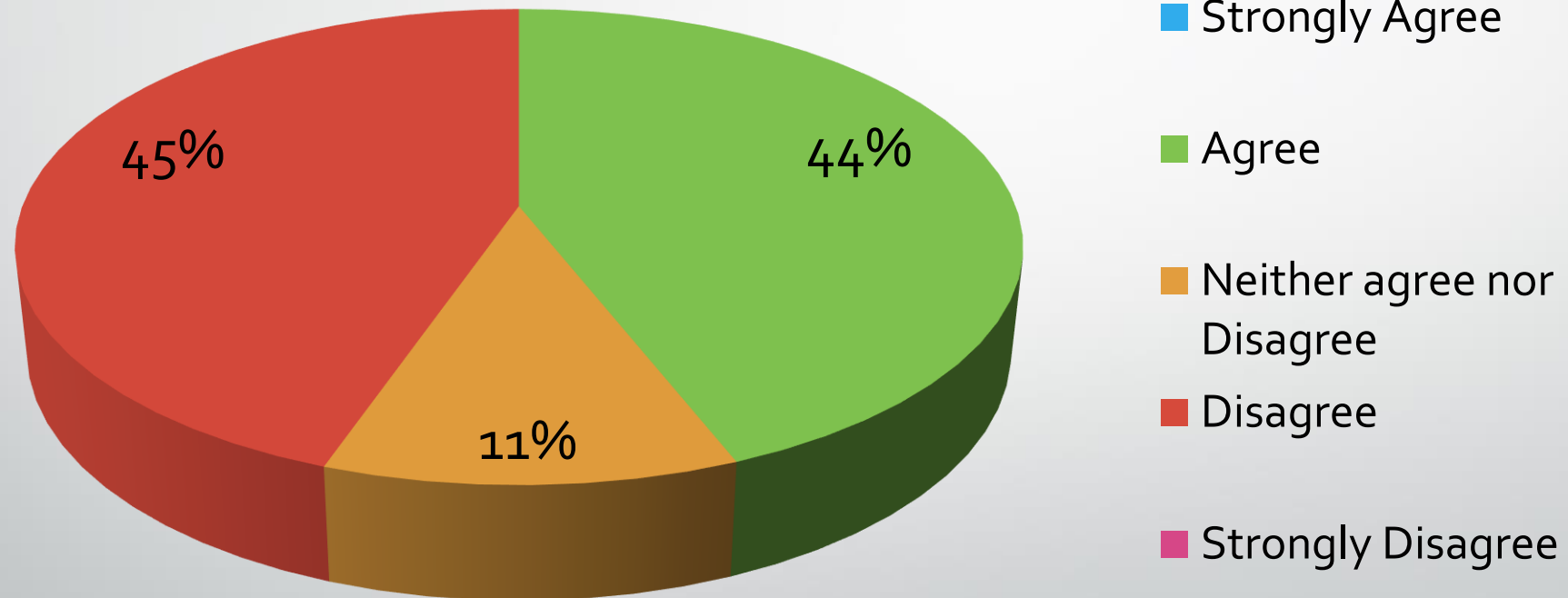


5. Getting reports on time.

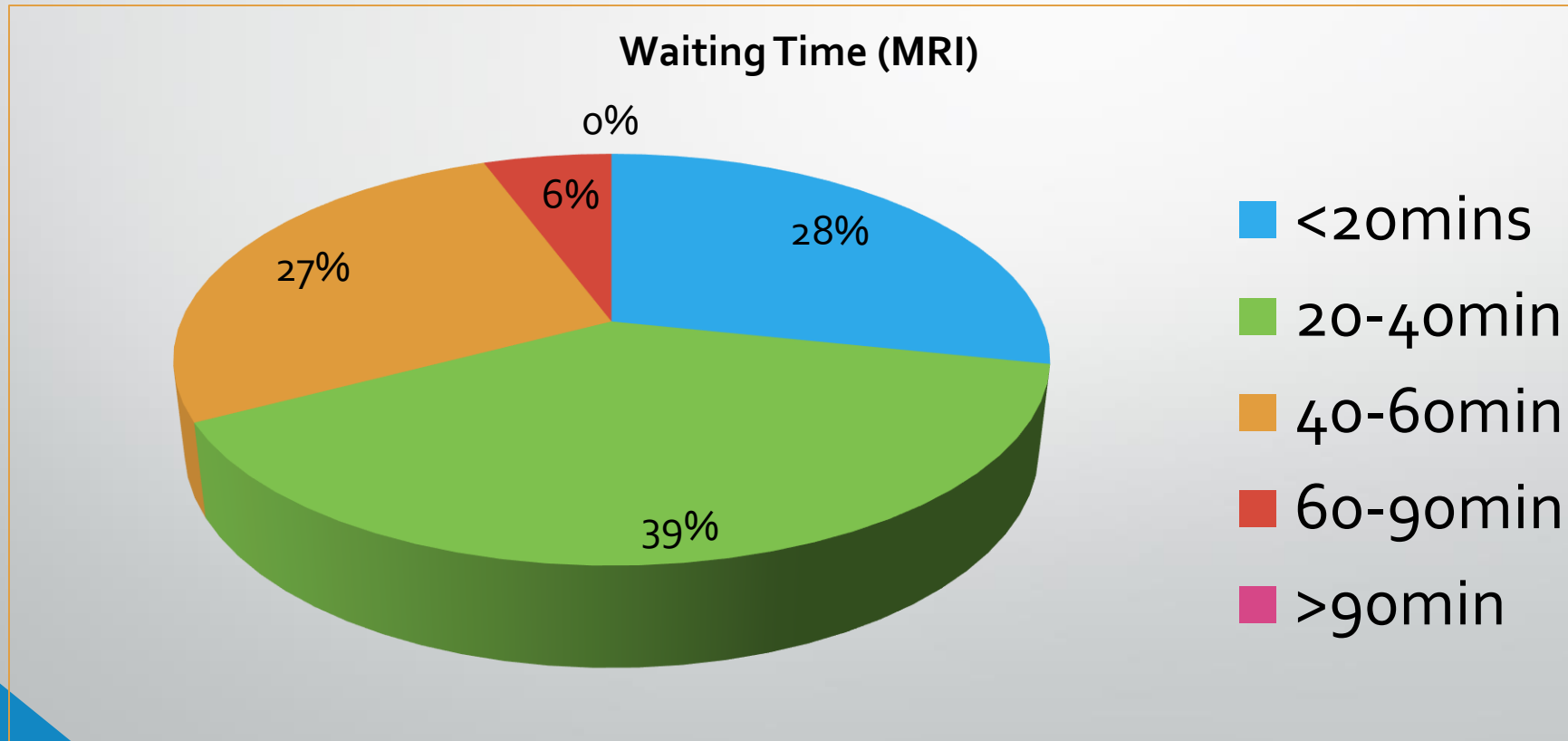


6. Waiting area has minimum facilities.

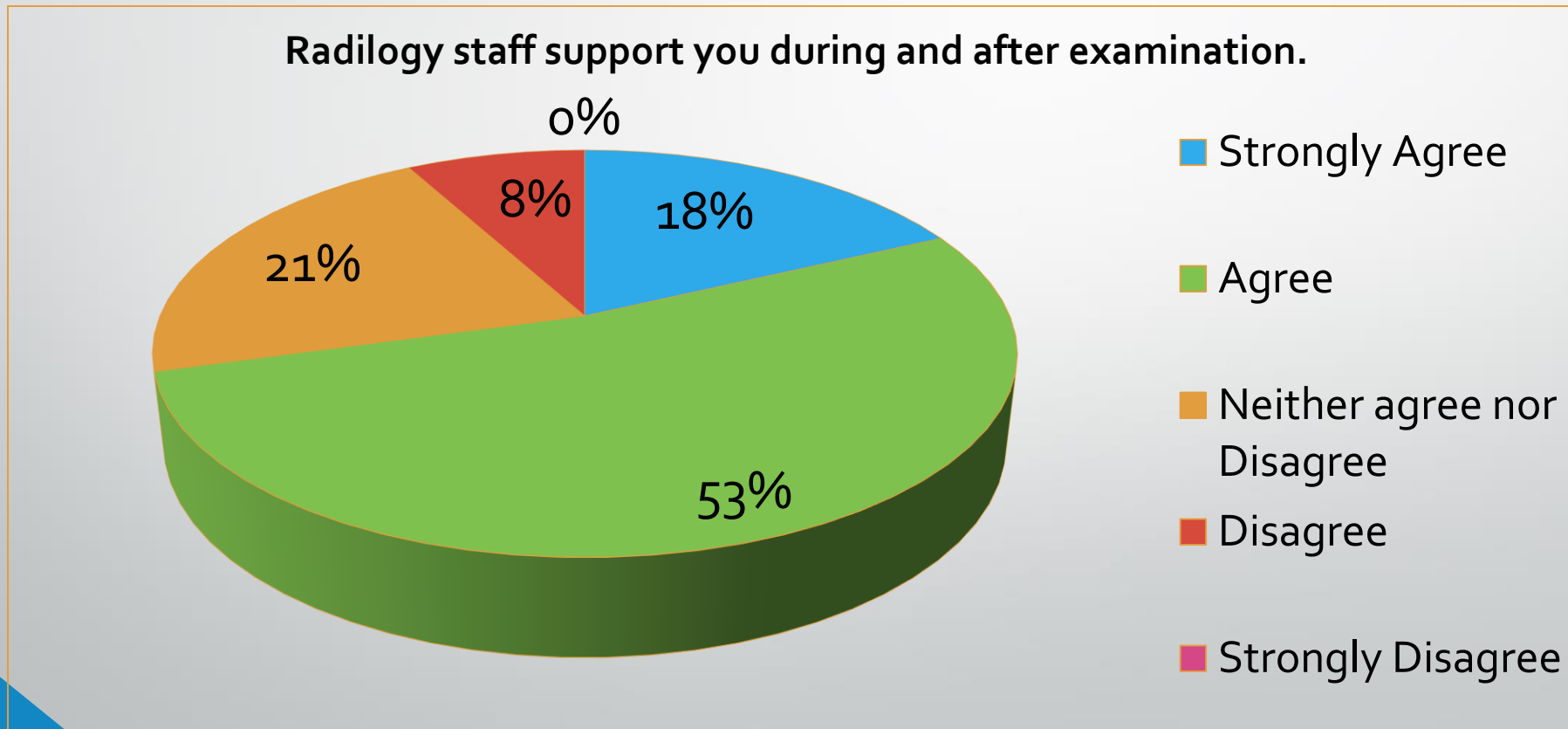
Waiting area has minimum facilities



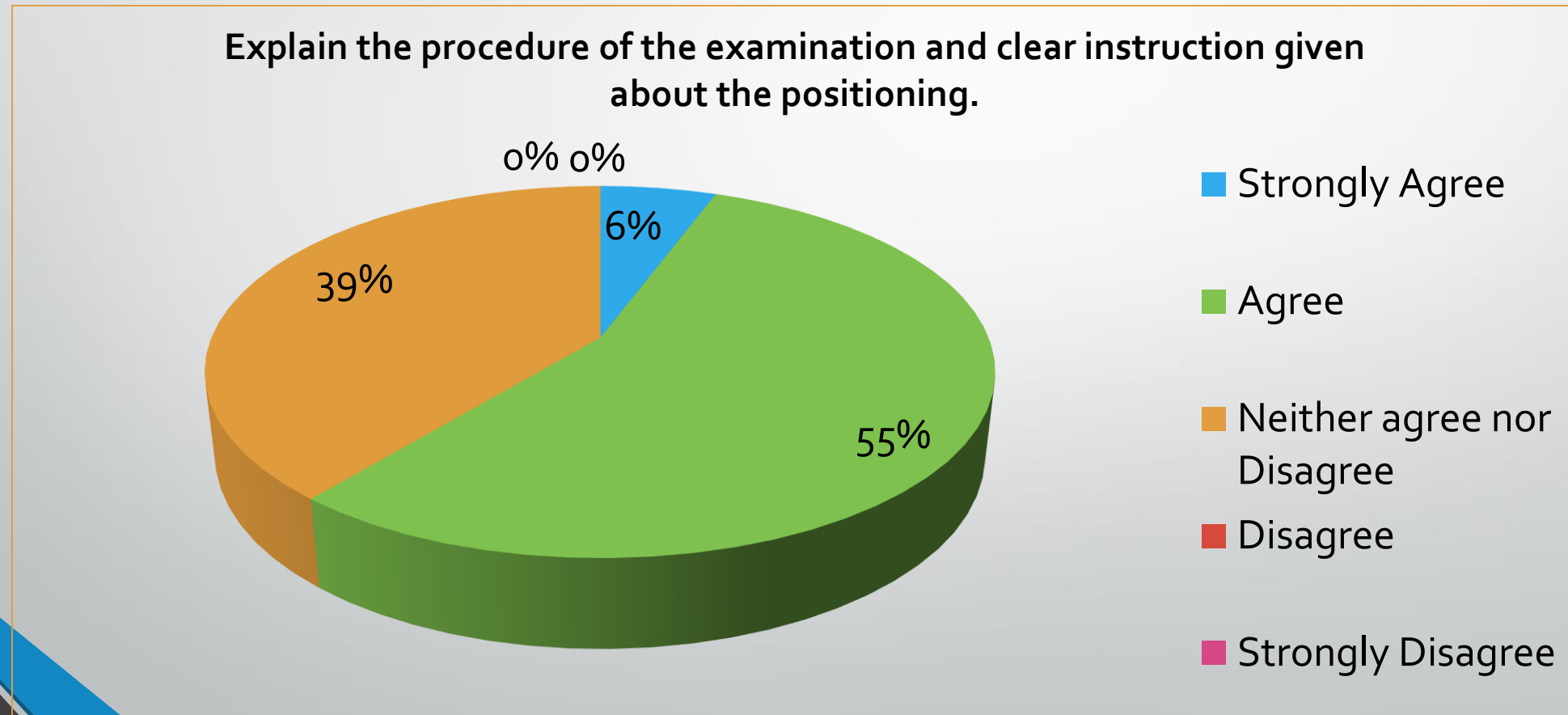
8. Waiting time for MRI.



9. Radiology staff support you during and after examination.

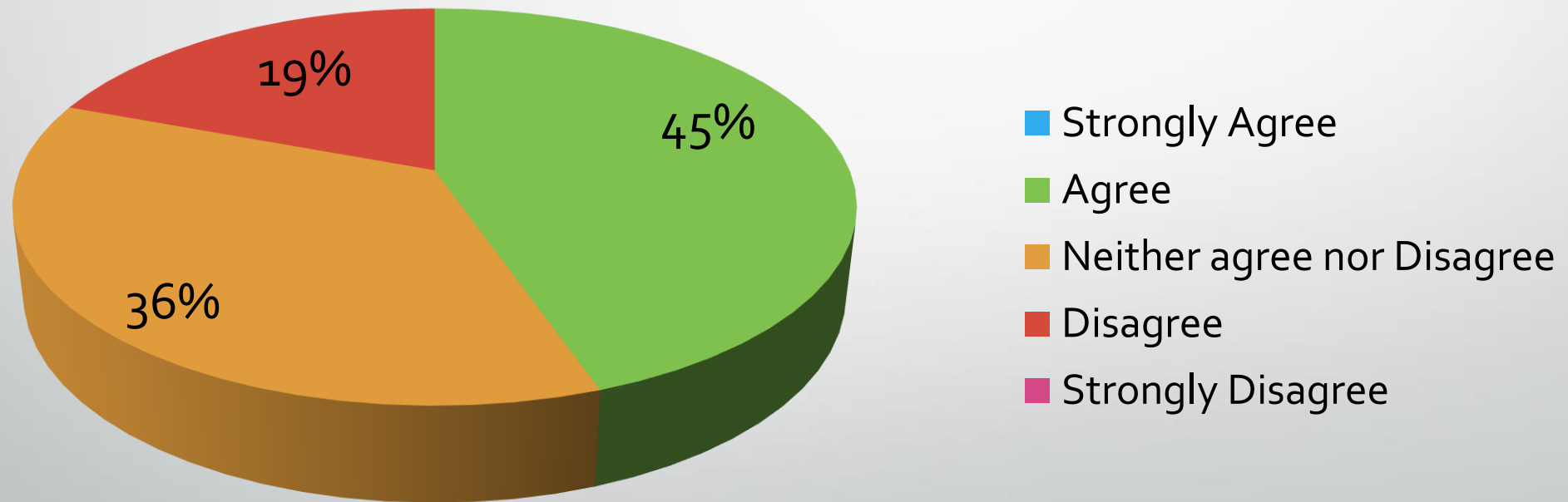


10. Explain the procedure of the exam and clear instruction given about the positioning.

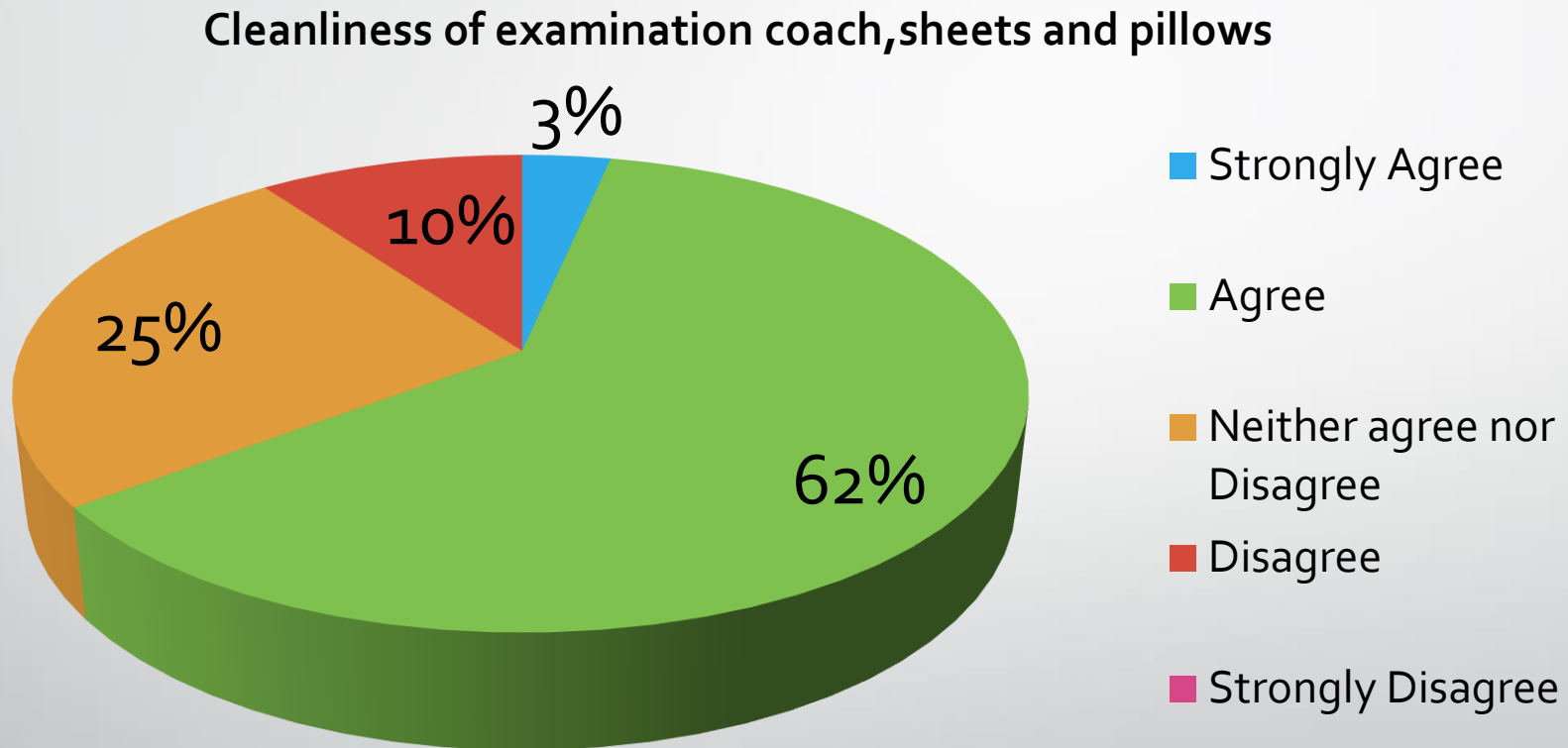


11. Competency of radiology staff to answer your question.

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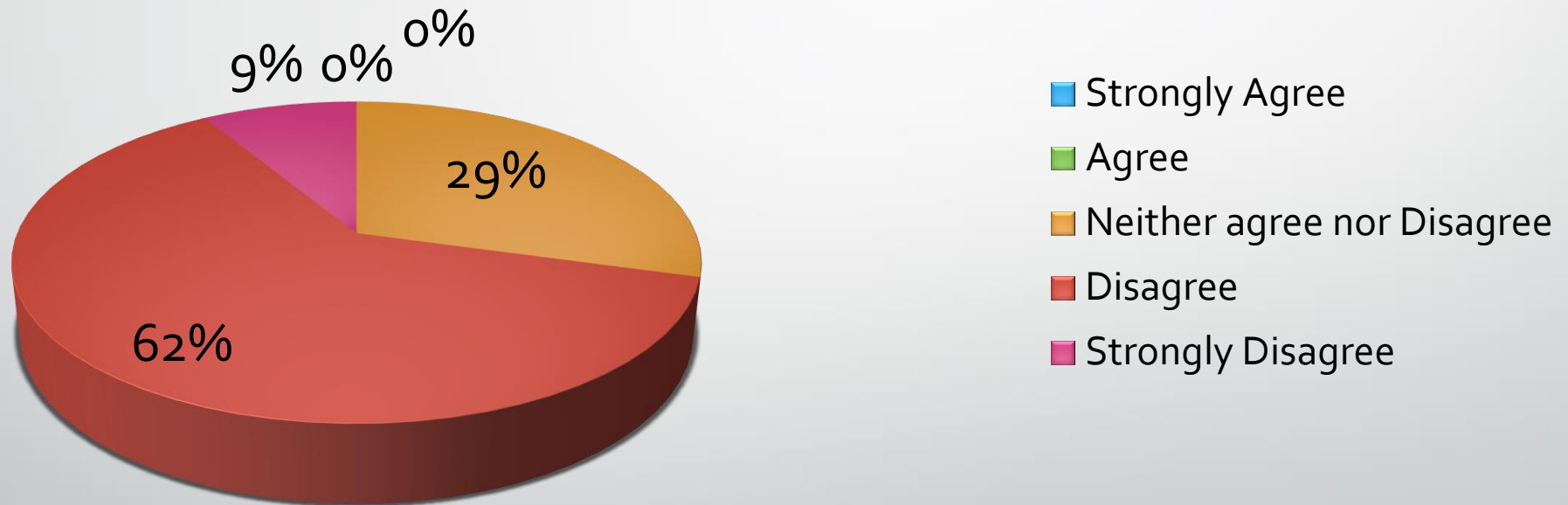


12. Cleanliness of examination coach, sheets & pillows.



13.Availability of dressing room for both male and female.

Availability of dressing room for both male and female



Conclusion

- It is found that the majority of the respondents were satisfied with the quality of service and with the service provider. But not satisfied with the physical environment & privacy concerns.
- Further there are certain barriers which add to the decrease in the satisfaction level, the education level of the patients influences it as the most of the population in the sample size is mostly undergraduate or senior secondary level. All this comes as a barrier to achieve the highest level of the patient satisfaction.

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THANK YOU