

A REPORT ON PATIENT EXPERIENCE IN IPD



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INTRODUCTION

- Human administrations quality is an overall issue. The human administrations industry is encountering a quick change to meet the never-endingly growing necessities and solicitations of its patient masses. Centers are moving from overview patients as uneducated and with minimal human administrations choice, to seeing that the educated buyer has numerous organization solicitations and social protection choices open. Respect for patient's needs and wishes, is indispensable to any sympathetic restorative administrations system. Nature of prosperity of organizations was by and large in light of master rehearse standards, however over the span of the latest decade; patient's acumen about social protection has been dominatingly recognized as an imperative pointer for estimating nature of human administrations and a fundamental section of execution change and clinical amplexness

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- Industrious experience has been described as the level of congruency between a patient's wants of immaculate care and his/her impression of the veritable care (s) he gets. It is a multidimensional point, addresses a major key marker for the idea of human administrations movement and this is an all around recognized segment which ought to be pondered more than once for smooth working of the social insurance systems. It has been a basic issue for restorative administrations executives. The client here does not in reality assess their own specific prosperity status consequent to getting care yet the level of satisfaction with the organizations is passed on.

- One of the primary challenges has been in sustaining patient / customer satisfaction improvement initiative in the face of competing priorities and diminishing resources. **Rajiv Gandhi Government Hospital, Alwar (RGGH)** is an organization that has made the issue of improving patient/customer satisfaction one of its top priorities
- The purpose of this study is to serve as a resource to help **RGGH** fulfill its mission to enhance its patient/customer experience as to make it community's first choice in seeking medical care. By analyzing data, this study demonstrates that intangible human values such as care, co-operations, compassion along with the tangible medical services are vital to satisfy the needs of the patient and has the most powerful effect in terms of patient satisfaction during a hospital stay at **RGGH**

Company Profile

- Krsnaa Diagnostic private limited took root in the early part of 2010 and took shape in 2011 with its first, “state of the art” center in DY Patil Group, under the golden leadership of Mr.Rajendra Mutha.
- Krsnaa has been second to none in its quest for excellence in the diagnostics field with protocols such as peer review of radiology and pathology reads by some of the most experienced consultants in the field. The radiology and pathology teams have a strong academic program, having authored various national and international papers, these academic achievements then translate into practical applications, enhancing the overall ability of the team to consistently come up with the right diagnosis, time after time, aided also by the sub specialized radiologists and pathologist.

- The biggest public private partnership, Krsnaa Diagnostics offers a pan India World class diagnostic facility. Uniformity in high standards with stringent technical quality norms guided by NABH(National Accreditation Board of Hospital and Healthcare) Providers to provide best safety practices in imaging technology and to ensure accurate results always.
- After having gained the confidence of stakeholders and patients, krsnaa started its expansion to make services available to other parts of the country by bagging the Asia's first PPP project at Himachal Pradesh in establishing 12 District Hospitals in the state of Himachal Pradesh by installing the state of art 'multi slice CT scanners'
- The Company operates from its HEAD OFFICE located at PUNE, presently company is located Pan India , operational in 14 states with 1800 plus locations.

MISSION

- “To provide quality diagnosis at affordable cost to every human.” As diagnosis plays a crucial role in the evidence based treatment, we at Krsnaa offer diagnostic services which are very expensive in the market at a very affordable cost ensuring quality to the level of people who cannot afford these services.
- KDPL applies “Quality Minded Approach To Everything We Do.”
- KDPL is passionate about Quality and its continuous improvement through teamwork.

VISION

- To offer world class healthcare diagnostics services at affordable rates and at the same time do good with the approach of “Let’s Do Good...”



VALUES

- **Trust and Respect:** Building and maintaining interpersonal trust and respect in a team to achieve collective goal with shared responsibility.
- **Integrity:** Keeping company interest and ethics before self interest.
- **Sincerity:** Doing every task whole heartily with focus, attention and determination.
- **Innovation:** Taking initiatives for implementing 'out of box' ideas to achieve company's mission.
- **Collaboration:** Acceptance and utilization of the best strengths and expertise available globally.

WORKFLOW OF FRONT OFFICE DEPARTMENT (OPERATIONS)

1. **Daily interactions query and feedback handling-**
To make the patient / attendant's stay comfortable by resolving their issues then and there (if possible) by co-ordination with various departments like nursing, F & B, Housekeeping , Finance, etc.
2. **Interaction at the time of discharge-** Take feedback from the patients/attendants at the time of discharge in order to know their level of satisfaction with the services they received during their stay.

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3. **VIP Patient Care-** To give almost care to VIP patients. In order to ensure that the sensitivities of other patients are managed, these VIP patients should be referred to as the critical patients list. The reason for this is that even if such a list called the “HNI (high net worth individual) patient list” is seen in advertently by a patient, the patient will not think that special care is being offered to these patients as a result of a reference, status, background etc.
 4. **Education programs for the attendants in IPD areas:-** To conduct educative programs for the attendants waiting in the IPD area with an aim of not only increasing health awareness, but also favorably influencing the attitudes and knowledge related to the improvement of health on a personal as well as community level. For this posters are display in hospital.

PROBLEM STATEMENT

- Various dimensions of patient experience 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.
- It has also been reported that the interpersonal and technical skills of health care provider are two unique dimensions involved in patient assessment of hospital care.

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- Better appreciation of the factors pertaining to client experience would result in implementation of custom made programs according to the requirements of the patients, as perceived by patients and service providers.
 - Following increased levels of competition and the emphasis on consumerism, patient experience has become an important measurement for monitoring health care performance of health plans.
 - Patient is the best judge since (s)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 OF STUDY

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

RATIONALE OF THE STUDY

- Numerous past examinations have created and connected patient experience as a quality change device for medicinal services suppliers. Hence, tolerant experience is an imperative issue both for assessment and change of human services administrations.

OBJECTIVES

General

- To determine the patient experience in the In-patient department by developing a patient experience score card after evaluating the collected feedback forms of a tertiary care hospital.

Specific

- To measure level of experience with medical and nursing services.
- To recommend strategies for improving the level of patient experience and services of the IPD.

METHODOLOGY

- **STUDY AREA** – In-Patient Department of Rajiv Gandhi Government Hospital, Alwar.
- **STUDY DESIGN** – Descriptive Cross sectional
- **STUDY PERIOD**- 5th February- 5th May, 2017.
- **STUDY POPULATION** – Patients admitted in the In-patient Department.
- **SAMPLE SIZE** – 200 patients in IPD (taking 95% as confidence interval)
- **SAMPLING METHOD** – Non-probability convenience sampling
- **DATA COLLECTION** – Observation and Interview method
- **DATA ANALYSIS** – Using Microsoft Excel.

PARAMETERS ASSESSED FOR IPD

1. Help desk/Registration/front office.
 2. Accommodation
 3. Facilities for attendants
 4. Medical and nursing process
 5. Discharge process
 6. Facilities like:
 - Waiting area
 - Public dining options
 - Parking and security
 7. Overall behavior
- **NATURE OF DATA:-**Quantitative data collected through survey questionnaire technique.

SCALE OF RATING RESPONSES

- 4 = Very Good
- 3 = Good
- 2 = Average
- 1 = Poor
- 0 = No Response

TYPE OF DATA:-

- Collected through direct observations.
- Interacting with the patients or the attendants of the patients of this hospital.
- Information obtained through Hospital records.
- Information gathered through internet.



STUDY TECHNIQUE USED:- Questionnaire technique was used including both open ended and closed-ended questions.

STUDY TOOLS USED:-

- Feedback forms
- Discharge Report

Patient experience was studied according to the below mentioned flowchart.

FRONT OFFICE RECEPTION



I.P.D



COLLECTION AND EVALUATION OF FEEDBACK FORMS



DEVELOPING THE PATIENT EXPERIENCE INDEX

OBSERVATION 's

Help Desk

S. NO.	HELP DESK	SCALE & NO. OF RESPONSES						3.48
		4	3	2	1	0	Total	Average
1	Please rate the ease with which you could contact the hospital	79	120	1	0	0	200	3.38
2	How did we respond to your queries.	86	108	0	0	6	200	3.44
3	How did we explain the various expenses and packages available.	89	103	0	0	8	200	3.46
4	How was your admission process	84	112	0	0	4	200	3.42
5	Please rate the efficiency and warmth of front office reception team.	88	106	0	1	5	200	3.48

Accommodation

S. NO.	ACCOMODATION	SCALE & NO. OF RESPONSES						3.41
		4	3	2	1	0	Total	Average
1	How comfortable was your accommodation	81	116	0	0	3	200	3.40
2	The quality of cleanliness and upkeep	87	112	0	0	1	200	3.43
3	How well did all equipments/activities work	91	107	0	0	2	200	3.45
4	Quality of food	77	119	1	0	3	200	3.38
5	Food services on time	83	111	1	0	5	200	3.41
6	Efficiency and politeness of Canteen team.	80	113	0	0	7	200	3.41

Medical & Nursing Process

S. NO.	MEDICAL AND NURSING PROCESS	SCALE & NO. OF RESPONSES						3.39
		4	3	2	1	0	Total	Average
1	Time spend by doctors to explain diagnosis and treatment.	79	120	0	0	1	200	3.39
2	Attention from our doctors team	88	109	0	0	3	200	3.44
3	Attention from our nursing team	82	114	0	0	4	200	3.41
4	How well did our nursing team explained your treatment, procedure and care at home	77	115	0	0	8	200	3.39
5	Please rate the quality of service							
	➤ efficiency	76	122	0	0	2	200	3.38
	➤ promptness	74	124	0	0	2	200	3.37
	➤ care & warmth	77	119	0	0	4	200	3.39

Facilities For Attendant

S. NO.	FACILITIES FOR ATTENDANT	SCALE & NO. OF RESPONSES						3.42
		4	3	2	1	0	Total	Average
1	Quality of in room facilities	73	126	0	0	1	200	3.36
2	Food options for attendants	81	83	0	0	36	200	3.49
3	Guidance and information on patient movement during procedure.	81	115	0	0	4	200	3.41

Other Facilities

S. NO.	OTHER FACILITIES (please rate the quality of)	SCALE & NO. OF RESPONSES					
		4	3	2	1	0	Total
1	Chemist	57	127	0	0	16	200
2	Waiting area	69	121	0	0	11	200
3	Public dining options	50	129	0	0	21	200
4	Parking and security	59	117	0	0	24	200

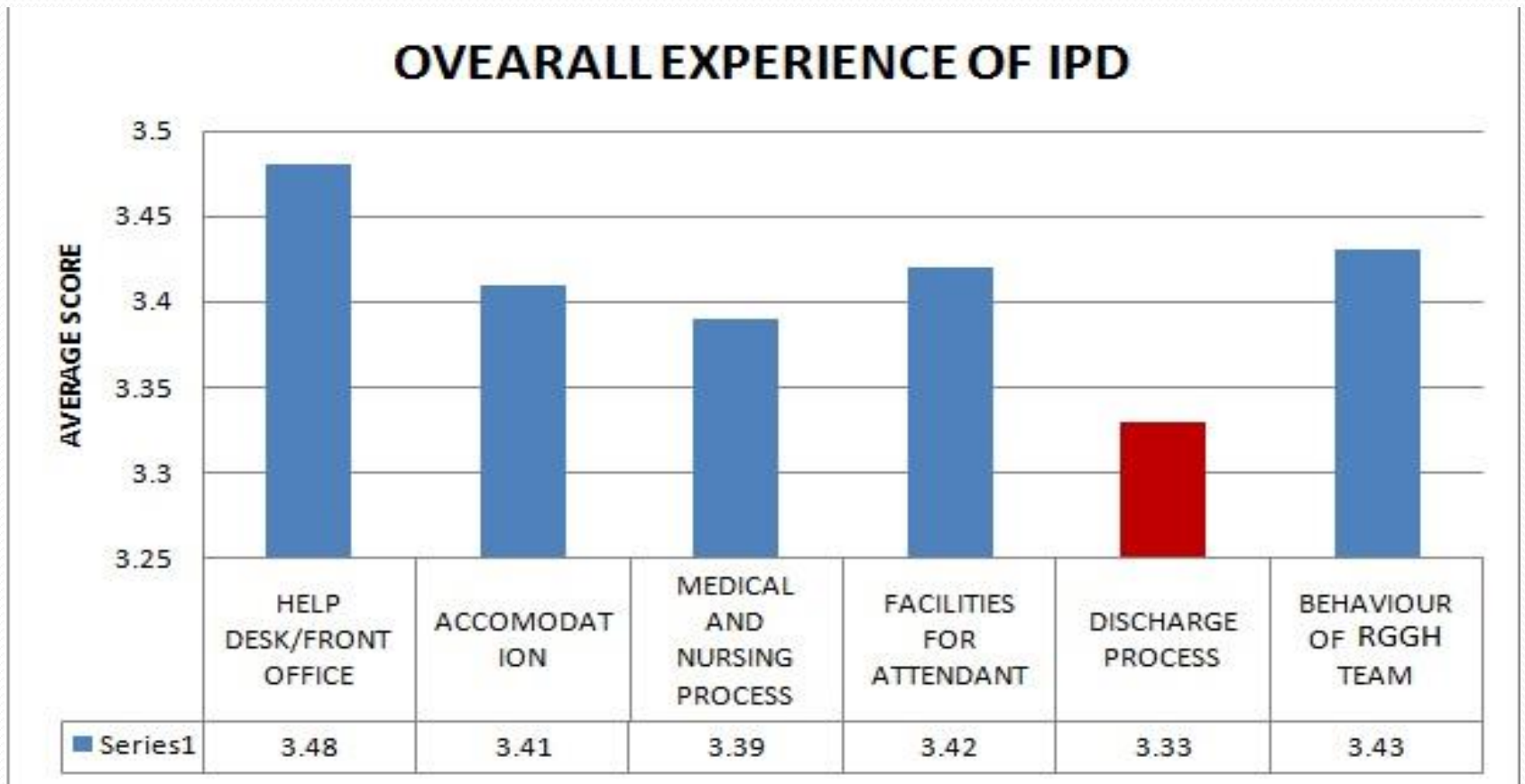
Discharge Process

S. NO.	DISCHARGE PROCESS	SCALE & NO. OF RESPONSES						3.33
		4	3	2	1	0	Total	Average
1	Please rate the overall discharge process	67	130	1	0	2	200	3.33
2	Efficiency of billing desk	67	127	0	0	6	200	3.34
3	Response to any query	71	125	0	2	2	200	3.33

Behavior Of The RGGH Team

S. NO.	BEHAVIOUR OF THE RGGH TEAM	SCALE & NO. OF RESPONSES						Aver age
		4	3	2	1	0	Total	
1	Overall level of service	87	111	0	0	2	200	3.43

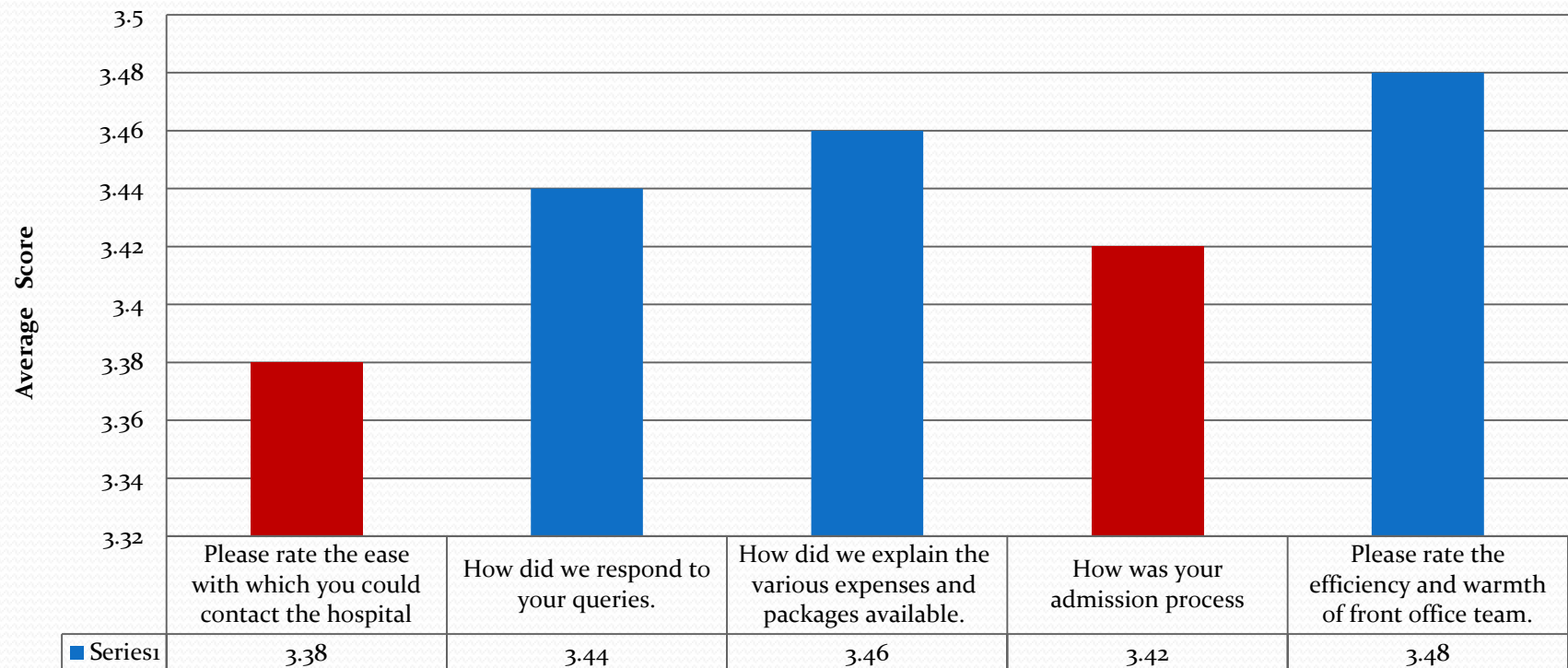
ANALYSIS



Experinece of patients with the help desk is of a high level with average ratings of 3.48. Whereas discharge process got the least rating of 3.33.

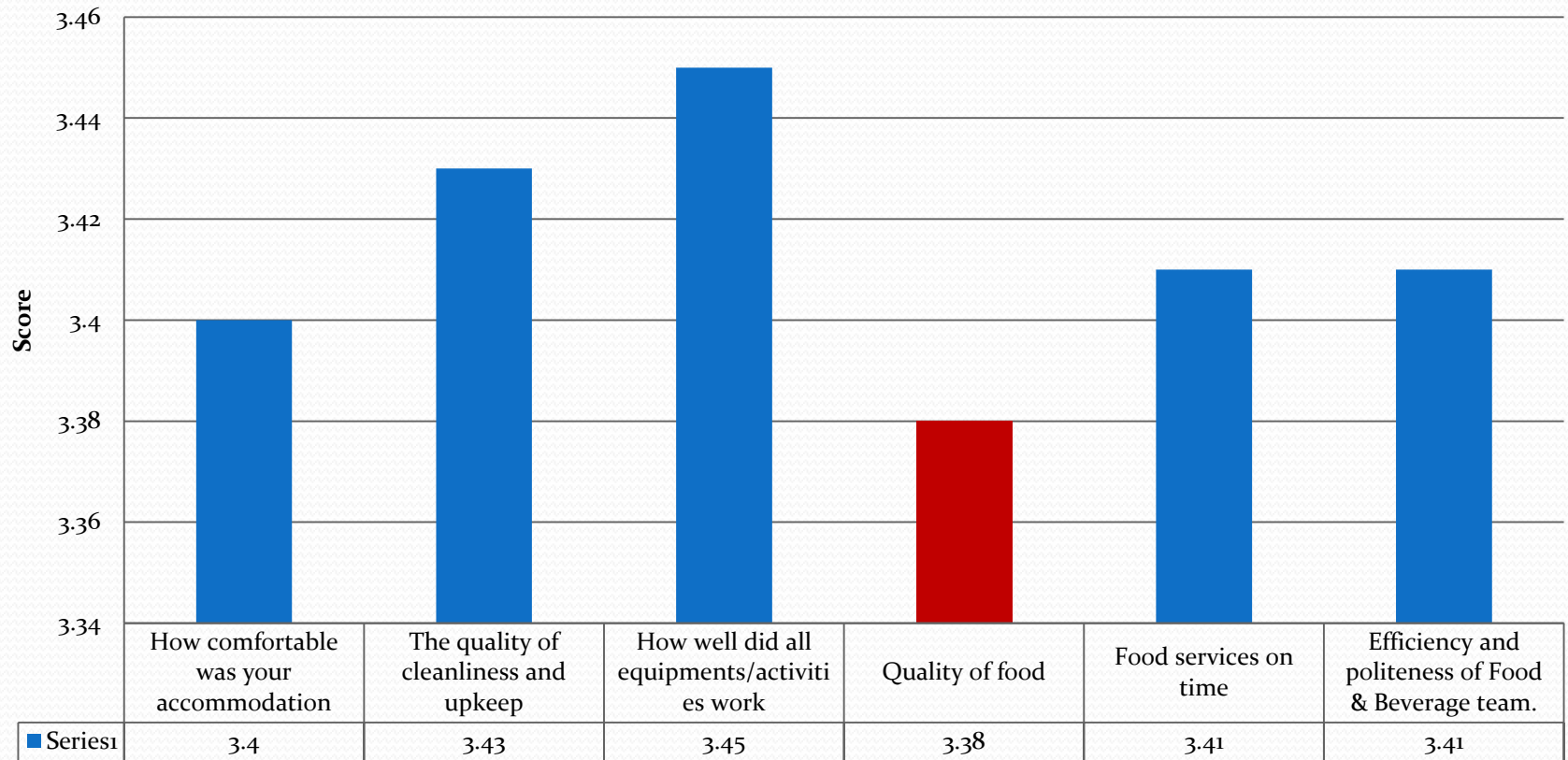
IN SPECIFIC EXPERIENCE OF EACH DEPARTMENT IN THE IPD

HELP DESK/FRONT OFFICE



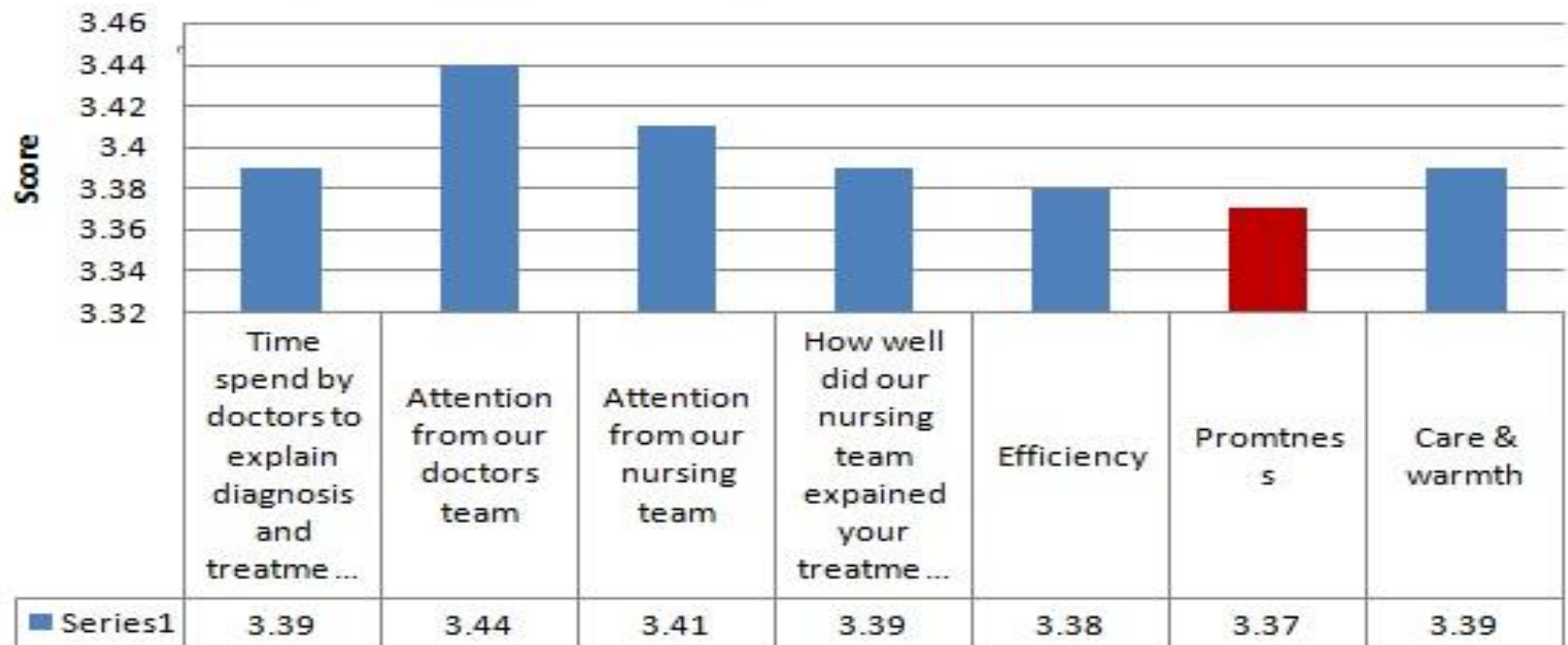
The patient's seemed to be very satisfied with the warmth and affection and also regarding explanation given for expenses and packages with a rating of 3.48 and 3.46 respectively.

ACCOMODATION



Patients seemed to have given a very good score of 3.43 for the cleanliness and upkeep but seemed to be a bit unhappy with quality of food.

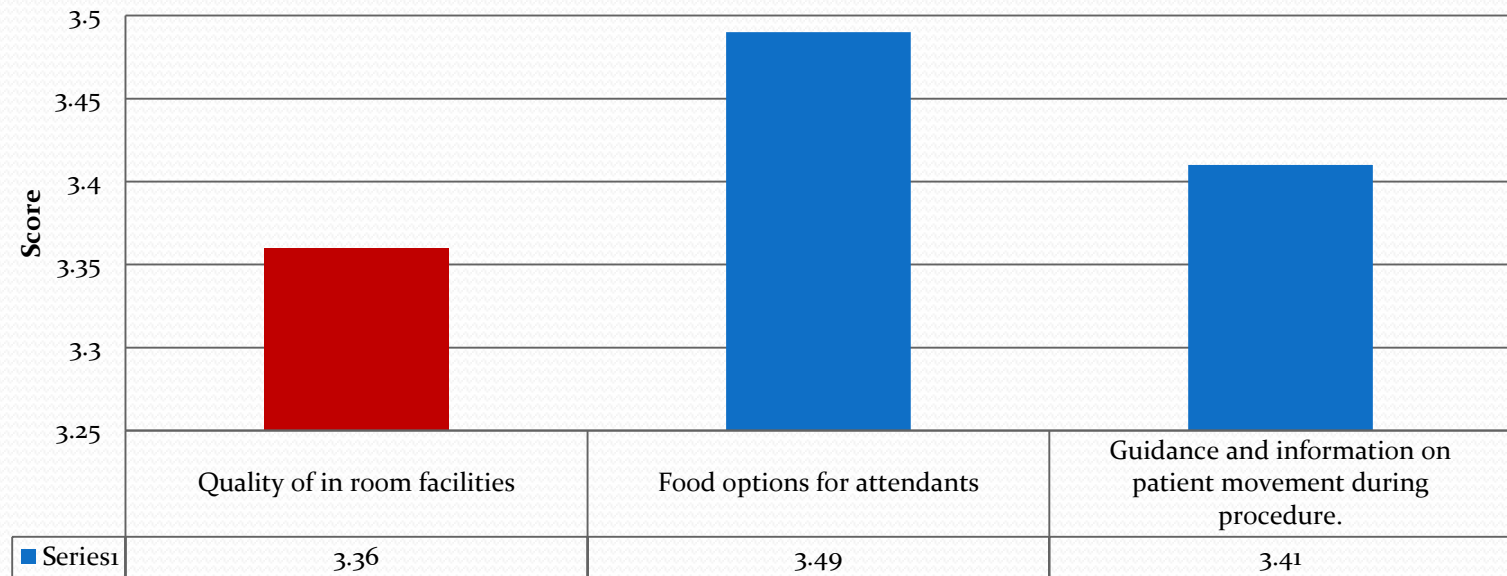
MEDICAL AND NURSING PROCESS



Based on number of responses highest level of satisfaction i.e. '3' was given to explanation of case and treatment plan by doctors reported by 121 patients out of 200.

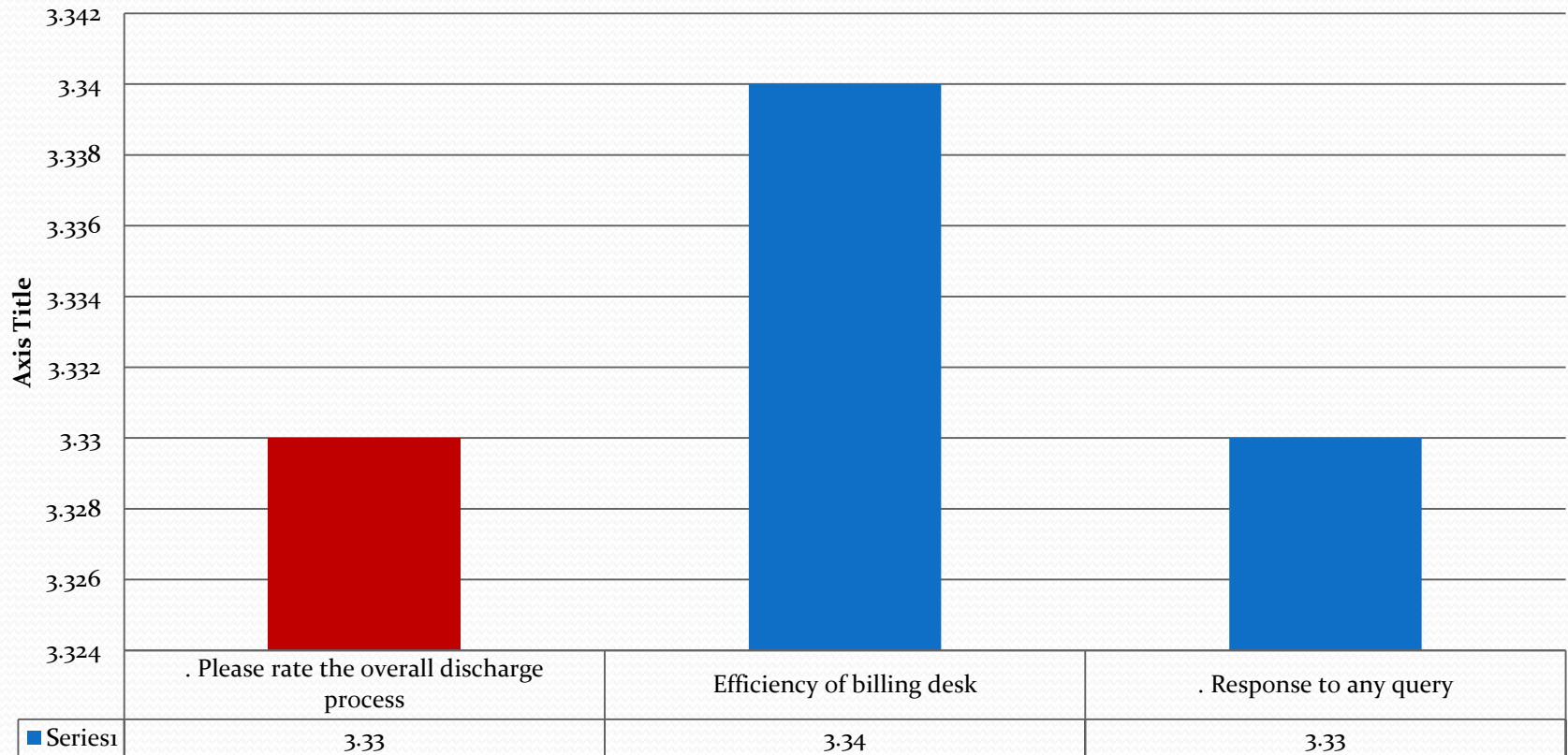
Major issue faced is of promptness.

FACILITIES FOR ATTENDANT



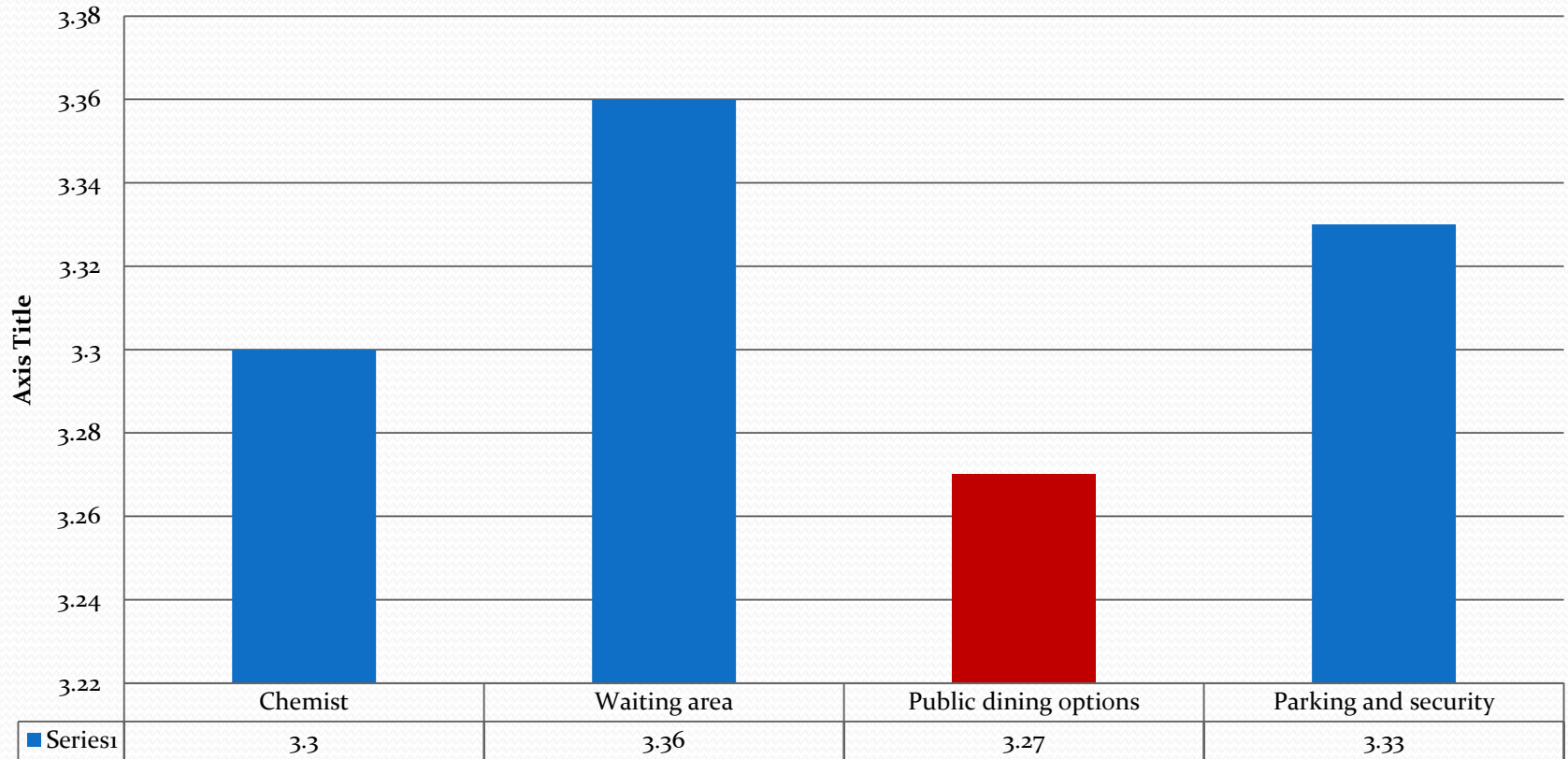
Patient were extremely happy with the number of options present in the menu. 81 patients out of 200 rated it as 3 and 84 rated it as 4.

DISCHARGE PROCESS



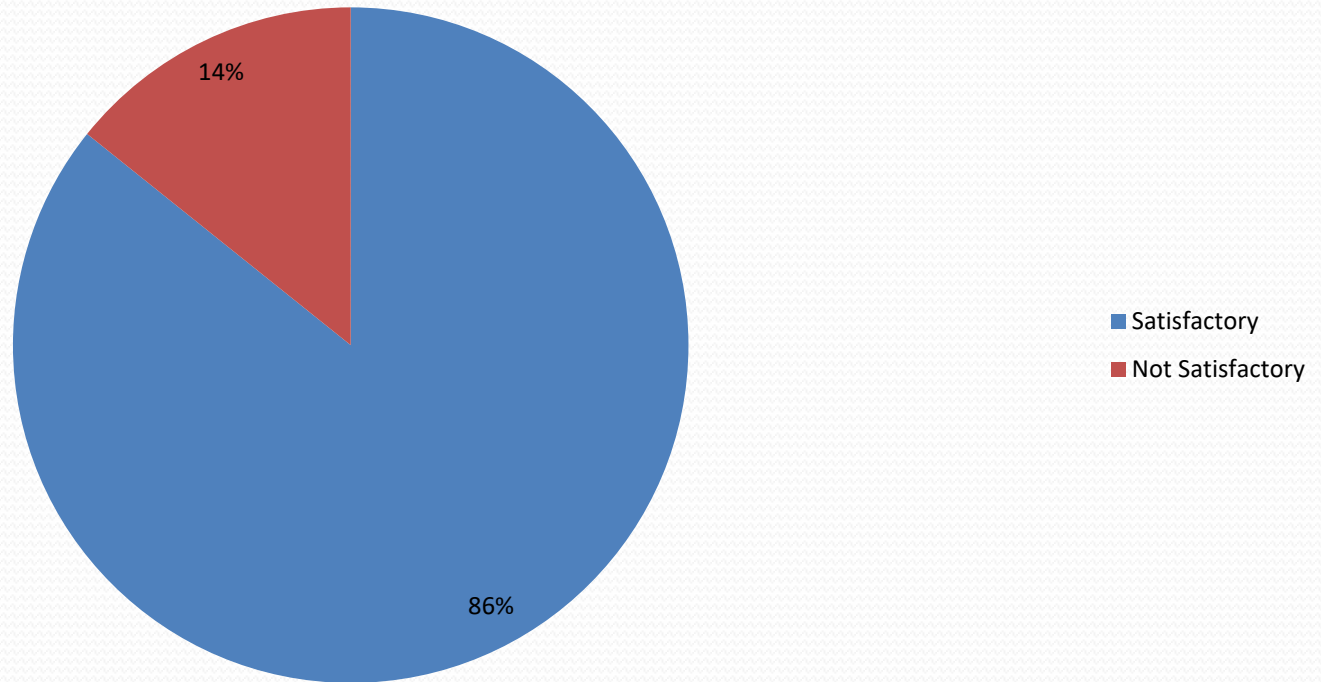
The discharge process has received a constant complain as people complained it to be slow.

OTHER FACILITIES



The waiting area comfort were found to be above par with a rating of 3.36 but people faced issues regarding public dining options.

Overall level of service



85.75% people were satisfied with the behavior of the Rajiv Gandhi Government hospital team. This represents that people are happy with the services provided.

SUGGESTIONS

- The ATM facility in the building for the patient's convenience is not working many a times, which needs to be rectified.
- Parking area charges are heavy for the class of peoples that come to the hospital.
- Staff can be trained to be more courteous as 8 complaints of discourtesy have been received like staff doesn't knock and whenever leaving the room they should pull the gate.
- There can be a lessening in the time consumed for achieving space after affirmation by escorting the "needing dire consideration" patients to the coveted room while their specialist finishes confirmation conventions.

- Doctor's facility condition can be enhanced by diminishing level of unsettling influences and clamors at nursing stations.
- Nature of sustenance has gotten 16 protests seeing different viewpoints, for example, taste, not cooked appropriately, delay in conveyance.
- Medical attendants react late to the call. Expeditionousness from the staff side towards quiet concern ought to be expanded, via preparing.
- Nature of room can be enhanced by keeping up a watch list which appears at what time the cleanliness was checked.
- Discharge process ought to be less tedious and this can be accomplished by fruition of morning rounds by specialists and marking the release papers timely.
- Air conditioning office in wards ought to be taken in thought and food ought to be somewhat acceptable.

CONCLUSION

- From the project report it can be presumed that the Rajiv Gandhi Government Hospital Team has prevailing with regards to making a culture where rendering quality patient administrations are its fundamental key objective. The association has put in its concentrated endeavors to focus on the patient's need or protection, empathy and data identified with his or her hospital visit. The patient welfare department in the zone of issue distinguishing proof and issue demonstrating guaranteeing the patient to be the necessary piece of this healing .



THANK
YOU