

Study on in-Patient Satisfaction Level at RJ Super Specialty Hospital Bahadurgarh

By

Rakesh Kumar

*Dissertation submitted for the partial fulfillment of the
MBA Human Resource Management in Health and Hospitals*

Academic year, 2015-2017



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TO WHOMSOEVER MAY CONCERN

This is to certify that Dr. Rakesh Kumar student of MBA Human Resource Management from The IIHMR University, Jaipur has undergone internship training at RJ Super Speciality Hospital, Bahadurgarh, from 1st February, 2017 to 31st April, 2017.

The Candidate has successfully carried out the study designated to him during internship training and his approach to the study has been sincere, scientific and analytical.

The Internship is in fulfillment of the course requirements.

I wish him all success in all his future endeavors.



Col. (Dr) Ashok Kaushik

Dean, Academics and Student Affairs
The IIHMR University, Jaipur


Miss Ratna Varma 11/5/2017

Assistant Professor
The IIHMR University, Jaipur



R J SUPER SPECIALITY HOSPITAL

(Regd. No. ADRPJ5828RSD003)

(M) +91-9416054268

ISO 9001 : 2015 - Q M S - 16 - 9013

Delhi-Rohtak Road, Near Rajesh Joon Office, Bahadurgarh-124507, Distt. Jhajjar (Hr.)

Ref. No. RJSSH/HR/2017/32

Dated : 31-04-2017

Certificate

This is to certify that Dr Rakesh Kumar student of MBA HRM has completed his project entitled " IPD Patient Satisfaction at RJ Super specialty Hospital, Bahadurgarh.

To the best of my knowledge this project report is original work of candidate.

I am fully satisfied with the project work and recommended its acceptance in the partial fulfillment of the requirement of the award of the degree of Master of Business Administration (Human Resource).

Date: 31-04-2017

Place: Bahadurgarh

Dr Sameer Singh

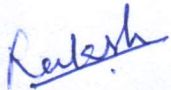
Medical Superintendent

RJ Super Specialty Hospital, Bahadurgarh

THE IIHMR UNIVERSITY, JAIPUR

CERTIFICATE BY SCHOLAR

This is to certify that the dissertation titled **Medication Management Process** and submitted by **Dr. Rakesh Kumar** Enrollment No. **IIHMR- U/04/2015/17/0009** under the supervision of **Ms. Ratna Verma** for award of MBA in Human Resource Management in Health and Hospitals of the University carried out during the period from **1st February' 2017 to 31st April'2017** embodies my original work and has not formed the basis for the award of any degree, diploma associate ship, fellowship, titles in this or any other institute or other similar institution of higher learning.



Signature

THE IIHMR UNIVERSITY, JAIPUR

CERTIFICATE BY SCHOLAR

This is to certify that all ethical issues have been considered while collecting data for my dissertation titled Medication Management Process at RJ Super Speciality Hospital, Bahadurgarh.



Signature of student

ACKNOWLEDGEMENT

I take this opportunity to express my profound sense of gratitude and indebtedness to all those who helped me throughout the duration of the project.

I am highly obliged to Ms Rajni, HR Head for allowing me to pursue my summer training from RJ Super Speciality Hospital, Bahadurgarh. This training would not have been completed without a substantial support from Dr. Sameer Singh, Medical Advisor, whose kind co-operation and constant encouragement helped me in the completion of the project in the hospital. I would sincerely like to thank him for his guidance and constant training in providing necessary information regarding the project despite his preoccupation and busy schedule.

I would also like to express my gratitude towards Mr. Parveen Mudgil, Marketing Coordinator and other Staff members for being helpful and making this Internship an unforgettable experience.

A special thanks to Mrs. Ratna for guiding me throughout my training and answering the queries that came along the way. I would also like to thank the faculty members of The IIHMR University without whom this project would have been a distant reality.

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ACCRONYMS/ABBREVIATIONS

ADE-Adverse Drug Event AMS-Assistant Medical Superintendent CT- Computed Tomography CMO- Chief Medical Officer CPOE-Computerized physician order entry system COW- Computer on wheels CQI-Continuous Quality Improvement CSSD-Central sterile & supply department	MAE-Medication Administration Error MAR-Medicine Administration Record ME- Medication Error MO- Medical Officer MLC-Medico Legal Cases MTP-Medical termination of pregnancy NCR-National capital Region NABH-National Accreditation Board for Hospitals and Healthcare
EMR- Electronic Medical Record FMEA- Failure Mode Effect Analysis FIFO- First In First Out FM- Failure Mode	OPD- Out Patient Department OT-Operation Theatre
HIS- Hospital Information System HOD- Head of Department	RCA- Root Cause Analysis RJSSH-RJ SUPER SPECIALITY HOSPITAL RMO- Resident Medical Officer RPN- Risk Priority Number
IPD- Inpatient Department IV-Intravenous JR-Junior Resident	UHID No.- Unique Hospital Identification Number

PART 1

HOSPITAL PROFILE



PROFILE *(Source: Hospital Manual)*

- **RJ Super Speciality Hospital (RJSSH)** was initially set up in September 2015 under the ownership of Mr. Rajesh joon.

Vision: To be the most trusted health care brand nationally and internationally

Mission: To create a network of quality health care service providers up to village levels at affordable costs.

- » **Credible promoters** with a long track record in healthcare & hospitability backed by credible investors
- » **Experienced Management team** with extensive exposure of running and managing large hospital.
- » **Experienced Sales team** which is working on the right channel mix.
- » **Established player in NCR**, providing the full range of services including general specialties and super specialties
- » **Strong team of Doctors** and other medical staff. Specialty gaps are being filled and new doctors being hired for specific geographies.
- » **Extensive focus on Internal Processes**. Special focus on Manpower and Branding to create a performance driven organization
- » **Ready constructed assets**, expected to achieve incremental margins & returns, as occupancy and capacity stabilizes



RJ Super Sepcility Hospital (Source: Hospital Manual)

RJ Super Speciality Hospital-Bahadurgarh

With a history of over 1 years for being in operations, this hospital enjoys its location in North of Haryana from hospital till west of Haryana. It offers immense peace and seclusion by being in an institutional area and still being at the centre of north haryana. It is well connected by road and metro (nearest metro station being 300 m from the hospital).

The hospital has two towers, great landscape and beautiful façade. It has about 2 lac sq. ft. built up area and houses two operation theatres, intervention Cath lab, CT, and most advanced technology acquisition for its intensive care services.

The hospital stands proud for its Intervention Cardiology, Joint Replacement program, Minimal Invasive Surgery, Oncosurgery program, Intensive Care units and high end.

The hospital offers choice of selecting from economy rooms to most luxurious single rooms depending on affordability of the customers. It is well recognized and credited for its services and is empanelled with all major TPA, private companies of repute.

RJ Super Speciality Hospital (Source: Hospital Manual)

❖ Ownership

"We believe in doing whatever it takes for winning. Do it the best we can; do it the best it can be done. That is how we succeed at RJSSH."

❖ *Teamwork*

Best "Outcomes" come from working together cohesively with our customers (both internal & external)

❖ *Integrity*

"Integrity for us means being ethically unyielding, fiercely honest and inspiring trust by saying what we mean, matching our behaviors to our words and taking responsibility for our actions."

❖ *Service Excellence*

"We keep the customer (internal and/or external) as the focal point of all our activities. We help customers (and business partners) achieve their needs and goals through intelligent application of our own skills, behaviors and knowledge. We deliver what we promise-and add value that goes beyond what is expected."

RJ SUPER SPECIALITY HOSPITAL provides comprehensive services under one roof:

❖ *Super Specialties:*

- Cardiac Sciences (Interventional Cardiology & Cardiac Surgery)
- Orthopedics (Joints Replacement, Spine & Trauma)
- Neurosciences (Neurology & Neurosurgery)
- Oncology (Medical)
- Aesthetic & Reconstruction Surgery
- Gastroenterology
- Minimal Access Surgery & Bariatric Surgery
- General Surgery
- Nephrology with Dialysis
- Urology

❖ *Other Specialties:*

- ENT & Cochlear Implant

- Obstetrics & Gynecology
- Internal Medicine
- Pediatrics
- Pain Management
- Audiology
- Dermatology
- Dental & Maxillo Facial Surgery
- Ophthalmology
- Psychiatry
- Preventive Health Checks

Observational Learnings

❖ Clinical Services

✓ OPD DEPARTMENT

RJ SUPER SPECIALITY HOSPITAL has one centralized OPD.

Functions

Offers a complete facility of healthcare to the individual of all ages

Quality Indicators

- Patient's seen within scheduled appointment time
- Turnover time between two patients
- Patient's Satisfaction

Shortcomings Observed

- Poor maintenance of Flow of Patients
- High Waiting Time

✓ **EMERGENCY DEPARTMENT**

- The EMR department at RJ Super Speciality Hospital is located on the ground floor and has a separate entrance with EMR reception.
- EMR is provided with its own drugs.
- RJ Super Speciality has Five bedded Emergency

Shortcoming's Observed

- No Triage facility

✓ **OT DEPARTMENT**

RJ Super Speciality hospital has two OT's namely OT complex one and OT complex two on the First floor of the Hospital.

Functions

OT is committed to provide the highest standards of surgical care to the patients

Scope and Complexity of Services

- Cardiac
- Neurology
- Ophthalmology
- ENT
- Gynecology
- Plastic surgery
- Orthopedics
- Micro disc
- Laparoscopies
- Oncological and other general surgeries

Days and hours of operations:

The OT department is functional from 8:00 am to 5:00 pm, six days a week

Quality Indicators

- Percentage modification of anesthesia plan
- Percentage of unplanned ventilation following anesthesia
- Percentage of unplanned returns to OT
- Percentage of rescheduling of surgeries
- Anesthesia related mortality rate
- ✓ **INTENSIVE CARE UNIT**

An intensive care unit is a specialty staffed, separately equipped and self contained action of the hospital for the management of patients with life threatening or potentially life threatening clinical conditions.

Quality Indicators

- Return to ICU within 48 hrs.
- Re-intubation rate
- ICU utilization

❖ Support Services

- ✓ **RADIOLOGY DEPARTMENT**

Functions:

- Provides complete diagnostic and imaging services of high quality and minimum error.
- Has developed standard operating procedures(SOP)
- Has established goals, objectives and standards of performance that are consistent with both the hospitals philosophy of patient care and practice of professional service delivery and match international standards.

Services provided:

1. Common X-rays
2. Fluroscopy
3. Ultrasound
4. Colour Doppler
5. CT Unit
6. Ultrasound and CT guided invasive procedures
7. ECHO Cardiography

✓ **MEDICAL RECORDS DEPARTMENT**

It is to provide efficient storing, maintaining, coding and verification of medical records

Services Provided

- For storing of all medical records
- Verification of all records
- Issue of duplicate records
- Receipts and reply of mails
- Preparation and coordination in providing records for court cases and consumer cases
- Maintenance of MTP records
- Maintenance of MLC, Birth and Death registers
- Coordination with IT department for Backup of scanned records

❖ **UTILITY SERVICES**

✓ **CENTRAL STERILE SUPPLY DEPARTMENT**

It provides steady and effective supply of sterile linen and instruments of various departments in the hospital

Operations of the Department

- Sterile supplies are dispatched to the wards as when required and Used instruments are collected for cleaning and autoclaving by CSSD staff
- Sterile Supply to OT and Emergency a day prior before 8:00 Pm and as when required

✓ **LAUNDARY**

It provides fresh linen to all hospital. It has a major role maintaining hygienic environment and in infection control. The staff of laundry are a mix of Contract labor and IMCL workers

PART 2

DISSERTATION

Introduction:

Today we are living in the world of internet so every patient is aware of their right and needs. They know that health care facilities are established to provide satisfactory health care facilities to their patients. If the health care facility fails to do so they are considered to be an unsuccessful health care facility. Now these days patient satisfaction is the most important thing for health care facilities. For an organization to be successful they now consider patient satisfaction as an important tool to measure their performance in terms of service provider.

If a patient is satisfied then they can say that they have the potential to look after all their needs under one roof.

Objectives of health care have changed over the period of time initially technology was not so developed that we accurately measure all these parameters scientifically and use scientific methods to improve these parameters in terms of patient need.

During 19th century it was an era of symptom then in 20th century it was a disease centered era this was the era where people started taking health in a broad subject and started addressing problems in a more scientific way with more scientific comments.

Then in 21st century there was huge development in health sector now it was more people centered. It has become a people matter and needed public participation in this matter.

The World Health Organization in its annual conference in the year 1990 has said that now and in future health services should be more patient oriented rather than disease oriented. A lot of stress has been made to invest in patient care and patient right in obtaining quality care from health care organizations which will lead to patient satisfaction(1,2)

Patient satisfaction fulfills several different functions(3) satisfaction can describe health care services from patients' point of view and patient satisfaction may be thought of as a measure of the process of care. Any problem area is isolated and ideas towards its solution can be generated (4). Measuring of health care is considered by most as the most important area of patient satisfaction.

Literature review:

Linder-pelz (1982) he developed a definition of patient satisfaction through analysis of content of satisfaction five social –psychological variables were proposed as probable determinants of satisfaction with health care .these are occurrence which actually takes place and more importantly the individual perception of what occurred value that is an evolution in terms of good and bad of an attribute or an aspect of a health care encounter ,expectation which is belief about the probability out come of that association ;interpersonal comparison in which an individual rates the health care .

Riser (1991) Defined patient satisfaction as the degree of congruency between a patient's expectation of ideal nursing care and his perception of the real nursing care that he recives (9)

Swan suggested that patient satisfaction is a positive emotional response that is desired from a cognitive process in which patient compare their individual experience to a set of subjective standard s(10).

Component of satisfaction:

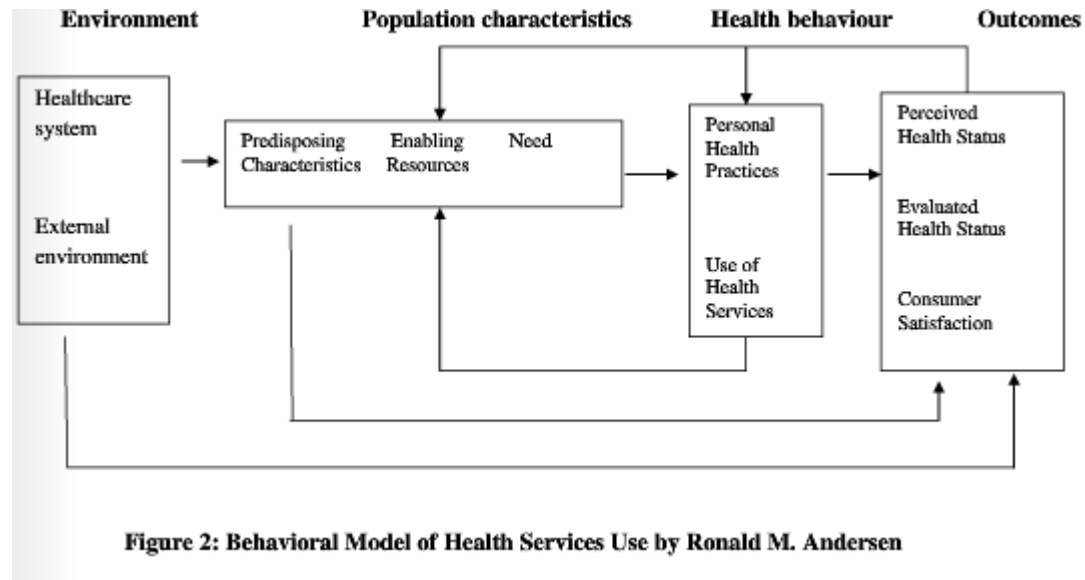
several classification of component have been proposed ,some are exculsevely for health care context

Abdellah and Levine (1956) attempted an early identification of key components, proposing adequacy of the facilities , effectiveness , of the organization , professional qualification competency of the personal and effect of care on the person.

Ware et al (1983) eight component that played important role in decideing the level of satisfaction of the patient are

- 1.finance
- 2.interporsnal manner
- 3.Accessibility/convenience
4. techinca; quality of care
- 5.out come of care
- 6.continuity of care
- 7.physical environment
- 8.availibility

ware's classification has been the basis for much of the work, as statistical techniques such as factor analysis have been promoted as providing evidence that satisfaction is a multidimensional construct (14),(41)fitzpatrick (1990) proposed almost an ideal dimension to ware's bar finance for the uk setting however as many satisfaction studies are conducted in very specific contexts .



Methodology

Study design

The study design was a descriptive study the data was collected from patients who are admitted in idp department at Rj super Speciality Hospital

Study population :

The target population of this study are all the patient those have been discharged after admitting from the hospital.thoes patient who are below 14 year their responses are recorded through their parents.

Location of study:

Rj super speciality hospital Bahadurgarh (Haryana)

Study duration : 3 Months

Sampel size : there is no sampel as study involved all ipd patients .

Research question:

What is the level of satisfaction towards the services provided by the Rj Super Speciality hospital in IPD Department

Method of data collection :

Data is collected through feedback forms given to the patient at the time of admission at Rj super speciality hospital and was collected back at the time of discharge and was analysed and findings are noted down to improve the services

Objective:

To measure the satisfaction level among the IPD patient at Rj super Speciality Hospital for the duration of 3 months.(FEB-APRIL)

To find out way to improve level of satisfaction.

Data collection tool:

Feedback form

Complaint forms

Data analysis:

Score/maximum score*100

Microsoft Excel is used for analysis of data

results

Patient satisfaction was measured by using a set of questions patient were asked to rate their contentment level towards health services. Likert's five points rating scale was applied as follows

5=excellent

4=very good

3=good

2=average

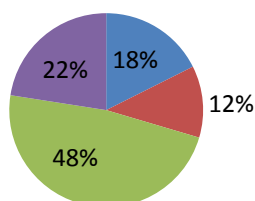
1=not satisfactory

0=poor

Period of analysis	1st Feb, 2017 to 31 April, 2017
Total Number of Discharges	25
Total Feedback forms received	17
Percentage of patients who filled form	68
Percentage of patients who did not fill form	32.00

1st Feb, 2017 to 31 April, 2017

- Total Number of Discharges
- Total Feedback forms received
- Percentage of patients who filled form
- Percentage of patients who did not fill form



Very high satisfaction (90-100%)

High satisfaction(80-89%)

Medium satisfaction(70-79%)

Low satisfaction(60-69%)

No satisfaction(less than 50 %)

Patient satisfaction towards health care services at rj super speciality hospital bahadurgarh in IPD department for the period of 3 months (feb-April)

Admission Process	Speed of Admission Process
	Courtesy and behaviour of the person who helped you in admission
	How convinient was it for you to take admission
Nursing Care	Courtesy of Nurse
	Skill of Nurse
	Promptness of response to call bell
Physician	Courtesy of the doctor
	Clear explanationof the test results in a way that you could understand
	Time spent with doctor

	Waiting time for consultation
Support Services	If you were placed on a special/ restricted diet, how well was it explained
	Temperature of the food
	Quality/ Flavour of food
	Courtesy of the person who served your food
	Timeliness of delivery
Room Facility	Room Cleanliness
	Courtesy of the person who cleaned your room
	Noise level in and around room
	How well the things worked (TV, Call buttons, Lights)
	Overall room comfort and cleanliness provided
Visitors and Family	Helpfulness of people at information desk
	Accommodation and comfort for visitors
	Information given to your family about your condition and treatment
Discharge Process	Speed of Discharge Process
	How would you rate accuracy of the bill
	Clear explanation of post discharge care and follow up
Personal Care	Staff concern for privacy
	How well was your pain controlled
	Amount of attention paid to your personal needs

	Staff effort to include you in decisions about your treatment
Other services	How would you rate the appearance of our hospital
	Your overall satisfaction with your experience at our hospital
	How helpful directions and signs were in helping you find your way around
Patient Delight	Would you come to our hospital for future healthcare needs
	Would you recommend our hospital to your family and friends

Level of satisfaction is measured on likert scale from 1-5

Very poor-1

Poor-2

Fair -3

Good -4

Excellent-5

5	4	3	2	1
Excellent	Good	Fair	Poor	Very Poor

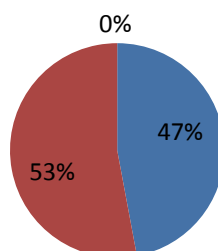
Admission Process	Speed of Admission Process	10	7	0	0	0	OK
	Courtesy and behaviour of the person who helped you in admission	10	7	0	0	0	OK
	How convenient was it for you to take admission	12	5	0	0	0	OK
		Excellent	Good	Fair	Poor	Very Poor	
Nursing Care	Courtesy of Nurse	16	1				OK
	Skill of Nurse	12	5				OK
	Promptness of response to call bell	8	9				OK
		Excellent	Good	Fair	Poor	Very Poor	
Physician	Courtesy of the doctor	9	8				OK

	Clear explanation of the test results in a way that you could understand	12	5				OK
	Time spent with doctor	14	3				OK
	Waiting time for consultation	11	6				OK
		Excellent	Good	Fair	Poor	Very Poor	
Support Services	If you were placed on a special/ restricted diet, how well was it explained	8	9				OK
	Temperature of the food	9	8				OK
	Quality/ Flavour of food	9	8				OK
	Courtesy of the person who served your food	14	3				OK
	Timeliness of delivery	16	1				OK
		Excellent	Good	Fair	Poor	Very Poor	
Room Facility	Room Cleanliness	6	5	6			OK
	Courtesy of the person who cleaned your room	4	8	5			OK
	Noise level in and around room	5	8	4			OK
	How well the things worked (TV, Call buttons, Lights)	6	8	3			OK
	Overall room comfort and cleanliness provided	7	7	3			OK
		Excellent	Good	Fair	Poor	Very Poor	
Visitors and Family	Helpfulness of people at information desk	11	6	0			OK
	Accommodation and comfort for visitors	10	6	1			OK
	Information given to your family about your condition and treatment	14	3				OK
		Excellent	Good	Fair	Poor	Very Poor	
Discharge Process	Speed of Discharge Process	9	7	1			OK
	How would you rate accuracy of the bill	6	10	1			OK
	Clear explanation of post discharge care and follow up	10	6	1			OK
		Excellent	Good	Fair	Poor	Very Poor	

Personal Care	Staff concern for privacy	6	9	2			OK
	How well was your pain controlled	8	6	3			OK
	Amount of attention paid to your personal needs	7	8	2			OK
	Staff effort to include you in decisions about your treatment	8	9				OK
		Excellent	Good	Fair	Poor	Very Poor	
Other services	How would you rate the appearance of our hospital	9	8				OK
	Your overall satisfaction with your experience at our hospital	9	8				OK
	How helpful directions and signs were in helping you find your way around	9	8				OK
		Yes	No				
Patient Delight	Would you come to our hospital for future healthcare needs	17					
	Would you recommend our hospital to your family and friends	17					

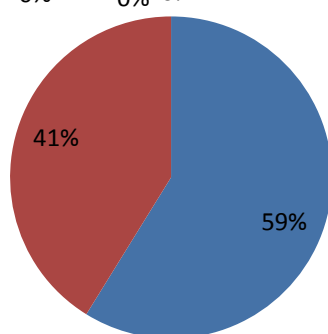
**Support Services If you were placed
on a special/ restricted diet, how well
was it explained**

■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■



**Admission Process Speed of
Admission Process**

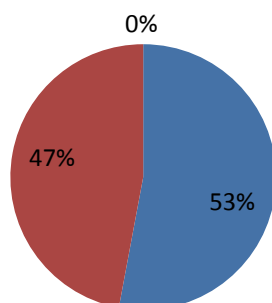
0% 0% 0% 0%



■ Excellent
■ Good
■ Fair
■ Poor
■ Very Poor
■

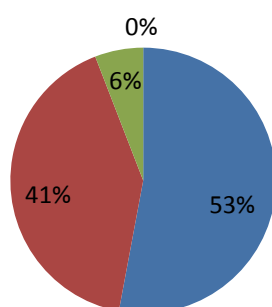
Other services How would you rate the appearance of our hospital

■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■



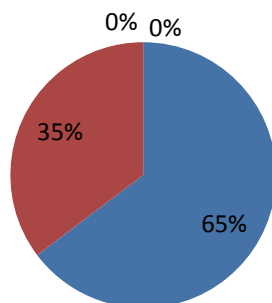
Discharge Process Speed of Discharge Process

■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■



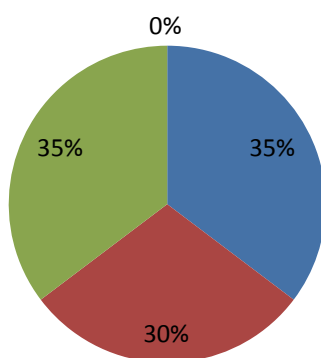
Visitors and Family Helpfulness of people at information desk

■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■



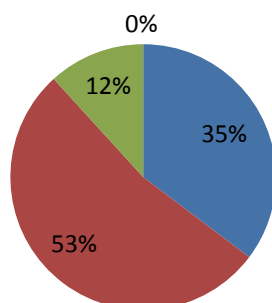
Room Facility Room Cleanliness

■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■



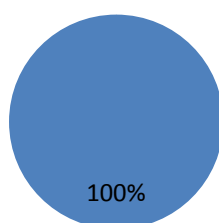
Personal Care Staff concern for privacy

■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■



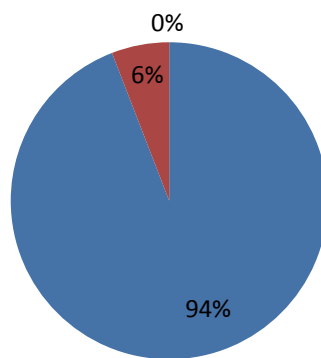
Patient Delight Would you come to our hospital for future healthcare needs

■ Yes ■ No



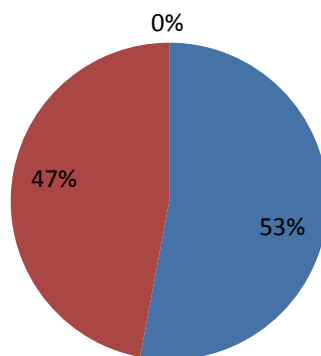
Nursing Care Courtesy of Nurse

■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■



Physician Courtesy of the doctor

■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■



Feedback Analysis

	Points	Max Points	Head %
Admission Process			
Speed of Admission Process	78	85	91.76%
Courtesy and Behaviour of the person who helped in admission	78	85	91.76%
How convinient was it for you to take admission	80	85	94.12%
	236	255	92.55%
The patients were thus highly satisfied in this case.			
Nursing Care			
Coutesy of Nurse	84	85	98.82%
Skill of Nurse	80	85	94.12%
Promptness of Response to Call Bell	76	85	89.41%
	240	255	94.12%
The patients were thus highly satisfied in this case.			
Physician			
Coutesy of Doctor	77	85	90.59%
Clear Explanation of Test Result, your condition and treatment in a way that you could understand	80	85	94.12%
Time spent with the doctor	82	85	96.47%
Waiting time for consultation	79	85	92.94%
	318	340	93.53%
The patients were thus highly satisfied in this case.			
Support Services			
If you were placed on a special or restricted diet, how well it was explained	76	85	89.41%
Temperature of food	77	85	90.59%
Quality/ Flavour of food	77	85	90.59%
Courtesy of the person who served your food	82	85	96.47%
Timeliness of delivery	84	85	98.82%
	396	425	93.18%
The patients were thus highly satisfied in this case.			
Room Facility			
Room Cleanliness	68	85	80.00%
Courtesy of the person who cleaned your room	67	85	78.82%
Noise level in and around room	69	85	81.18%
How well things worked	71	85	83.53%
	347	425	81.65%
The patients were thus highly satisfied in this case.			
Visitors and Family			
Helpfulness of people at the iformation desk	79	85	92.94%
accomodation and comfort for visitors	77	85	90.59%
Information given to your family about your condition and treatment	82	85	96.47%
	238	255	93.33%

The patients were thus highly satisfied in this case.

Discharge Process

speed of discharge process	76	85	89.41%
How would you rate accuracy of the bill	73	85	85.88%
Clear explanation of post discharge care and follow up	77	85	90.59%
	226	255	88.63%

The patients were thus highly satisfied in this case.

Personal Care

Staff concern for privacy	72	85	84.71%
How well was your pain controlled	73	85	85.88%
Amount of attention paid to your personal needs	73	85	85.88%
Staff effort to include you in decision about your treatment	76	85	89.41%
	294	340	86.47%

The patients were thus highly satisfied in this case.

Other Services/ Overall

How would you rate the appearance of our hospital	77	85	90.59%
Your overall satisfaction with your experience at our hospital	77	85	90.59%
How helpful directions and signs were helping to find your way around	77	85	90.59%
	231	255	90.59%

Patient Delight

Would you come to our hospital for future healthcare needs	yes	100%	
Would you recommend our hospital to your family and friends	no	0%	

OVERALL COMMENTS: Since the average satisfaction level is 90% , the patients were found to be Highly satisfied with respect to the various services provided in the hospital.

Customer Care Management (CCM) Database report-All verbatim feedback report of 01.02.17 to 08.04.17

Percentage	Interpretation
80 - 100	Highly satisfied
50 - 79.9	Just satisfied
Less than 50	Poorly satisfied

Period of analysis	1 FEB- 31 April
Average satisfaction level	90%
Total Number of patient discharged	25
Total Forms Received	17
Percentage of forms received	68%
Target of collection (Monthly target)	80%

Discussion:

With the help of this study we can conclude that average satisfaction of patient at RJ super speciality hospital was found to be 90% that is highly satisfactory.

Suggestions:

Bathroom should be cleaned properly

Clock should be provided in rooms. Regular Cleaning of Washrooms must be done, Fragrance should be sprayed

More coordination is required between the departments