

A study on
IPD patient Satisfaction At Rj Super Speciality
Hospital

By

Dr. Rakesh Kumar

Academic year, 2015-2017

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
- For an organization to be successful, patient satisfaction is an important tool to measure their performance in terms of services provided.

Contd..

- During 19th century it was an era of symptom then in 20th century it was an disease centered era this was the era where people started taking health in broad subject and started addressing problems in 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 people matter and needed public participation in this matter

Contd..

- Patient satisfaction fulfills several different function(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 idea towards its solution can be generated (4).measuring of health care is considered by most as the most important area of patient satisfaction .

Contd..

- 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 .

Contd..

- 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 receives (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).

Contd..

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

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

Contd..

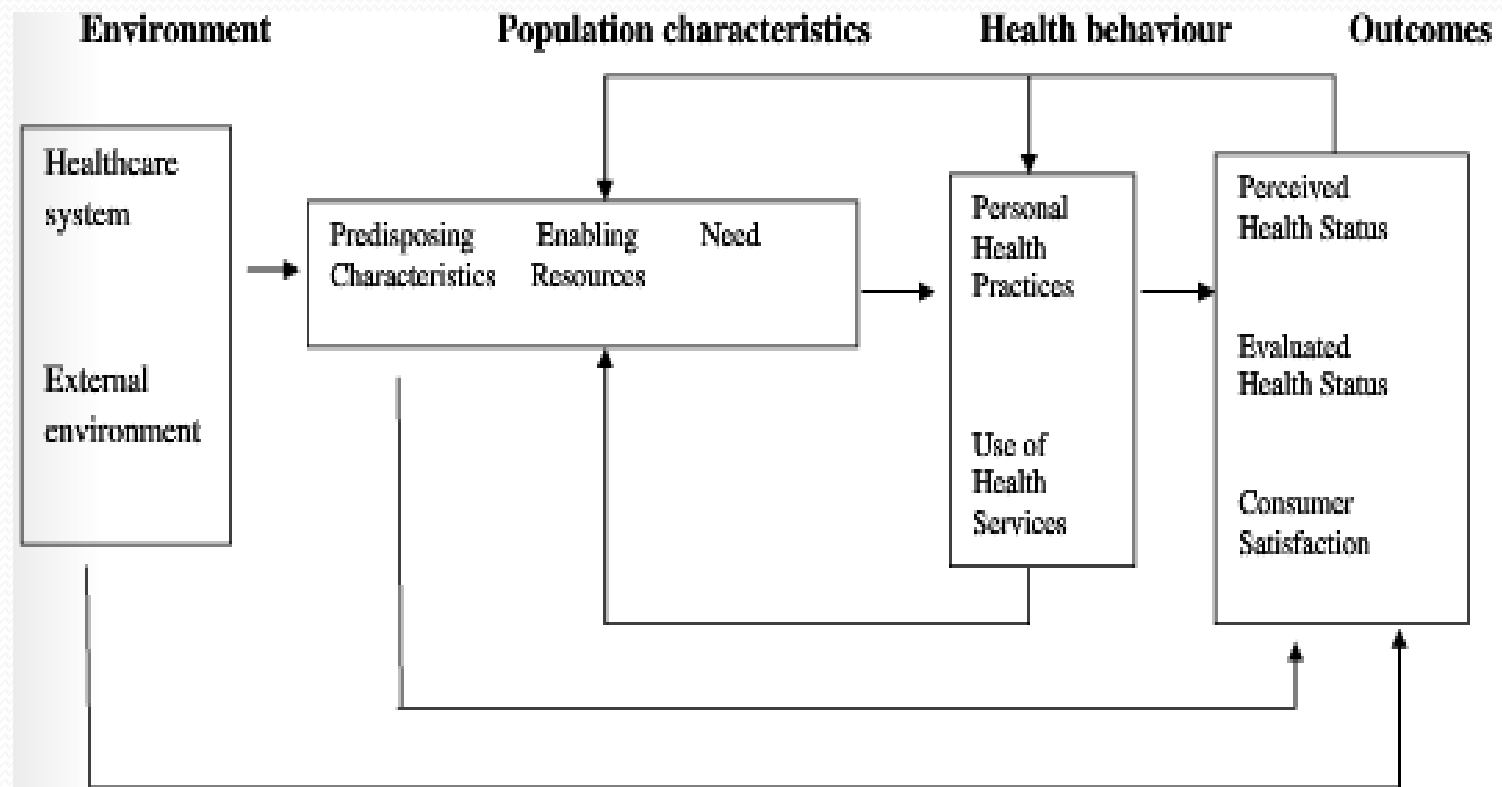


Figure 2: Behavioral Model of Health Services Use by Ronald M. Andersen

Contd..

- 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 responcees 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

Contd

- 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

Contd..

- 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:
- $\text{Score}/\text{maximum score} \times 100$
- Microsoft excl is used for analysis of data

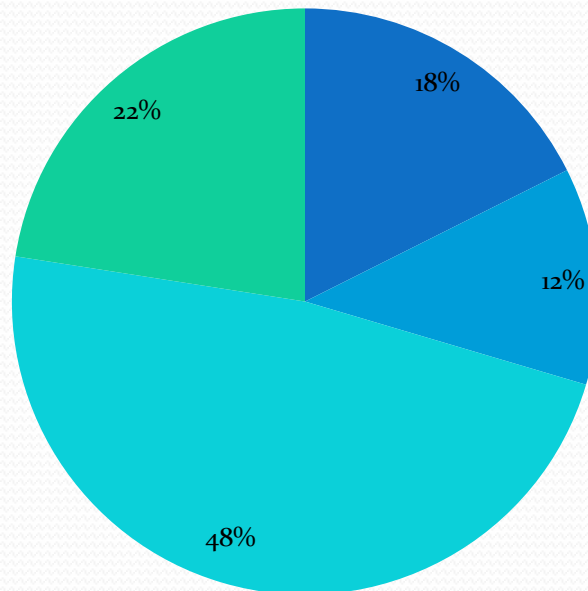
Contd..

- results
- Patient satisfaction was measured by using a set of questions patient were asked to rate their contentments 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

Contd..

1st Feb, 2017 to 31 April, 2017

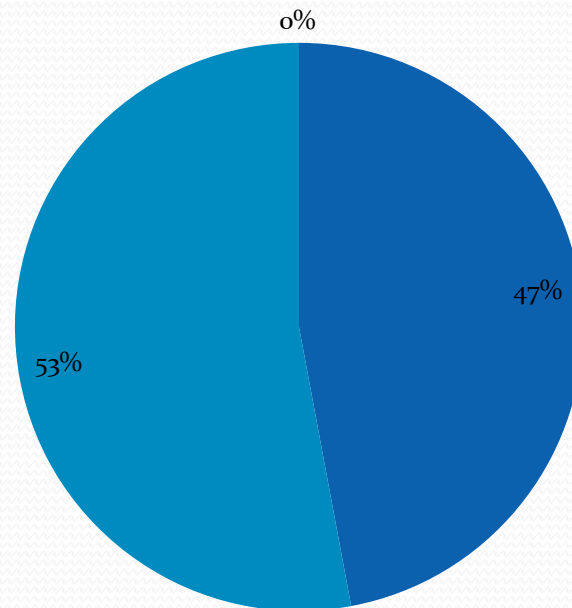
- Total Number of Discharges
- Total Feedback forms received
- Percentage of patients who filled form
- Percentage of patients who did not fill form



Contd..

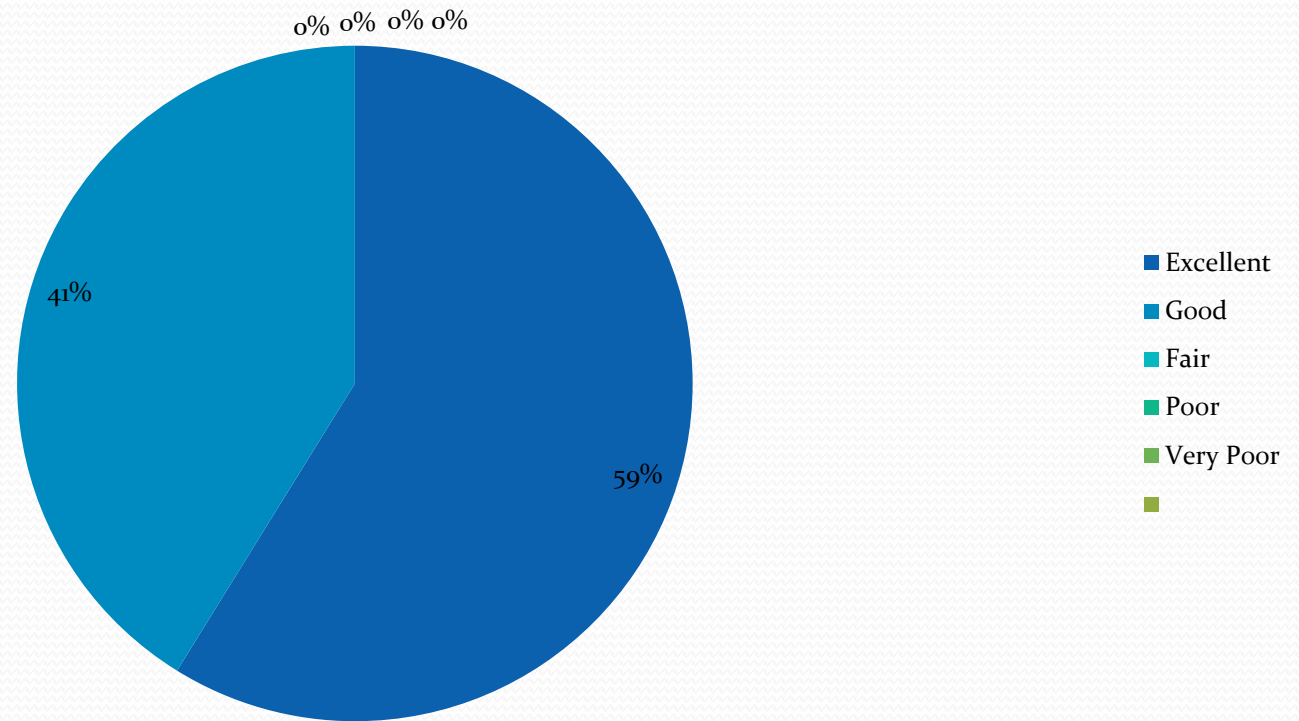
Support Services If you were placed on a special/ restricted diet, how well was it explained

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



Contd..

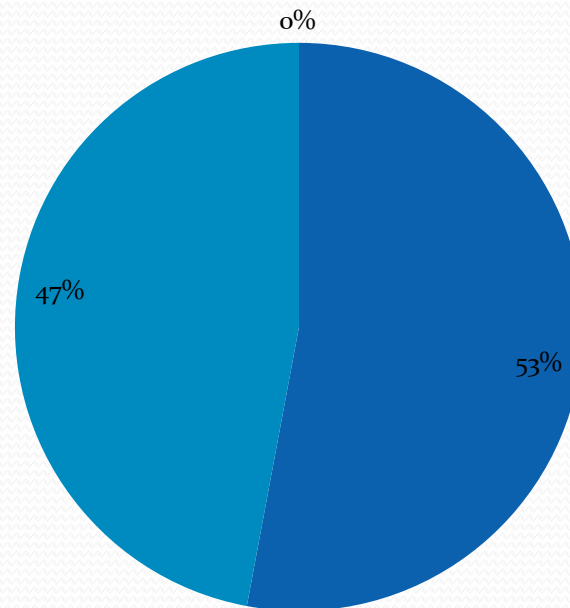
Admission Process Speed of Admission Process



Contd..

Other services How would you rate the appearance of our hospital

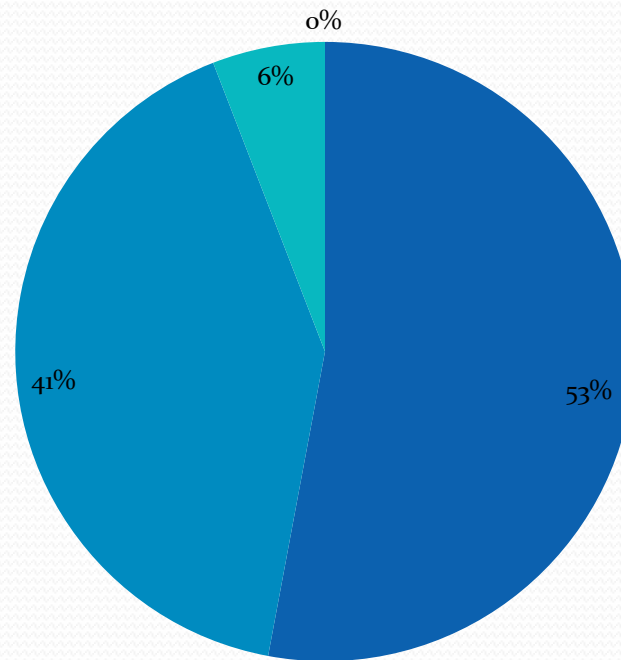
■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■



Contd..

Discharge Process Speed of Discharge Process

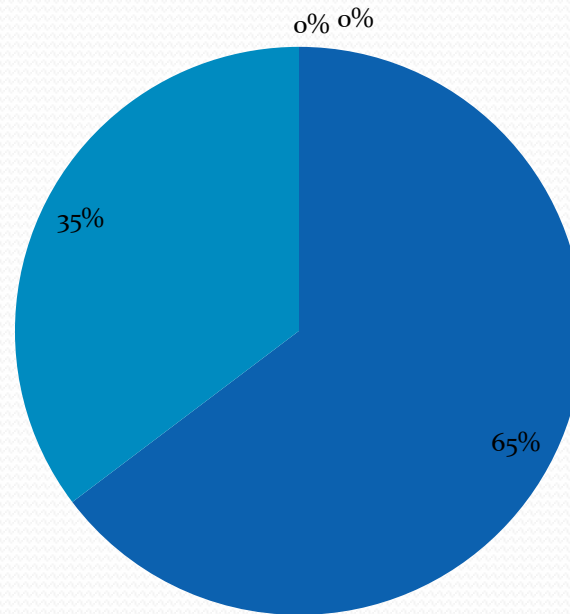
■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■



Contd..

Visitors and Family Helpfulness of people at information desk

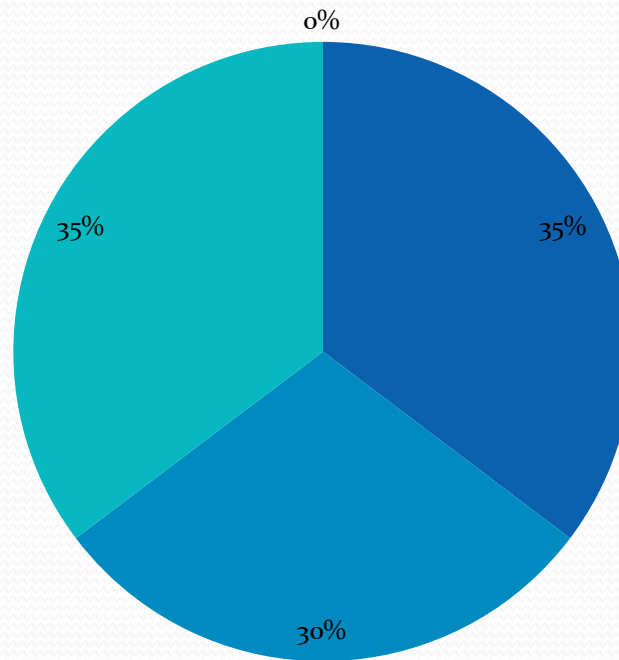
■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■



Contd..

Room Facility Room Cleanliness

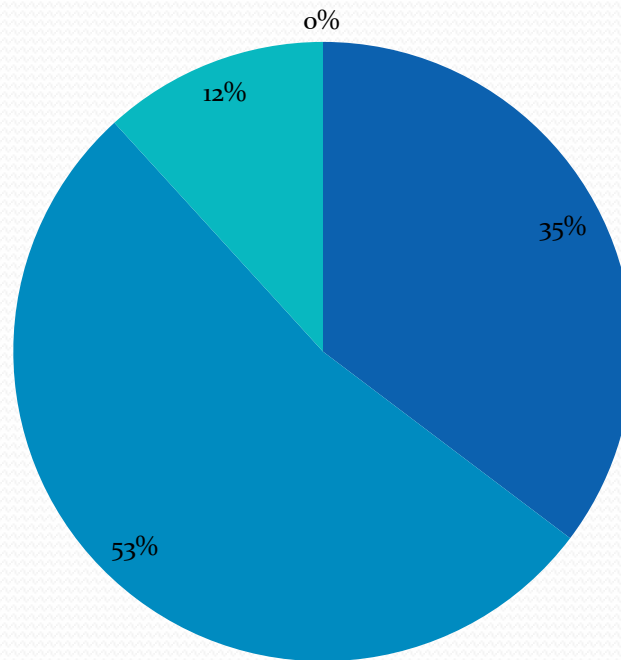
■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■



Contd

Personal Care Staff concern for privacy

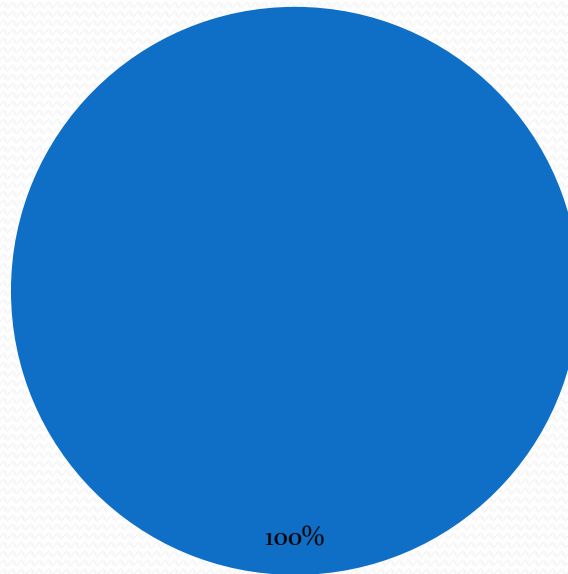
■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■



Contd

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

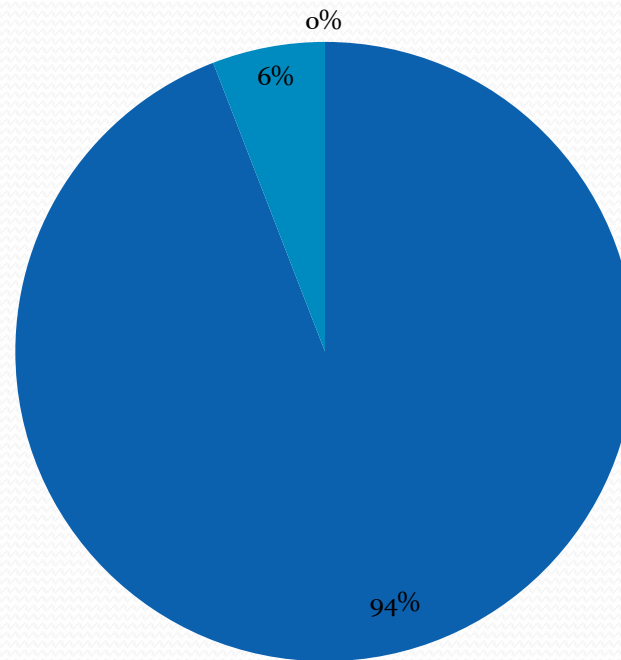
■ Yes ■ No



Contd..

Nursing Care Courtesy of Nurse

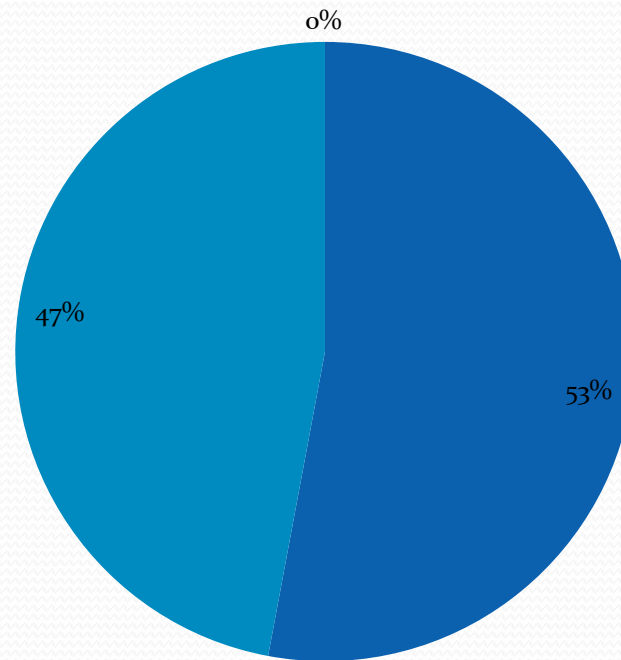
■ Excellent ■ Good ■ Fair ■ Poor ■ Very Poor ■



Contd..

Physician Courtesy of the doctor

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



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%

Contd..

- 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

References

- WHO 1998
- Jhon s neil.w patient satisfaction a review of concept and issues social science and medicine 1997,45-1830-40
- Risser the concepet of assess and coustemer satisfaction 1991 ,19(2)127-40
- Swan JE deepining of concept of patient satisfactionfullilment of j health care mark 1958 summer 5(3)7-8
- Linder-pelzS.towards a theory of patient satisfaction social science and medicine 1982;16 577-582

Contd ..

