

A STUDY ON PATIENT EXPERIENCE IN OPD AT ASIAN HEART HOSPITAL HOSPITAL ,MUMBAI

Dr Aagosh Chauhan

MBA HM-20

0242

INTRODUCTION

- ◉ **What is patient satisfaction?**

- To provide patient-centered care and formulating a culture that acknowledges people for, who they are and where, they are in life , by satisfying their needs at that point ,with the health system's mission to care for the body, mind and soul of patients. Patients are the pillar of our medical practice, it is very obvious that they must be satisfied while in or out of the Hospital.

REVIEW OF LITERATURE

- Patient satisfaction affects clinical outcomes, patient retention, and medical malpractice claims. It affects the timely, efficient, and patient-centered delivery of quality health care. Patient satisfaction is thus a proxy but a very effective indicator to measure the success of doctors and hospitals. (Prakash, Bhanu. Patient Satisfaction. Department of Dermatology, Vydehi Hospital, VIMS and RC, Whitefield, Bangalore, Karnataka, India : s.n., 2010.)
- Patient perceptions are significantly influenced by hospital support functions. These perceptions determine hospital reputation, influence future patient demands, and are integral to the understanding of patients as consumers of health care systems rather than consumers of medical procedures. Patient satisfaction with healthcare delivery systems. Imad Baalbaki, Zafar U. Ahmed ,Valentin H. Pashtenko, Suzanne Makarem. 1, s.l. : Emerald Group Publishing Limited, 2007, Vol. II.

RATIONALE

- Many previous studies have developed and applied patient satisfaction as a quality improvement tool for health care providers. Thus, patient satisfaction is an important issue both for evaluation and improvement of healthcare services.

◎ RESEARCH QUESTION:

What is the level of satisfaction of OPD patients at Asian Heart Hospital, Mumbai?

◎ OBJECTIVES

1. To assess the level of satisfaction of the patients.
2. To identify the areas that cause low satisfaction levels.
3. To provide suggestions for a better patient experience.
4. To do a GAP analysis of the OPD and provide suggestions.

METHODOLOGY

Sample Size

- OPD-120

Study design

- ⦿ Descriptive cross-sectional

Selection of Sample

- ⦿ Non-probability convenient sampling

Inclusion criteria

For OPD Department:

-Patients who came for repeat visit were only asked to fill in the questionnaire

Study Site

- All OPD Departments

Study duration

- OPD- 2 Month

Data Collection Tools

One standard questionnaire of Asian Heart hospital was used in the department.

ATTRIBUTES IN THE FORM

❖ OPD Questionnaire

- Appointment(Telephonic)
- Registration /Vouchering /Appointment(At counters)
- Consultation with the doctor
- Nursing care
- General comfort of OPD Premises
- Lab investigation and diagnostic process
- Overall Experience

All the questions were closed ended

QUESTIONNAIRE

GENERAL QUESTIONS (write answer in check box) 1. Date : <table border="1" style="display: inline-table; width: 40px; height: 20px; vertical-align: middle;"></table> <table border="1" style="display: inline-table; width: 40px; height: 20px; vertical-align: middle;"></table> <table border="1" style="display: inline-table; width: 40px; height: 20px; vertical-align: middle;"></table> <table border="1" style="display: inline-table; width: 40px; height: 20px; vertical-align: middle;"></table> <table border="1" style="display: inline-table; width: 40px; height: 20px; vertical-align: middle;"></table> Day Month Year 2. Patient's name (optional) : _____ 3. H. H. number (optional) : <table border="1" style="display: inline-table; width: 40px; height: 20px; vertical-align: middle;"></table> <table border="1" style="display: inline-table; width: 40px; height: 20px; vertical-align: middle;"></table> <table border="1" style="display: inline-table; width: 40px; height: 20px; vertical-align: middle;"></table> <table border="1" style="display: inline-table; width: 40px; height: 20px; vertical-align: middle;"></table> <table border="1" style="display: inline-table; width: 40px; height: 20px; vertical-align: middle;"></table> <table border="1" style="display: inline-table; width: 40px; height: 20px; vertical-align: middle;"></table> <table border="1" style="display: inline-table; width: 40px; height: 20px; vertical-align: middle;"></table> <table border="1" style="display: inline-table; width: 40px; height: 20px; vertical-align: middle;"></table> <table border="1" style="display: inline-table; width: 40px; height: 20px; vertical-align: middle;"></table> <table border="1" style="display: inline-table; width: 40px; height: 20px; vertical-align: middle;"></table> <table border="1" style="display: inline-table; width: 40px; height: 20px; vertical-align: middle;"></table> 4. Who is filling out this feedback questionnaire form? patient ☐ friend ☐ parent ☐ family ☐ others ☐ 5. Name of the Doctor/Consultant : _____ 6. Telephone number (optional) : _____ 7. E-mail ID : _____	A. APPOINTMENT (TELEPHONIC) <table border="0" style="width: 100%;"> <tr> <td></td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> <tr> <td>1. Time taken to get through to the appointment call</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> </tr> <tr> <td>2. Time taken by appointment staff to give an appointment for doctor / service</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> </tr> <tr> <td>3. Adequacy of the information provided</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> </tr> <tr> <td>4. Courtesy shown by the staff providing the information</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> </tr> <tr> <td>Overall impression of Appointment</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> </tr> </table> B. REGISTRATION / VOUCHERING / APPOINTMENT (AT COUNTERS) <table border="0" style="width: 100%;"> <tr> <td></td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> <tr> <td>1. Ease of filling the Registration forms</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> </tr> <tr> <td>2. Waiting time in the queue at counters for being attended</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> </tr> <tr> <td>3. Time taken by counter staff</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> </tr> <tr> <td>4. Information provided at counter</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> </tr> <tr> <td>5. Courtesy of staff providing information at the counter</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> </tr> <tr> <td>Overall impression of Registration / Vouchering / Appointment</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> </tr> </table> C. CONSULTATION WITH DOCTOR <table border="0" style="width: 100%;"> <tr> <td></td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> <tr> <td>1. Waiting time to see the doctor after completing registration / vouchering formalities</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> </tr> <tr> <td>2. Information shared by the doctor about your health and treatment</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> </tr> <tr> <td>3. Courtesy shown by the doctor</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> </tr> <tr> <td>4. Time spent by the doctor</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> </tr> <tr> <td>Overall impression of Consultation with Doctor</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> </tr> </table> D. NURSING CARE <table border="0" style="width: 100%;"> <tr> <td></td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> <tr> <td>1. Behaviour and attitude of nurse</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> </tr> <tr> <td>2. Response to queries by the nurse</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> </tr> <tr> <td>3. Care offered during procedure / investigation by the nurses</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> </tr> <tr> <td>Overall impression of Nursing Care</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> </tr> </table>		1	2	3	4	5	1. Time taken to get through to the appointment call	☐	☐	☐	☐	☐	2. Time taken by appointment staff to give an appointment for doctor / service	☐	☐	☐	☐	☐	3. Adequacy of the information provided	☐	☐	☐	☐	☐	4. Courtesy shown by the staff providing the information	☐	☐	☐	☐	☐	Overall impression of Appointment	☐	☐	☐	☐	☐		1	2	3	4	5	1. Ease of filling the Registration forms	☐	☐	☐	☐	☐	2. Waiting time in the queue at counters for being attended	☐	☐	☐	☐	☐	3. Time taken by counter staff	☐	☐	☐	☐	☐	4. Information provided at counter	☐	☐	☐	☐	☐	5. Courtesy of staff providing information at the counter	☐	☐	☐	☐	☐	Overall impression of Registration / Vouchering / Appointment	☐	☐	☐	☐	☐		1	2	3	4	5	1. Waiting time to see the doctor after completing registration / vouchering formalities	☐	☐	☐	☐	☐	2. Information shared by the doctor about your health and treatment	☐	☐	☐	☐	☐	3. Courtesy shown by the doctor	☐	☐	☐	☐	☐	4. Time spent by the doctor	☐	☐	☐	☐	☐	Overall impression of Consultation with Doctor	☐	☐	☐	☐	☐		1	2	3	4	5	1. Behaviour and attitude of nurse	☐	☐	☐	☐	☐	2. Response to queries by the nurse	☐	☐	☐	☐	☐	3. Care offered during procedure / investigation by the nurses	☐	☐	☐	☐	☐	Overall impression of Nursing Care	☐	☐	☐	☐	☐	E. GENERAL COMFORT OF OPD PREMISES <table border="0" style="width: 100%;"> <tr> <td></td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> <tr> <td>1. Cleanliness in the OPD area</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> </tr> <tr> <td>2. Comfort of the waiting area</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> </tr> <tr> <td>3. Cleanliness of toilets</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> </tr> <tr> <td>Overall impression of General Comfort of OPD Premises</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> </tr> </table> F. LAB INVESTIGATION AND DIAGNOSTIC PROCESS <table border="0" style="width: 100%;"> <tr> <td></td> <td style="text-align: center;">1</td> <td style="text-align: center;">2</td> <td style="text-align: center;">3</td> <td style="text-align: center;">4</td> <td style="text-align: center;">5</td> </tr> <tr> <td>1. Waiting time prior to the test</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> <td style="text-align: center;">☐</td> </tr> <tr> <td>2. Information provided by technician regarding availability of reports (Test results)</td> </tr></table>		1	2	3	4	5	1. Cleanliness in the OPD area	☐	☐	☐	☐	☐	2. Comfort of the waiting area	☐	☐	☐	☐	☐	3. Cleanliness of toilets	☐	☐	☐	☐	☐	Overall impression of General Comfort of OPD Premises	☐	☐	☐	☐	☐		1	2	3	4	5	1. Waiting time prior to the test	☐	☐	☐	☐	☐	2. Information provided by technician regarding availability of reports (Test results)
	1	2	3	4	5																																																																																																																																																																																								
1. Time taken to get through to the appointment call	☐	☐	☐	☐	☐																																																																																																																																																																																								
2. Time taken by appointment staff to give an appointment for doctor / service	☐	☐	☐	☐	☐																																																																																																																																																																																								
3. Adequacy of the information provided	☐	☐	☐	☐	☐																																																																																																																																																																																								
4. Courtesy shown by the staff providing the information	☐	☐	☐	☐	☐																																																																																																																																																																																								
Overall impression of Appointment	☐	☐	☐	☐	☐																																																																																																																																																																																								
	1	2	3	4	5																																																																																																																																																																																								
1. Ease of filling the Registration forms	☐	☐	☐	☐	☐																																																																																																																																																																																								
2. Waiting time in the queue at counters for being attended	☐	☐	☐	☐	☐																																																																																																																																																																																								
3. Time taken by counter staff	☐	☐	☐	☐	☐																																																																																																																																																																																								
4. Information provided at counter	☐	☐	☐	☐	☐																																																																																																																																																																																								
5. Courtesy of staff providing information at the counter	☐	☐	☐	☐	☐																																																																																																																																																																																								
Overall impression of Registration / Vouchering / Appointment	☐	☐	☐	☐	☐																																																																																																																																																																																								
	1	2	3	4	5																																																																																																																																																																																								
1. Waiting time to see the doctor after completing registration / vouchering formalities	☐	☐	☐	☐	☐																																																																																																																																																																																								
2. Information shared by the doctor about your health and treatment	☐	☐	☐	☐	☐																																																																																																																																																																																								
3. Courtesy shown by the doctor	☐	☐	☐	☐	☐																																																																																																																																																																																								
4. Time spent by the doctor	☐	☐	☐	☐	☐																																																																																																																																																																																								
Overall impression of Consultation with Doctor	☐	☐	☐	☐	☐																																																																																																																																																																																								
	1	2	3	4	5																																																																																																																																																																																								
1. Behaviour and attitude of nurse	☐	☐	☐	☐	☐																																																																																																																																																																																								
2. Response to queries by the nurse	☐	☐	☐	☐	☐																																																																																																																																																																																								
3. Care offered during procedure / investigation by the nurses	☐	☐	☐	☐	☐																																																																																																																																																																																								
Overall impression of Nursing Care	☐	☐	☐	☐	☐																																																																																																																																																																																								
	1	2	3	4	5																																																																																																																																																																																								
1. Cleanliness in the OPD area	☐	☐	☐	☐	☐																																																																																																																																																																																								
2. Comfort of the waiting area	☐	☐	☐	☐	☐																																																																																																																																																																																								
3. Cleanliness of toilets	☐	☐	☐	☐	☐																																																																																																																																																																																								
Overall impression of General Comfort of OPD Premises	☐	☐	☐	☐	☐																																																																																																																																																																																								
	1	2	3	4	5																																																																																																																																																																																								
1. Waiting time prior to the test	☐	☐	☐	☐	☐																																																																																																																																																																																								
2. Information provided by technician regarding availability of reports (Test results)																																																																																																																																																																																													

DATA ANALYSIS

- For the services provided there was a differentiated feedback questionnaire developed.

Scores allotted:

- Excellent -5
- Above Par - 4
- At Par - 3
- Below Par -2
- Very poor -1

The score is calculated on index of 5.

The data of this study was analysed through MS Excel

Dimensions scoring below 4 are areas of concern as per the hospital standards.

CRITICAL ANALYSIS OPD

OPD	Index score
Appointment(Telephonic) procedure	4.0
Registration /Vouchering /Appointment(At counters)	4.1
Consultation with the doctor	4.0
Nursing care	4.3
General comfort of OPD Premises	4.2
Lab investigation and diagnostic process	4.2
Overall Experience	4.2
Overall OPD satisfaction %	83.6

CRITICAL ANALYSIS OF DIMENSION WITH LOW SCORES

Appointment(Telephonic)	Index Score
Time taken to get through to the appointment cell	4.12
Time taken by appointment staff to give an appointment for doctor/ service	4.08
Adequacy of information provided	4.16
Courtesy shown by the staff providing the information	3.89
Overall impression of Appointment	4.00

CRITICAL ANALYSIS OF DIMENSION WITH LOW SCORES

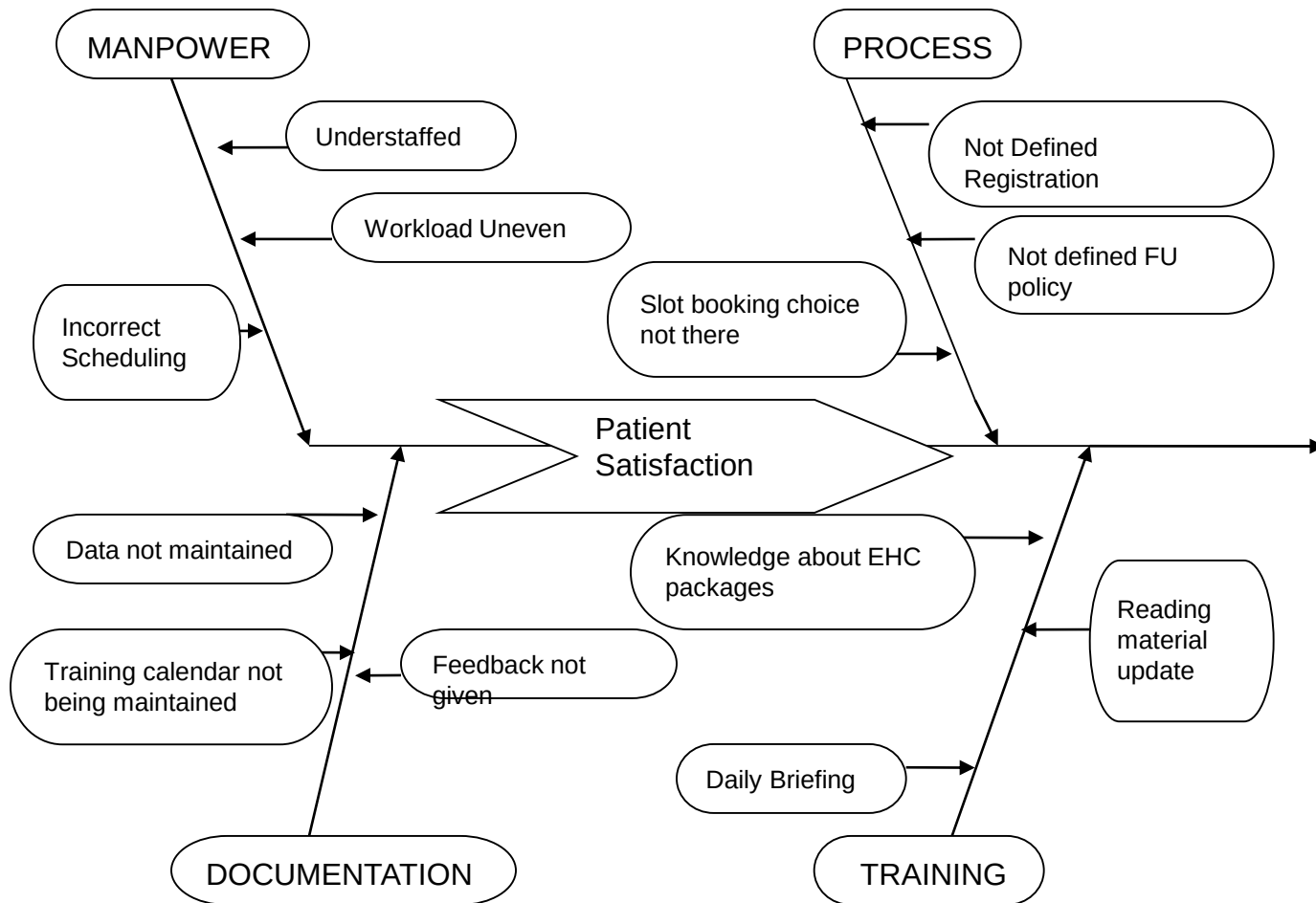
REGISTRATION/ VOUCHERING/ APPONTMENT(AT COUNTERS)	Index score
Ease of filling the registration forms	4.14
Waiting time in the queue at counters for being attended	3.96
Time taken by the counter staff	3.83
Information provided at counter	4.18
courtesy of staff providing information at the counter	4.14
Overall impression of Registration/ Vouchering/ Appointment	4.23

CRITICAL ANALYSIS OF DIMENSION WITH LOW SCORES

Consultation With Doctor	Index Score
Waiting time to see the doctor	3.50
Information shared by the doctor	4.47
Courtesy shown by the doctor	3.90
Time spent by the doctor	4.85
Overall impression of consultation with doctor	4.0

GAP	RCA	SUGGETIONS
Patient guide is not included in Docket	Patient guide not provided as the schedule is not pre defined due to indefinite doctor's schedule.	Doctor's availability can be made definite by arranging substitutes for them.
Patient is not escorted to the departments	FOE's are not escorting the patient's as they cant leave the desk and they don't have anybody else ,to do the job	Providing House keeping staff and rotating them between departments
Follow up of cancellations is not done	FOE's are not doing any follow up as they are not trained about the process of FU.	Proper FU training should be imparted to the staff

ISHIKAWA DIAGRAM



PATIENT REASONS FOR LOW RATING

- ⊙ Waiting time for consultation.
 - Approx 47% respondents said that **doctors were late** to their OPD's.
- ⊙ Attitude of staff with respect to patients
 - Approx 36 % respondents also complained about the behaviour of the staff

SUGGESTIONS

➤ For OPD Department

■ For OPD

- ⦿ Behaviour training for the FOE's should be organized at appropriate intervals.
- ⦿ To have a good idea about the patient feedback each staff should go around taking the feedback from patients once every week.
- ⦿ Arrangements should be done to circumvent long waiting at the OPD by proper doctor scheduling and telling them to regulate their IPD activities efficiently.
- ⦿ There is a need of constant monitoring by a supervisor, who regularly checks on data maintenance. Also regular audits need to be done.
- ⦿ Need to have small training sessions from external skill trainer , once a month at least and need to train internal staff by external trainers who then reinforce this on the other staff.
- ⦿ Providing Housekeeping staff and rotating them between departments so that they can help in escorting. Also put clear signage's of departments

LIMITATIONS

- Besides the best endeavor the study faced the following limitations: Questionnaires were available only in English. The study was only pertaining to patients who could understand English and patients who were allotted time in translating the forms in their regional languages. ICU patients were not included. Patients who were willing to give feedback only participated.”

CONCLUSION

- ◉ Attention needs to be given on the behavior of counter and support staff in contact with patients and waiting time for consulting doctors at OPD. These areas are to improve on the experience status among patients. Over all the patients coming to Asian heart Hospital are satisfied and happy with the array of service being provided to them and would suggest other patients to come for their treatment to this hospital

THANK YOU