

Study on Patient Satisfaction Towards Healthcare Services in Out-Patient Department

By

Aditi Gupta

*Dissertation submitted for the partial fulfillment of the
MBA Hospital and Health Management*

Academic year, 2015-2017



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To whomsoever it may concern

This is to certify that Aditi Gupta student of MBA Hospital and Health Management from The IIHMR University, Jaipur has undergone internship training at Shalby hospital Ahmedabad from 6th February 2017 to 6th May 2017.

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

The Internship is in fulfillment of the course requirements.

I wish her all success in all her future endeavors.



Dean, Academics and Student Affairs

The IIHMR University, Jaipur



Associate Professor

The IIHMR University, Jaipur

Date: 11th May 2017

Reference Number: SA/CER/58/2017

TO WHOM IT MAY CONCERN

This is to certify that **Ms. Aditi Gupta**. D/O Mr. Sunil Gupta has successfully completed 3 Months (6th February to 6th May 2017) **Fulltime Internship programme in OPD Department in Shalby Hospitals, Opp. Karnavati club, S G Highway, Ahmadabad.**

During the period of her Internship programme with us She was found punctual, hardworking and Inquisitive.

We wish her every success in Life.



Mr. Rohitash Chaube
Head - Shalby Academy



THE IIHMR UNIVERSITY, JAIPUR

CERTIFICATE BY SCHOLAR

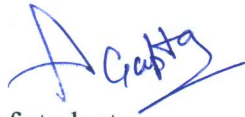
This is to certify that the dissertation titled **Patient satisfaction in out patient department towards healthcare services** and submitted by (Name) **Aditi Gupta** Enrollment No **IIHMR-U/01/2015-17/0246** under the supervision of **Dr Tanjul Saxena** for award of MBA in Hospital Management of the University carried out during the period from **February 06, 2017 to May 06, 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 IIMR UNIVERSITY, JAIPUR

CERTIFICATE BY SCHOLAR

This is to certify that all ethical issues have been considered while collecting data for my dissertation titled: Patients satisfaction in out patient department towards healthcare services

A handwritten signature in blue ink, appearing to be 'A. Gupta', written over a horizontal line.

Signature of student

ACKNOWLEDGEMENT

The successful completion of the dissertation and final outcome of this project required a lot of guidance and assistance from different people and I consider myself fortunate to have so many people around to guide me.

Firstly, I would like to thank col. (Dr.) Ashok Kaushik (Dean Academics and student Affairs, IIHMR, Jaipur) to provide such a great learning opportunity.

I respect and thank Mr. Avdhut Kothari (**DGM, Corporate Development**) for his invaluable support. I own my profound gratitude to **Mr. Virag Patel (Seniour Executive –Corporate Development)** for guiding me and always adding value to my understanding of different departments in the hospitals. The entire project would not have been possible without the important inputs from **Mrs. Priyal Mistry (O.P.D – Manager) and Mrs Kartika Bandoria and Mrs. Preeti Patel (Executive O.P.D) .**

I am also thankful to each and every staff at Shalby Hospital, Ahmedabad for sharing their experiences and knowledge and providing their precious time to add value to my knowledge. Without their cooperation, the dissertation and the project work would not have been possible.

Finally, I would like to extend my sincere regards to my guide **Dr. Tanjul Saxena (Professor, IIHMR Jaipur)** for her support.

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List of Acronyms :-

- TMT :- Tread mill test
- PMS :- Preventive Maintenance Schedules
- ECHO :- Echocardiography
- PHC :- Preventive Health Care
- MICU :- Medical Intensive Care Unit
- ENT :- Ear nose throat
- NABH :- National accreditation board of hospital
- ICU :- Intensive care unit
- THR :- Total Hip Replacement
- SICU :- Surgical intensive care unit
- PICU :- Pediatric Intensive Care Unit
- NICU :- Neonatal Intensive Care Unit
- CCU :- Coronary Care Unit
- CMW :- Cardio Maternity Ward
- MRI :- Magnetic Resonance Imaging
- OPD :- Out patient department
- TKR :- Total Knee Replacement
- ECG :- Electro Cardio Gram
- PFT :- Pulmonary Function Test
- DEXA :- Dual - Energy X-Ray Absorptiometry
- GDA :- Ground Duty Authority
- F&B :- Food and Beverage
- PSU :- Public Sector Unit
- CTVS :- Cardio Thoracic & Vascular Surgery
- CME :- Continuing Medical Education
- RD :- Relationship Dinner
- OOPD :- Outreach out-patient department
- LHP :- Little heart program
- CSR :- Corporate Social Responsibility

2.1 **INTRODUCTION:-**

The success or failure of any hospital is largely depends on the satisfaction met by the patients on various services offered. Patients' satisfaction is a combination of psychological, physiological and other health care related factors that make a patient to feel happy. Patient satisfaction has been considered as a state where patients express their feelings, prepares to attend for the same hospital more number of times, accept the services and promote the image and goodwill of the hospital more happily. Satisfaction of patients is an emotion, a feeling and a matter of perception . It arises from the patients' appraisal of experience in hospital services; it involves likes and dislikes which are internal and external to the patients . With the various changes and developments that take place in health care related environment, patients place more importance on the quality of services offered than before. In recent days patients emphasize not only the environment in the hospitals, but also various services offered in the hospitals. Therefore understanding patients' satisfaction is becoming more important .

2.2 **PURPOSE :**

To conduct a study on patient satisfaction of out patient department so that to know the drawbacks of OPD services and can increase the OPD

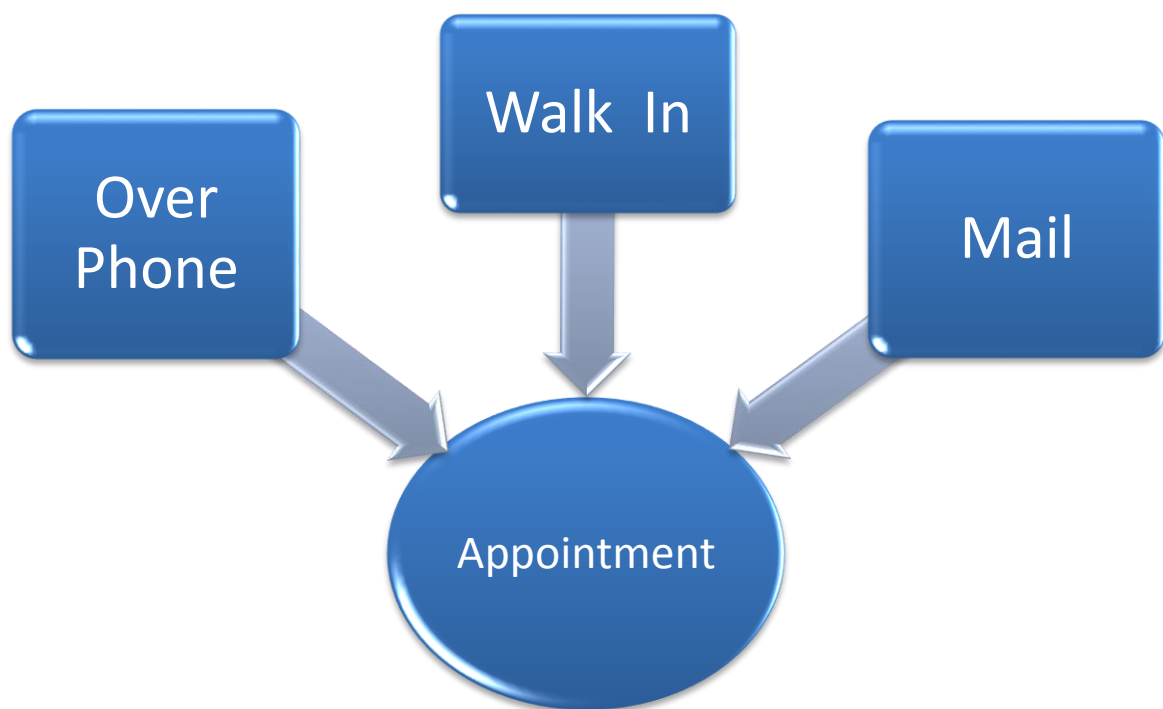
2.3 **SCOPE:**

DEPARTMENT TIMINGS:

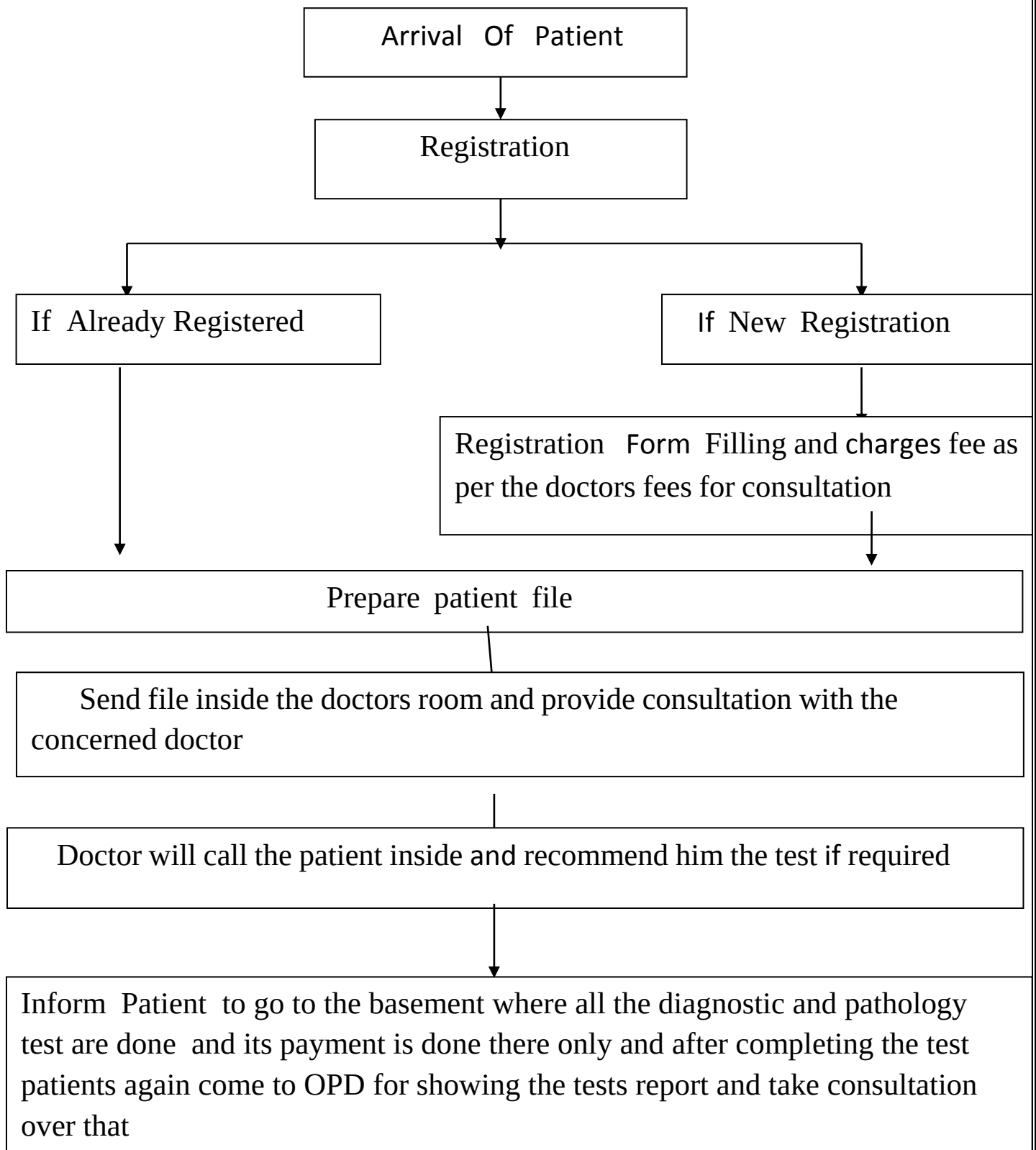
Morning 8 to Evening 7

2.4 PROCESS DESCRIPTION:

1) Appointment Process :-



2) Patient Registration:-



Patient arrives at the OPD department as per their appointment time and date . OPD Executive will check the file of the patient to ensure whether he has come before 6 months or after 6 months as on that basis follow up charges will be decide because there are no follow up charges if patient comes within 6 days of registration.

The feedback forms that are in O.P.D are not always filled by every patient. Sometimes OPD Executive forgot to ask patient to fill the feedback form.

4) WALK - IN PATIENT:

In Case of walk in patient OPD coordinator check the availability of doctor or any team member of that speciality . In this case patient waiting time meight get increase.

2.6 AIM OF STUDY : To assess the quality of health service provided by the hospital

2.8 REVIEW OF LITERATURE :

A review of the literature reveals in many studies that have shown a positive relationship between a service and a quality of care perceptions and patient satisfaction. Researchers also have identified many possible variables that may result in out patient's satisfaction with the hospital services.

(Fred David, Garner C. Alkin 2006):

These probable variables have included perceived physician's competency, care and concern towards patients, cost of treatment and very importantly communication between physician and patient . Many other studies had revealed that a less priority is placed on patient's perception on patient's run clinical expectations of service quality and care provided.

As per the American Marketing Association (AMA), customer satisfaction is the degree to which the customer's expectations are fulfilled or exceeded by a product or service offered by the hospital. (Oliver 1980), says that customer satisfaction means a mental state of emotion caused by a customer's actual experience . (Gilmore Audrey, Goodman Bill Reidstead Man 2006): A few professionals contend that patients/consumers perception of quality service in health care provided by the hospital is not accurate because of the inability of

patients to analyze and judge the technical competence of medical practitioners with accuracy. It is next observed that our medical courses mainly focus on imparting technical knowledge to the students and hence doctors do not receive any soft skill training which will enable them to get closer to their patients. (Boonshoof and Gray 2004):

Have conducted the studies on the relationships between service provision quality, customer satisfaction and buying intentions in the private hospital industry. The motive of the study was to find out if superior quality of service and superior transaction specific customer satisfaction will enhance loyalty in patients in the private health industry. Study works to assess what dimensions of both customer satisfaction and service quality drive 'Overall Satisfaction and Loyalty' in the South African private hospital industry. Author also wanted to share the results reveal that the service quality dimensions, and care empathy of nursing staff and assurance impact positively on both loyalty and cumulative satisfaction.

Results also revealed that the customer satisfaction have dimensions, that are: satisfaction with food, satisfaction with the nursing staff and satisfaction with the tariff. All effect positively to both loyalty and satisfaction of patients. The study conducted aim to investigate the relationship between out patient satisfaction and service quality dimensions where patients have substantial freedom in choosing their medical service providers like doctors and to further study the casual relationship between service quality and patient satisfaction. Results show that the pattern of relationships between service quality and patient satisfaction was similar across the gender, age and service type subgroups. An exploratory study on service quality.

Themes showing many patient satisfaction study with healthcare delivery in India was conducted by (Sachin Kamble 2007) who has stated that very little emphasis was given by patients on service quality dimensions in hospital. The aim of the research was to get an idea of patients interpretations of satisfaction .

2.9 Rationale Of Study:-

Patient Satisfaction is as important as other clinical measures provided in the hospital and is primary means of measuring the effectiveness of healthcare delivery. The current competitive environment has forced healthcare organizations to focus on patient satisfaction as a way to gain and maintain market share. If you don't know what your strength and weakness are you compete effectively. The data gathered through measuring patient satisfaction

reflects care delivered by hospital as a whole and can serve as tool in decision making .

2.10 **Research question:-**

What is the level of satisfaction of patients at Shalby Hospital ,
Ahmedabad

2.11 **OBJECTIVES :**

1. . To assess the quality of health services provided by the Hospital
2. To find out the felt needs of patients attending OPD services
3. To find out the problems faced by patients in the hospital.

2.10 **Research Methodology :-**

- **Area :** Out Patient Department (Location - 1st floor , 3rd floor , Ground floor)
- **Duration :** 3 Months (6th February 2017 – 6th May 2017)
- **Sample Size :** 464 OPD Patients
- **Study Design :** Descriptive study

2.11 **Data Collection Method and Tool :-**

Questionnaire Survey methods: This is a descriptive and Causal study. Primary data will be collected through survey method; both quantitative and qualitative research methodologies will be adopted.

Sampling Technique: The interviews technique and random, and opportunistic sampling technique will be used during the study. Patients are and will be conversant regarding the purpose of the study and are informed that their participation will be unpaid.

Exclusion Criteria: Discharged patients of all age group were excluded in the study. Moreover, patients admitted in- patient department of the hospitals were excluded in the study.

Inclusion Criteria: Patient seeking consults or out-patient department (OPD) was included.

2.12 Research Process:-

The process begins with preparing questioner to know the expectation level of patients and giving that questioner to opd patients to write down there response to the services and sometimes it work as feedback form also many of the patients have given there response towards it positively and many people respond like you people don't work over it what is its use .

The questioner is prepared according to spss analysis and each and every step is covered in this from patient entering to hospital to its exit from hospital

500 print out were taken of questioner and all the questioner were filled with one to one interaction with patient and along with that spss entry is done to analyse the data .

After this frequency were find out and all the variables are computed and on this basis interpretation is done so that to know the overall analysis of 500 questioner and can know the patient views about the hospital services.

2.13Research Results :-

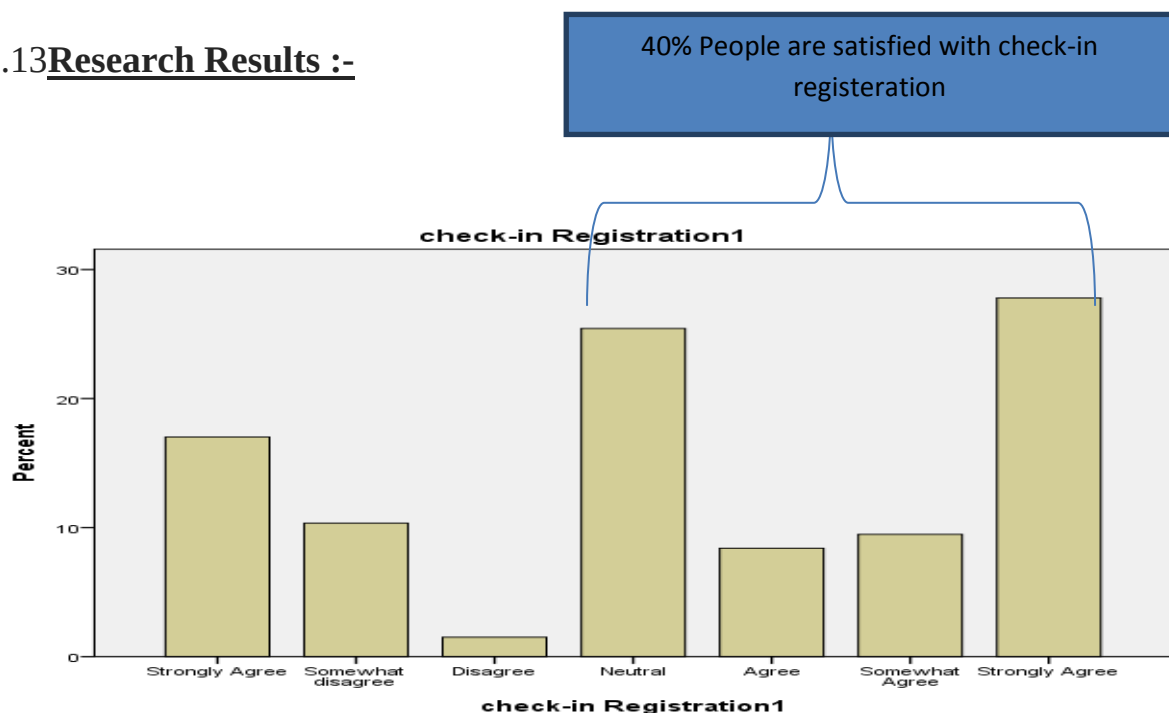


Figure:-1 Check in Registration

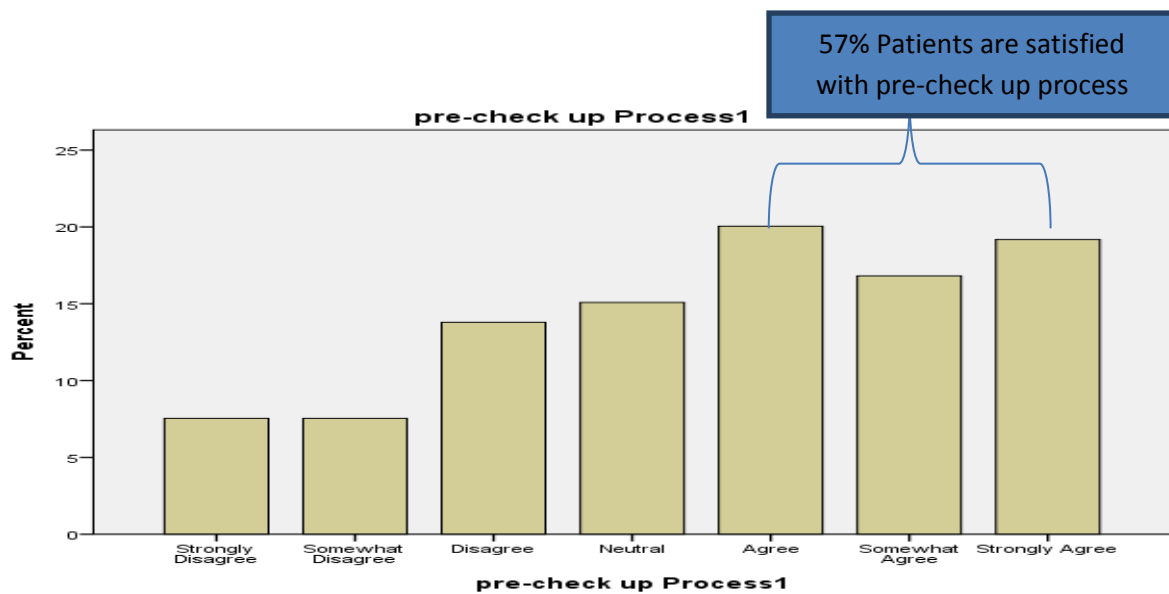


Figure:- 2 Pre – check up process

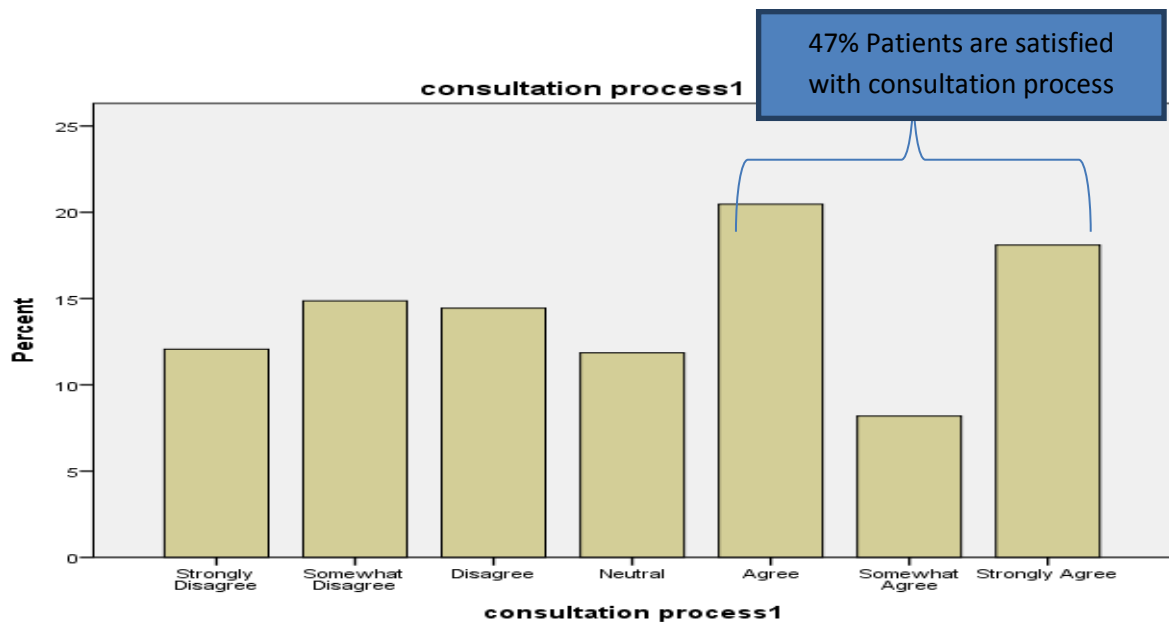


Figure:- 3 Consultation Process

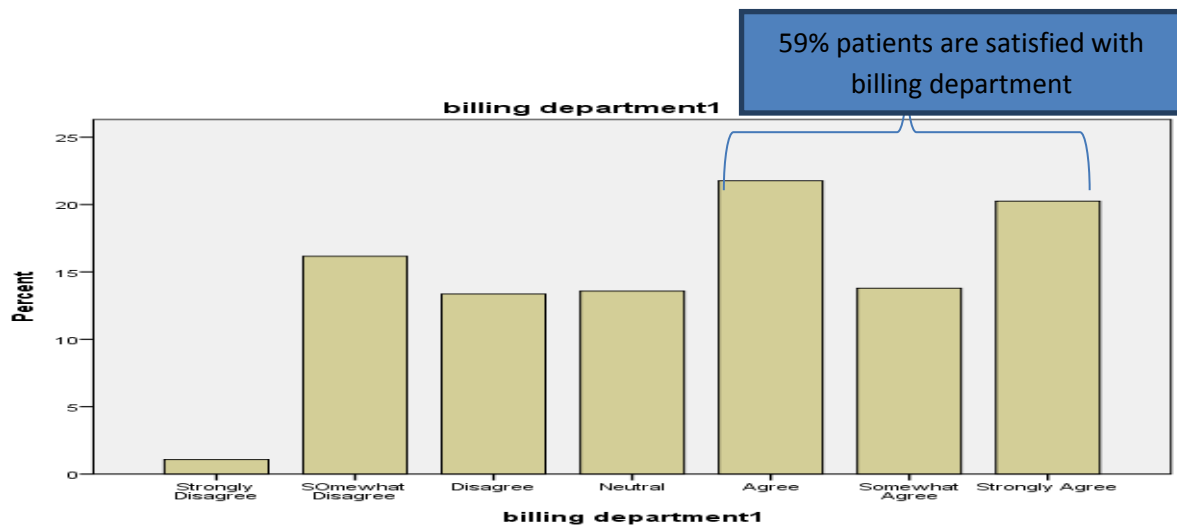


Figure :-4 Billing Department

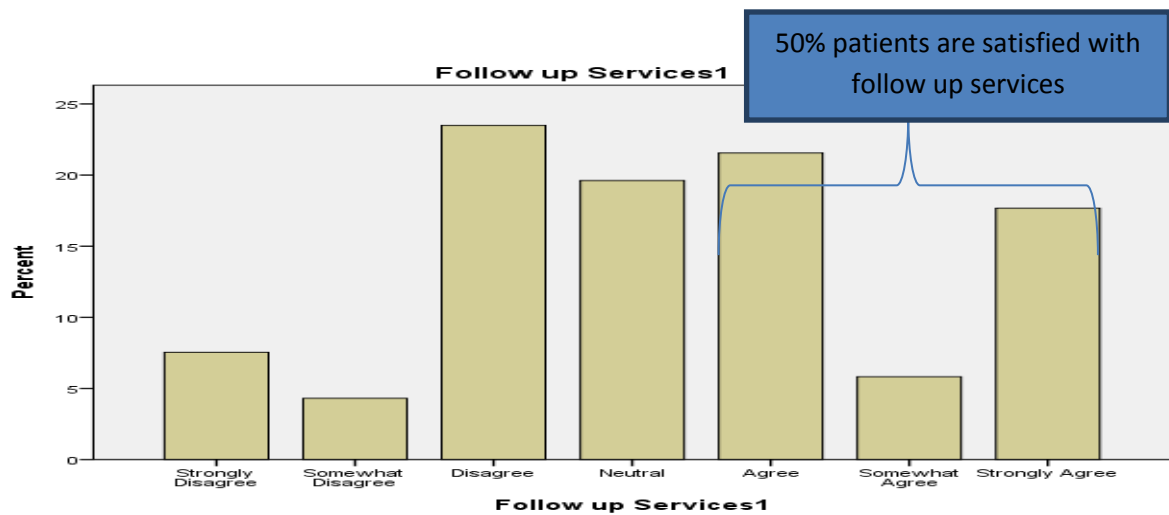


Figure :-5 Follow up Services

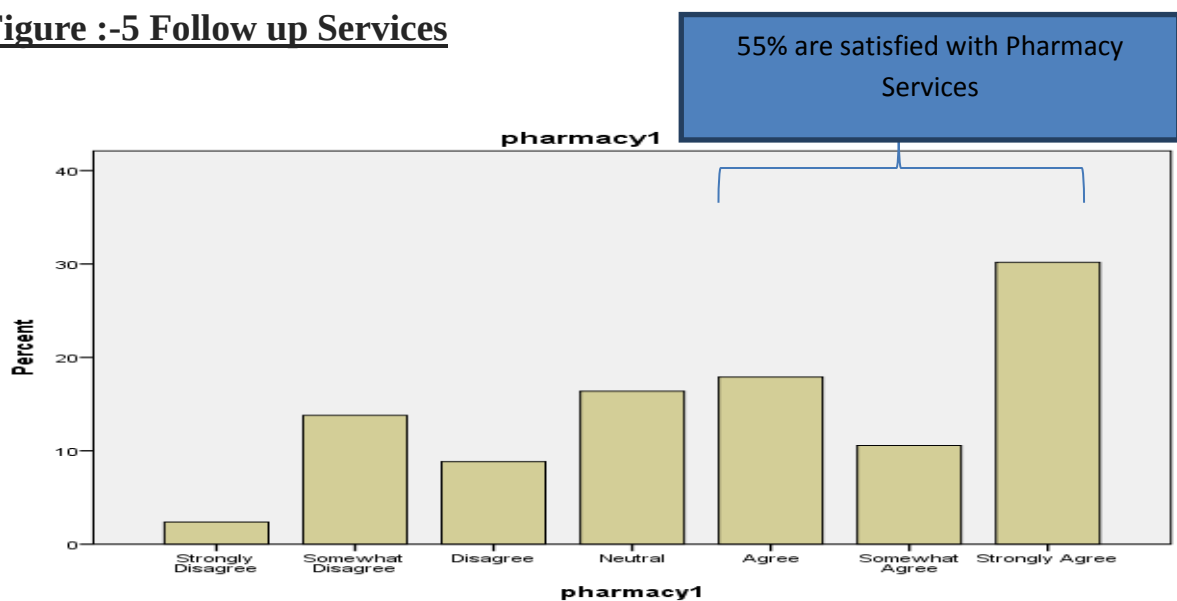


Figure :-6 Pharmacy Services

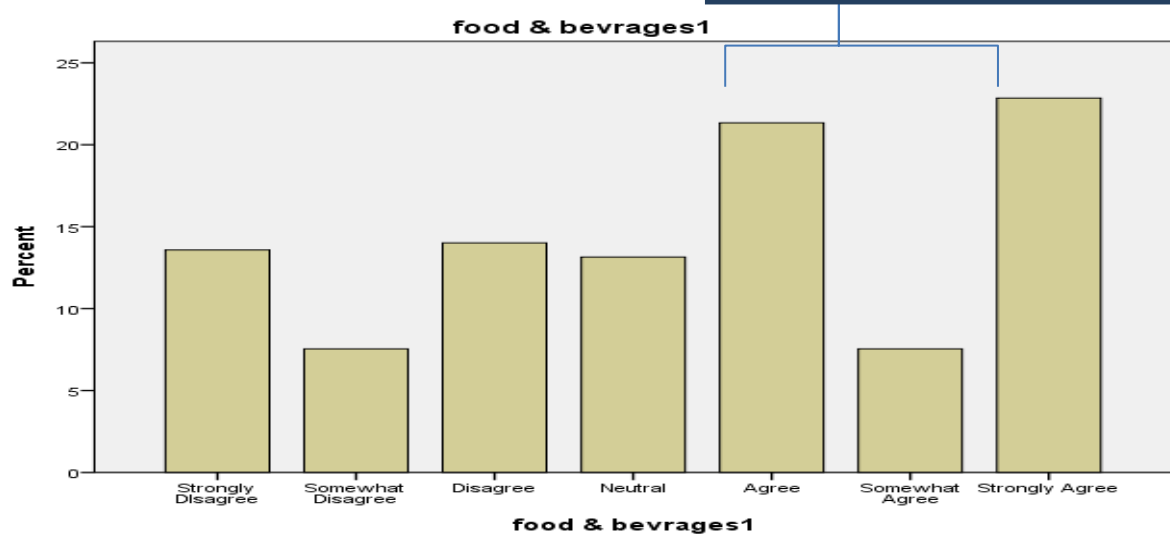


Figure :-7 Food and Beverages

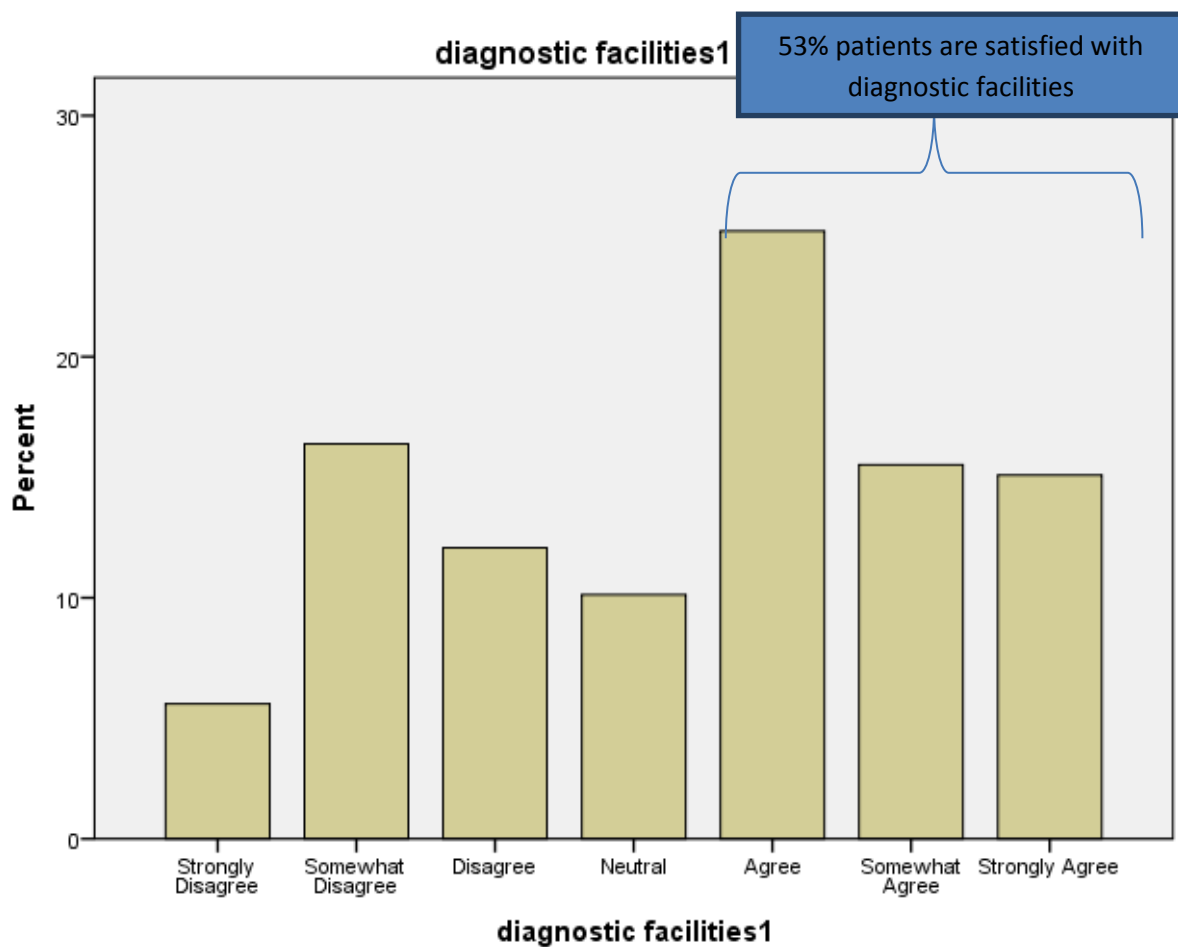


Figure 8 :- Diagnostic Facilities

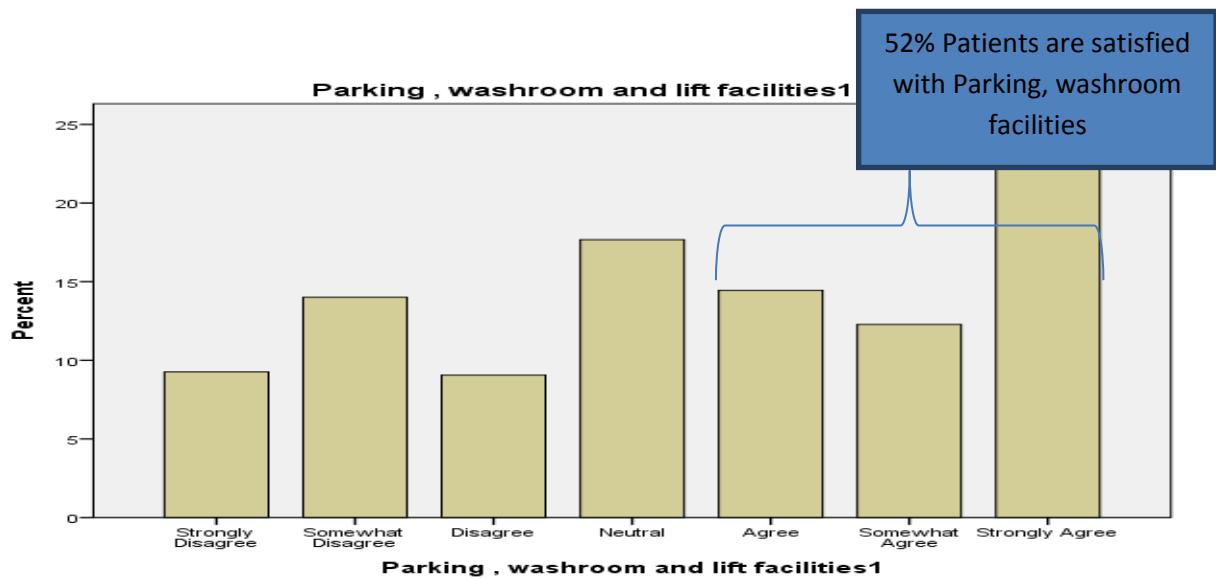


Figure 9 :- Parking, washroom and lift facilities

So, from above reliability tables we able to analyse that its reliability statistics is very good because its more then 7 so we can say that OPD patients are very satisfied with the services.

agegroup

	Frequency	Percent
0-5	5	1.1
6-12	2	.4
13-18	4	.9
19-30	85	18.3
31-45	175	37.7
45-60	166	35.8
60 and above	27	5.8
Total	464	100.0

gender

	Frequency	Percent
Male	285	61.4
Female	179	38.6
Total	464	100.0

Marital Status

	Frequency	Percent
Married	276	59.5
Valid Unmarried	188	40.5
Total	464	100.0

income

	Frequency	Percent
Less than 2 Lac	155	33.4
Between 2.1 to 5 Lac	192	41.4
5.1 Lac - 10 Lac	100	21.6
Valid 10 Lac - 20 Lac	13	2.8
30 Lac - 40 Lac	1	.2
Above 40 Lac	3	.6
Total	464	100.0

education

	Frequency	Percent
Undergraduate	120	25.9
Graduate	169	36.4
Post graduate	120	25.9
Valid Doctor	17	3.7
Engineer	2	.4
Professional Degree	6	1.3
Others	30	6.5
Total	464	100.0

Occupation

	Frequency	Percent
Student	120	25.9
Service in private sector	169	36.4
Service in government sector	100	21.6
Valid Entrepreneur	13	2.8
Professional	7	1.5
Housewife	8	1.7
Unemployed	37	8.0
Retired	10	2.2

Total	464	100.0
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	Frequency	Percent
Valid Yes	232	50.0
No	232	50.0
Total	464	100.0

check-in Registration1

	Frequency	Percent
Valid Strongly Agree	79	17.0
Somewhat disagree	48	10.3
Disagree	7	1.5
Neutral	118	25.4
Agree	39	8.4
Somewhat Agree	44	9.5
Strongly Agree	129	27.8
Total	464	100.0

	Frequency	Percent
Valid Strongly Disagree	50	10.8
Somewhat disagree	52	11.2
Disagree	39	8.4
Neutral	72	15.5
Agree	53	11.4
Somewhat Agree	73	15.7
Strongly Agree	125	26.9
Total	464	100.0

	Frequency	Percent
Valid Strongly disagree	17	3.7
Somewhat Disagree	19	4.1
Disagree	13	2.8
Neutral	109	23.5
Agree	54	11.6
Somewhat Agree	87	18.8
Strongly Agree	165	35.6

Total	464	100.0
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check-in Registration5

	Frequency	Percent
Valid Strongly Disagree	17	3.7
Somewhat Disagree	36	7.8
Disagree	52	11.2
Neutral	75	16.2
Agree	49	10.6
Somewhat Agree	74	15.9
Strongly Agree	161	34.7
Total	464	100.0

	Frequency	Percent
Valid Strongly Disagree	76	16.4
Somewhat Disagree	40	8.6
Disagree	32	6.9
Neutral	68	14.7
Agree	75	16.2
Somewhat Agree	42	9.1
Strongly Agree	131	28.2
Total	464	100.0

check-in Registration7

	Frequency	Percent
Valid Strongly Disagree	57	12.3
Somewhat Disagree	37	8.0
Agree	42	9.1
Neutral	86	18.5
Agree	58	12.5
Somewhat Agree	49	10.6
Strongly Agree	135	29.1
Total	464	100.0

check-in Registration8

	Frequency	Percent
Valid Strongly Disagree	53	11.4
Somewhat Disagree	41	8.8
Disagree	34	7.3
Neutral	74	15.9
Agree	89	19.2
Somewhat Agree	84	18.1
Strongly Agree	89	19.2
Total	464	100.0

check-in Registration9

	Frequency	Percent
Valid Strongly Disagree	25	5.4
Somewhat Disagree	77	16.6
Disagree	70	15.1
Neutral	74	15.9
Agree	65	14.0
Somewhat Agree	64	13.8
Strongly Agree	89	19.2
Total	464	100.0

check-in Registration10

	Frequency	Percent
Valid Strongly Disagree	11	2.4
Somewhat Disagree	21	4.5
Disagree	19	4.1
Neutral	86	18.5
Agree	105	22.6
Somewhat Agree	76	16.4
Strongly agree	146	31.5
Total	464	100.0

check-in Registration11

	Frequency	Percent
Valid Strongly Disagree	7	1.5
Somewhat Disagree	32	6.9

Disagree	105	22.6
Neutral	86	18.5
Agree	105	22.6
Somewhat Agree	53	11.4
Strongly Agree	76	16.4
Total	464	100.0

check-in Registration12

		Frequency	Percent
Valid	Strongly Disagree	30	6.5
	Somewhat Disagree	74	15.9
	Disagree	15	3.2
	Neutral	76	16.4
	Agree	133	28.7
	Somewhat Agree	55	11.9
	Strongly Agree	81	17.5
	Total	464	100.0
		Frequency	Percent
Valid	Strongly Disagree	35	7.5
	Somewhat Disagree	35	7.5
	Disagree	64	13.8
	Neutral	70	15.1
	Agree	93	20.0
	Somewhat Agree	78	16.8
	Strongly Agree	89	19.2
	Total	464	100.0

pre-check up Process2

	Frequency	Percent
Valid	Strongly Disagree	347.3
	Somewhat Disagree	286.0
	Disagree	6413.8
	Neutral	8117.5

Agree	78	16.8
Somewhat Agree	65	14.0
Stronglyt Agree	114	24.6
Total	464	100.0

pre-check up Process3

	Frequency	Percent
Strongly Disagree	5	1.1
Somewhat Disagree	74	15.9
Disagree	60	12.9
Neutral	70	15.1
Agree	97	20.9
Somewhat Agree	70	15.1
Strongly Agree	88	19.0
Total	464	100.0

pre-check up Process4

	Frequency	Percent
Strongly Disagree	59	12.7
Somewhat Disagree	28	6.0
Disagree	20	4.3
Neutral	76	16.4
Agree	132	28.4
Somewhat Agree	62	13.4
Strongly Agree	87	18.8
Total	464	100.0

pre-check up Process5

	Frequency	Percent
Strongly Disagree	3	.6
Somewhat Disagree	42	9.1
Disagree	85	18.3
Neutral	85	18.3
Agree	104	22.4
Somewhat Agree	53	11.4
Strongly Agree	92	19.8

Total	464	100.0
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pre-check up Process6

	Frequency	Percent
Strongly Disagree	27	5.8
Somewhat Disagree	58	12.5
Disagree	46	9.9
Neutral	78	16.8
Agree	84	18.1
Somewhat Agree	59	12.7
Strongly Agree	112	24.1
Total	464	100.0

consultation process1

	Frequency	Percent
Strongly Disagree	56	12.1
Somewhat Disagree	69	14.9
Disagree	67	14.4
Neutral	55	11.9
Agree	95	20.5
Somewhat Agree	38	8.2
Strongly Agree	84	18.1
Total	464	100.0

consultation process2

	Frequency	Percent
Strongly Disagree	55	11.9
Somewhat Disagree	45	9.7
Disagree	50	10.8
Neutral	86	18.5
Agree	80	17.2
Somewhat Agree	55	11.9
Strongly Agree	93	20.0
Total	464	100.0

consultation process3

	Frequency	Percent
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Valid	Strongly Disagree	3	.6
	Somewhat Disagree	99	21.3
	Disagree	75	16.2
	Neutral	53	11.4
	Agree	103	22.2
	Somewhat Agree	40	8.6
	Strongly Agree	91	19.6
	Total	464	100.0

consultation process4

Consentation process			
	Frequency	Percent	
Valid	Strongly DIsagree	59	12.7
	Somewhat Disagree	28	6.0
	Disagree	47	10.1
	Neutral	93	20.0
	Agree	88	19.0
	Somewhat Agree	57	12.3
	Strongly Agree	92	19.8
	Total	464	100.0

consultation process6

Consentation process			
	Frequency	Percent	
Valid	Strongly Disgree	27	5.8
	Somewhat Disagree	59	12.7
	Disagree	24	5.2
	Neutral	74	15.9
	Agree	117	25.2
	Somewhat Agree	79	17.0
	Strongly Agree	84	18.1
	Total	464	100.0

consultation process7

		Frequency	Percent
Valid	Strongly Disagree	34	7.3
	Somewhat Disagree	45	9.7
	Disagree	56	12.1
	Neutral	52	11.2
	Agree	101	21.8
	Somewhat Agree	68	14.7
	Strongly Agree	108	23.3

Total	464	100.0
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consultation process8

	Frequency	Percent
Strongly Disagree	32	6.9
Somewhat Disagree	27	5.8
Disagree	47	10.1
Neutral	77	16.6
Agree	86	18.5
Somewhat Agree	72	15.5
Strongly Agree	123	26.5
Total	464	100.0

diagnostic facilities1

	Frequency	Percent
Strongly Disagree	26	5.6
Somewhat Disagree	76	16.4
Disagree	56	12.1
Neutral	47	10.1
Agree	117	25.2
Somewhat Agree	72	15.5
Strongly Agree	70	15.1
Total	464	100.0

diagnostic facilities2

	Frequency	Percent
Strongly Disagree	79	17.0
Somewhat Disagree	32	6.9
Disagree	21	4.5
Neutral	92	19.8
Agree	111	23.9
Somewhat Agree	56	12.1

Strongly Agree	73	15.7
Total	464	100.0

diagnostic facilities3

	Frequency	Percent
Strongly Disagree	9	1.9
Somewhat Disagree	42	9.1
Disagree	107	23.1
Neutral	87	18.8
Agree	100	21.6
Somewhat Agree	38	8.2
Strongly Agree	81	17.5
Total	464	100.0

diagnostic facilities4

	Frequency	Percent
Strongly Disagree	30	6.5
Somewhat Disagree	81	17.5
Disagree	45	9.7
Neutral	83	17.9
Agree	91	19.6
Somewhat Agree	56	12.1
Strongly Agree	78	16.8
Total	464	100.0

diagnostic facilities10

	Frequency	Percent
Strongly Disagree	37	8.0
Somewhat Disagree	58	12.5
Disagree	23	5.0
Neutral	76	16.4
Agree	129	27.8
Somewhat Agree	63	13.6
Strongly Agree	78	16.8
Total	464	100.0

diagnostic facilities5

	Frequency	Percent
Valid Strongly Disagree	54	11.6
Somewhat Disagree	72	15.5
Disagree	56	12.1
Neutral	57	12.3
Agree	103	22.2
Somewhat Agree	52	11.2
Strongly Agree	70	15.1
Total	464	100.0

diagnostic facilities6

	Frequency	Percent
Valid Strongly Disagree	76	16.4
Somewhat Disagree	28	6.0
Disagree	55	11.9
Neutral	81	17.5
Agree	84	18.1
Somewhat Agree	66	14.2
Strongly Agree	74	15.9
Total	464	100.0

diagnostic facilities7

	Frequency	Percent
Valid Strongly Disagree	6	1.3
Somewhat Disagree	118	25.4
Disagree	66	14.2
Neutral	59	12.7
Agree	102	22.0
Somewhat Agree	39	8.4
Strongly Agree	74	15.9
Total	464	100.0

diagnostic facilities8

	Frequency	Percent
Valid Strongly Disagree	62	13.4
Somewhat Disagree	45	9.7

Disagree	46	9.9
Neutral	78	16.8
Agree	86	18.5
Somewhat Agree	67	14.4
Strongly Agree	80	17.2
Total	464	100.0

diagnostic facilities9

	Frequency	Percent
Strongly Disagree	6	1.3
Somewhat Disagree	45	9.7
Disagree	106	22.8
Neutral	82	17.7
Valid Agree	106	22.8
Somewhat Agree	34	7.3
Strongly Agree	85	18.3
Total	464	100.0

diagnostic facilities11

	Frequency	Percent
Strongly Disagree	41	8.8
Somewhat Disagree	44	9.5
Disagree	61	13.1
Neutral	67	14.4
Valid Agree	104	22.4
Somewhat Agree	66	14.2
Strongly Agree	81	17.5
Total	464	100.0

billing department1

	Frequency	Percent
Strongly Disagree	5	1.1
SOMewhat Disagree	75	16.2
Valid Disagree	62	13.4
Neutral	63	13.6
Agree	101	21.8

Somewhat Agree	64	13.8
Strongly Agree	94	20.3
Total	464	100.0

billing department3

	Frequency	Percent
Strongly Disagree	4	.9
Somewhat Disagree	39	8.4
Disagree	90	19.4
Neutral	93	20.0
Agree	95	20.5
Somewhat Agree	33	7.1
Strongly Agree	110	23.7
Total	464	100.0

billing department3

	Frequency	Percent
Strongly Disagree	4	.9
Somewhat Disagree	39	8.4
Disagree	90	19.4
Neutral	93	20.0
Agree	95	20.5
Somewhat Agree	33	7.1
Strongly Agree	110	23.7
Total	464	100.0

billing department4

	Frequency	Percent
Strongly Disagree	4	.9
Somewhat Disagree	82	17.7
Disagree	49	10.6
Neutral	83	17.9
Agree	84	18.1
Somewhat Agree	51	11.0
Strongly Agree	111	23.9
Total	464	100.0

billing department5

	Frequency	Percent
Valid Strongly Disagree	63	13.6
Somewhat Disagree	41	8.8
Disagree	60	12.9
Neutral	56	12.1
Agree	99	21.3
Somewhat Agree	37	8.0
Strongly Agree	108	23.3
Total	464	100.0

billing department6

	Frequency	Percent
Valid Strongly Disagree	31	6.7
Somewhat Disagree	55	11.9
Disagree	50	10.8
Neutral	86	18.5
Agree	79	17.0
Somewhat Agree	52	11.2
Strongly Agree	111	23.9
Total	464	100.0

billing department7

	Frequency	Percent
Valid Strongly Disagree	28	6.0
Somewhat Disagree	75	16.2
Disagree	61	13.1
Neutral	62	13.4
Agree	93	20.0
Somewhat Agree	34	7.3
Strongly Agree	111	23.9
Total	464	100.0

billing department8

	Frequency	Percent
Valid Strongly Disagree	36	7.8
Somewhat Disagree	51	11.0

Disagree	47	10.1
Neutral	86	18.5
Agree	84	18.1
Somewhat Agree	51	11.0
Strongly Agree	109	23.5
Total	464	100.0

Follow up Services1

	Frequency	Percent
Strongly Disagree	35	7.5
Somewhat Disagree	20	4.3
Disagree	109	23.5
Neutral	91	19.6
Agree	100	21.6
Somewhat Agree	27	5.8
Strongly Agree	82	17.7
Total	464	100.0

Follow up Services2

	Frequency	Percent
Strongly Disagree	4	.9
Somewhat Disagree	94	20.3
Disagree	15	3.2
Neutral	81	17.5
Agree	108	23.3
Somewhat Agree	51	11.0
Strongly Agree	111	23.9
Total	464	100.0

Follow up Services3

	Frequency	Percent
Strongly Disagree	60	12.9
Somewhat Disagree	12	2.6
Disagree	67	14.4
Neutral	56	12.1
Agree	98	21.1
Somewhat Agree	58	12.5

Strongly Agree	113	24.4
Total	464	100.0

pharmacy1

	Frequency	Percent
Strongly Disagree	11	2.4
Somewhat Disagree	64	13.8
Disagree	41	8.8
Neutral	76	16.4
Agree	83	17.9
Somewhat Agree	49	10.6
Strongly Agree	140	30.2
Total	464	100.0

pharmacy2

	Frequency	Percent
Strongly disagree	32	6.9
Somewhat Disagree	45	9.7
Disagree	66	14.2
Neutral	51	11.0
Agree	97	20.9
Somewhat Agree	58	12.5
Strongly Agree	115	24.8
Total	464	100.0

pharmacy3

	Frequency	Percent
Strongly Disagree	36	7.8
Somewhat Disagree	64	13.8
Disagree	14	3.0
Neutral	78	16.8
Agree	105	22.6
Somewhat Agree	56	12.1
Strongly Agree	110	23.7
Total	463	99.8

Missing	System	1	.2
Total		464	100.0

pharmacy4

	Frequency	Percent
Strongly Disagree	31	6.7
Somewhat Disagree	7	1.5
Disagree	101	21.8
Neutral	84	18.1
Agree	97	20.9
Somewhat Agree	39	8.4
Strongly Agree	105	22.6
Total	464	100.0

pharmacy5

	Frequency	Percent
Strongly Disagree	5	1.1
Somewhat Disagree	94	20.3
Disagree	38	8.2
Neutral	81	17.5
Agree	85	18.3
Somewhat Agree	48	10.3
Strongly Agree	113	24.4
Total	464	100.0

food & beverages1

	Frequency	Percent
Strongly Disagree	63	13.6
Somewhat Disagree	35	7.5
Disagree	65	14.0
Neutral	61	13.1
Agree	99	21.3
Somewhat Agree	35	7.5
Strongly Agree	106	22.8
Total	464	100.0

food & beverages2

	Frequency	Percent
Valid Strongly disagree	61	13.1
Somewhat Disagree	37	8.0
Disagree	43	9.3
Neutral	86	18.5
Agree	77	16.6
Somewhat Agree	53	11.4
Strongly Agree	107	23.1
Total	464	100.0

food & beverages3

	Frequency	Percent
Valid Strongly Disagree	33	7.1
Somewhat Disagree	65	14.0
Disagree	70	15.1
Neutral	58	12.5
Agree	109	23.5
Somewhat Agree	25	5.4
Strongly Agree	104	22.4
Total	464	100.0

	Frequency	Percent
Valid Strongly Disagree	63	13.6
Somewhat Disagree	37	8.0
Disagree	38	8.2
Neutral	85	18.3
Agree	75	16.2
Somewhat Agree	60	12.9
Strongly Agree	106	22.8
Total	464	100.0

food & beverages5

	Frequency	Percent
Valid Strongly Disagree	32	6.9
Somewhat Disagree	7	1.5

Disagree	97	20.9
Neutral	92	19.8
Agree	113	24.4
Somewhat Agree	20	4.3
Strongly Agree	103	22.2
Total	464	100.0

food & beverages6

	Frequency	Percent
Strongly Disagree	6	1.3
Somewhat Disagree	94	20.3
Disagree	14	3.0
Neutral	86	18.5
Agree	101	21.8
Somewhat Agree	58	12.5
Strongly Agree	105	22.6
Total	464	100.0

	Frequency	Percent
Strongly Disagree	39	8.4
Somewhat Disagree	36	7.8
Disagree	68	14.7
Neutral	60	12.9
Agree	107	23.1
Somewhat Agree	49	10.6
Strongly Agree	105	22.6
Total	464	100.0

Parking , washroom and lift facilities1

	Frequency	Percent
Strongly Disagree	43	9.3
Somewhat Disagree	65	14.0
Disagree	42	9.1
Neutral	82	17.7
Agree	67	14.4
Somewhat Agree	57	12.3
Strongly Agree	108	23.3

Total	464	100.0
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Parking, washrrom and lift facilities2

	Frequency	Percent
Strongly Disagree	66	14.2
Somewhat Disagree	45	9.7
Disagree	91	19.6
Neutral	56	12.1
Agree	103	22.2
Somewhat Agree	25	5.4
Strongly Agree	78	16.8
Total	464	100.0

Parking, Washroom and lift facilities3

	Frequency	Percent
Strongly Disagree	64	13.8
Somewhat DIsagree	66	14.2
Disagree	16	3.4
neutral	109	23.5
Agree	71	15.3
Somewhat Agree	62	13.4
Strongly Agree	76	16.4
Total	464	100.0

Parking, washroom and lift facilities4

	Frequency	Percent
Strongly Disagree	15	3.2
Somewhat Disagree	15	3.2
Disagree	99	21.3
Neutral	63	13.6
Agree	133	28.7
Somewhat Agree	20	4.3
Strongly Agree	119	25.6
Total	464	100.0

Parking, washroom and lift facilities5

	Frequency	Percent
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Valid	Strongly Disagree	13	2.8
	Somewhat Disagree	69	14.9
	Disagree	21	4.5
	Neutral	92	19.8
	Agree	74	15.9
	Somewhat Agree	82	17.7
	Strongly Agree	113	24.4
	Total	464	100.0

Parking, washroom and lift facilities⁶

		Frequency	Percent
Valid	Strongly Disagree	44	9.5
	Somewhat Disagree	35	7.5
	Disagree	71	15.3
	Neutral	66	14.2
	Agree	110	23.7
	Somewhat Agree	25	5.4
	Strongly Agree	113	24.4
	Total	464	100.0

Parking, washroom and lift facilities⁷

		Frequency	Percent
Valid	Strongly Disagree	41	8.8
	Somewhat Disagree	38	8.2
	Disagree	44	9.5
	Neutral	90	19.4
	Agree	71	15.3
	Somewhat Agree	57	12.3
	Strongly Agree	123	26.5
	Total	464	100.0

Parking, washroom and lift facilities⁸

		Frequency	Percent
Valid	Strongly Disagree	13	2.8
	Somewhat Disagree	43	9.3
	Disagree	88	19.0

Neutral	58	12.5
Agree	105	22.6
Somewhat Agree	21	4.5
Strongly Agree	136	29.3
Total	464	100.0

WORK LOAD ACCORDING TO ARRIVAL TIME OF PATIENT:

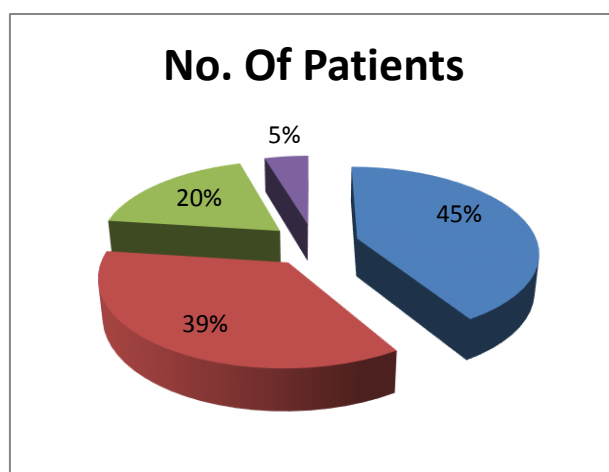


Figure 10: No. of Patient

- 45% :- 11 a.m to 2 p.m
- 39% :- 3 a.m to 5 p.m
- 20% :- 10 a.m to 11 a.m
- 5% :- 9 a.m to 10 a.m

PERCENTAGE OF PEOPLE DIVIDED INTO CASH & CREDIT:

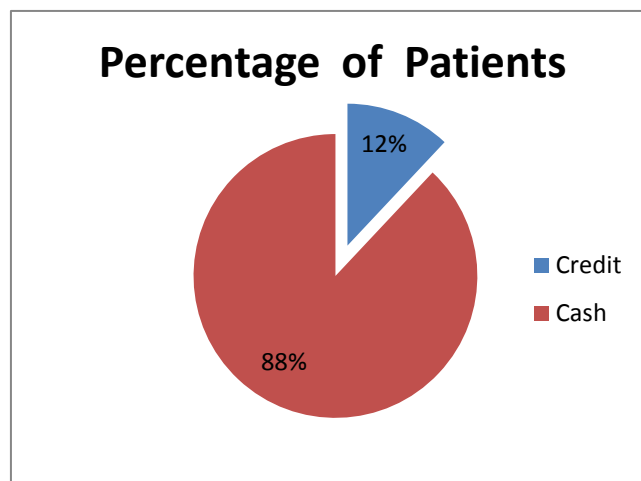


Figure 11 Percentage of people divided into cash & credit

CASH AND CREDIT PATIENTS ON PER DAY BASIS

DAY	DATE	CASH	CREDIT
Monday	18 April 2017	20	10
Tuesday	19 April 2017	30	25
Wednesday	20 April 2017	40	15
Thursday	21 April 2017	35	18
Friday	22 April 2017	45	20
Saturday	24 April 2017	40	----

Table 1 : Cash and Credit patients on per day

2.14 **CHALLENGES FACED BY OPD :**

- High level of competition .
- It is difficult to make peoples understand about registration policies of hospital .
- People don't feel it cost effective .
- It is difficult to manage when there is rush.
- Sometimes Doctors are not available on the time allotted to the patients . It creates dissatisfaction in patients about services.

2.15 **CONCLUSION:-**

After analysing the 500 questioner filled by the OPD patients we come to the conclusion that Shalby Hospital is providing good services but there are some minor points on which they need to work out such as Doctors are available on the time allotted to the patients .

2.16 **Further Recommendations and Scope:-**

- There is no proper charging facility in first floor OPD.
- There is no washroom on ground floor so the patients on ground floor OPD have to go upstairs.
- NO proper signage
- Should have some LED or something like that which gives good information about health so the patients waiting in OPD or their relatives can pass their time.

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O.P.D Questionnaire:-

O.P.D Questionnaire:-

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Final questionnaire - Word

2) Gender & Marital Status

Marital Status			
Male	1	Married	1
Female	2	Unmarried	2

3) Education :-

Undergraduate	1
Graduate	2
Post Graduate	3
Doctor	4
Engineer	5
Professional	6
Degree	
Others	7

4) Occupation:

Student	1
Service in Private sector	2
Service in Government sector	3
Service in semi-government sector	4
Entrepreneur	5
Professional	6
Housewife	7
Unemployed	8

Final questionnaire - Word

1)A) Rate the following statements on the basis of your perceived experience, regarding **check - in registration process** of hospital.

(7= Strongly Agree 6= Somewhat Agree 5= Agree, 4= neutral, 3= Disagree, 2= Somewhat Disagree and 1= Strongly Disagree)

1	Security staff at gate greeted you properly	7	6	5	4	3	2	1
2	Reception at hospital was neat clean	7	6	5	4	3	2	1
3	Staff at reception counter provided the information you needed.	7	6	5	4	3	2	1
4	Ambience/Atmosphere of OPD was good	7	6	5	4	3	2	1
5	OPD area is clean enough	7	6	5	4	3	2	1
6	OPD area has enough sitting capacity for staff	7	6	5	4	3	2	1
7	OPD Registration counter is well groomed & trained	7	6	5	4	3	2	1
8	Your medical file with all your records collected properly & file was prepared on time	7	6	5	4	3	2	1
9	You are been informed about your turn to meet doctor well on time.	7	6	5	4	3	2	1
10	Waiting time was minimum	7	6	5	4	3	2	1
11	Medical information booklets, magazines, newspaper were well placed in rack to read during your waiting time period.	7	6	5	4	3	2	1

1)B) Rate the following statements on the basis of your perceived experience regarding **Pre - check up process** of hospital:-

(7= Strongly Agree 6= Somewhat Agree 5= Agree, 4= neutral, 3= Disagree, 2= Somewhat Disagree and 1= Strongly Disagree)

Final questionnaire - Word

TABLETTOOLS

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(7= Strongly Agree 6= Somewhat Agree 5= Agree, 4= neutral, 3= Disagree, 2= Somewhat Disagree and 1= Strongly Disagree)

1	Doctor was available on the given time.	7	6	5	4	3	2	1
2	Doctor has analysed history about you	7	6	5	4	3	2	1
3	Doctor has given sufficient consultation time.	7	6	5	4	3	2	1
4	Equipment used for the consultation were sterilized & accurate.	7	6	5	4	3	2	1
5	Hygiene standard in consultation room was properly maintained.	7	6	5	4	3	2	1
6	You are been recommended to use shabby diagnostic service for your pathology & radiology test return back your consulting doctor.	7	6	5	4	3	2	1
7	You are been given your next consultation date in advance.	7	6	5	4	3	2	1
8	You are been satisfied with your consulting doctor.	7	6	5	4	3	2	1

1)D) Rate the following statements on the basis of your perceived experience regarding **Diagnostic Facilities** of an hospital.

(7= Strongly Agree 6= Somewhat Agree 5= Agree, 4= neutral, 3= Disagree, 2= Somewhat Disagree and 1= Strongly Disagree)

1	Hospital has a proper navigation into (signage) system to reach diagnostic department without hassle.	7	6	5	4	3	2	1
2	Ground duty staff has guided you the way to the diagnostic.	7	6	5	4	3	2	1
3	Hygiene standard was properly maintained.	7	6	5	4	3	2	1

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