



A study on patient satisfaction towards healthcare services in out-patient department

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Contents

- Introduction
- Research question
- Objective
- Methodology
- Tools and method
- Parameters of questioner
- Recommendations
- Reference

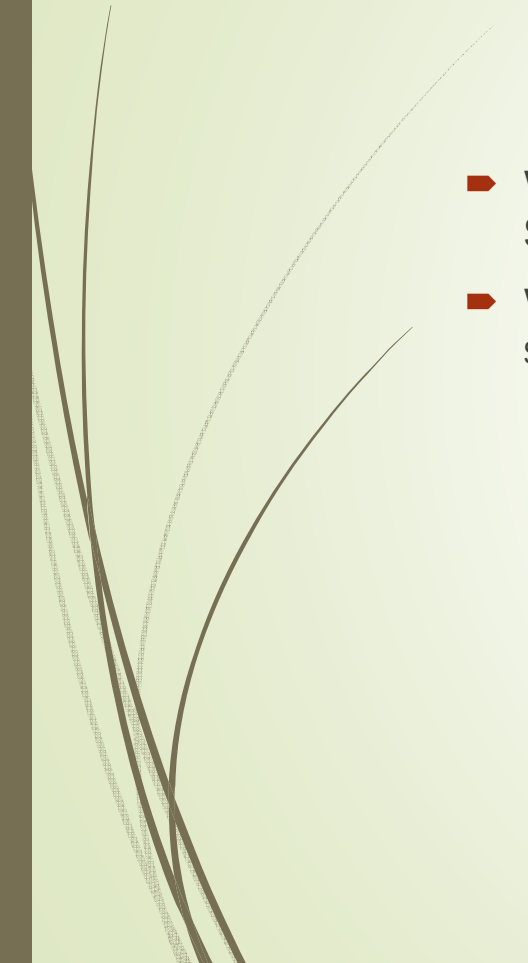


Introduction

- What is Patient satisfaction ?
 - **Patient satisfaction** is an important and commonly used indicator for measuring the quality in health care.

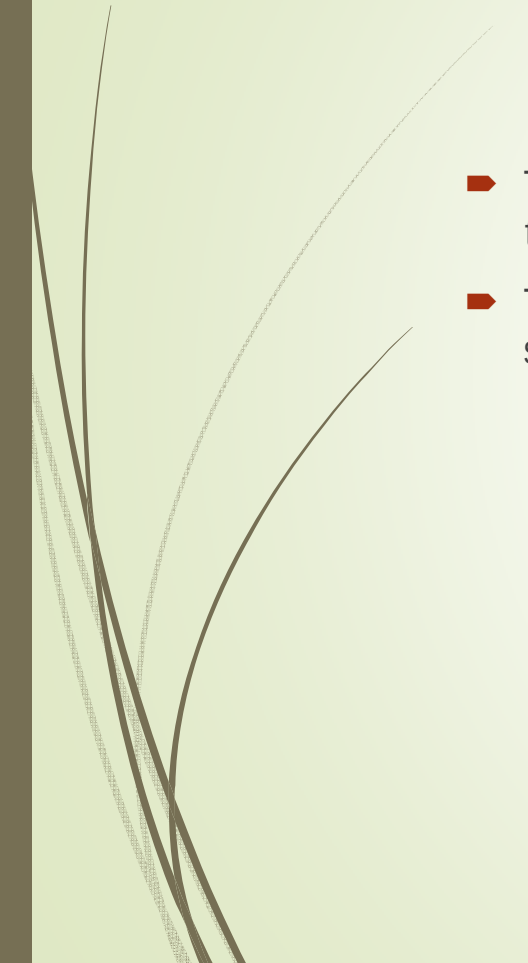


RESEARCH QUESTION:-

- What is the level of patient satisfaction towards health services at OPD in Shalby Hospital , Ahmedabad ?
 - What are the factors related to the patient satisfaction with the health services at the OPD?
- 



OBJECTIVE:-

- To measure the level of patient satisfaction towards the health services at the OPD in Shalby Hospital
 - To determine the factors related to the patient satisfaction with the health services in OPD
- 



METHODOLOGY:-

➤ Study Design:-

- Descriptive Study

➤ Study Population:-

- Patients who have utilized O.P.D services

➤ Location Of Study:-

- Shalby Hospital , Ahmedabad



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- Study Time Period:-

- 6 Feb to 30 April

- Sample Size:-

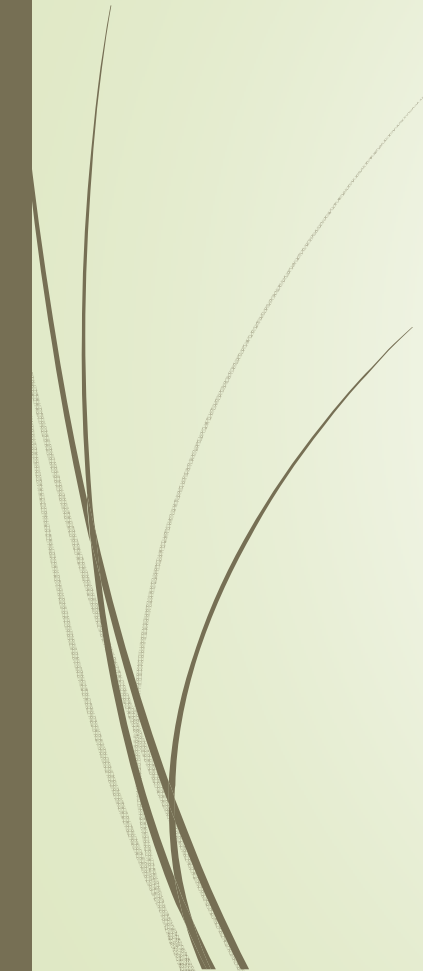
- Sample Size of 464 was selected

- Sampling Method:-

- Convenience Sampling



Factors considered (through RoL):-

- 
- Check – in Registration
 - Pre- Check up Process
 - Consultation Process
 - Diagnostic Facilities
 - Billing Department
 - Follow Up
 - Pharmacy
 - Food and Beverages
 - Parking and washroom facilities



DATA COLLECTION TOOLS:-

- Questioner / Patient feedback form:-

A structured questionnaire was prepared to record the following information from the patients:-

- 1) Socio – demographic factors
- 2) Patient Satisfaction towards different health services provided by the hospital.

Questioner :-

Questionnaire survey to identify the patient's expectations.

Dear Sir/ Ma'am,

We would be grateful if you would complete this questionnaire about your visit to the hospital today. The consultant that you have seen is a fully qualified. Feedback from this survey will enable them to identify areas that may need improvement. Your opinions are therefore very valuable.

Please answer all the questions below. There are no right or wrong answers. Thank you.

Please rate the hospital at a

Personal Details:

Name of the Person: (Please leave a grid blank in between two words.)

Phone No: E-Mail ID:

Place:

2) Gender & Marital Status

Gender		Marital Status	
Male	1	Married	1
Female	2	Unmarried	2

3) Education :-

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

(10) Rate the following statements on the basis of your personal experience, regarding check - in registration process of hospital.

(The Strongly Agree for Strongest Agree for Agree, for neutral, for Disagree, for Strongest Disagree and for Strongly Disagree)

Security staff is well posted on property	1	2	3	4	5	6	7	8	9	10
Registration & hospital are well done	1	2	3	4	5	6	7	8	9	10
Staff at reception counter provides the information you require	1	2	3	4	5	6	7	8	9	10
4. Information/Inquiries of OPD are given	1	2	3	4	5	6	7	8	9	10
OPD issues a letter promptly	1	2	3	4	5	6	7	8	9	10
OPD issues the receipt along receipt for bill	1	2	3	4	5	6	7	8	9	10
OPD Registration counter is well posted & lit	1	2	3	4	5	6	7	8	9	10
10. You received the bill at your receipt counter promptly	1	2	3	4	5	6	7	8	9	10
11. The room prepared in time	1	2	3	4	5	6	7	8	9	10
12. You are been informed about your bed in real estate	1	2	3	4	5	6	7	8	9	10
13. Bedding time was minimum	1	2	3	4	5	6	7	8	9	10
14. Patient information booklet, magazines, newspaper were well placed in each in each during your waiting time	1	2	3	4	5	6	7	8	9	10

(11) Rate the following statements on the basis of your personal experience regarding check up process of hospital.

(The Strongly Agree for Strongest Agree for Agree, for neutral, for Disagree, for Strongest Disagree and for Strongly Disagree)

(12) Rate the following statements on the basis of your personal experience regarding Diagnostic Facilities of in hospital.

(The Strongly Agree for Strongest Agree for Agree, for neutral, for Disagree, for Strongest Disagree and for Strongly Disagree)

1. Doctor was available on the given time	1	2	3	4	5	6	7	8	9	10
2. Doctor has analyzed history about you	1	2	3	4	5	6	7	8	9	10
3. Doctor has given sufficient consultation time	1	2	3	4	5	6	7	8	9	10
4. Equipment used for the consultation were sterilized & accurate	1	2	3	4	5	6	7	8	9	10
5. Hospital sterilized in consultation room was properly maintained	1	2	3	4	5	6	7	8	9	10
6. You are been recommended to use other diagnostic service for your pathology & radiology test report back your consulting doctor	1	2	3	4	5	6	7	8	9	10
7. You are been given your test consultation date in advance	1	2	3	4	5	6	7	8	9	10
8. You are been satisfied with your consulting doctor	1	2	3	4	5	6	7	8	9	10

(13) Rate the following statements on the basis of your personal experience regarding Diagnostic Facilities of in hospital.

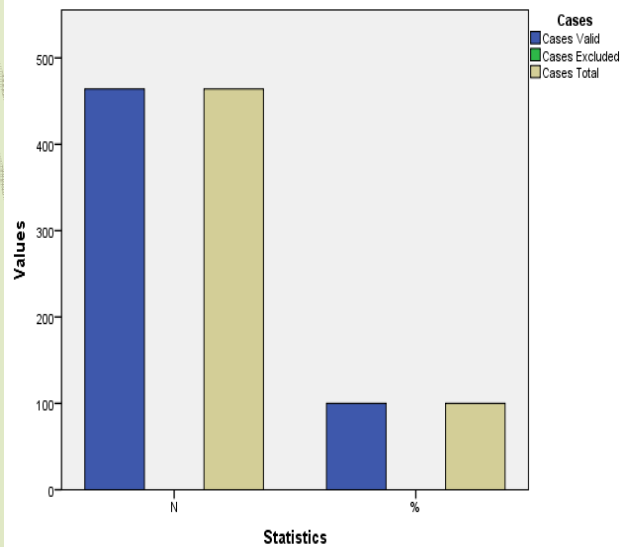
(The Strongly Agree for Strongest Agree for Agree, for neutral, for Disagree, for Strongest Disagree and for Strongly Disagree)

1. Hospital has a proper registration (no duplicate system) in each diagnostic department without fault	1	2	3	4	5	6	7	8	9	10
2. General duty staff has guided you the way to the diagnostic	1	2	3	4	5	6	7	8	9	10
3. Hospital sterilized was properly maintained	1	2	3	4	5	6	7	8	9	10

Research Results:-

Check in Registration

Case Processing Summary



Case Processing Summary

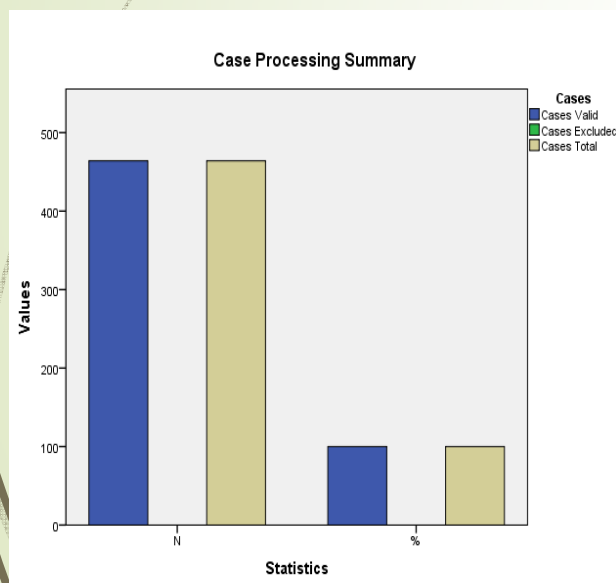
		N	%
Cases	Valid	464	100.0
	Excluded ^a	0	.0
	Total	464	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.800	11

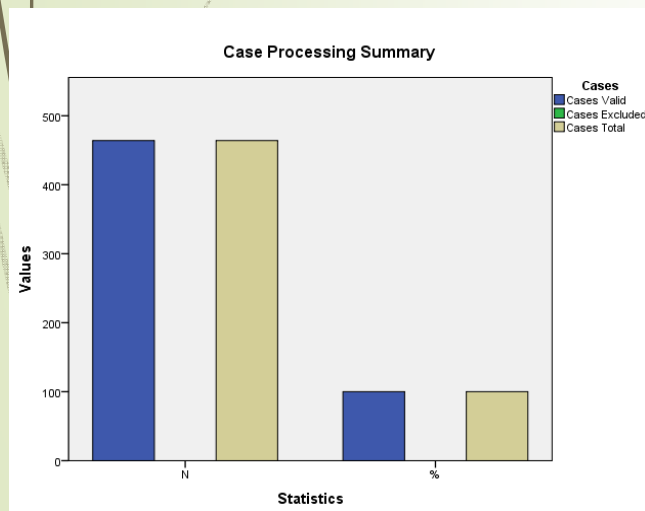
Pre – check up Process



Case Processing Summary			
		N	%
Cases	Valid	464	100.0
	Excluded ^a	0	.0
	Total	464	100.0
a. Listwise deletion based on all variables in the procedure.			

Reliability Statistics	
Cronbach's Alpha	N of Items
.971	6

Consultation Process

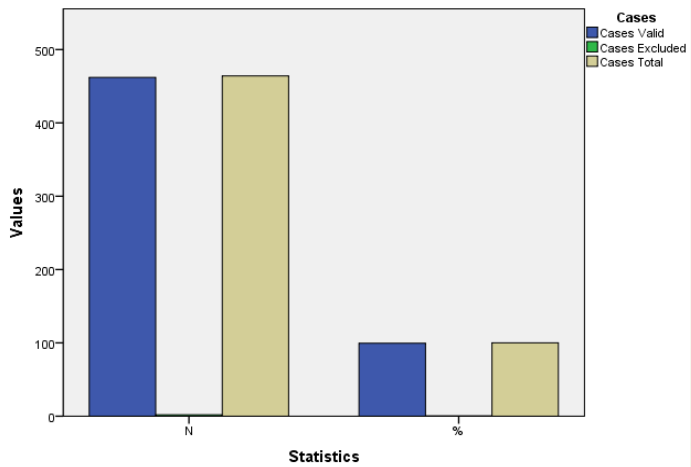


Case Processing Summary			
		N	%
Cases	Valid	464	100.0
	Excluded ^a	0	.0
	Total	464	100.0
a. Listwise deletion based on all variables in the procedure.			

Reliability Statistics	
Cronbach's Alpha	N of Items
.966	8

Diagnostic Facilities

Case Processing Summary



Case Processing Summary

		N	%
Cases	Valid	462	99.6
	Excluded ^a	2	.4
	Total	464	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.961	12

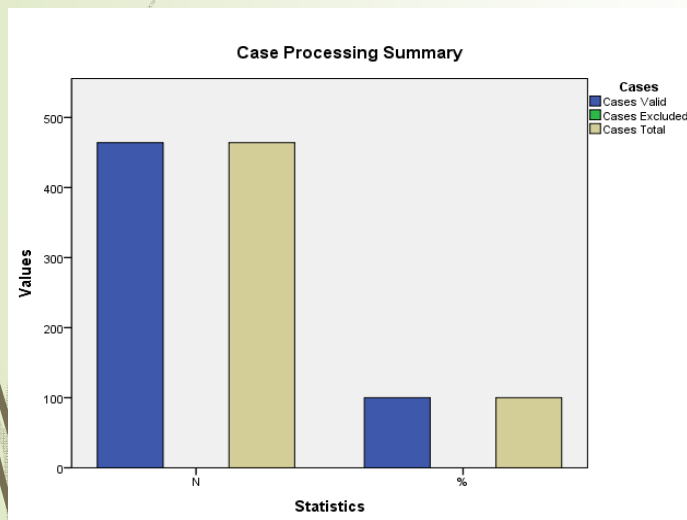
Billing Department



Case Processing Summary			
		N	%
Cases	Valid	464	100.0
	Excluded ^a	0	.0
	Total	464	100.0
a. Listwise deletion based on all variables in the procedure.			

Reliability Statistics	
Cronbach's Alpha	N of Items
.979	8

Follow Up

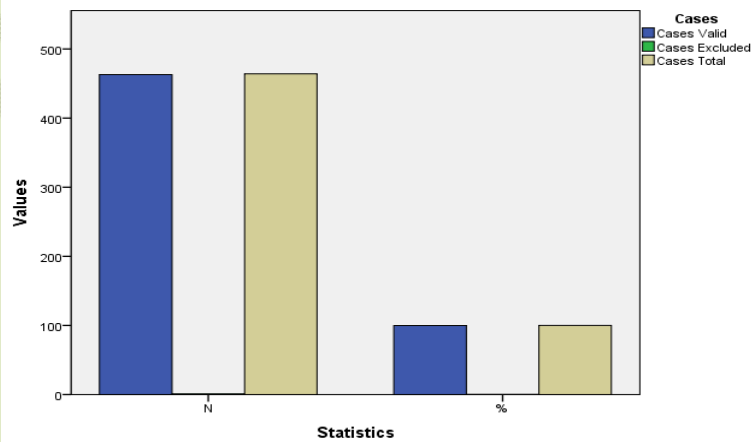


Case Processing Summary			
		N	%
Cases	Valid	464	100.0
	Excluded ^a	0	.0
	Total	464	100.0
a. Listwise deletion based on all variables in the procedure.			

Reliability Statistics	
Cronbach's Alpha	N of Items
.919	3

Pharmacy

Case Processing Summary



Case Processing Summary

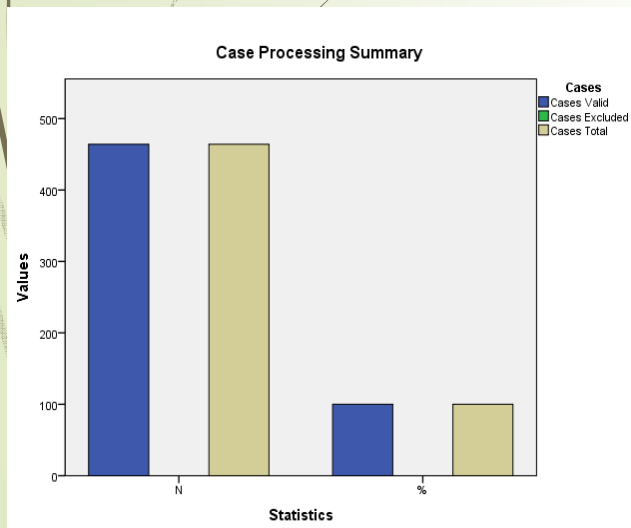
		N	%
Cases	Valid	463	99.8
	Excluded ^a	1	.2
	Total	464	100.0

a. Listwise deletion based on all variables in the procedure.

Reliability Statistics

Cronbach's Alpha	N of Items
.977	5

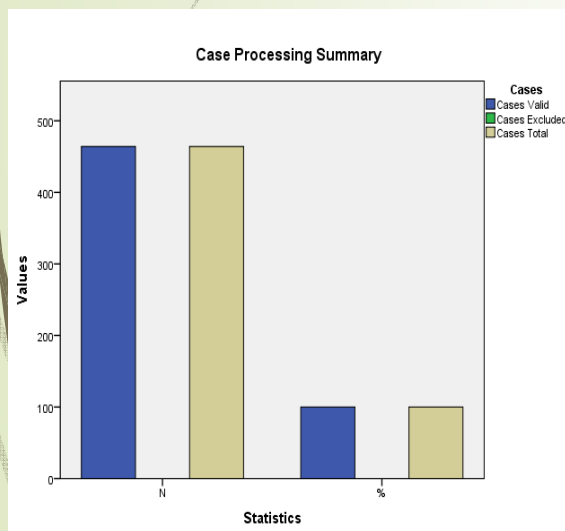
Food & Beverages



Case Processing Summary			
		N	%
Cases	Valid	464	100.0
	Excluded ^a	0	.0
	Total	464	100.0
a. Listwise deletion based on all variables in the procedure.			

Reliability Statistics	
Cronbach's Alpha	N of Items
.980	7

Parking and washroom



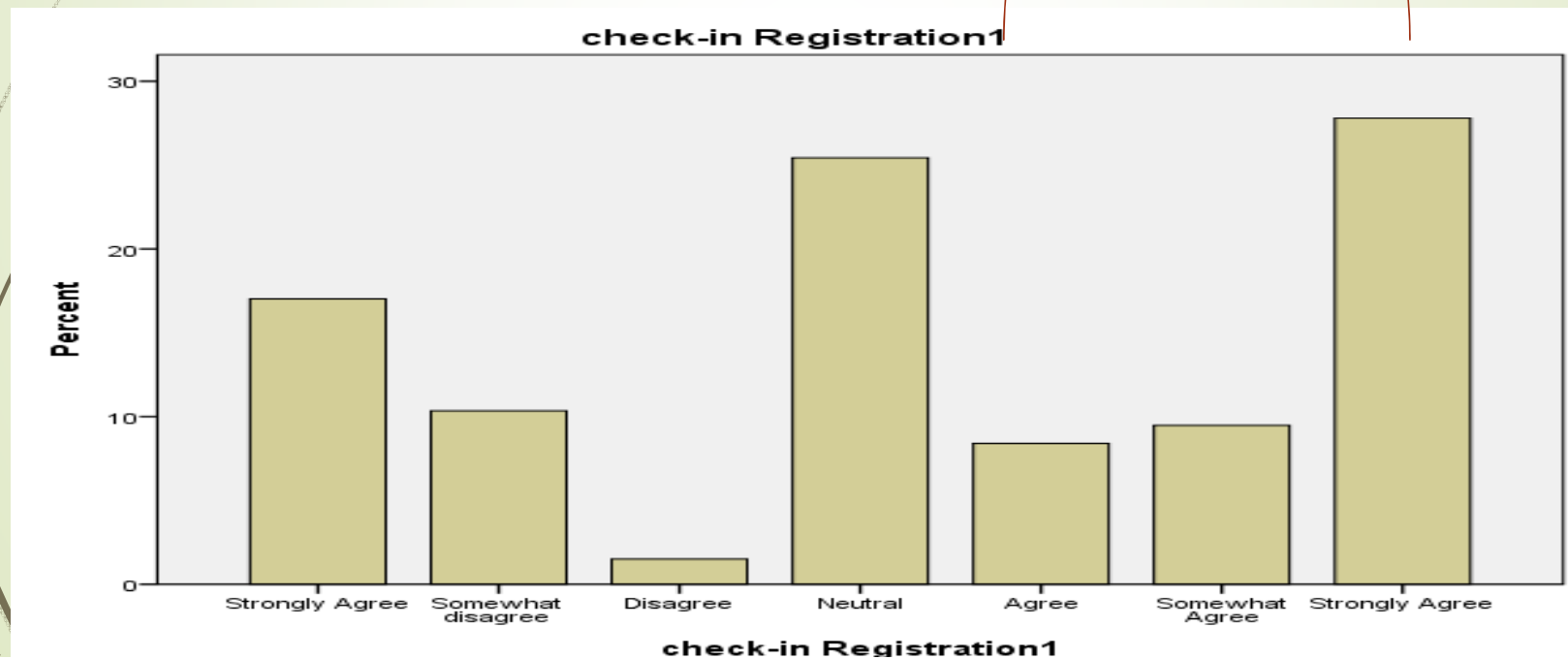
Case Processing Summary			
		N	%
Cases	Valid	464	100.0
	Excluded ^a	0	.0
	Total	464	100.0

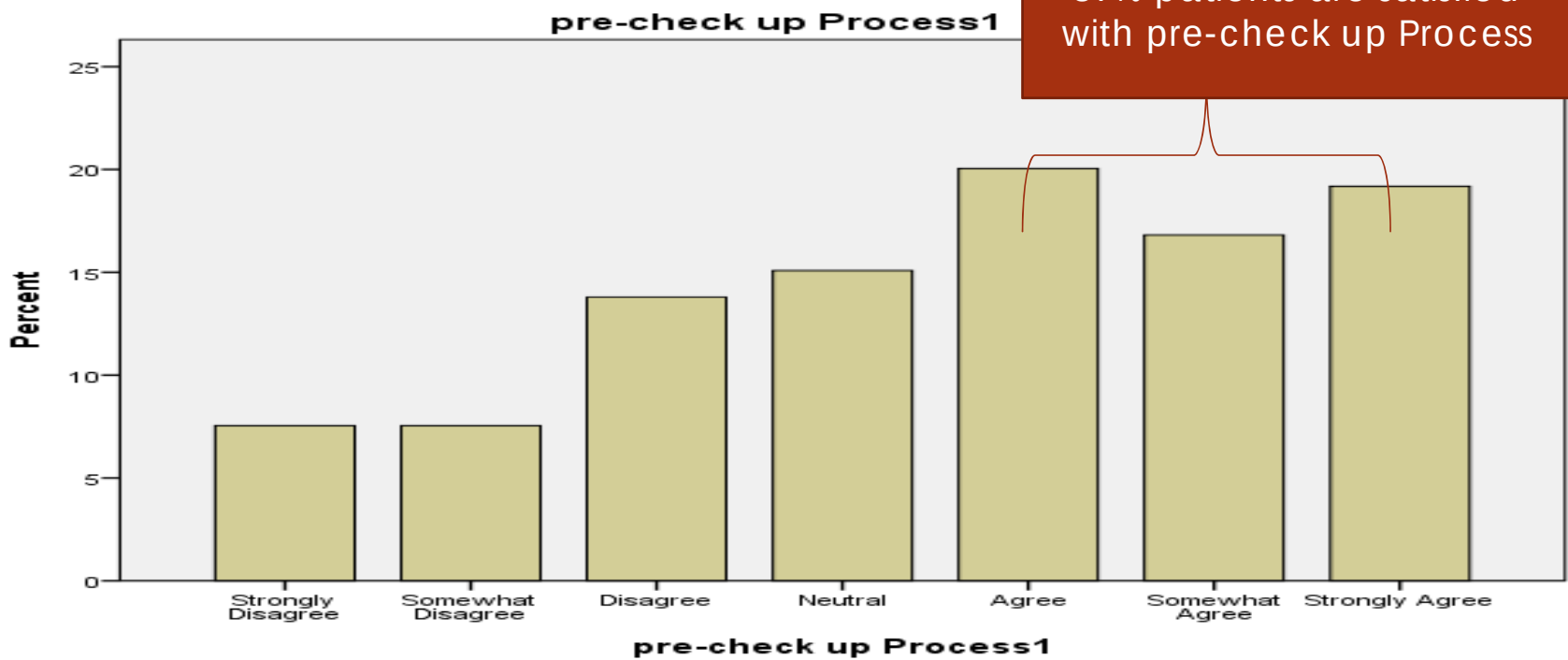
a. Listwise deletion based on all variables in the procedure.

Reliability Statistics	
Cronbach's Alpha	N of Items
.938	8

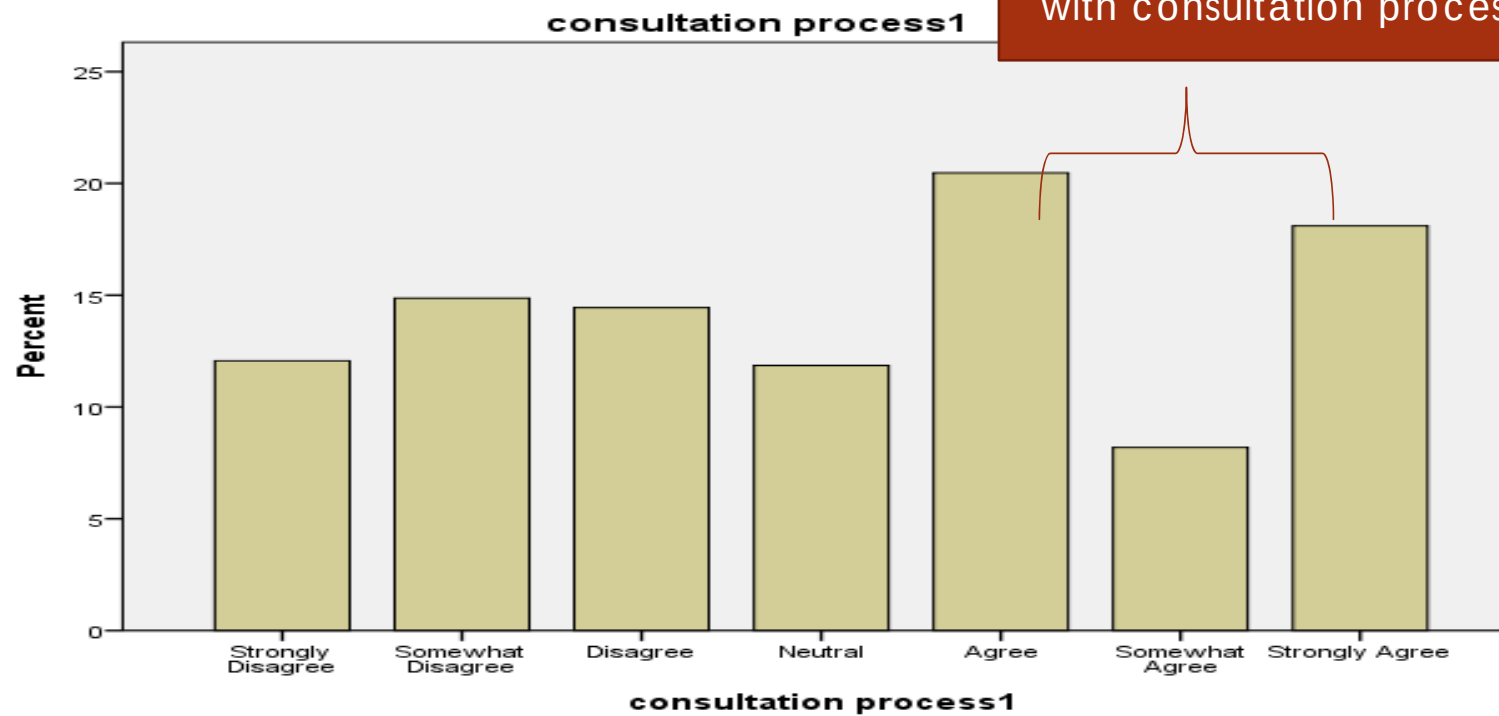
Analysis of all the nine factors:-

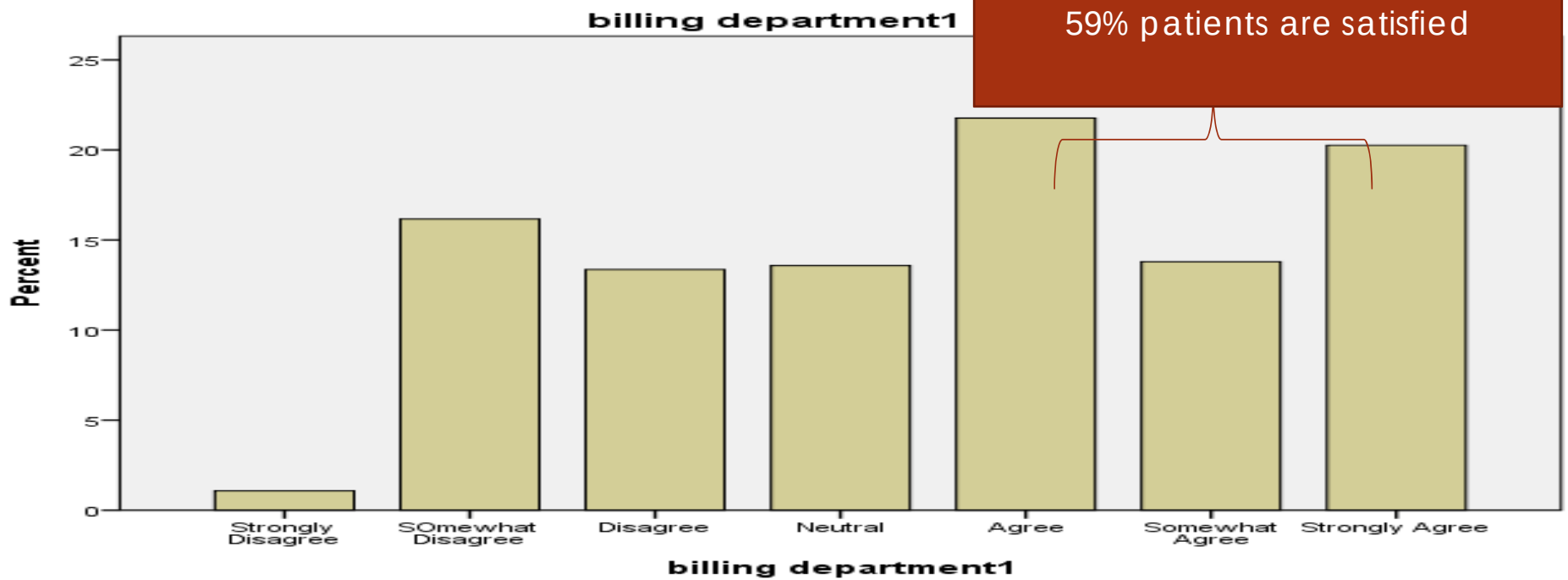
40% patients are satisfied with
check in registration

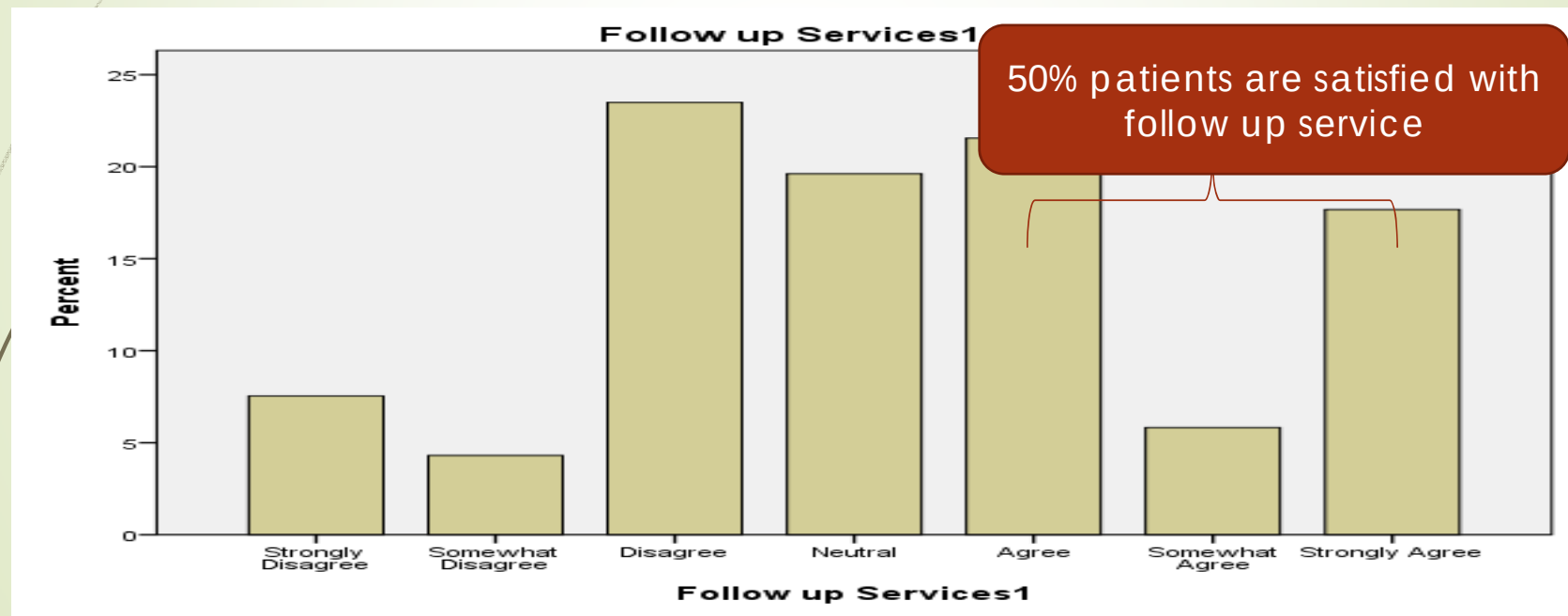


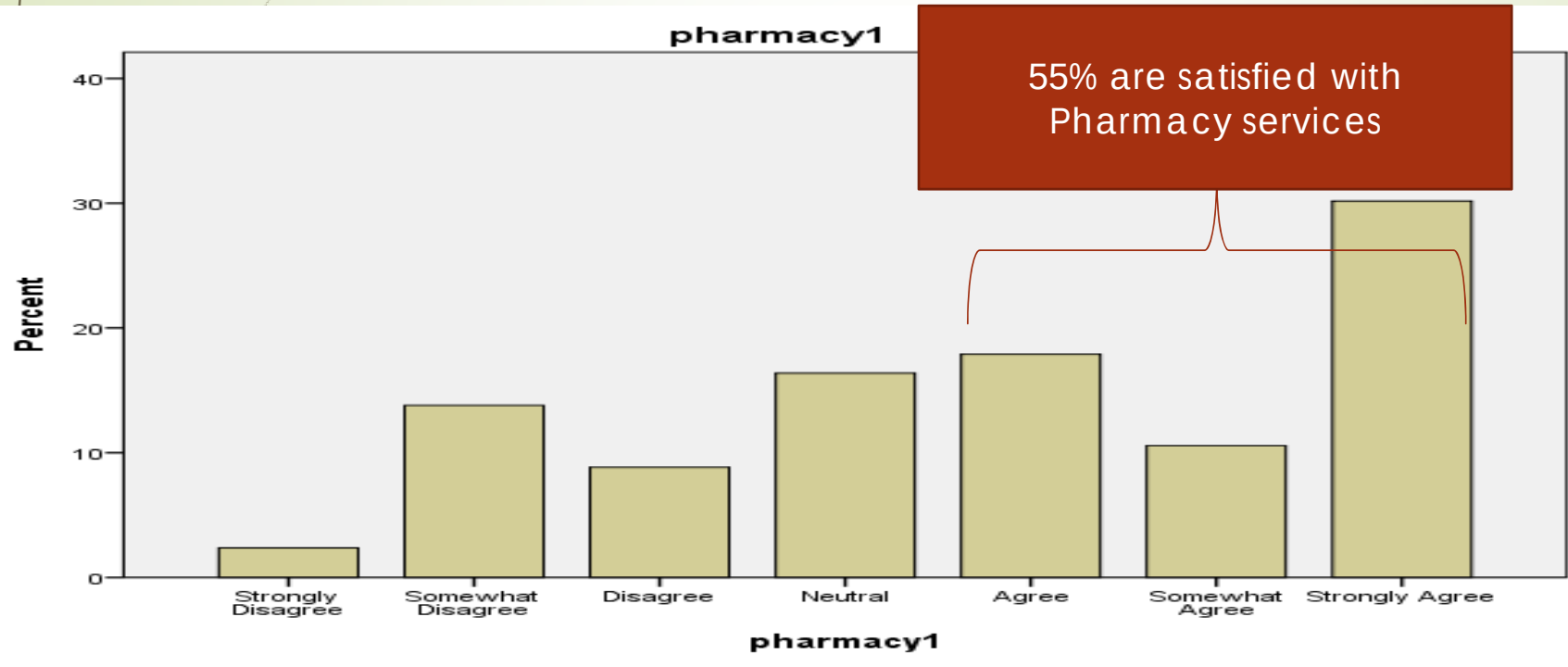


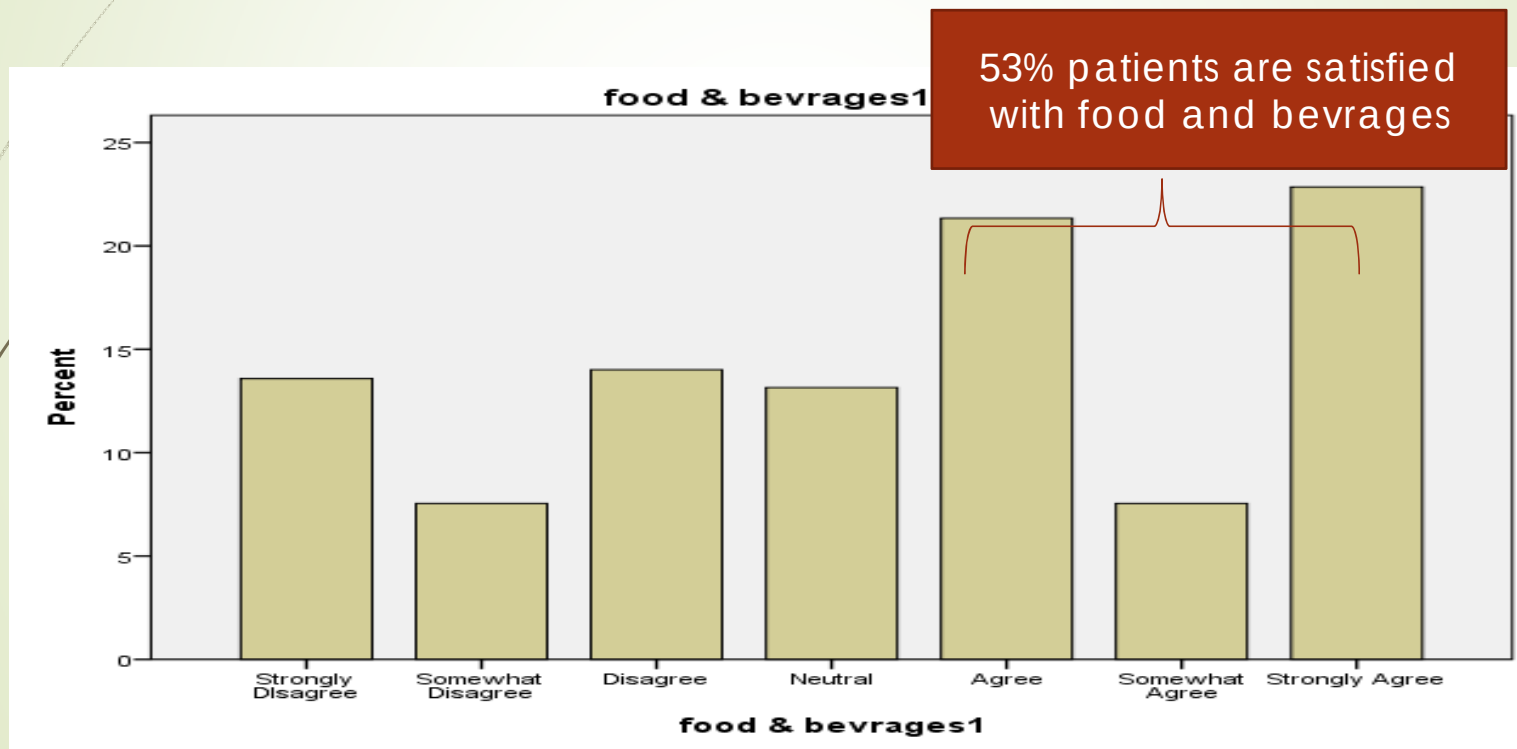
47% people are satisfied with consultation process

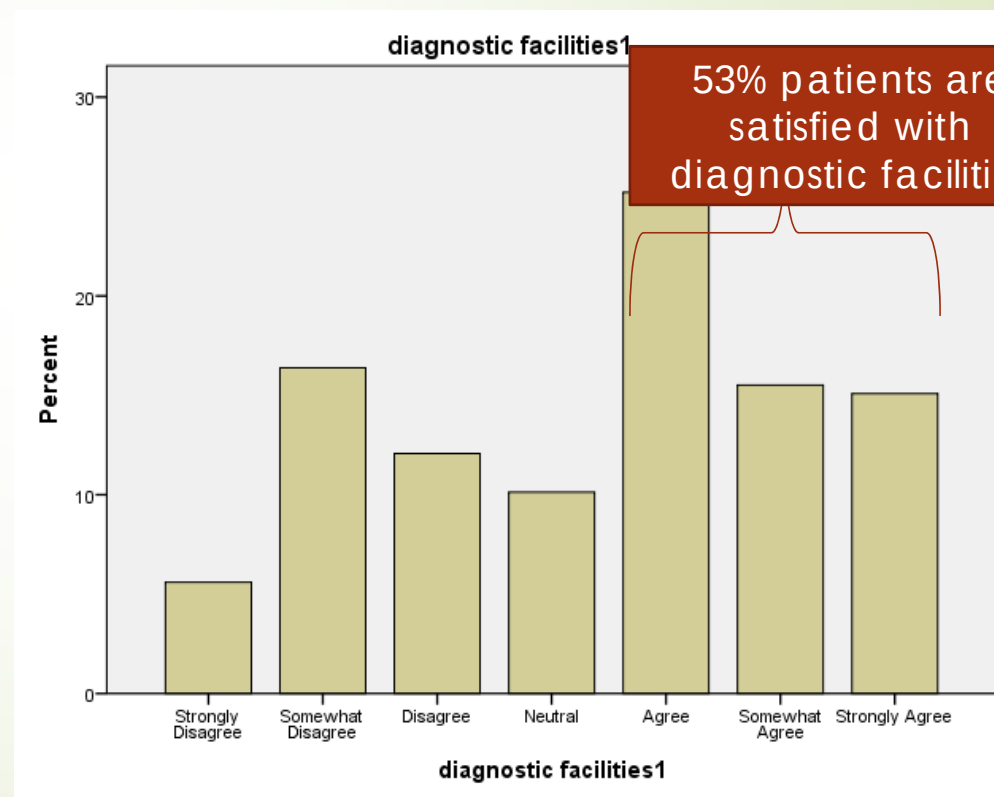
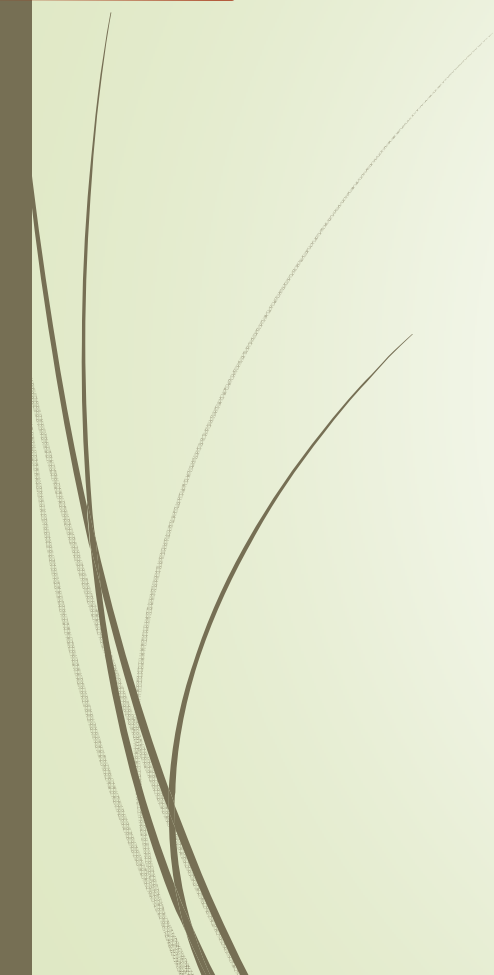


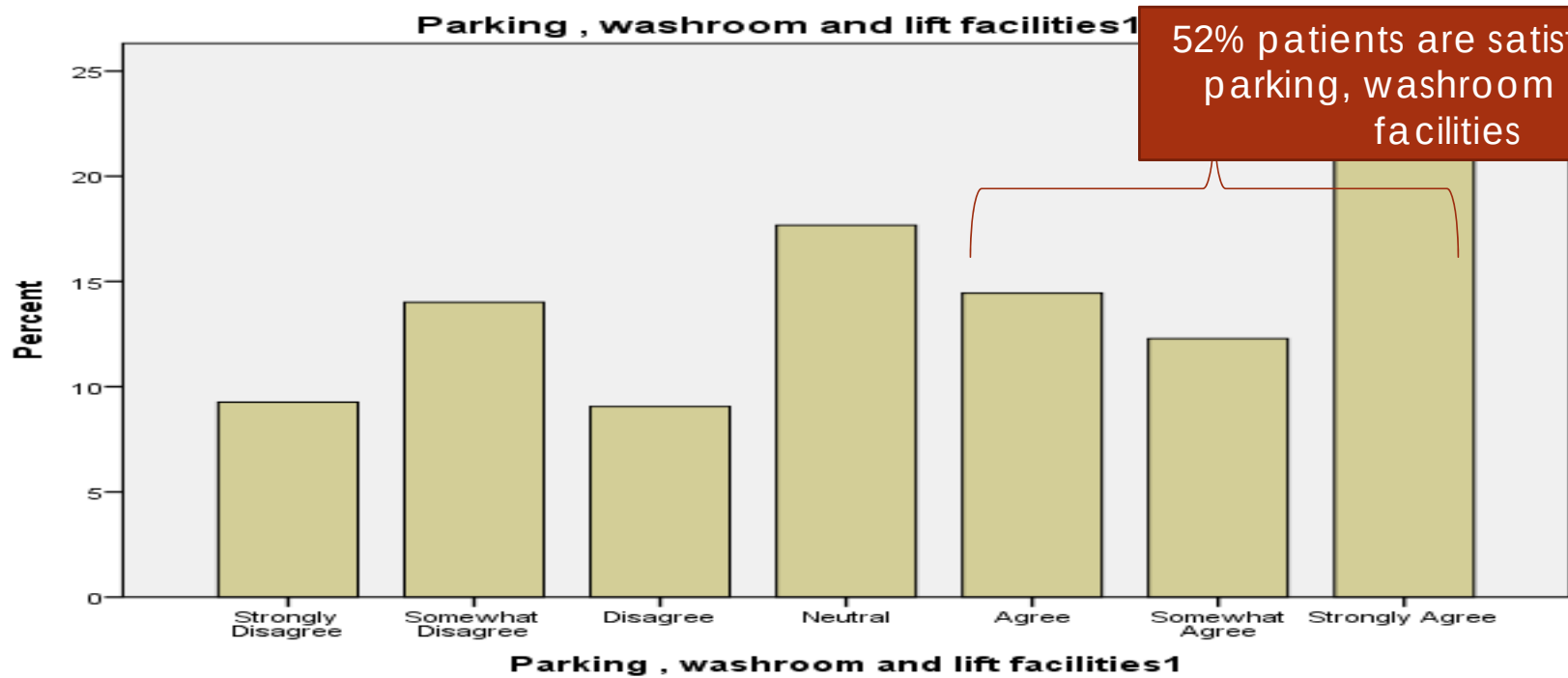












52% patients are satisfied with parking, washroom and lift facilities



Recommendation :-

- Reducing Waiting Time
- There is no proper charging facility in O.P.D
- There is no Washroom on Ground floor so ground floor patients have to go Upstairs
- Signage system need to be improved

