

# **A Study to Access the Patient Satisfaction level in InPatient Department at Sarvodaya Hospital, Faridabad**



**PRESENTED BY –**

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# Overview



- Introduction
- Rationale of study
- Objectives
- Study Design and Methodology
- Findings
- Suggestions

# Introduction



Patient satisfaction can be defined as fulfillment or meeting of expectations of a person from a service or product . Patients has various notions regarding the services being provided to him/her , which varies according to the different services at different places , cost effectiveness, the upcoming trends and facilities .

## Importance of patient satisfaction

- The more the patient is satisfied the more is the health care marketing .
- Patient satisfaction is an indicator for measuring the quality in health care
- Patient satisfaction affects patient retention
- Effective indicator to measure the success of doctors and hospital

# RESEARCH QUESTION



What is the level of satisfaction of IPD patients at Sarvodaya Hospital ?

# OBJECTIVES



- To evaluate patients perception towards level of satisfaction in IPD
- To identify the weaker areas where improvement/alterations are needed to enhance the patient satisfaction

# Research Design



Study design: Descriptive and Analytical

Sample Design: Non probability convenience sampling

Study Area : IPD patients of General ward

Study population: Medicine Department

Sample size: 123 IPD patient of General Ward

Study Duration : This study was done for a period of Three months

# Methodology



Data collection:

Primary data : Feed back form prepared for IPD patients

Tools: Questionnaire , interviews

Inclusion criteria : IPD patients of Medicine ward

# Aspects of Measuring the Satisfaction Level



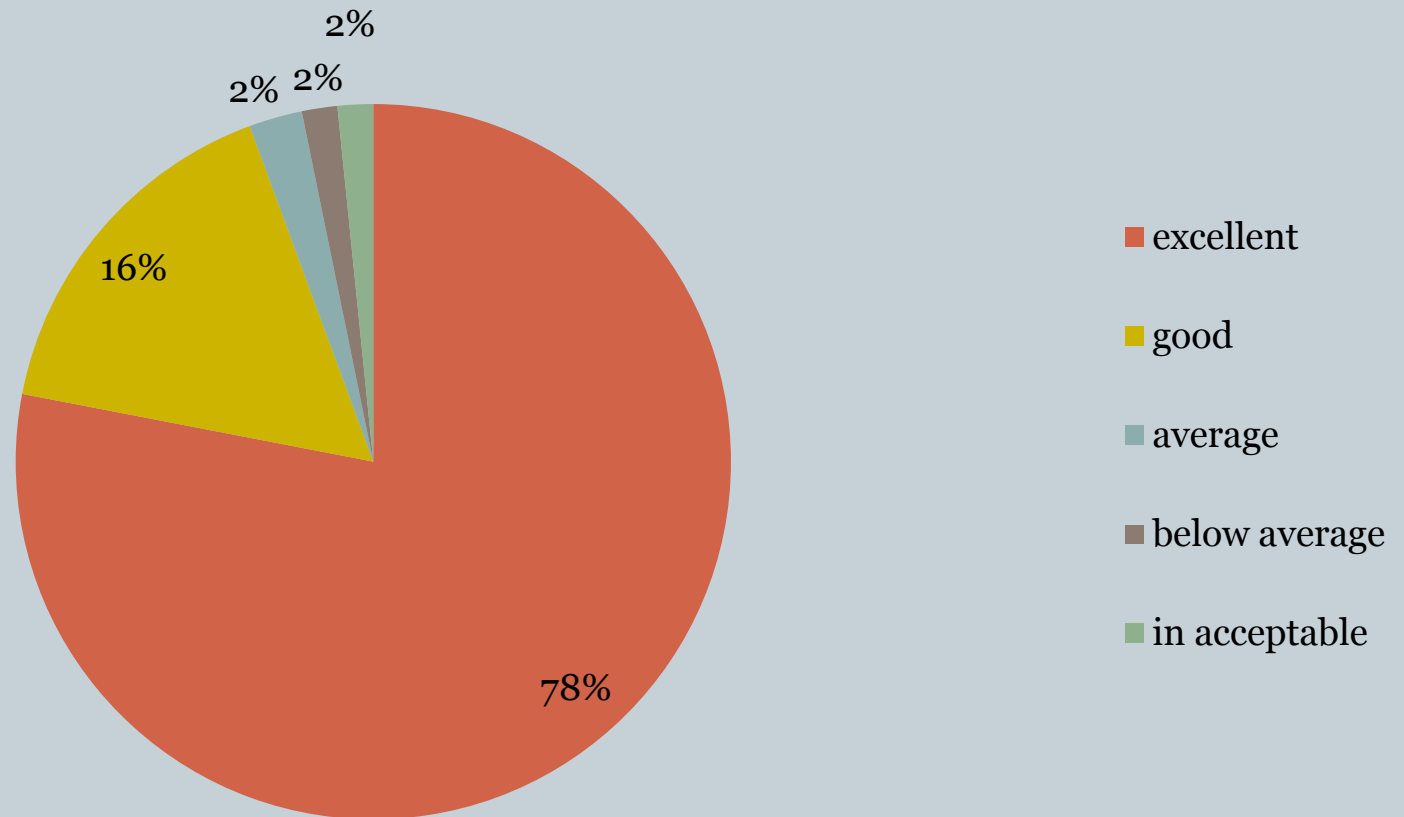
- Front office
- Consultants /doctors
- Nursing staff
- Food/diet services
- Housekeeping
- Discharge process

# Evaluation



- It was based on a 5 point scale as follows
- 5-excellent
- 4-good
- 3-average
- 2-below average
- 1-inacceptable

# Over all satisfaction level of IPD



# FRONT OFFICE



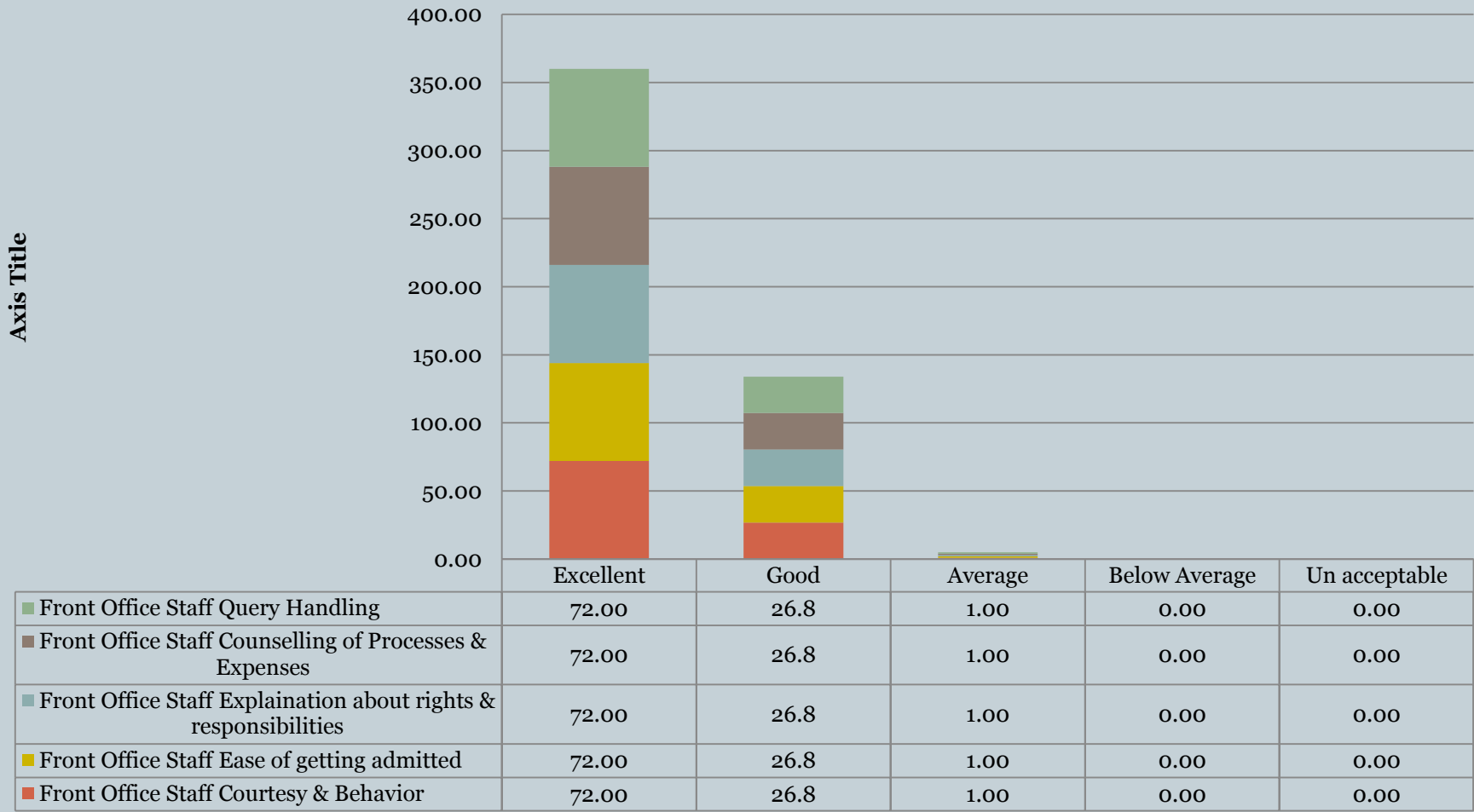
## PARAMETERS

- **Courtesy and Behavior**
- **Ease of Getting Admitted**
- **Counseling process and expenses**
- **Explanation about rights and responsibilities**
- **Query handling**

# Front office



Chart Title



# Front office /Reception



- Overall front office rating suggests satisfactory results with 67-70% falling in excellent category
- Further Improvements in areas like query handling ,counseling ,ease of getting admission can be done as it has 27 -30% in good category
- Patients faced language issues , thus explanation in local language would be preferred for counseling
- Proper communication with bed manager and reducing the communication gap can improve the ease of getting admission



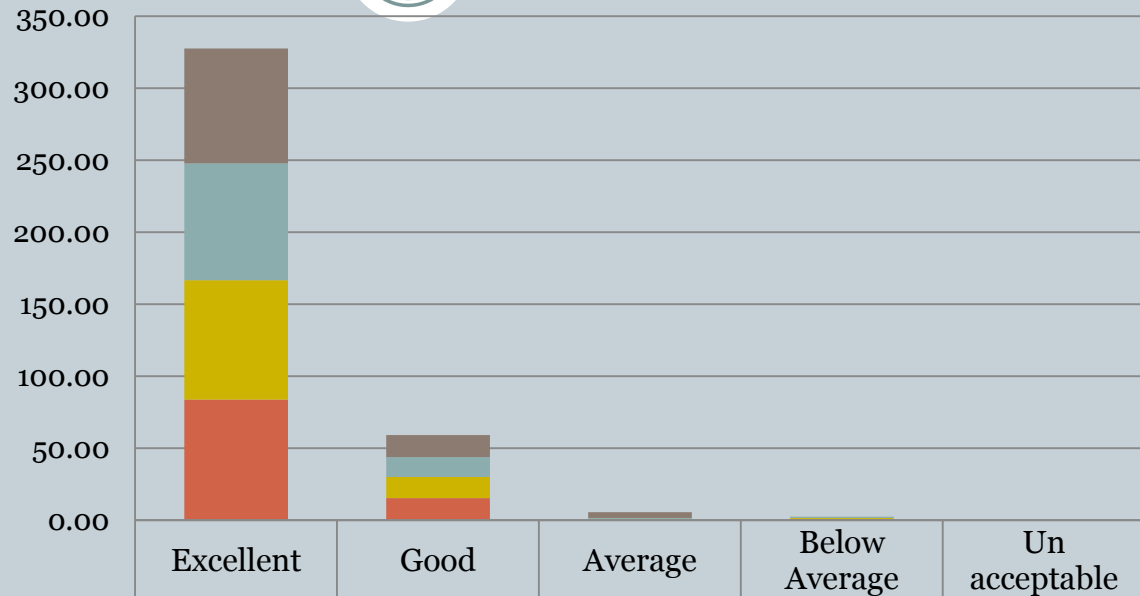
# CONSULTANTS AND DOCTORS

- **BEDSIDE MANNER**
- **TIMELINESS**
- **TIME SPENT BY DOCTORS TO SEE YOU IN WARD**
- **PERIODIC AND RELEVANT EXPLANATION OF PLAN OF CARE OR PROGRESS GIVEN BY DOCTORS TO YOU**

# Consultant and Doctors



Axis Title



|                                                                                                                        |       |       |      |      |      |
|------------------------------------------------------------------------------------------------------------------------|-------|-------|------|------|------|
| CONSULTANTS AND DOCTORS<br>Periodic & relevant explanation of plan<br>of care or process given by the doctor<br>to you | 79.60 | 15.40 | 4.00 | 0.00 | 0.00 |
| CONSULTANTS AND DOCTORS<br>Time Spent by Doctor to see you in the<br>ward                                              | 81.30 | 13.80 | 0.81 | 0.81 | 0.00 |
| CONSULTANTS AND DOCTORS<br>Timeliness                                                                                  | 82.90 | 14.60 | 0.80 | 0.80 | 0.00 |
| CONSULTANTS AND DOCTORS<br>Bedside Manner                                                                              | 83.70 | 15.40 | 0.00 | 0.80 | 0.00 |

# Consultants /Doctors



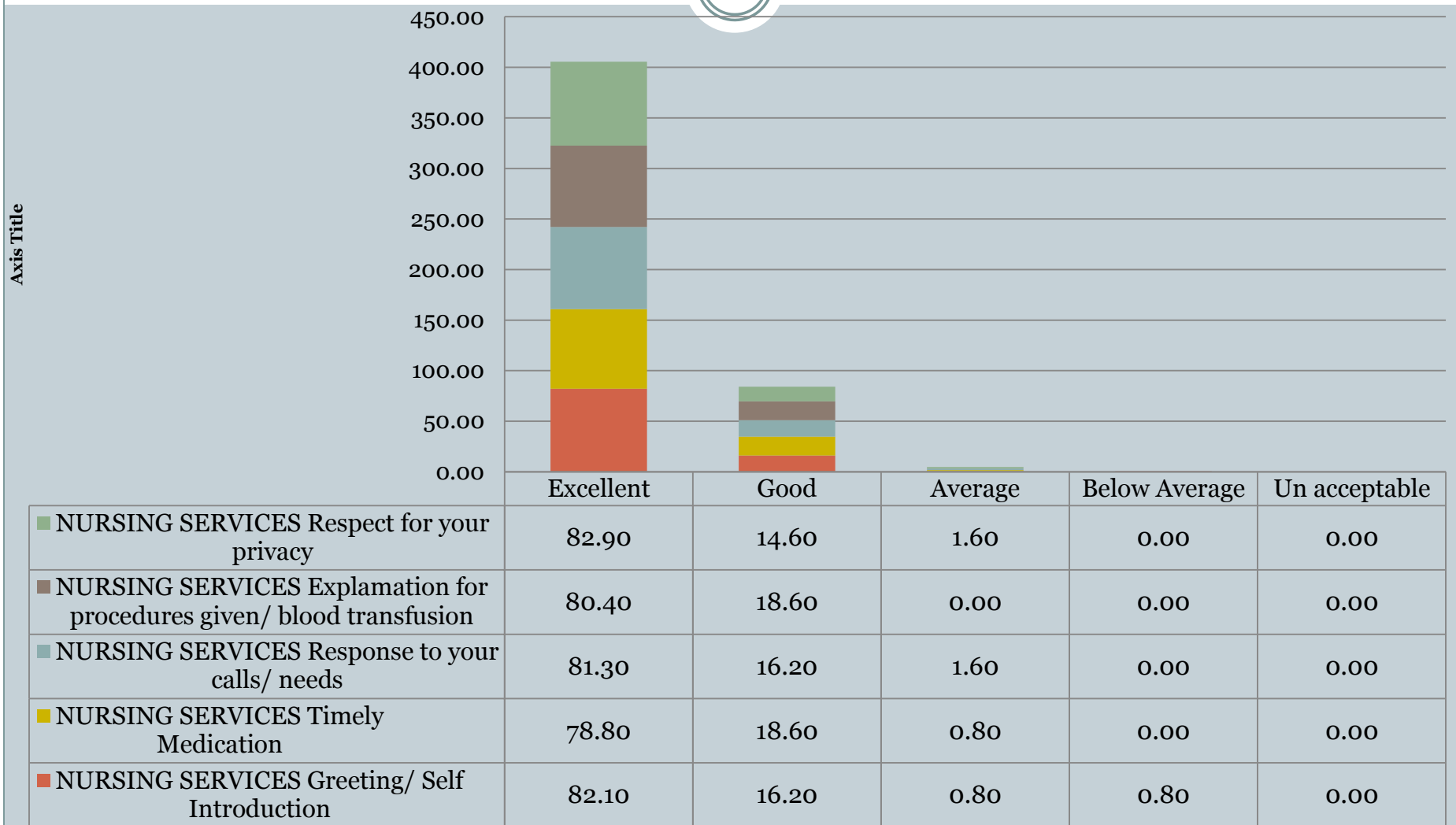
- Overall a result of 79-80% fall in category of excellent
- Periodic and relevant plan of care can be further improved as 4% fall in average category

# NURSING STAFF



- **GREETING/SELF INTRODUCTION**
- **TIMELY MEDICATION**
- **RESPONSE TO YOUR CALLS AND NEEDS**
- **EXPLANATION OF PROCEDURES GIVEN/BLOOD TRANSFUSION**
- **RESPECT FOR YOUR PRIVACY**

# Nursing Staff



# Nursing Staff



- The nursing staff scored the highest category of excellent with 82%
- On an average category good has been scored with 16 – 18 % .
- Explanation of procedures and timely medication taken care of could further increase the satisfaction level.

# FOOD / DIETICS

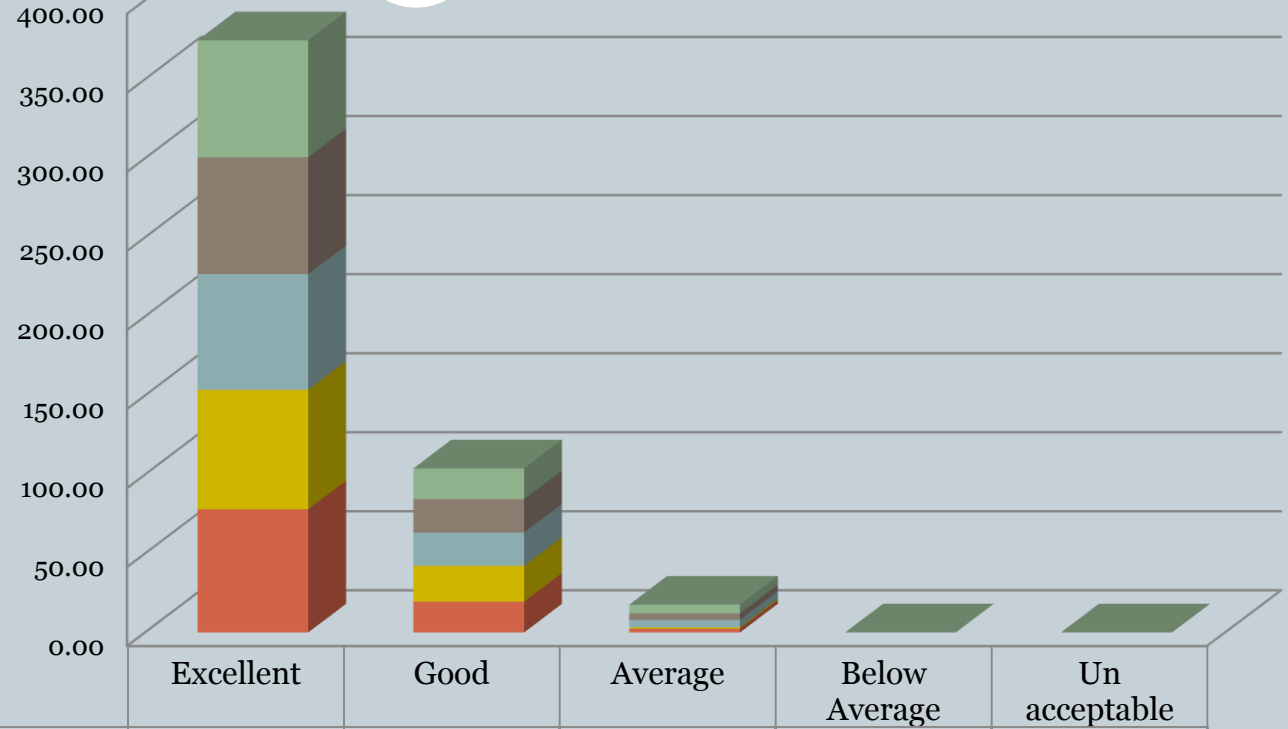


- **RELEVANT DIET COUNSELLING**
- **QUANTITY**
- **QUALITY:TASTE AND PALATABILITY**
- **TIMELY DELIVERY**
- **QUICK CLEARANCE**

# Food and Dietics



Axis Title



|                                                   |       |       |      |      |      |
|---------------------------------------------------|-------|-------|------|------|------|
| Food/ Diet Services Quick Clearance               | 73.90 | 19.50 | 5.60 | 0.00 | 0.00 |
| Food/ Diet Services Timely Delivery               | 73.90 | 21.10 | 4.00 | 0.00 | 0.00 |
| Food/ Diet Services Quality: Taste & Palatability | 73.17 | 21.10 | 4.80 | 0.00 | 0.00 |
| Food/ Diet Services Quantity                      | 75.60 | 22.70 | 0.80 | 0.00 | 0.00 |
| Food/ Diet Services Relevant Diet Counseling      | 78.04 | 19.50 | 2.40 | 0.00 | 0.00 |

# Food and Diet



- Food and diet scored with 73-75% in the category excellent
- 5.6% is given average for quick clearance of food .
- 4.80% is given average for taste and palatability
- 4.0% is given average for timely delivery

# HOUSE KEEPING

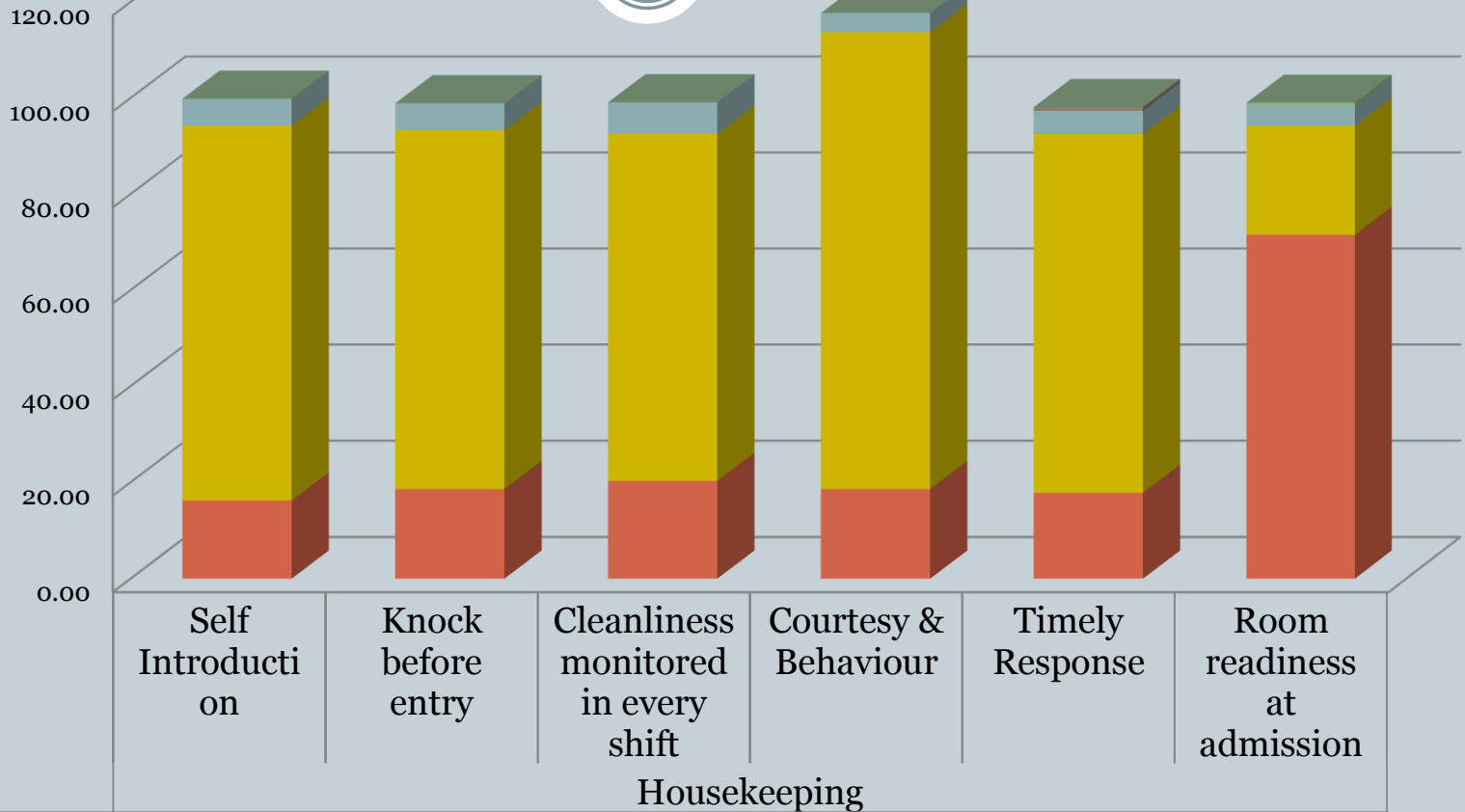


- **SELF INTRODUCTION**
- **KNOCK BEFORE ENTRY**
- **CLEANLINESS MONITORED IN EVERY SHIFT**
- **COURTESY AND BEHAVIOUR**
- **TIMELY RESPONSE**
- **ROOM READINESS AT ADMISSION**

# House keeping



Axis Title



| Housekeeping  |       |       |       |       |       |       |
|---------------|-------|-------|-------|-------|-------|-------|
| Un acceptable | 0.00  | 0.00  | 0.00  | 0.00  | 0.00  | 0.80  |
| Below Average | 0.00  | 0.00  | 0.00  | 0.00  | 0.80  | 0.00  |
| Average       | 5.60  | 5.60  | 6.50  | 4.00  | 4.80  | 4.00  |
| Good          | 78.04 | 74.70 | 72.30 | 95.10 | 74.70 | 22.70 |
| Excellent     | 16.20 | 18.60 | 20.30 | 18.60 | 17.80 | 71.50 |

# House keeping



- Housekeeping has maximum percentages scored in the category “good”
- only 16.20% scored excellent for self introduction
- Only 18.60% scored excellent for privacy and self introduction by staff
- 4-6% average has been scored in all the services of housekeeping

# DISCHARGE PROCESS

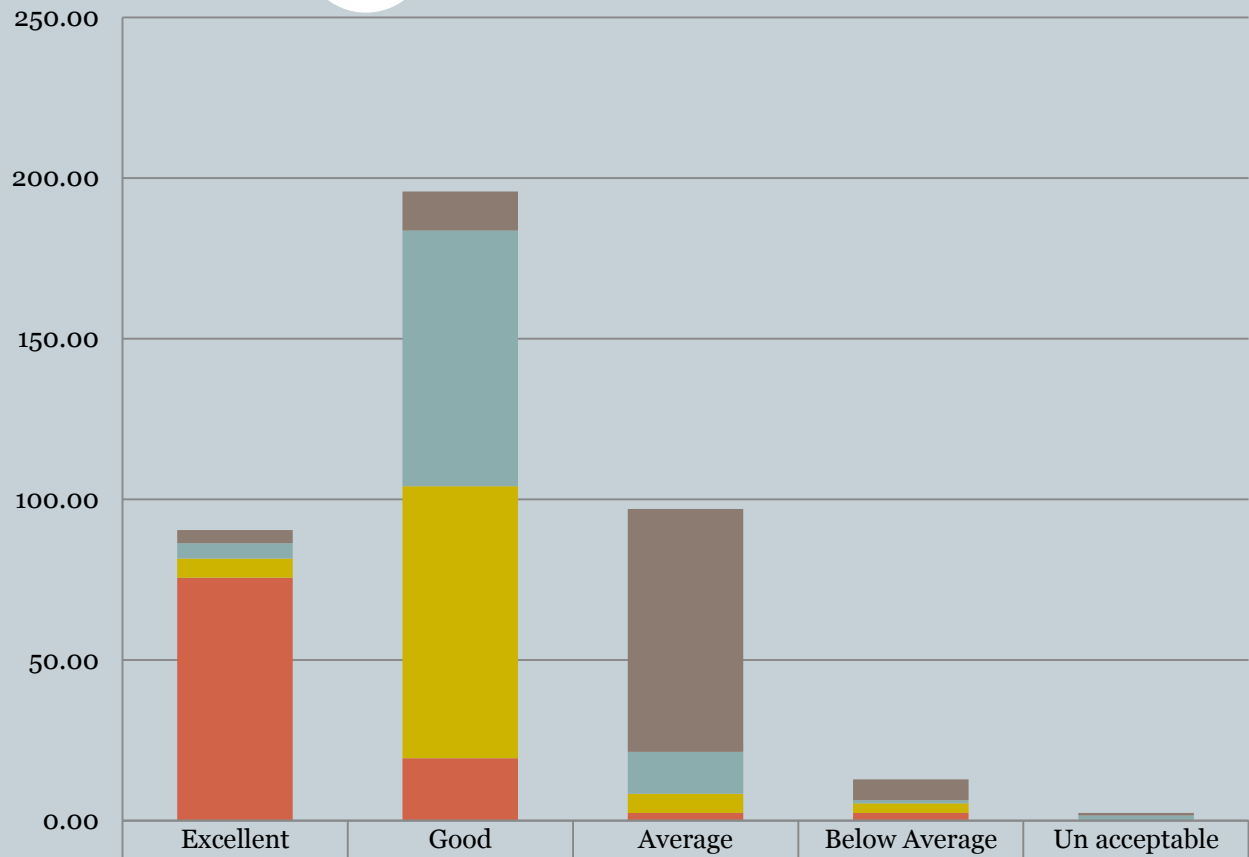


- **DISCHARGE WITHIN TIME FRAME AS ADVISED BY THE DOCTORS**
- **BILLING ACCURACY**
- **HANDLING OF BILLING QUERIES**
- **WAITING TIME**

# Discharge Process



Axis Title



|                                                                      |       |       |       |      |      |
|----------------------------------------------------------------------|-------|-------|-------|------|------|
| ■ Discharge Process Waiting Time                                     | 4.00  | 12.10 | 75.60 | 6.50 | 0.81 |
| ■ Discharge Process Handling of Billing Queries                      | 4.80  | 79.60 | 13.00 | 1.00 | 1.60 |
| ■ Discharge Process Billing Accuracy                                 | 6.00  | 84.55 | 6.00  | 3.00 | 0.00 |
| ■ Discharge Process Discharge within time frame as advised by Doctor | 75.60 | 19.50 | 2.40  | 2.40 | 0.00 |

# Discharge Process



- Discharge process waiting time scored an 75% of average and 6.50% below average .
- 13% was scored average for billing queries
- Billing accuracy scored in category of good with 84.5% and average 6%

# Major Dissatisfaction



- There is a major dissatisfaction due to discharge waiting time which counts an average of 76%
- Handling of billing queries has below average scoring
- Housekeeping is another factor of dissatisfaction . There is a general score of average ranging from 6 -8 %.

# Suggestions



- TPA files should be sent before 10:00 so that approval can be received at time .
- Summaries should be made on daily basis ,so that in the end there is no time consumption in making summaries .
- The typist error should be minimized as possible by giving them training on medical transcription
- There should be a track of time within the billing and the TPA department on receiving and finalizing the bill.
- Housekeeping staff should be given training and grooming classes .
- Communication gap needs to be minimized by organizing get together programs and activities so that interdepartmental communications can improve .



THANK YOU