

Study on Patient Satisfaction

By

Priyanka Shrivastava

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

Academic year, 2015-2017



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TO WHOMSOEVER MAY CONCERN

This is to certify that Dr. Priyanka Shrivastava student of MBA Health and Hospital Management from The IIHMR University, Jaipur has undergone internship training at "Shalby Hospital, Indore" from 6th February to 5th 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.



Dr. Ashok Kaushik

Dean, Academics and Student Affairs

The IIHMR University, Jaipur



Dr. D. K. Mangal

Research Dean

The IIHMR University, Jaipur

TRAINING CERTIFICATE

This is to certify that **Dr. PRIYANKA SHRIVASTAVA (MBA-HM 20)** student of IIHMR university (Jaipur) has successfully completed her dissertation from feb 6th 2017 to may 5th 2017 project on "Impact of patient feedback analysis on quality care". During the period of her internship programme with us, she was found to be punctual, hardworking and inquisitive.

We wish her success in life.

For Shalby Ltd,
HR Department

Mrs. Sulekha Karma
Manager HR



For Shalby Ltd,
Quality Department

Mr. Santosh Kumar
Sr. Manager Quality
(MP cluster)

THE IIHMR UNIVERSITY, JAIPUR

CERTIFICATE BY SCHOLAR

This is to certify that the dissertation titled "A study on patient satisfaction at Shalby Hospital, Indore" and submitted by **Dr. Priyanka Shrivastava** Enrollment No. **IIHMR-U/01/2015-17/20/ 0322** under the supervision of **Dr. D. K. Mangal** for award of MBA in Hospital and Health of the University carried out during the period from February 6th to May 5th 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

Dr. Priyanka Shrivastava

THE IIHMR UNIVERSITY, JAIPUR

CERTIFICATE BY SCHOLAR

This is to certify that all ethical issues have been considered while collecting data for my dissertation titled "A study on patient satisfaction at Shalby Hospital, Indore"



Signature

Dr. Priyanka Shrivastava

ACKNOWLEDGEMENT

In this dissertation, I have learnt and had an experience of the healthcare industry. This practical approach has helped me in preparing myself as a healthcare Administrator.

This project wouldn't have been completed without the support of senior faculty; hereby I would like to take this opportunity to thank them.

I would like to express my gratitude to all those who gave me the guidance and motivated me to complete this project. I want to thank DR. D.K MANGAL for giving me permission to commence this project in the first instance.

I furthermore like to thank SHALBY Hospital especially Mr. AMIT CHAUHAN, COO, MP and Mrs. SULEKHA KARMA, HR HEAD, to let me do my internship in their hospital.

I am deeply indebted to Mr. SANTOSH KUMAR, Sr. manager Quality for his stimulating support, suggestions and motivation.

I would also like to thank all other people of SHALBY Hospital, Indore who helped me make this report a meaningful one.

Dr. Priyanka Shrivastava

Roll NO: 0322

MBA HM – 20th batch

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LIST OF GRAPHS

- Trend line indicating the pattern made by joining the overall (average) scores of all the indicators of quality improvement.
- Month wise comparative analysis of quality indicators based on patient's feedback.
- Graph showing performance indicator for the month of February.
- Graph showing performance indicator for the month of march.
- Gap analysis between performance indicator for the month of February and the month of march.

LIST OF ABBREVIATIONS

- IPD: Inpatient Department
- ICU: Intensive care unit
- PICU: Pediatric intensive care unit
- OT : Operation Theatre
- NABH: National Accreditation board for hospitals and health care
- C/C: Chief complain
- PMH: past medical history
- MO: Medical Officer
- OD: Once a day
- BD: Twice a day
- TDS: ter die sumendum (three times a day)
- POST OP: Post operative

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DISSERTATION REPORT

1) INTRODUCTION

Hospitals have evolved from being an isolated sanatorium to a place with the five star facilities. The patients as well as their relatives coming to the hospital not only expect world-class care and treatment, but also other facilities that makes their stay comfortable in the hospital. This change in attitude or expectations has come due to tremendous growth of media as well as commercialization and improvement in the facilities. The aim of the study was to evaluate the level of patient/relatives' satisfaction at the hospital and feedback from them for improvement of the same. The study was conducted by distributing structured questionnaires amongst patients and their relatives to find out the factors, which satisfy them in a multi- specialty hospital.

Patient satisfaction is an important and very commonly used indicator for measuring the quality in health care. Patient satisfaction affects the clinical outcomes, patient retention, and medical malpractice claims. It affects the timely, efficient, and patient-centered delivery of quality care. Patient satisfaction is an effective indicator to measure the success of doctors as well as hospitals.

In the rising competitive market of healthcare industries, healthcare providers should focus on achieving high and excellent ratings of patient satisfaction to improve the quality of service delivery; hence, healthcare managers need to characterize various factors influencing patient satisfaction that are used as a tool to assess the quality of healthcare delivery. To understand the factors affecting patient satisfaction, researchers have explored several dimensions of the perceived service quality, as an essential measure of patient perception of health care quality.

This study has been taken to evaluate patient satisfaction as the evaluation of care is a realistic tool to provide opportunity for improvement, enhance strategic decision making, reduce cost, meet patients' expectations, frame strategies for effective management, monitor healthcare performance of health plans and provide benchmarking across the healthcare institutions.

. Patient evaluation of care is important to provide opportunity for improvement such as strategic framing of health plans, which sometimes exceed patient expectations and benchmarking. It thus provides the opportunity for organization managers and policy makers to yield a better understanding of patient views and perceptions, and the extent of their involvement in improving the quality of care and services. Furthermore, managers implement effective change by unfreezing old behaviors, introducing new ones, and re-freezing them for better healthcare. The study was conducted to understand the relationship between quality care and patient satisfaction and identify the association between the two.

RESEARCH QUESTION

What is the relationship between quality care and patient satisfaction ?

OBJECTIVES:

- 1) To assess patient's satisfaction in IPD in Shalby Hospitals and to identify areas with low satisfaction level.
- 2) To identify the relationship between quality care and patient satisfaction.

2) REVIEW OF LITERATURE

Patient satisfaction is one of the most sought after areas in Hospitals to work towards excellence in the field of Quality Improvement. Param Hans Mishra and Tripti Mishra (2014) had performed a study on patient satisfaction and defined the same as meeting of expectations of a person from a service or product. The hospitals have evolved from a building dealing with diseases to a place with the five star hotel facilities. Patient visiting the hospitals not only expects a world class treatment but also comfortable and if possible a luxury stay. Param Hans Mishra and Tripti Mishra studied 50 patients and they analyzed data using appropriate statistical tools and in their study, found out that 80 % of patients were satisfied at the registration counter and 81% were satisfied at the preparation of their room. The behavior of doctors, nurses and orderlies satisfied 92%, 92% and 83% of people, respectively. The toilet cleanliness satisfied only about 49% and diet satisfied about 78% of the subjects. Thus, the major satisfiers were room preparation, quality and the behavior of doctors, doctors explanation about the disease and care, staff behavior and courtesy. The major dissatisfiers were found to be cleanliness of the toilets, dietary services, explanation about hospital rules and the behavior of sanitary attendants.

A similar study was done by Kumari R, Idris M Z, Bhushan V, Khanna A, Agarwal M, Singh S K (2009). This study found that sanitary and drinking water facilities contributed to only about 45.7% and 27.3 % of satisfaction.

A study done by Panchpakesan Padma, Chandrashekhar rajendran and Prakash sai lokachari (2010) showed that most of the patients are totally unaware of the technical know-how of the medical field and that the only thing which enhances quality in their aspect was all about interpersonal aspects. Especially, for patient attendants it stands true. So the hospital, as an organisation needs to understand the holistic view of their services.

One of the biggest problem solver is Communication. In a hospital, General communication solves many problems and it has also found to increase patient satisfaction level tremendously.

Study by P.R. Sodani and Kalpana Sharma (2014), shows that the highest level of satisfaction was found for interpersonal manner (86.3%) which was followed by communication (85.4%), general satisfaction (79.3%) and the technical quality (77.3%). Financial and hospital services have scored comparatively lesser, around 62% each. Not only in terms of the health-related services but also various other factors comes into play when the satisfaction is viewed in broader terms. Infrastructure and medical information are also amongst such dimensions. As demonstrated in Krishna Dipankar, David H. Peters, Rao and Karen Bandeen-Roche (2006) study, the sensitivity towards patient's perception is one of the important tools in serving the right quality to the patient.

3) **METHODOLOGY**

OPERATIONAL DEFINITION:

Patient satisfaction is a measure of the extent to which patients are content with the health care which they received from their health care provider

MATERIAL AND METHODS:

STUDY DESIGN: Descriptive study

SETTING: Shalby Hospitals, Indore

DURATION OF STUDY: 6th February to 5th of March 2017.

SAMPLE SIZE: 200 IPD patients. The sample size was selected as per the convenience and availability of the patients in the organisation because the sampling technique used was a Non-probability convenient sampling.

SAMPLING TECHNIQUE: Non-probability convenient sampling. The patients were selected according to their availability and accessibility. Patients who were not willing to participate in the study were left out.

DATA COLLECTION PROCEDURE: Quantitative technique was used for the study.

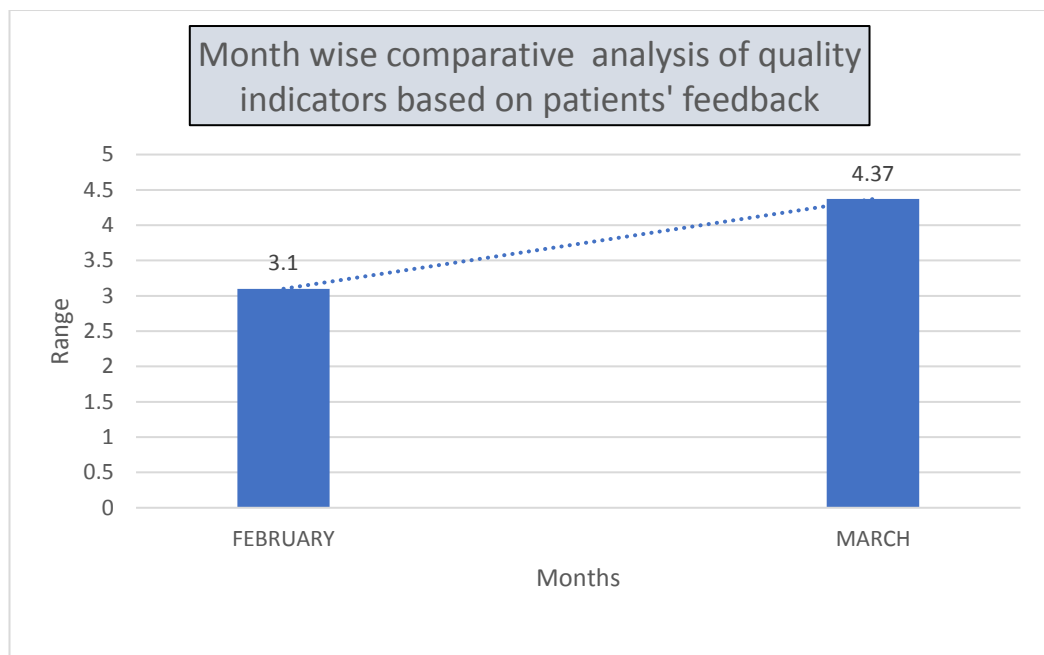
Tool: Structured questionnaire used for data collection after obtaining oral consent from the patients.

DATA ANALYSIS PROCEDURE:

- A self-developed excel sheet for the analysis.
- Format for recording the quality indicators.
- Graphical representation of data analysis.
- Interpretation of the data in detail.

4) RESULTS:

MONTH WISE COMPARATIVE ANALYSIS OF QUALITY INDICATORS BASED ON PATIENT'S FEEDBACK



The indicators are the quality control indicators set by the Quality Department of the organization.

The indicators were identified by the organization as their key performing indicators.

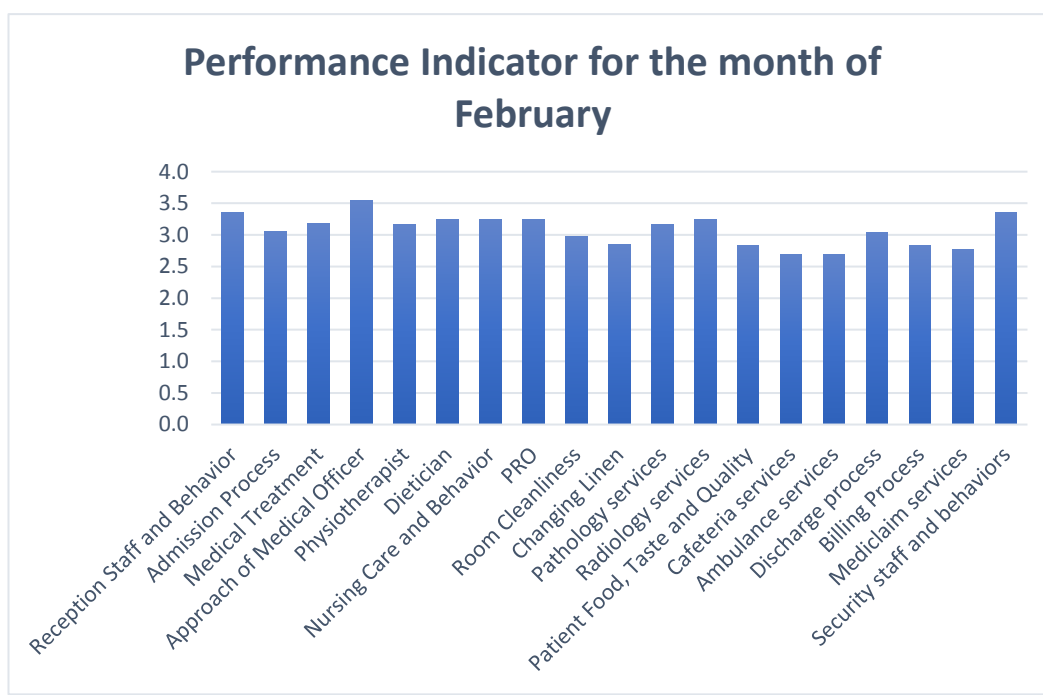
The set standards of the organization is 4.01-5.0: Excellent,

3.01-4.0: Very Good, 2.01-3.0: Good, 1.01-2.0: Average, 0.0-1.0: Need Improvement.

INTERPRETATION:

In the month of February the average of overall experience scored 3.1. After the patient feedback analysis for the month of February changes were made for the quality improvement that resulted in increase in average score from 3.1 to 4.37 in the month of March. This indicates that feedback analysis worked as an effective tool for quality improvement.

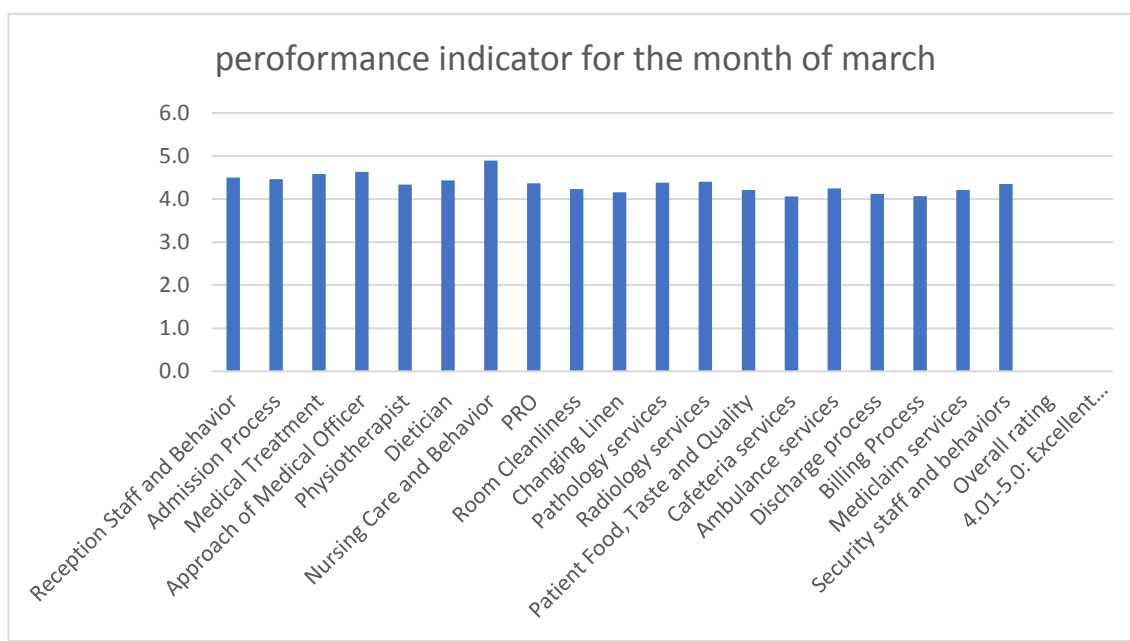
PERFORMANCE INDICATOR FOR THE MONTH OF FEBRUARY



INTERPRETATION: The set standards of the organization **4.01-5.0: Excellent, 3.01-4.0: Very Good, 2.01-3.0: Good, 1.01-2.0: Average, 0.0-1.0: Need**

Improvement. The overall (average) score of all the quality indicators in the month of February was 3.1 which comes under the category of very good. Since the aim is always of the excellence therefore areas lacking the competencies are identified for improvement

PERFORMANCE INDICATOR FOR THE MONTH OF MARCH



INTERPRETATION :

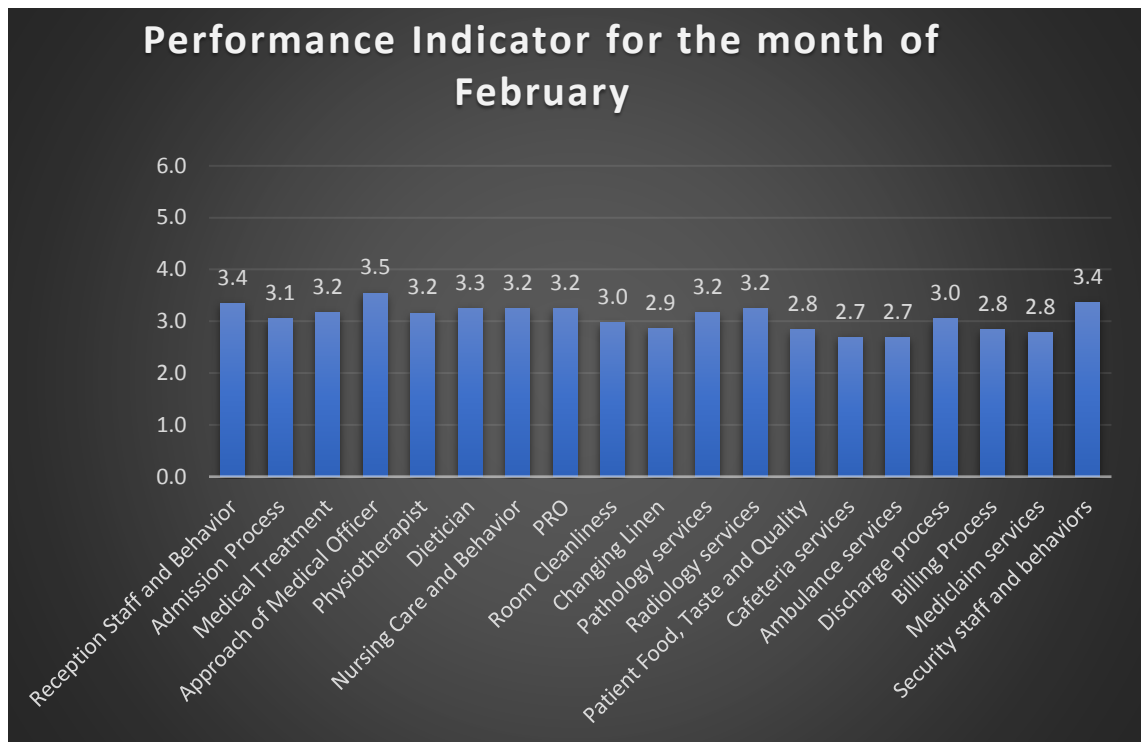
The overall (average) score of all the quality indicators increased in the month of march upto 4.37 indicating a rise in quality care compared to previous month , when the overall score was only 3.1.

GAP ANALYSIS:

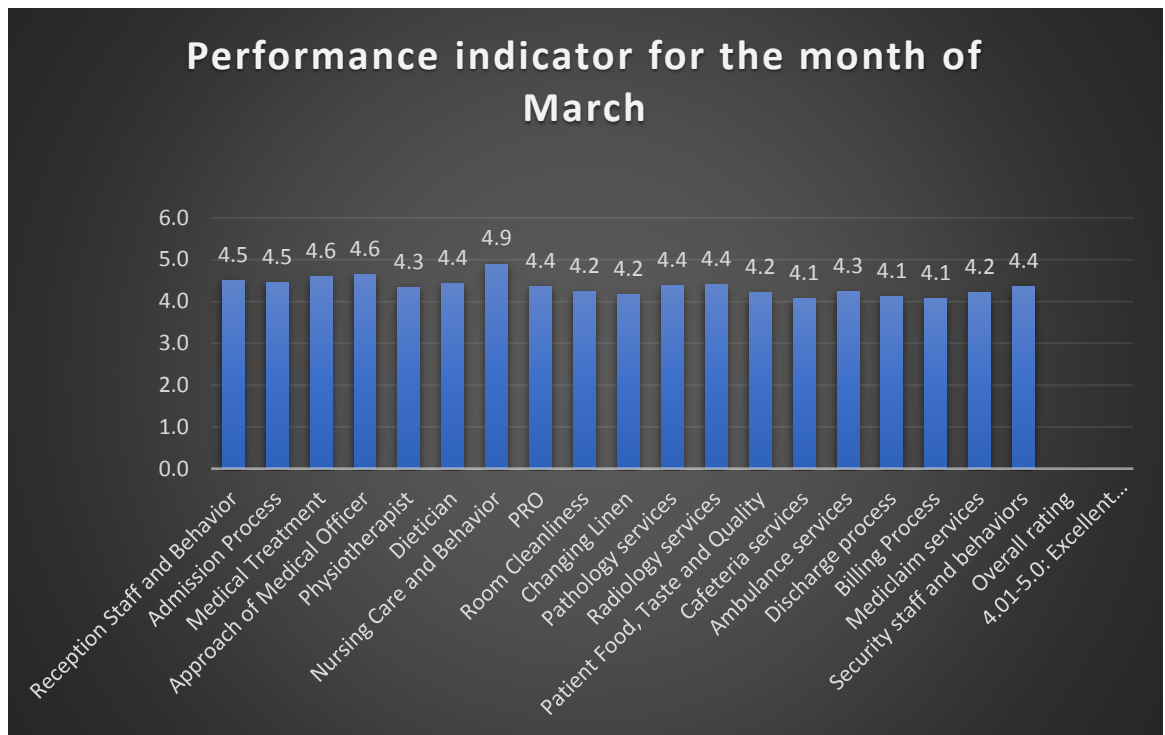
For the month of February, the average score of all the indicators were around 3.1. The bottom 3 scorers were identified and the necessary improvements were made for the month of march.

TARGET FOR THE MONTH OF MARCH	STATUS FOR THE MONTH OF FEBRUARY	ACTIONS/ PROPOSALS
An overall score of 4 or more. The bottom 3 indicators in the month of February needed for improvement were 1) Cafeteria services 2) Ambulance services 3) Changing linen	Current average score is of 3.1. The bottom 3 indicators 1) Cafeteria services – 2.7 2) Ambulance services – 2.7 3) Changing linen– 2.9	1)Training of dietician and cafeteria staff 2)Ensuring Availability of drivers, training of drivers in BLS and maintaining the checklist of all essential medicines and equipment's. 3) Cleaning, disinfection and proper storage of linen guidelines were followed after the feedback.

- a) Before the implementation of proposed changes in the month of February the indicators performance was as depicted in the graph of it.



- b) After reviewing the low performers, the proposed changes were made. Then at the end of the March month the indicators were scrutinized again. Following the scrutiny, the indicators showed rise in their scores. Rise in the score is as good as an average of 4 or more.



INTERPRETATION:

The graph indicates a rise in the overall (average) score of each of the indicators in the month of March (4.37) as compared to the overall ratings in the month of February (3.1).

CONCLUSION:

- The study on patient satisfaction supports that patient satisfaction has a direct effect on quality care.
- The quality issues were identified as important by patients and relatives in this study.
- This study was patient-centric and identified the service quality factors that are important to patients. Evaluations were obtained from patients on several dimensions by taking feedback from patient's and relatives after taking informed consent from them.
- After data analysis and interpretations, we found that as compared to the month of February, the overall performance ratings were increased in the month of March from 3.1 to 4.37 due to improvement in quality care.
- The feedback collected from the IPD patients in the month of February showed that the overall average scores of quality indicators were not satisfactory and required improvements. Thereby, changes were made in the quality care of the patients such as implementation of proper guidelines for changing linen, waste disposal, availability of drivers and ambulances, proper mopping of the floor ensuring non slippery floors to avoid falls, training of cafeteria staff and dietician, training of housekeeping staff etc. These changes helped achieve patient satisfaction in the next month as compared to the previous month (February) .
- This implies that there is a significant association between patient satisfaction and quality care.

ANNEXURE

Under this part, the checklist has several parameters to cover, So it was not possible to adhere all of them in one page. The following checklist is a 4- part breakdown of the original one from the excel sheet.

a) PART ONE

Sr. No.	Discharge Date	Name of the Patient	Room No.	Floor	IP NO	SUGGESTIONS/Complaints	Staff Appreciation
1	10-02-2017	Mr Pappu Chopada	601 B	6 th	7313654	overall Nice	
2	11-02-2017	vedika Patel	601 A	6 th	7313679		
3	11-02-2017	Mrs Shobha Mirchandani	606	6 th	7313446	Cafeteria room service to be quick and bed sheet changing schedule should be regular(daily basis). Mobile network problem need to resolve.	
4	11-02-2017	Master Dheerag	602	6 th	7313682	Services in hospital are very good. But scope of improvement is there. Extra blanket was not served at night time. Glasses and tray were not washed on daily basis.	
5	11-02-2017	Mr.Ajay Kasera	609 A	6 th	7313694	Dress was changed at 5am and bed sheet was changed at 9am, patient gets disturbed. Food was not served according to patient requirement. Semi private wards are not good,one patient is disturbed by other patient.	
6	11-02-2017	Mrs. Leela Bai	ICU	3 rd	7313637		
7	13-02-2017	Mrs.Chunni Bai	336	3rd	7313705		good
8	13-02-2017	Mr.Harish Chandra Jain	638	6 th	7313672		All good
9	13-02-2017	Mrs.Kali Bai Rawat	652	6 th	7313720		

10	13-02-2017	Master Utkarsh	531	5 th	7313704		
11	14-02-2017	Mrs.Savita Saxena	725	7th	7313684	In premier room,for attendors services are not good.More facility such as Towel etc.may be provided	Good
12	14-02-2017	Mrs.Aparna	719	7th	7313089		
13	14-02-2017	Mr.Vishnukan t Lahoti	702	7th	7313686		
14	14-02-2017	Mrs.Pratibha Sawant	701	7th	7313676	I request you to keep Wiper in the bathroom so that patient's relative can wipe out water after toilet use,sothat the possibility of patient falling due to water logging is avoided.	All good
15	14-02-2017	Master Aitish Kamal Raikwar	607	6th	7313712		
16	14-02-2017	Mrs. Kamla Joshi	601A	6th	7313706		
17	14-02-2017	Mrs.Savitri Devi	613	6th	7316387		Nursing Staff
18	14-02-2017	Mrs Shanti Devi Chandra	Chem o	2nd	7313726	Place for attender rest area should be there	Dr SP Shrivastava
19	14-02-2017	Mrs.Ekta Nagrale	ICU	3rd	7313714		good
20	14-02-2017	Mr.Rajesh Gaya Yadav	632	6th	7313683		good
21	14-02-2017	Mr.Aditya Kashyap	532	5th	7313711		Nursing staff
22	14-02-2017	Mr.Chandan Mehta	722	7th	7313674		Good
23	14-02-2017	Mr Lakhanlal Gupta	ICU	5th	7313729	Housekeeping services need improvement. Everything is good and nursing staff is very excellent. Overall hospital is good.	Pinky
24	14-02-2017	Mrs.Farah A.khan	644	6th	7313721		
25	15-02-2017	Kirti Sonu Damor	531	5th	7313724		All good
26	15-02-2017	Rudraksh	535	5th	7313683		All good
27	15-02-2017	Gyanchandra	645	6th			

28	15-02-2017	Dhannalal	625	6th	7313709		All good
29	15-02-2017	Mrs. Shanti Verma	611	6th	7313718		
30	15-02-2017	Mr.Baijnath Yadav	609	6th	7313647		
31	15-02-2017	Mrs.Pushpa Jain	647	6th	7313740		
32	15-02-2017	Mrs. Leela Bai	644	6th	7313737		
33	15-02-2017	Mrs Pratibha Sawant	701A	7th	7313676	Medical services and behaviour of senior and junior doctors, nurses, other staff including Bais nature and helping staff nature is excellent.	Excellent staff and behaviour
34	16-02-2017	Mr. Vishal Yadav	Eco-12	6th	7313742	Nice staff and nice behaviour	
35	16-02-2017	Master Priyansh	PICU	5th	7313736		
36	16-02-2017	Mrs. Kavita Agrawal	Eco-6	6th	7313739		
37	16-02-2017	Mr. Vinod Gawal	ICU	3rd	7313748		All staff
38	17-02-2017	Mrs. Shakuntala Jain	718 A	7th	7313701	For housekeeping staff, please use clean water and cloth for mopping and dusting	Dr.Anish Garg, Dr. Jaydeep, Dr. Virendra Choudhary and Johncy Sister
39	17-02-2017	Mrs. Nirmala Keshan	605	6th	7313749	Housekeeping staff not available for patients(ladies), because of that patient faces problem.	All doctor staff
40	17-02-2017	Mr. Mohammad Salim	712	7th	7313698		
41	17-02-2017	Mr Narayan Sable	609 B	6th	7313760		
42	17-02-2017	Mrs. Surekha	602	6th	7313746		Bhagwan Singh
43	17-02-2017	Mr Mukesh Patel	632	6th	7313723		
44	18-02-2017	Master Namo Jain	PICU	5th	7313757	This hospital is very good	
45	18-02-2017	Mr Hemchandra Jadhav	631	6th	7313761		
46	19-02-2017	Mrs Komal Yadav	538	6th	7313770		

47	19-02-2017	Mrs. Mamta Kag	611	6th	7313771		
48	19-02-2017	Mrs Rekha Gosar	ICU	3rd	7313783		
49	20-02-2017	Mr. Vikas Avasthi	610	6th	7313766	Cleanliness(Housekeeping) need attention	Shweta Joshi,Bhola brother
50	20-02-2017	Mr. Gajanand Birla	Eco-14	6th	7313756	All facilities are good	
51	20-02-2017	Mr Rameshwar Bairagi	608B	6th	7313591		
52	21-02-2017	Mr. Gendalal Dhakad	Eco-14	6th	7313735		
53	21-02-2017	Mr. Nirbhay Chandrawat	608B	6th	7313774	Extra chapattis were not provided	
54	21-02-2017	Mrs. Madhu	613A	6th	7313788	Bedsheet was not changed since sunday night till Tuesday morning. Toilets were not clean even after reminding the housekeeping staff.	
55	21-02-2017	Mr. Madhur Vaidya	628	6th	7313802		
56	21-02-2017	Mr. Vivek Awasthi	606	6th	7313766	All the services of the hospital are well managed especially the cooperative behaviour of the employee that makes the patient and attendant more comfortable.	All the employee deserve a salute
57	22-02-2017	Master Aarav Khatri	PICU	5th	7313784		
58	22-02-2017	Mr. Jeevan Lal Jain	629	6th	7313812		
59	23-02-2017	Mrs.G.K. Sethi	604	6th	7313202	Lift and Patient bell needs repair. Room cleanliness and bathroom need renovation.	Dr. Ankur Singhal
60	23-02-2017	Mr. S.P. Tiwari	608B	6th	7313793	Please provide Chair in room and bathroom in private and semi-private wards for senior citizen. I have reminded 4 times, every time I come no change. I am coming since april.	
61	23-02-2017	Mr. Sureshchandra Jain	Eco-13	6th	7313785		
62	23-02-2017	Mr. sanjay Gaud	Eco-5	6th	7313805		
63	23-02-2017	Master Sarthak Sisodiya	601A	6th	7313814		

64	24-02-2017	Mr. Syyed Takreem Ali	Eco-5	6th	7313818		
65	24-02-2017	Mr. Rishabh Jain	Eco-12	6th	7313797		
66	24-02-2017	Mrs. Gajara Bai Gore	Eco-11	6th	7313807		
67	24-02-2017	Mrs. Neelam Verma	601B	6th	7313767	Washroom was not cleaned since two days(22-23rd)	
68	24-02-2017	Mr. Satish Zanzari	612	6th	7313796		Everyone
69	24-02-2017	Mrs Jyoti Arya	611	6th	7313787	Food quantity was very less in breakfast on 22nd-23rd. Scope of food quality can be improved.	
70	25-02-2017	Mr. Nagu Ram Dharodiya	Eco-14	6th	7313800		
71	25-02-2017	Mr Dhannalal Dod	Eco-2	6th	7313820		
72	25-02-2017	Mrs Rajkumari Kalra	614	6th	7313808		
73	25-02-2017	Master Bharat Vaghela	ICU	3rd	7313777		
74	25-02-2017	Miss Shambhavi Kumari	608A			Discharge postponed	
75	26-02-2017	Mr Prashant Chikhalkar	634	6th	7313827		
76	26-02-2017	Mr Shridhar Joshi	625	6th	7313831		
77	26-02-2017	Mr Virendra Katri	632	6th	7313801		
78	28-02-2017	Miss Anaya Damele	725	7th	7313828		
79	28-02-2017	Mr Vaibhav Jain	701B	7th	7313833		
80	28-02-2017	Mrs Kamla Bai	713B	7th	7313821		
81	28-02-2017	Master Lakshya Moondhara	722	7th	7313826		
82	28-02-2017	Mr Pankaj	708	7th	7313799	Facilities are good	

83	01-03-2017	Mr Raghuvir Singh	715	7th	7313857	No complaint no suggestion	Dr Praveen Agrawal
84	01-03-2017	Mr Pankaj Katariya	714A	7th	7313799	No complaint no suggestion	NA
85	01-03-2017	Mr Nirbat Nayak	Eco-633	6th	7313842	No complaint no suggestion	NA
86	01-03-2017	Mr Rajendra Dubey	ICU	3rd	7313872	No complaint no suggestion	NA
87	01-03-2017	Master Shivay Raut	PICU	5th	7313852	No complaint no suggestion	Behaviour of every staff was good
88	01-03-2017	Mr Prithvi Raj Thakur	723	7th	7313865	No complaint no suggestion	NA
89	01-03-2017	Mr Madhur Vaiya	Chem o	2nd	7313876	No complaint no suggestion	NA
90	02-03-2017	Mrs Anjali Nilose	ICU	3rd	7313884	Everything explained well.Courteous staff	Dr. Akhilesh Jain
91	06-03-2017	Mrs Laxmi Garg	705A	7th	7313868	No complaint no suggestion	NA
92	06-03-2017	Mrs Suman Singh	722A	7th	7313903	No complaint no suggestion	Everyone is good
93	06-03-2017	Baby Pooja Shukla	NICU	5th	7313909	Excellent Patient Care	Jogina Very Cordial and Polite Behaviour
94	07-03-2017	Baby mahak Detwal	PICU	5th	7313907	No complaint no suggestion	NA
95	07-03-2017	Baby Zainab Ali	PICU	5th	7313911	No complaint no suggestion	NA
96	07-03-2017	Baby Kritika Tak	722	7th	7313916	No complaint no suggestion	NA
97	07-03-2017	Mr MS Billore	714B	7th	7313926	No complaint no suggestion	NA
98	08-03-2017	Baby Harvit Chourasia	701	7th	7313928	Everything in the hospital is very good	NA
99	08-03-2017	Mrs Sarla Jain	705A	7th	7313922	No complaint no suggestion	NA
100	08-03-2017	Mr Harshdeep Shahu	Eco-5	6th	7313927	Admission process takes a lot of time.please improve	NA
101	08-03-2017	Mrs Syara bee	Eco-647	6th	7313935	No complaint no suggestion	NA

10 2	09-03-2017	Mr Roopchand Choudhary	Eco-12	6th	7313900	No complaint no suggestion	Everyone is good
10 3	09-03-2017	Mrs Preeti Jha	Eco-653	6th	73139478	No complaint no suggestion	NA
10 4	09-03-2017	Baby Rudrakshi Jay	PICU	5th	7313919	No complaint no suggestion	NA
10 5	09-03-2017	Mr Sher Singh Rathore	601A	6th	7313921	Washroom cleaning should be done 2-3 times a day	NA
10 6	09-03-2017	Mr Shyamlal	Eco-630	6th	7313915	No complaint no suggestion	NA
10 7	10-03-2017	Master Himansh Nagvanshi	PICU	5th	7313483	No complaint no suggestion	NA
10 8	10-03-2017	Mr Rakesh Chandra	602	6th	7313925	No complaint no suggestion	NA
10 9	10-03-2017	Mr Keshav Sharma	Eco-629	6th	7313985	No complaint no suggestion	NA
11 0	11-03-2017	Mr Sunil Agrawal	606	6th	7313932	No complaint no suggestion	NA
11 1	11-03-2017	Mr Ashish Shah	610	6th	7313944	TV is not working properly	All
11 2	11-03-2017	Mr Chetan Walecha	626	6th	7313949	Shortage of staff at 6th floor	NA
11 3	12-03-2017	Mr Vinod Bilawaliya	ICU	3rd	7313913	No complaint no suggestion	NA
11 4	12-03-2017	Mr. Bharat Doshi	602	6th	7313984	No complaint no suggestion	NA
11 5	13-03-2017	MrsChanda Agrawal	718A	7th	7313960	No complaint no suggestion	NA
11 6	14-03-2017	Mrs Pushpa	718B	7th	7313975	No complaint no suggestion	NA
11 7	3-14-17	Mrs Santosh	703B	7th	7313972	All implant process must be clarified for patient at the beginning so that correct decision can be taken	NA
11 8	3-15-17	Mr Jagdish Agrawal	601A	6th	7314020		
11 9	3-15-17	Mr Ajit Jain	601B	6th	7313990		
12 0	3-15-17	Mrs Rampyarin prajapati	652	6th	7314017		

12 1	3-15-17	Mrs Vimla Jain	647	6th	7314018		
12 2	3-15-17	Mr Faizal Siddique	803	8th	7313981	No complaint no suggestion	NA
12 3	3-16-17	Mrs Asha	608B	6th	7313946	Housekeeping staff members must be increased	NA
12 4	3-16-17	Mrs Shirin Johar	603A	6th	7314019		NA
12 5	3-16-17	Mr Bhawarlal Jain	625	6th	7314001		
12 6	3-16-17	Mr Omprakash Somani	602B	6th	7313945		
12 7	3-16-17	Mr Rajkumar	639	6th	7313891		
12 8	3-16-17	Mr Roshan Tiwari	702A	7th	7313950		
12 9	3-16-17	Mr Roshan Jiwani	702	7th	7313950	Staff members to be increased	NA
13 0	3-17-17	Mrs Shubhangi Sarda	723	7th	7313970	Billing process should be fast	All Nursing and Housekeeping staff
13 1	3-17-17	Mrs Usha Narvariya	Eco-12	6th	7313996	No complaint no suggestion	NA
13 2	3-17-17	Mrs Neeru Khetawat	726	7th	7313655	The behavior of (Lift Man) is not at all acceptable. Shortage of Physiotherapist and Housekeeping staff	NA
13 3	3-17-17	Mr Chandan Mehta	602	6th	7314014	No complaint no suggestion	NA
13 4	3-17-17	Mr Arif Khan	802	8th	7313956	No complaint no suggestion	NA
13 5	3-17-17	Mr Suman Jain	701 A	7th	7313966	No complaint no suggestion	NA
13 6	3-17-17	Mrs Prashanna Jain	701 B	7th	7313973		NA
13 7	3-17-17	Dr Sindhu Jain	725	7th	7313980	No complaint no suggestion	NA
13 8	3-17-17	Mrs Hemlata Dashore	712	7th	7313969	Shortage of Housekeeping staff	NA
13 9	3-17-17	Mr Deepak Bhawsar	Eco-10	6th	7314013	No complaint no suggestion	NA

14 0	3-18-17	Mrs Megha Sisodiya	Eco-7	6th	7314033	No complaint no suggestion	NA
14 1	3-18-17	Mrs Sarita Ramanwal	Eco-13	6th	7314025	No complaint no suggestion	NA
14 2	3-18-17	Mr Jeewanlal Jain	Eco-07	6th	7314046	No complaint no suggestion	NA
14 3	3-20-17	Mrs Neha Yadav	604	6th	7314042	No complaint no suggestion	NA
14 4	3-19-17	Mrs Asha Yadav	603A	6th	7314047		
14 5	3-19-17	Mrs Doli Prajapati	602	6th	7314048		
14 6	3-19-17	Mr Mahesh	631	6th	7314028		
14 7	3-19-17	Mr Tayram Jat	628	6th	7314027		
14 8	3-20-17	Mrs Manjula Solanki	617	6th	7314054	No complaint no suggestion	NA
14 9	3-20-17	Mr Shrenik Bhandari	604	6th	7314024	No complaint no suggestion	NA
15 0	3-20-17	Mrs Shweta Bhande	605	6th	7314055		
15 1	3-20-17	Mr Jaleel Khan	ICU	3rd	7314061		
15 2	3-20-17	Mr Rajesh Mandloi	633	6th	7314022		
15 3	3-20-17	Mr Abdul Sheikh	ICU	3rd	7314062		
15 4	21/03/2010 7	Miss Bhawna Bhatia	ICU	3rd	7314063		
15 5	21/03/2010 7	Mr Harish Ramanwal	601A	6th	7314045		
15 6	3-22-17	Mr Rajdeep Muchhal	612	6th	7314066	Need improvement in Facility of housekeeping staff	NA
15 7	3-22-17	Baby Aleena Litu	614	6th	7314051		NA
15 8	3-24-17	Mr Roopchand Gupta	634	6th	7314086	No complaint no suggestion	NA

159	3-24-17	Mrs Lata Soni	Eco-644	6th	7314113	All Good	Riya and Iraz(Nursing staff)
160	3-24-17	Mrs Priya Verma	604	6th	7314107	Need many improvements in attending the patient	NA
161	3-24-17	Mrs Maya Verma	8	6th	7314087	All services are good	NA
162	3-25-17	Mrs Indu Naveen chand	701 A	7th	7314074	Washroom cleaning should be done properly	NA
163	3-25-17	Mr A.K.Jain	Eco-339	6th	7314127	No complaint no suggestion	NA
164	3-25-17	Mrs Nandani Sharma	Eco-2	6th	7314083	No complaint no suggestion	NA
165	3-25-17	Miss Harsha Muchhal	608 A	6th	7314096	No complaint no suggestion	NA
166	3-26-17	Mr Sarla Muchhal	336	6th	7314136	Improvement is needed from housekeeping point of view	
167	3-26-17	Mrs Gunvanta Saraf	605A	6th	7314053	Discharge time to be reduced	Deepika(Nursing)
168	3-26-17	Mr Jagdish Agrawal	603B	6th	7314126		
169	3-27-17	Mrs Raju bai Choudhary	Eco-14	6th	7314125	No complaint no suggestion	Priya(Nursing Staff)
170	3-27-17	Mr Deepak Yadav	Eco-11	6th	7314119	No complaint no suggestion	Priya & Rina(Nursing Staff)
171	3-27-17	Mrs Sudha Joshi	713	7th	7314109	No complaint no suggestion	NA
172	3-27-17	Mr Ravi Motwani	601A	6th	7314101	No complaint no suggestion	All
173	3-27-17	Mrs Bhagwanti Patidar	706	7th	7314071	No complaint no suggestion	NA
174	3-28-17	Mr Mohan Singh Thakur	Eco-4	6th	7314132	No complaint no suggestion	NA
175	3-28-17	Mr Bisram Patel	Eco-13	6th	7314139	No complaint no suggestion	NA
176	3-28-17	Mrs Usha Jadhav	702	7th	7314108	No complaint no suggestion	NA
177	3-28-17	Mrs Madhu Khandelwal	715	7th	7314081	Wiper should be given in every Premier washrooms, Walkers should be provided to every Joint Replacement Patients from hospital side	Dr. Jaydeep Yadav, Sunaina

17 8	3-28-17	Mrs Laxmibai Patidar	Eco-2	6th	7313836		Puspa(housekeepin) , Sitaram Verma
17 9	3-28-17	Mr madan lal Sindal	627	6th	7314149		
18 0	3-28-17	Mrs Shanti Devi Pawar	645	6th	7314147		
18 1	3-28-17	Mrs Narmada Bai	646	6th	7314111		
18 2	3-28-17	Mr Zakir Qureshi	629	6th	7314150		
18 3	3-28-17	Mr Mohan Tiwari	Eco-6	6th	7314114		
18 4	3-28-17	Mr Matin Sheikh	629	6th	7314159		
18 5	3-28-17	Mr SK Kishorey	612	6th	7314124		
18 6	3-28-17	Mrs Sushila Salunkey	651	6th	7314154		
18 7	3-28-17	Mr SK Kishorey	612	6th	7314124		
18 8	3-29-17	Mr Arvind Yadav	Eco-628	6th	7314131		
18 9	3-29-17	Mrs Surekha Ukey	703A	7th	7314099		
19 0	3-29-17	Master Suryansh	PICU	5th	7314148		
19 1	3-29-17	Mr Dau Johri	722A	7th	7314106		
19 2	3-29-17	Mrs Indra Bai	338	3rd	7314157	Behaviour of staff is good	
19 3	3-30-17	Mrs Vimla Jaju	603A	6th	7314142		
19 4	3-30-17	Master Ayush Meena	PICU	5th	7314160		
19 5	3-30-17	Baby Sakshi Jaiswal	PICU	5th	7314144	Everything is good	Aanmma
19 6	3-30-17	Mr Ramvilas Ghelod	Eco-14	6th	7314143	I will suggest all my relatives shalby hospital only	

19 7	3-30-17	Mr Yuvraj Kumbhraj	601A	6th	7314156		Monika(TPA), Dr Rahil Nidhan
19 8	3-31-17	Mrs Manorama Tiwari	603B	6th		There was glass piece of used injection vial on floor of my room, informed to floor manager. Corrective action was taken.	
19 9	3-31-17	Mr Rahul Oswal	Eco-7	6th	7314138		
20 0	3-31-17	Master Aarav Pareshi	602	6th	7314171		

b) PART TWO

Reception Staff and Behavior	Admission Process	Medical Treatment	Approach of Medical Officer	Physiotherapist	Dietician	Nursing Care and Behavior
3	3	3	3	2	2	2
4	3	2	2	2	4	2
3	3	4	3		3	2
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2	4	2	5			3
4		3	5		2	3
3	2	4	3	3	4	3

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4	4	4	4		4	4
2	4	5	5		5	5
3	4	4	4	3	5	5

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c) PART THREE

PRO	Room Cleanliness	Changing Linen	Pathology services	Radiology services	Patient Food, Taste and Quality	Cafeteria services	Ambulance services
2	3	3	2	2	2	2	
2	2	2	2	2	2	2	2
	3	2	4		3	2	
	1				3	3	
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	2				3	1	
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5	5	5	5	5	4	3	5
5	4	3	5		4	3	
5	5	5	5	5	5	4	
5	4	4	4	4	5	5	5
4	3	2	4	4	3	3	5
5	4	4			4	5	
5	5	5	5		5	5	
5	5	5			5	5	
3	5	5	2	3	5	5	
4	5	4	4	3	3	3	3
5	3	4		5	5	5	5
5	4	4	4	4	3	4	
5	5	5	5	5	5	5	5

3	4	3	4	3	4	5	
5	4	4	5	5	5	5	5
4	4	4	4	5	4	4	5
4	3	3	4	4	2	3	
5	5	5	5	5	5	5	
4	4	5	5	5	5	5	5
4	4	4	4	4	4	4	4
4	4	4	4	4	4	4	4
4	5	4	4	4	4	5	4
	5	5	5	5	2	3	5
5	5	5	5	5	5	5	
4	3	3	3	4	3	3	
4	4	2	5	5	2	1	
3	5	5	3	3	4	3	
5	4	4	5		4	4	
5	5	5	5	5	5	5	
4	4	4	4	4	5	5	
5	5	5	5		5	5	
	4	4			4	4	

5	4	4	4	5	4	4	5
4	3	2	3	4	3	3	
4	3	3	5	5	4	4	5
4	3	2	3	4	3	3	
5	5	5	5	5	5	5	
4	3	5	4	4		3	
5	5	5	5		3	4	
4	4	3			3		
5	4	4	5	5	5	4	5
5	5	5					
5	5	5	5		5	5	
5	5	5			4	4	
5	5	5	5	5	5	5	
4	4	4	4	4	4	4	
3	3	4	5		5	5	5
	5	5	5	4	5	5	4
5	5	5			5		

3.94

3.72

3.65

3.94

4.05

3.66

3.58

3.77

d) PART FOUR

Discharge process	Billing Process	Medicaid services	Security staff and behaviors	Overall rating	4.01-5.0: Excellent 3.01-4.0: Very Good 2.01-3.0: Good 1.01-2.0: Average 0.0-1.0: Need Improvement
3	3	3	3	2.56	good
3	3	3	3	2.47	good
				2.91	good
2	2		2	2.36	good
2	3		3	3.31	Very Good
			4	3.40	Very Good
4	3	4	2	3.06	Very Good
3	4		4	3.54	Very Good
4	2	3	4	3.53	Very Good
				3.55	Very Good
2	4	2	4	3.33	Very Good
4	4	3	3	3.42	Very Good
				3.15	Very Good

5	2	5	5	3.53	Very Good
3	3	5	4	3.89	Very Good
3	3	3	3	2.94	good
3	3		2	3.35	Very Good
				3.70	Very Good
4	4		4	3.17	Very Good
3	3	3	3	3.63	Very Good
5	3		4	3.27	Very Good
			4	2.92	good
3	4	3	4	3.31	Very Good
3	3	3	3	3.00	Very Good
				3.56	Very Good
3	2		4	2.93	good
3			4	3.00	Very Good
2	2		3	2.94	good
2	3		2	3.27	Very Good
2	2	2	3	3.00	Very Good
4	2	2	5	3.05	Very Good
3	3		2	2.82	good

5	4	3	2	3.00	Very Good
4	2	4	5	2.89	good
3	4	2		2.86	good
2	3	2	4	2.89	good
				3.10	Very Good
				2.33	good
3	1		3	2.71	good
2	2		3	2.81	good
3	3	3	3	2.88	good
4	4		1	2.93	good
			4	3.00	Very Good
5	2	1	4	3.21	Very Good
4	4		4	3.36	Very Good
3	3	3	3	2.50	good
2	3	1	3	3.00	Very Good
4	3		4	3.55	Very Good
2	1	1	3	2.78	good
	2		3	3.21	Very Good
4	2		2	3.11	Very Good

2	3		4	3.29	Very Good
2		2	4	3.23	Very Good
2	4		3	3.08	Very Good
4	2	2	4	3.14	Very Good
5	2	3	5	3.35	Very Good
4	2		4	2.86	good
2	3		3	3.30	Very Good
			4	3.21	Very Good
3	2		3	2.92	good
2			4	3.25	Very Good
3			2	3.42	Very Good
				3.50	Very Good
3	4		2	3.57	Very Good
2	3		4	3.38	Very Good
4	4		4	3.31	Very Good
				2.91	good
2	3		5	3.29	Very Good
2	4		3	3.15	Very Good

3	2		3	3.38	Very Good
3		3	3	2.92	good
2	3		3	2.82	good
4	4		4	4.00	Excellent
3	2		2	2.93	good
3	2		2	2.69	good
3	3			2.92	good
2	3	3	3	2.73	good
				2.86	good
3	2	3	3	3.00	Very Good
1	1	1	4	2.18	good
4	5	5	5	4.16	Excellent
3			4	4.71	Excellent
4			5	4.92	Excellent
4			5	4.88	Excellent
5	5	5	5	4.79	Excellent
5	4			4.42	Excellent
5	5	5	5	5.00	Excellent
4			5	4.44	Excellent

4	4		4	4.55	Excellent
4	4		5	4.85	Excellent
		4	5	4.92	Excellent
5	5		5	4.92	Excellent
4	4		3	4.15	Excellent
			5	4.90	Excellent
5	5		5	4.29	Very Good
5			5	4.83	Excellent
3	4	5	3	4.05	Excellent
5	4	4	5	4.86	Excellent
4	4		3	4.13	Excellent
5			5	4.25	Excellent
4	4		5	4.86	Excellent
			5	4.89	Excellent
4	3		4	3.47	Very Good
			5	3.92	Very Good
4	4		5	4.85	Excellent
4	4	4	4	4.00	Very Good
3	3		4	4.62	Excellent

4	3		5	4.00	Very Good
5	5	1	3	4.17	Excellent
4	4	4	5	4.42	Excellent
5	5	4	4	4.89	Excellent
5	4	4	5	4.89	Excellent
5	5	4	5	4.72	Excellent
5	5	5	5	4.89	Excellent
			5	4.17	Excellent
4	4	4	4	3.93	Very Good
4	4		4	4.54	Excellent
5	5		4	4.62	Excellent
4	3		5	4.15	Excellent
4	3		5	3.93	Very Good
3	3	5	5	4.28	Excellent
4	4	4	4	4.11	Excellent
3	3	4	4	4.56	Excellent
3	3		3	3.25	Very Good
4	4		4	4.13	Excellent
5	4		5	4.83	Excellent

4	4		4	4.00	Excellent
			5	4.56	Excellent
2	3	3	4	3.50	Very Good
5	5	5		4.56	Excellent
5	5	5	1	3.47	Very Good
5	4	5		4.88	Excellent
4	4		4	3.65	Very Good
				4.07	Excellent
1	2		1	3.47	Very Good
5	4	5	5	4.71	Excellent
4	4		4	4.61	Excellent
4	5	3	2	3.95	Very Good
4	4	4	5	4.05	Excellent
2	5	5	5	4.59	Excellent
5	5	5	5	4.83	Excellent
3	3	3	5	4.29	Excellent
4	4	4	5	4.65	Excellent
3	3		4	4.00	Very Good
5	5		5	4.88	Excellent

4	4	4	5	4.67	Excellent
4	4			4.00	Very Good
4	4		4	3.56	Good
4	3		5	4.17	Very Good
3	3	3	4	4.11	Very Good
4	4	3	4	4.47	Very Good
4	4	4	4	4.00	Very Good
4	3			4.75	Excellent
5	5		5	4.78	Excellent
4	4	4	4	3.95	Very Good
4	4		5	4.50	Excellent
5	4	5		4.80	Excellent
				4.73	Excellent
			1	3.00	Good
3	3	3		3.83	Very Good
				4.79	Excellent
5	5	5	4	4.17	Excellent
5	5	5	5	5.00	Excellent
4	4		4	3.50	Very Good

4	4	4	5	4.63	Excellent
4	4	4	5	4.53	Excellent
3	3		3	3.47	Very Good
4	4	4	4	4.78	Excellent
5	5	5	5	4.89	Excellent
4	4	4	4	4.00	Very Good
5	5		4	4.11	Excellent
4	4	4	5	4.37	Excellent
5	5	4	5	4.67	Excellent
5	5	5	5	5.00	Excellent
4	4	4	4	3.72	Very Good
				3.86	Very Good
2	3	3	1	3.39	Very Good
4	4		5	4.47	Excellent
5	4	4		4.88	Excellent
4	5	5		4.19	Excellent
4	4		5	4.73	Excellent
4	3		5	4.46	Excellent
4	4	4	5	4.58	Excellent

3	4		4	3.65	Excellent
4	4	4	5	4.47	Excellent
3	4		4	3.65	Very Good
5	5	5	5	5.00	Excellent
4	4		2	3.73	Very Good
4	4		4	4.57	Excellent
5	4	5	5	4.50	Excellent
4	5	5	5	4.68	Excellent
4	4		4	4.73	Excellent
5	4		5	4.93	Excellent
5	4	4	5	4.63	Excellent
5	5	5	5	5.00	Excellent
4	4	5	4	4.06	Excellent
4	4		4	4.25	Excellent
5	5		5	4.47	Excellent
3	4		5	4.77	Excellent
3.71	3.60	3.70	4.2	3.86	

RECOMMENDATIONS :

- Better hygiene practices in patient wards and toilets
- Bedsheets cleanliness should be regularly checked,
- Floors should be non-slippery to avoid falls
- Lifts should be repaired to avoid any discomfort and unnecessary fatigue.
- Training of dieticians to improve food quality.
- Training and induction of admission staff.
- Billing services should be done on time to avoid delays.
- Discharge process should not be delayed than the standard time.
- Training of attenders and housekeeping staff

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