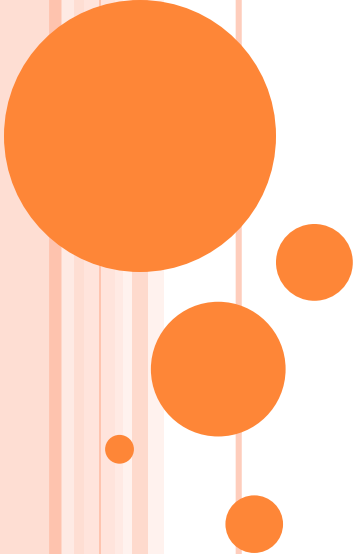




A STUDY ON PATIENT SATISFACTION IN HOME HEALTHCARE

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LET'S DEFINE HOME HEALTHCARE

- Home health care is a wide range of health care services that can be given in your home for an illness or injury. Home health care is usually less expensive, more convenient than and just as effective as care you get in a hospital or skilled nursing facility. These services may include single visit nursing, rehabilitative, therapeutic, and assistive home health care.
- India presently has a bed deficit of approximately 30 lakh beds as per the WHO recommendation of four beds per 1000 population. Thus a shortage of beds has also led to the emergence of Home health care(HHC). From the hospital's perspective, HHC is a positive trend as it leads to better utilization of beds. It also brings cost efficiency to the hospitals as well as helps decrease hospital acquired infections.
- Home healthcare is a very popular and old concept in European and American countries. But in india its still in its early stages with companies like Healthcare at home, portea, nightingales, apollo home health care, india home health care are the major players.



PATIENT SATISFACTION

- Patient satisfaction is an important issue in achieving excellence in health care sector. Numerous attempts to define patient satisfaction have been made. An acceptable definition is that of Maciejewski et al, who suggested that it presents a patient cognitive or emotional evaluation of a health care provider's performance and is based on relevant aspects of a patient's experience and perceptions.
- Patient satisfaction is an active area of research that is increasingly being used to guide health care, because it encompasses patients' needs. Home healthcare, however, continues to be devoid of empirically valid and reliable patient satisfaction scales.
- In home care the patient satisfaction is even more important than hospital because it's the patient who comes to the hospital to get treatment done and thus listens to whatever the doctor or medical staff says. But in case of home care it's the healthcare professional who goes to the patient's house and thus the patient is not easily satisfied.



OBJECTIVES

- To study the patient satisfaction in home healthcare setting via feedback
- To identify areas requiring improvement and suggest recommendations to improve the same.



METHODOLOGY

- **STUDY DESIGN:** Descriptive type of study
- **DURATION OF STUDY:** 4 weeks
- **SAMPLE SIZE:** 100 patients/attendants (out of total 265 patients) from Delhi NCR
- **SAMPLING TECHNIQUE:** Simple Random Sampling
- **TOOLS FOR DATA COLLECTION:** Connecto MIS for the month of April
- **DATA COLLECTION PROCEDURE:** Daily mails were sent by Customer Support team after taking the feedback call of the patient. Feedback was taken after the home healthcare services were finished.



In the feedback Patients/attendants will give the rating out of 5 with 1 being the lowest score and 5 being the highest(In Question 6 rating is from 0 to 10).

Home Health Care Patient Feedback form:-

- Happy and satisfied with our staff and services?
- Likely to recommend our services to a friend or colleague?
- Communication with Care Team?
- Care Given in a Professional Way?
- Overall Care Rating?
- Care in comparison to the hospital setting if ever admitted to the hospital?



RESULTS

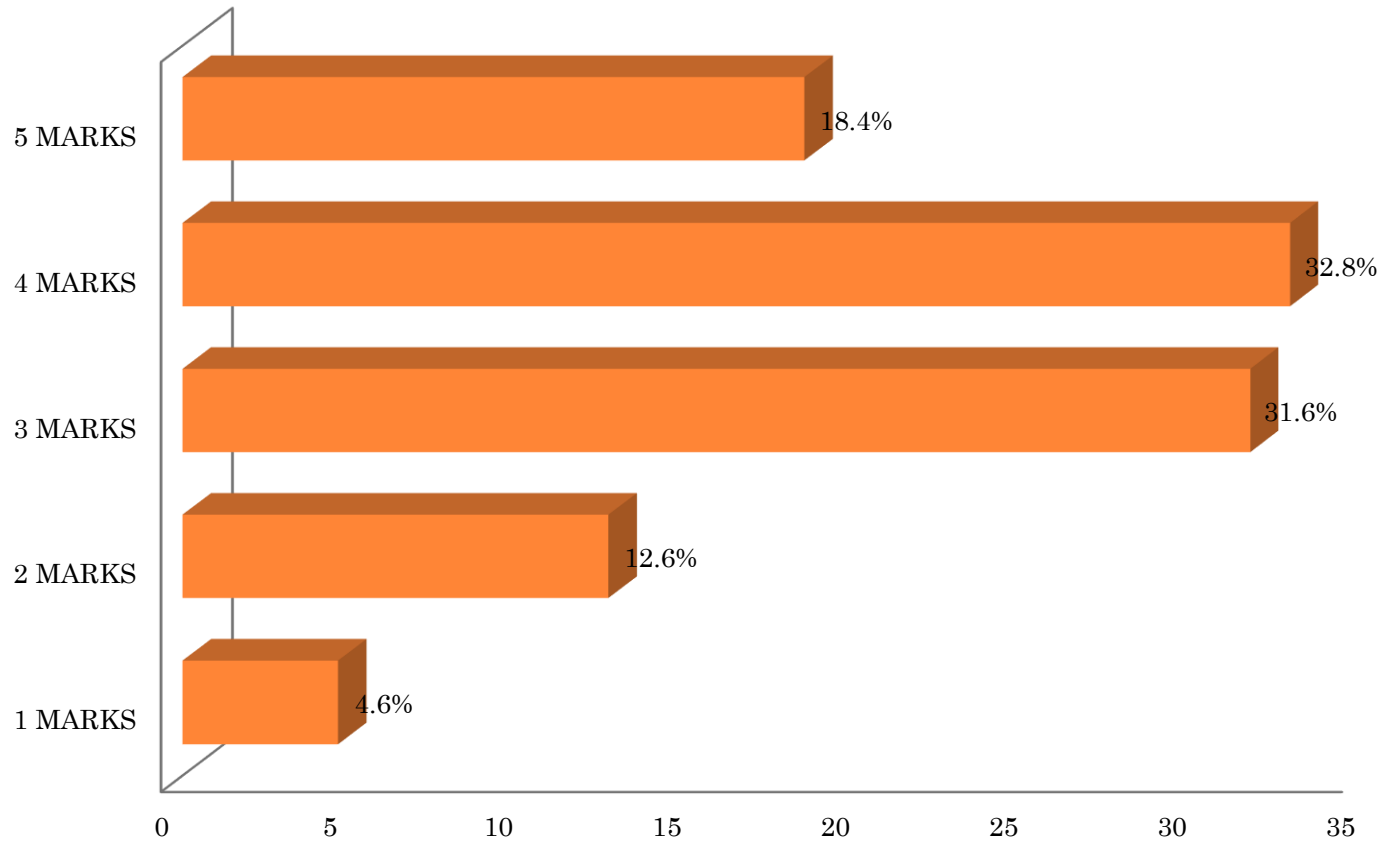
Questionnaire	Rating					Total
	1	2	3	4	5	
1. Happy and satisfied with our staff and services?	7	6	29	36	22	100
2. Communication with Care Team?	2	12	31	36	19	100
3. Care Given in a Professional Way?	5	7	24	41	23	100
4. Overall Care Rating?	6	9	33	32	20	100
5. Care in comparison to the hospital setting if ever admitted to the hospital?	3	29	41	19	8	100



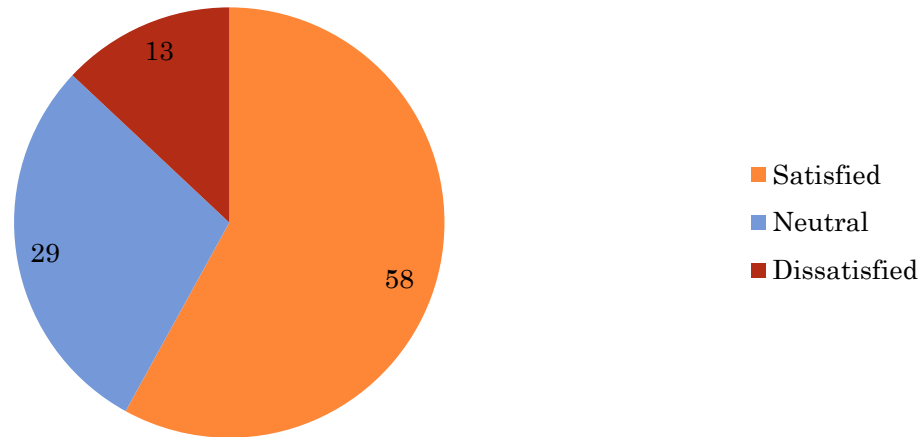
Questionnaire	Rating					Total
	0-2	3-4	5-6	7-8	9-10	
6. Likely to recommend our services to a friend or colleague?	2	4	7	11	76	100



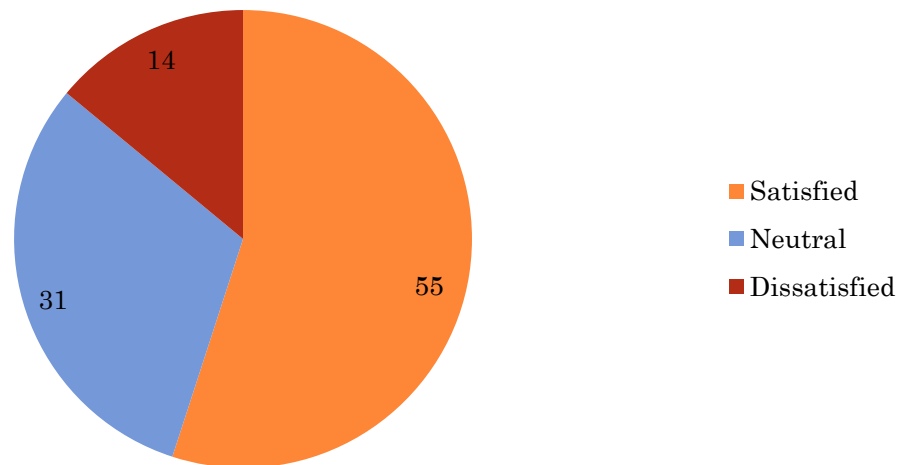
DISTRIBUTION OF SCORE



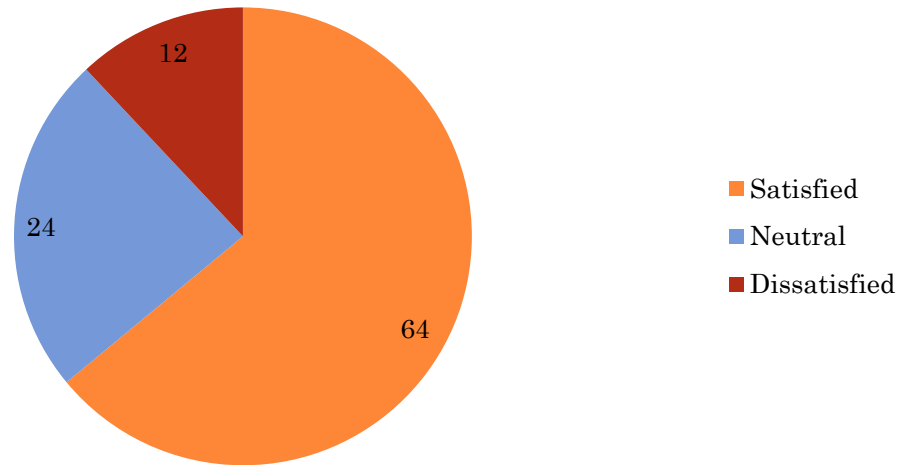
Happy and satisfied with our staff and services



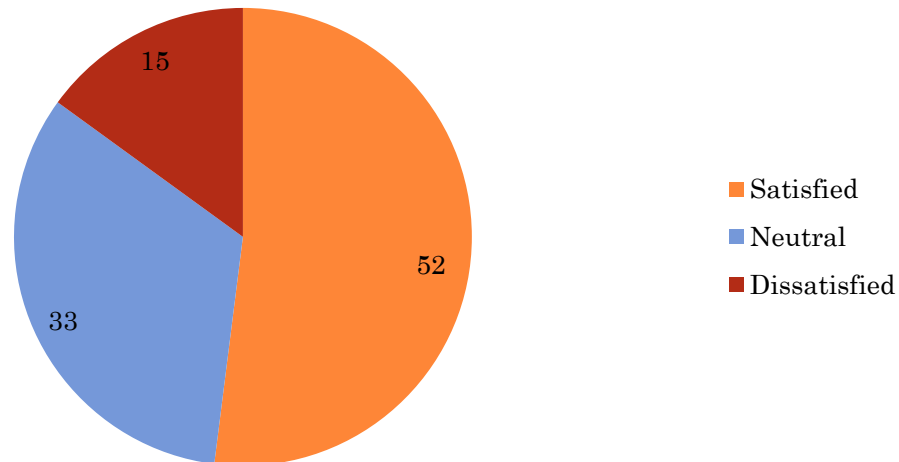
Communication with Care Team



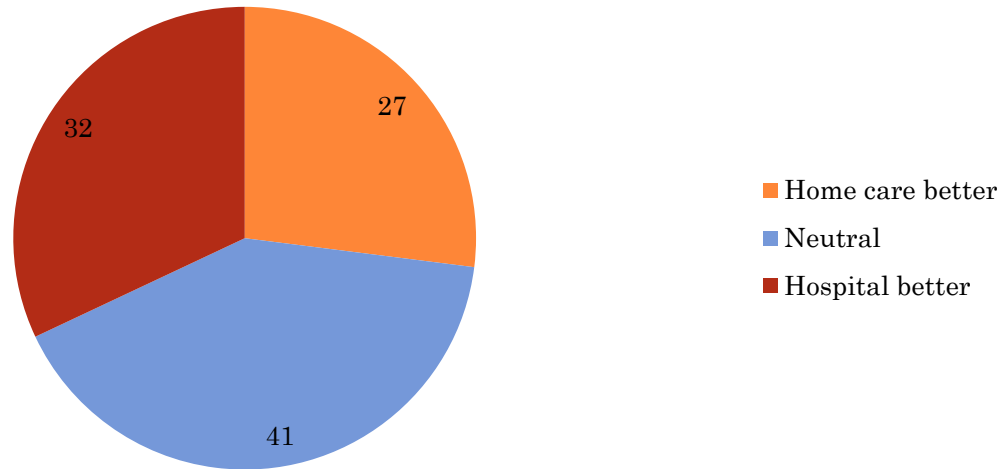
Care Given in a Professional Way



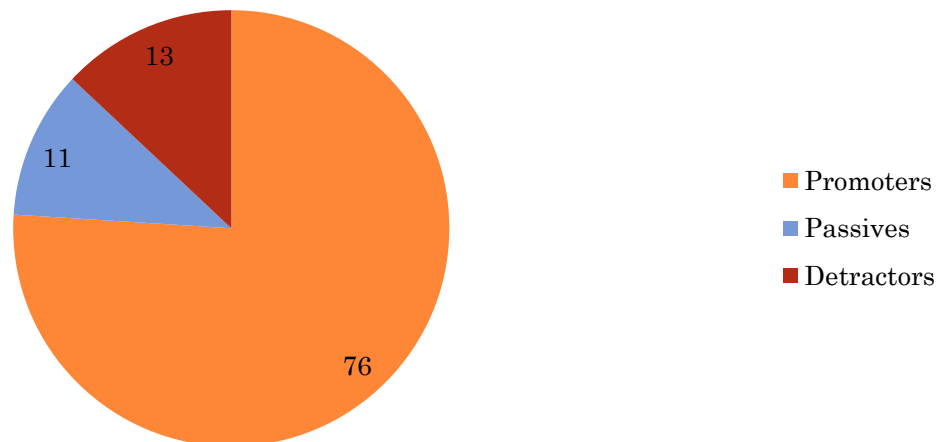
Overall Care Rating



Care in comparison to the hospital setting if ever admitted to the hospital



Likely to recommend our services to a friend or colleague



DISCUSSION

- 58% patients were satisfied with our staff and services, 29% were neutral and 13% patients were not. Dissatisfaction of certain patients was due to behavior of staff, grooming of staff and quality of service delivery.
- 55% people were satisfied and comfortable in communicating, 31% were neutral and 14% were not satisfied. Dissatisfaction was mainly due to language issues, behavior issues.
- 64% patients were satisfied with professionalism of care given, 24% were neutral and 12% were not satisfied.
- 62% patients were satisfied with overall care, 33% were neutral and 15% were not.
- 27% people considered home care better than hospital care, 41% were neutral and 32% considered hospital care better than home care.
- NPS is calculated by subtracting the percentage of customers who are Detractors from the percentage of customers who are Promoters. In this case it is 63%. It refers to the loyalty of the customer.



RECOMMENDATIONS AND CONCLUSION

- To satisfy patients the training part has to be strengthened. Already there is a Nursing trainer employed in each unit to just focus on not just clinical training but as well as areas like soft skills and grooming. A proper training plan has been laid down for 3 months which is to be strictly followed.
- For strengthening service delivery there is proper care plan made for each patient as per his/her medical condition. This is to be followed by anyone giving care to that patient.
- As hospital has JCI or NABH standards to follow, there is no such standards for home care in India. Thus some gaps are definitely there in terms of the quality of services to be given. To narrow these gaps a similar approach of patient care in home is required as in a hospital. All the parameters like patient fall, needle stick injury, emergency response system etc. are to be measured periodically.



THANK YOU!

