

Title of Study

A study to measure OPD (Outpatient Department) & IPD (Inpatient Department) Patients satisfaction in Sub - District Hospitals of Punjab.

Submitted By:-

Isha Sharma

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Organisation- PHSC

- The Punjab Health Systems Corporation was enacted through a special Act of Legislation to provide for the constitution of a Corporation for establishing, expanding, improving and administering medical care in the State of Punjab. The Managing Director is the Executive officer of the Corporation and implements the decisions of the Board of Directors and exercises general control and supervision over the hospitals under PHSC. There are 176 Health Institutions under PHSC, out of which are 21 District Hospitals, 2 Special Hospitals, 34 Sub-divisional Hospitals and 119 Community Health Centers. A wide spectrum of health care facilities, preventive, promotive and curative, are provided in these institutions.
- The Workshop adopted the following resolution: "The group is of the considered and genuine opinion that there should be a fully autonomous and self-sufficient Corporation named Punjab Health Systems Corporation. This Corporation should be headed by a Chairman, who shall be the Secretary, Health and Family Welfare, Punjab.

Civil Hospital Dasuya



- The study was conducted in Civil Hospital Dasuya, Hoshiarpur. The hospital is located near the residential area with available modes of transportation.
- The area of the hospital is approximately 21 acres. The hospital has a total of 7 wards with 150 numbers of indoor beds. In the hospital campus, residential facilities are available only for the trainee nurses. Parking place inside the hospital campus is also available.

Introduction

Operational Definition- Patient satisfaction is a measure of the extent to which a patient is content with the health care which they received from their health care provider. It can be defined as fulfillment or meeting of expectations of a person from a service or product.

Patient satisfaction is one of the important goals of any health system. Outcomes of care do influence the customer satisfaction. Patients' perceptions about health care systems seem to have been largely ignored by health care managers in developing countries. It depends up on many factors such as: Quality of clinical services provided, availability of medicine, behavior of doctors and other health staff, cost of services, hospital infrastructure, physical comfort, emotional support, and respect for patient preferences. Mismatch between patient expectation and the service received is related to decreased satisfaction.

Therefore, assessing patient perspectives gives them a voice, which can make public health services more responsive to people's needs and expectations.

The study will assess the OPD & IPD Patient satisfaction on registration process, basic amenities (seating arrangement, cleanliness, fans, toilets, drinking water etc.)

Objective of the Study

To assess the level of patient satisfaction of
Outpatient Department and Inpatient Department in
Sub District Hospital Dasuya, Hoshiarpur
Dist., Punjab

Methodology

- **Type of Study:** Descriptive & Cross sectional
- **Setting:** Sub- District Hospital Dasuya, Punjab
- **Duration of Study:** 1st February to 30th April 2018
- **Sample size: 90 OPD Patients** – (30 per month) & **90 IPD Patients** as directed by the management), TOTAL : **180**
- **Sampling technique:** Convenience sampling

System of scoring of items in Patient Satisfaction Questionnaire(Opd)

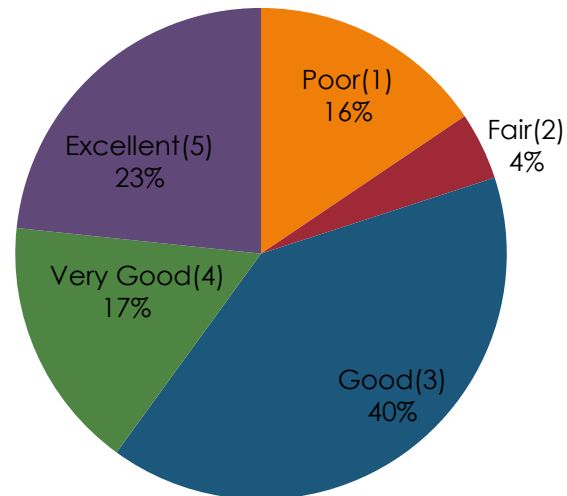
1	2	3	4	5
Poor	Fair	Good	Very Good	Excellent

OPD Analysis – Attributes

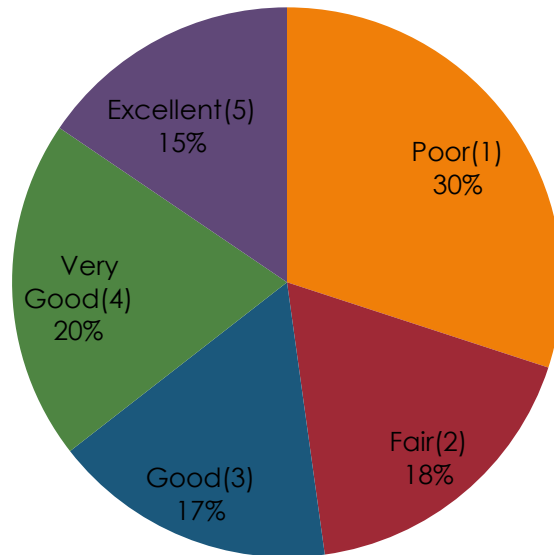
- Proper bilingual directional & departmental signage
- Availability of Information about the services
- Display of charges of services
- Display of doctors list with room number and their availability information
- Waiting time at registration counter
- Waiting time for report collection
- Waiting area equipped with chairs, fan and drinking water
- Availability of enquiry counter in OPD area
- Adequacy of time spent on examination and treatment by the doctor

Graphical Representation

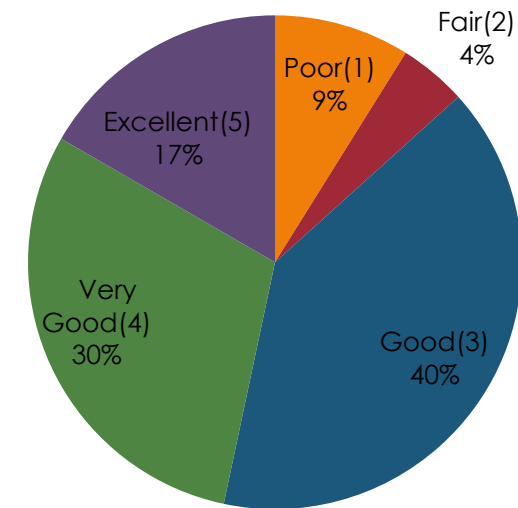
**Ease in locating the departments through proper bilingual
directional & departmental signage**



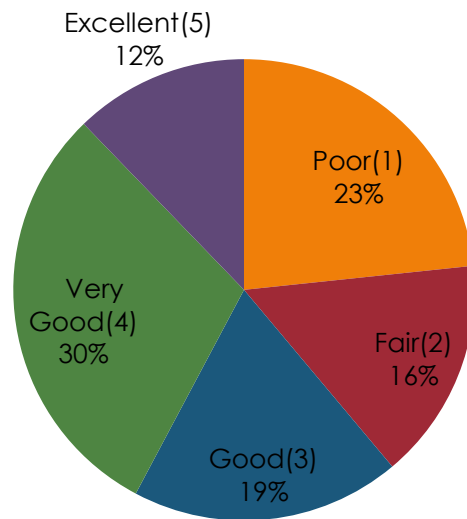
Charges of the services are displayed and well communicated



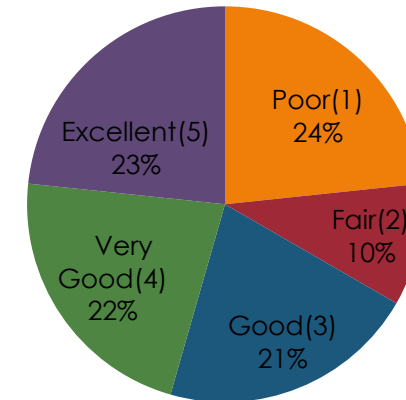
Display of doctors list with room number and their availability information



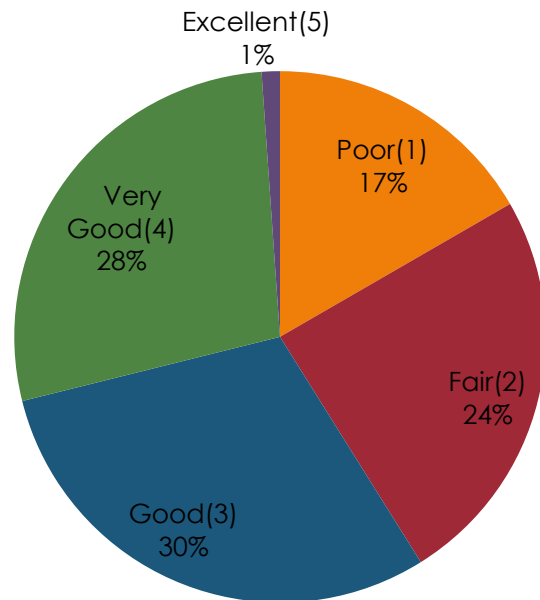
Waiting time at registration counter



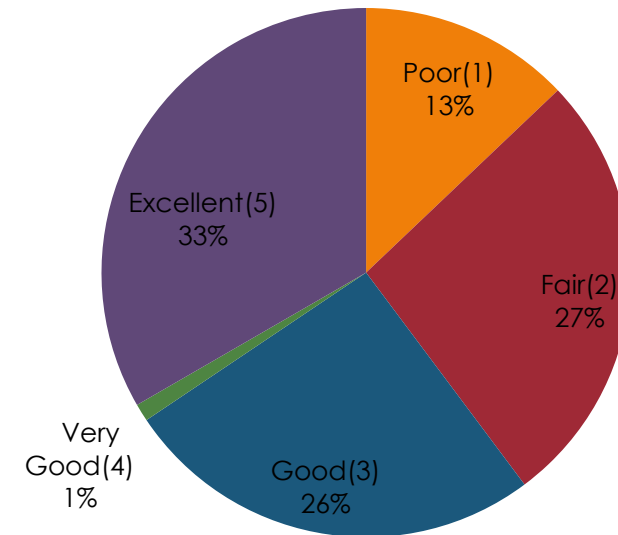
Waiting time for report collection after lab and/ or radiologic investigations



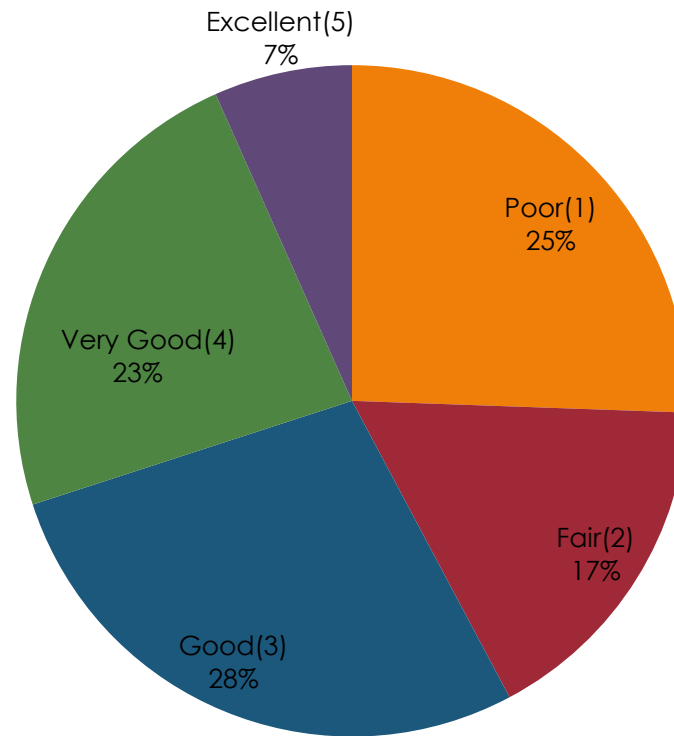
Waiting area equipped with chairs, fan and drinking water



Availability of enquiry counter in OPD area



Adequacy of time spent on examination and treatment by the doctor



Action Plan

	Action Plan
• Charges of the services are displayed and well communicated	Flex has been made of the services available along with their charges in bilingual language.
• Display of doctors list with room number and their availability information	All the information regarding the availability of doctors along with their room no has been made available
• Waiting time at registration counter & Waiting time for report collection after lab and/ or radiologic investigations	Patient tracking has been started to find out the loopholes and activities which are taking time.
• Availability of enquiry counter in OPD area	Staff duty has been assigned on enquiry counter to help out the patients for the information they need
• Adequacy of time spent on examination and treatment by the doctor	Meeting has been taken by the SMO and doctors are instructed to attend the patients properly.

System of scoring of items in Patient Satisfaction Questionnaire(Opd)

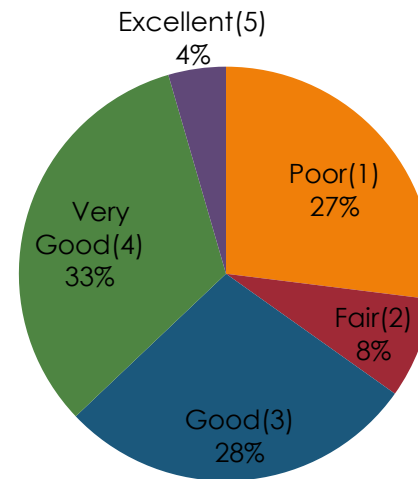
1	2	3	4	5
Poor	Fair	Good	Very Good	Excellent

IPD Analysis – Attributes

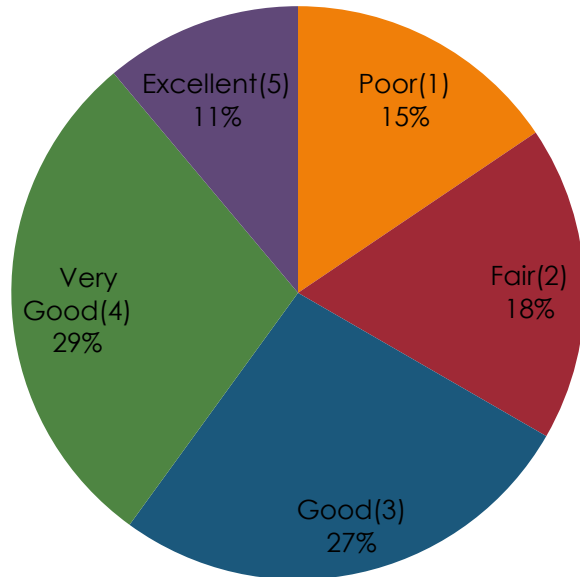
- Education/ communication by doctor/pharmacist about dosage and timings of drug intake with next follow up dates
- Time spent for examination of patient and counseling
- Availability, attitude and promptness of ward attendants
- Cleanliness of bed sheets/pillow covers
- Timeliness supply of diet (only for maternity ward)
- Communication of discharge process by the staff
- Your overall satisfaction during the visit to hospital

Graphical Representation

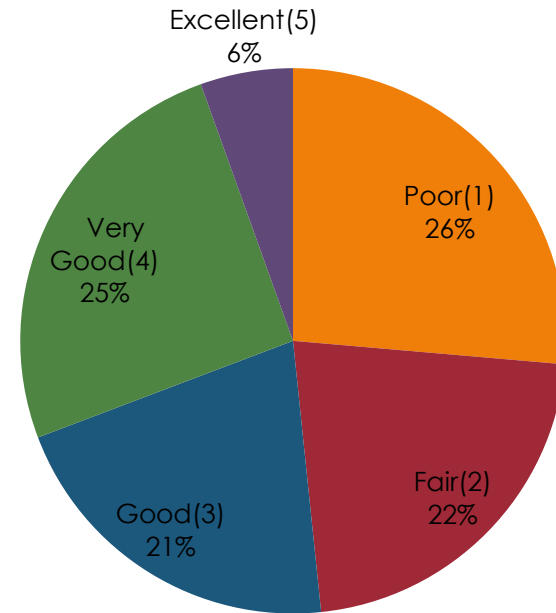
Education/ communication by doctor/pharmacist about dosage and timings of drug intake with next follow up dates



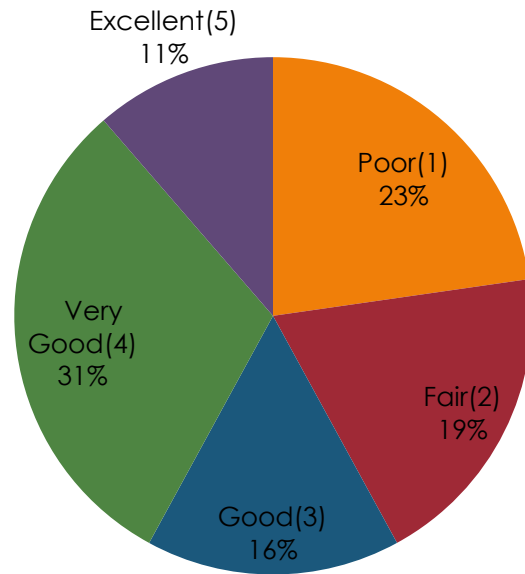
Time spent for examination of patient and counseling



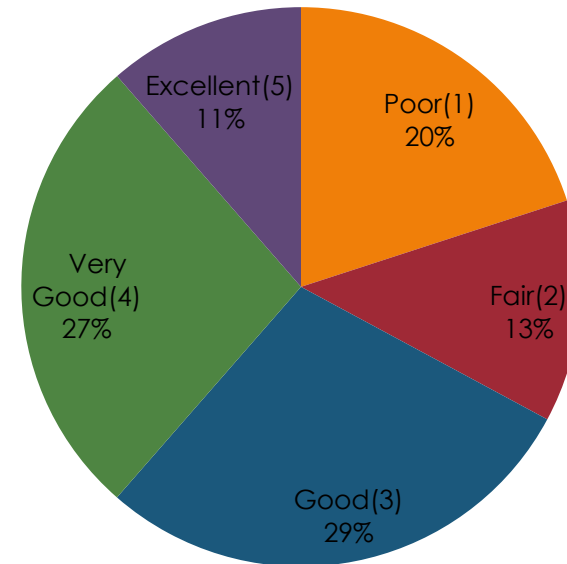
Availability, attitude and promptness of ward attendants



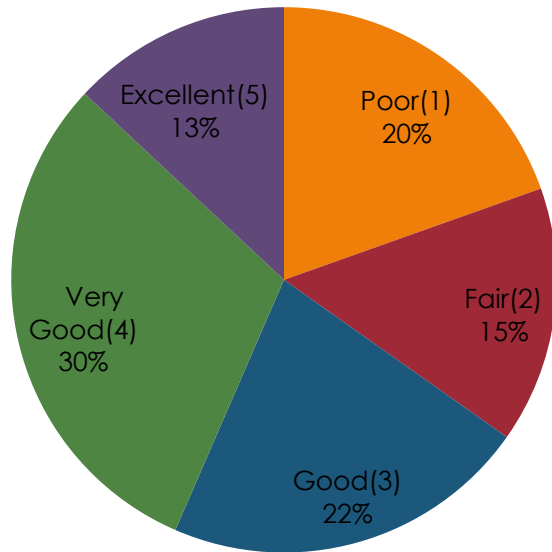
Cleanliness of bed sheets/pillow covers etc



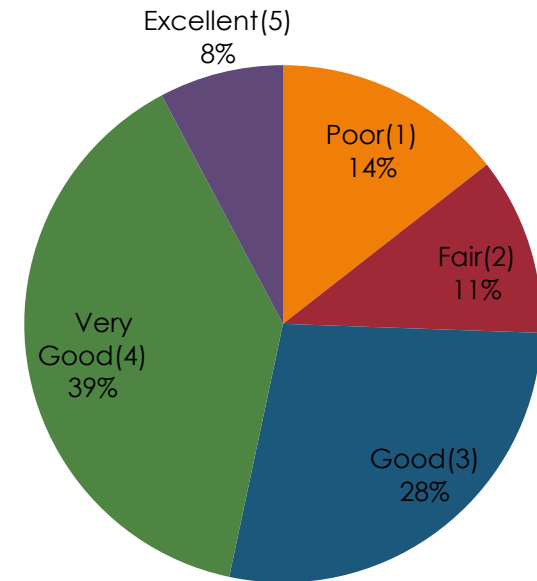
Timeliness supply of diet (only for maternity ward)



Communication of discharge process by the staff



Your overall satisfaction during the visit to hospital



Action Plan

	Action Plan
• Waiting time at the registration counter & Waiting time at the report collection after lab and radiologic investigations	Patient tracking has been started to find out the loopholes and activities which are taking time.
• Education/ communication by doctor/pharmacist about dosage and timings of drug intake with next follow up dates	Pharmacist and doctors have been informed to tell the patients for the dosage of their drugs and follow up visits.
Timeliness supply of diet (only for maternity ward)	Instructions had been given to dietary dpt regarding timely supply of food and quality of food for patients.
• Availability, attitude and promptness of ward attendants	Staff meeting was taken and were advised to attend patients politely and with due respect.
• Time spent for examination of patient and counseling	Doctors are being instructed to counsel the patients properly.



THANK YOU