

Study on Patient Satisfaction at P.D. Hinduja Hospital, Mumbai

By

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

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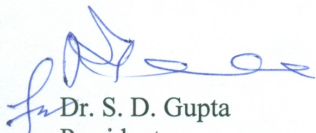
TO WHOMSOEVER MAY CONCERN

This is to certify that **Dr. Deepika Shukla** student of MBA Hospital and Health Management (MBA-HM) from The IIHMR University, Jaipur has undergone dissertation at **P.D. Hinduja hospital , Mumbai** from 15th February to 8th May.

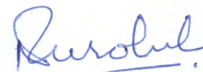
The Candidate has successfully carried out the study designated to him during internship training and his approach to the study has been sincere, scientific and analytical.

The Internship is in fulfillment of the course requirements.

I wish him all success in all his future endeavors.



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TO WHOMSOEVER IT MAY CONCERN

This is to certify that Ms. Deepika Shukla a student of MBA in Hospital and Health Management from Indian Institute of Health Management Research (IIHMR), Jaipur, did her internship in our Hospital from 15th February 2016 to 8th May 2016. During this period her assignment was as follows:

- Study on patient satisfaction at P D Hinduja Hospital.

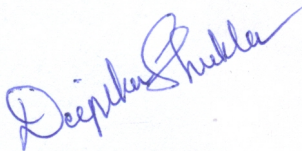
I wish her all the success in future endeavors.

Joy Chakraborty
Chief Operating Officer

THE IIHMR UNIVERSITY, JAIPUR

CERTIFICATE BY SCHOLAR

This is to certify that the dissertation titled A study on patient satisfaction at P.D Hinduja Hospital ,Medical and Research Centre, Mumbai and submitted by Ms. Deepika Shukla Enrolment No 0139 under the supervision of Dr. Neetu Purohit for award of MBA in Hospital Management of the University carried out during the period from 2014 to 2016 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

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I would also like to thank all those who have directly or indirectly supported me towards the completion of the project.

Sincerely,

Deepika Shukla

MBA-HM (2014-2016)

ROLL NO. : 0139

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**A STUDY ON PATIENT SATISFACTION AT P.D HINDUJA HOSPITAL,
MUMBAI**

A Study on Patient Satisfaction at P.D Hinduja Hospital, Mumbai

1. INTRODUCTION

Patient satisfaction can be defined as fulfilment or meeting of expectations of a person from a service or product. When a patient comes to a hospital, he has a pre-set image of the various aspects of the hospital as per the reputation and cost involved. Although, their main expectation is getting cured and going back to their work, but there are other factors, which affect their satisfaction. Sometimes, they might have rated a hospital very low on the basis of information; they have got from different sources, but they find it above their expectation and they are satisfied. Similarly, if they have got a very high expectation from a hospital, but if they find it below their expectation, they will not be satisfied.

“Patient is the most important person in our premises. He is not a hindrance. He is the purpose of our hospital. We are not obliging him by serving him; rather he is obliging us by giving him an opportunity to serve him. He deserves all our efforts and courtesy, with dedication, sincerity and honesty.”

-Mahatma

Gandhi

Hospitals have evolved from being an isolated sanatorium to a place with five star facilities. The patients and their relatives coming to the hospital not only expect world-class treatment, but also other facilities to make their stay comfortable in the hospital. This change in attitude and expectation has come due to tremendous growth of media

and its exposure, as well as commercialization and improvement in the facilities. Since the nature of service rendered by the hospital is very special when compared to the other service organizations, the attitude and the level of satisfaction of the patient is of very much importance for the quality medical care.

Conducting patient satisfaction surveys in our practice can lend exceptional insight into how to improve quality, care, and referral rates. When performed thoughtfully and with adequate follow up, the results of these surveys can immediately affect the way our practice does business. Satisfied customers are essential to our practice's continued success, no matter our practice size, speciality, or location.

Patient satisfaction survey is an important aspect for a health care organization to be successful, it is required to help improve health system performance and promote better governance of the hospital services. Although most patients are satisfied they may not be uniformly satisfied with all the aspects of care they receive. Patient satisfaction surveys are one of the established yardsticks to measure success of the service delivery system functional at hospitals. Also awareness about patient satisfaction is relevant in the sense that satisfied patients are more likely to abide by the treatment advised, to continue using medical services and to promote referrals, thereby increasing the service volumes.

The objective of the study was to measure the satisfaction of the patients at P.D Hinduja Hospital, Mumbai. The data was collected for duration of three months using a structured questionnaire. Total around 350 patients (outpatient, inpatient and IVF department) participated. Data analysis was done using Microsoft Excel.

Patient satisfaction denotes the extent to which general health care needs of the clients are met to their requirements. Patients carry certain expectations before their visit and the resultant satisfaction or dissatisfaction is the outcome of their actual experience. Health professionals are also benefited and guided by the outcome of these surveys. The feedback received is likely to help them in identifying potential areas for service improvement. This study conducted at tertiary care multi- specialty hospital P.D Hinduja

Hospital and Medical Research Centre, Mumbai to measure patient satisfaction who have availed their services.

Patient satisfaction is a multi-dimensional healthcare construct affected by many variables. Healthcare quality affects patient satisfaction, which in turn influences positive patient behaviours such as loyalty. Patient satisfaction and healthcare service quality, though difficult to measure, can be operationalized using a multi-disciplinary approach that combines patient inputs as well as expert judgment. For the medical institutions to know how patients feel about their service is very important, both, for improvisation of self and, retention of patients. Over a life time, patient expectations of health care may change dramatically. Some patients may place more emphasis on technical competence where as others; fulfilment of personal needs, comfort, dignity and supportive services will be of paramount importance.

The results of the study can be used for improving the services where patient showed concerns. It will help to maintain a good relationship between the patient and the health care provider.

2. REVIEW OF LITERATURE:

Currently available national and international literature was reviewed to understand the concept of patient satisfaction.

Patient satisfaction is an important and commonly used indicator for measuring the quality in health care. Patient satisfaction affects clinical outcomes, patient retention, and medical malpractice claims. It affects the timely, efficient, and patient-centered delivery of quality health care. Patient satisfaction is thus a proxy but a very effective indicator to measure the success of doctors and hospitals. (1)

For service providers to meaningfully ascertain the experience and perceptions of patients and the community research must first be conducted to identify the ways and terms in which those patients perceive and evaluate the service. (2)

The patient satisfaction perspective of hospital care had gained more attention in recent years and studies have shown that patients are most satisfied with interpersonal interactions, such as staff-patient relationships (3). A study done in South Africa concluded that patient satisfaction is a fundamental indicator of equitable quality of care.

Patient satisfaction is as important as other clinical health measures and is a primary means of measuring the effectiveness of health care delivery. The current competitive environment has forced health care organizations to focus on patient satisfaction as a way to gain and maintain market share. If you don't know what your strengths and weaknesses are, you can't compete effectively. The data gathered through measuring patient satisfaction reflects care delivered by staff and physicians and can serve as a tool in decision-making. (4)

A study was done on four aspects of care for each case received: a) The physicians' or surgeons' input; b) The hospital's contribution; c) The patients' disease or condition' and d) The factors which deterred patient's co-operation. (5)

A study among orthopaedic patients, found that the dissatisfaction was usually with food, entertainment, visiting hours and lack of proper interaction with the staff, i.e. doctors, nurses, etc. The patients also complained of lack of privacy. (6)

Patient perceptions are significantly influenced by hospital support functions. Further, these perceptions determine hospital reputation, influence future patient demands, and are integral to the understanding of patients as consumers of health care systems rather than consumers of medical procedures. (7)

3. RATIONALE OF THE STUDY:

Patient satisfaction is as important as other clinical health measures and is a primary means of measuring the effectiveness of health care delivery. The current competitive environment has forced health care organizations to focus on patient satisfaction as a way

to gain and maintain market share. If you don't know what your strengths and weaknesses are, you can't compete effectively. The data gathered through measuring patient satisfaction reflects care delivered by hospital as a whole and can serve as a tool in decision-making.

4. RESEARCH QUESTION:

What is the level of satisfaction of patients at P D Hinduja Hospital, Mumbai?

5. OBJECTIVES:

- 1) To assess the satisfaction of patients.
- 2) To identify the areas with low satisfaction levels.
- 3) To provide suggestions for enhancing patient satisfaction.

6. METHODOLOGY:

Study area: Outpatient department (OPD), Inpatient department (IPD) and IVF department, P.D Hinduja Hospital, Mumbai, Maharashtra

Study design: Descriptive cross-sectional study

Study population: Patients attending OPD, those admitted in IPD and patients coming to the IVF department.

Sample design: Non- probability Convenient sampling

Sample size: 102 OPD patients, 100 IPD patients and 140 IVF Patients.

Study duration: This study was conducted for the total duration of three months with one month dedicated to each OPD, IPD and IVF department respectively.

7. DATA COLLECTION TOOLS AND TECHNIQUES:

Technique: Quantitative technique was used for the study

Tool: Three Structured questionnaire used in IPD, OPD and IVF department respectively at Hinduja hospital were used to collect the data after obtaining oral consent from the Patients. All questions in the feedback were closed ended.

8. ABOUT THE PATIENT SATISFACTION FEEDBACK FORMS AT HINDUJA HOSPITAL

As a commitment to quality improvement for the patients and their families, hospital requires feedback on an on-going basis. Throughout the year, feedbacks are randomly collected from patients coming to Hinduja Hospital inpatients, outpatients, and IVF department and report the survey results monthly. These patient experience survey results can be used to identify strengths and opportunities for quality improvement initiatives and accreditation requirements. If the target isn't met a quality review is indicated. For the services provided there are different feedbacks questionnaires developed. These provide with measure of the patient's perceptions and opinions about the care they receive. The survey can be completed by the patient, a care giver, family member or friend.

The survey is scored by a 5 point grid: "Very good", "good", "fair", "poor" and "Very poor". Every answer is associated with certain points: Very good -5, good-4, fair-3, poor-2, very poor-1. Some questions are also answered with a "Yes" or "No". Results are then further clubbed and calculated on index score of 5 on monthly basis. Mean, weighted mean, average of the weighted mean and percentage of satisfaction level is then finally

calculated. To calculate the index score total numbers of responses are multiplied to the score that response holds. For example : If 54 patients said very good for Nursing care behaviour and attitude, 20 said good, 15 said fair , 5 said poor, and 2 said very poor , the index score for Nursing care behaviour and attitude will be calculated by :

$$= (54 * 5 + 20 * 4 + 15 * 3 + 5 * 2 + 2 * 1) / (54 + 20 + 15 + 5 + 2)$$

Likewise average of all dimensions included in the questionnaire will be calculated and further average and percentage can be obtained.

On the last page of the survey, patients are able to write their comments and suggestions, and “Would you recommend Hinduja Hospital to other?”

The Outpatient survey is comprised of 36 questions, 30 of which are grouped into seven dimensions:

- Appointment(Telephonic)
- Registration /Vouchering /Appointment(At counters)
- Consultation with the doctor
- Nursing care
- General comfort of OPD Premises
- Lab investigation and diagnostic process
- Overall Experience

The Inpatient survey is comprised of 33 questions, 31 of which are grouped into nine dimensions:

- Pre admission
- Admission and billing Process
- Doctors Interaction

- Nursing Care
- Diagnostics (Laboratories , Imaging, etc)
- Housekeeping and cleanliness
- Food Services
- Amenities/general comfort
- Others

The IVF department survey comprises of 22 questions, 19 of which are grouped into nine dimensions:

- Appointment procedure
- reception/ registration
- Explanation of treatment by the staff
- Behaviour and attitude of the staff
- Response to queries by staff
- Staff sensitivity to your needs
- During Procedures
- General environment
- IPD Patients

*8.1. EXISTING STRUCTURES AND PROCESSES IN PLACE IN THE HOSPITALS
TO ACCOMPLISH QUALITY INDICATORS RELATED TO PATIENT
SATISFACTION*

There is a customer care department which caters to the need of the patients as and when required. The department is open 24*7 and provides patients with hospital counselling and any other help required at times.

There are customer care numbers put around every hospital corner for patients to call in case of any query.

There are customer care help desks on every OPD floor to assist patients. Also Feedback forms are put around the hospital and drop box are provided for patients to submit their suggestions as a private matter.

9. DATA ANALYSIS:

The study results were collected and analysed using MS Excel software and the findings were tabulated in MS Word.

10.FINDINGS:

10.1. OPD survey

OPD	CSI
Appointment(Telephonic) procedure	4.1
Registration /Vouchering /Appointment(At counters)	4.1
Consultation with the doctor	4.1
Nursing care	4.3
General comfort of OPD Premises	4.3
Lab investigation and diagnostic process	4.3
Overall Experience	4.2
Overall OPD satisfaction %	84.7

Table 1: Overall index score of various parameters in OPD

Table 1 shows that appointment procedure; registration and consultation with the doctor are the areas with low index scores. Although the overall OPD satisfaction level among patients is 84.7%.

Further discussing individual OPD dimension and the index score received in the respective areas

APPONTMENT(TELEPHONIC)	CSI
Time taken to get through to the appointment cell	3.97
Time taken by appointment staff to give an appointment for doctor/ service	4.12
Adequacy of information provided	4.16
Courtesy shown by the staff providing the information	4.15
Overall impression of Appointment	4.20

Table 2: Index score of appointment procedure

Table 2 describes the attributes under OPD appointment procedure. Here we see that time taken to get through the appointment cell scores the lowest (3.97) whereas overall impression of the appointment procedure scores the highest (4.20).

REGISTRATION/ VOUCHERING/ APPOINTMENT(AT COUNTERS)	CSI
Ease of filling the registration forms	4.15
Waiting time in the queue at counters for being attended	3.77
Time taken by the counter staff	3.96
Information provided at counter	4.16
courtesy of staff providing information at the counter	4.14
Overall impression of Registration/ Vouchering/ Appointment	4.11

Table 3: Index Score of Registration/ Vouchering/ Appointment (At Counters)

Table 3 describes the attributes under OPD registration/ vouchering/ appointment (at counters). Here we see that waiting time in the queue at counters for being attended scores the lowest (3.77) whereas Information provided at counter scores the highest (4.16).

CONSULTATION WITH DOCTOR	CSI
Waiting time to see the doctor	3.67
Information shared by the doctor	4.40
Courtesy shown by the doctor	4.52
Time spent by the doctor	4.36
Overall impression of consultation with doctor	4.5

Table 4: Index scores of areas in consultation with doctor

Table 4 describes the attributes under OPD consultation with doctor. Here we see that waiting time in to see the doctors scores the lowest (3.67) whereas courtesy shown by the doctors scores the highest (4.52).

NURSING CARE	CSI
Behaviour and attitude	4.32
Response to queries	4.25
care offered	4.40
Overall impression	4.33

Table 5: Index scores in areas under nursing care

Table 5 describes the attributes under OPD nursing care. Here we see that response to query scores the lowest (4.25) whereas care offered scores the highest (4.40).

GENERAL COMFORT OF OPD PREMISES	CSI
Cleanliness in the OPD area	4.43
Comfort of waiting area	4.26
Cleanliness of toilets	4.26
Overall	4.31

Table 6: Index scores in areas under general comfort

Table 6 5 describes the attributes under OPD general comfort of OPD premises. Here we see that comfort of the waiting area and cleanliness of the toilets response to query scores the lowest (4.26) whereas cleanliness of the OPD area scores the highest (4.43).

LAB INVESTIGATION AND DIAGNOSTIC PROCESS	CSI
Waiting time prior to test	4.01
Information provided by technician	4.24
Efficiency of technician	4.41

Courtesy shown by the technician	4.39
Overall impression	4.34

Table 7: Index scores in areas under lab investigations and diagnostic process

Table 7 describes the attributes under OPD general comfort of OPD premises. Here we see that Waiting time prior to test scores the lowest (4.01) whereas Efficiency of technician scores the highest (4.41).

Would you recommend Hinduja Hospital OPD to your friends/ relatives?	NUMBER OF RESPONDANTS
Yes	92
No	7

Table 8: Patient recommendation response

Table 8 shows that 92 of the 102 respondents will recommend Hinduja Hospital OPD to their friends/ relatives.

10.1.1. Patient Reasons for low rating

A few numbers of complaints have been recorded by the patients on the services provided by the Hinduja hospital .These is: Very long waiting time for consultation. This is in relation to the consultation time it took to meet any doctor after taking appointment. This was recorded to be aapproximately **44%** of the total complains. Of the 44% majority said that **doctors were late** to their OPD's.

Another major complain that came across was staff at the reception counters is **rude and inefficient**. Approximately **27%** of total complains were regarding the inappropriate behaviour of the reception staff with the patients.

10.2. IPD survey:

IPD	CSI
Pre admission	4.2
Admission and billing Process	4.2
Doctors Interaction	4.6
Nursing Care	4.6
Diagnostics (Laboratories , Imaging, etc)	4.4
Housekeeping and cleanliness	4.4
Food Services	4.3
Amenities/general comfort	4.4
Others	4.4
Overall IPD satisfaction %	87.3

Table 9: Overall Index scores of various parameters in IPD

Table 2 shows various IPD dimensions and associated patient satisfaction index scores. The overall IPD satisfaction level among IPD patients is 87.3%.

Further discussing individual IPD dimension and the index score received in the respective areas.

Pre-admission	CSI
Ease of booking your bed	4.26
Courtesy, promptness answer, explanation provided , by the staff who did your booking	4.12

Table 10: Index scores of areas in pre-admission procedure

Table 10 describes the attributes under IPD Pre-admission procedure. Here we see that Courtesy, promptness answer, explanation provided, by the staff who did your booking scores the lowest (4.12) Ease of booking your bed area scores the highest (4.26).

Admission and billing Process	CSI
Explanation and counselling provided in completing the admission formalities	4.19
Time taken to complete the admission process	4.18
Promptness for discharge process	4.03
Courtesy and efficiency of the staff	4.29

Table 11: Index scores in areas under Admission and billing Process

Table 11 describes the attributes under IPD Admission and billing Process. Here we see that Promptness for discharge process scores the lowest (4.03) whereas Courtesy and efficiency of the staff area scores the highest (4.29).

Table 12: Index scores in areas under Doctors Interaction

Doctors Interaction	CSI
Explanation provided about your condition and line of treatment	4.6
Education on choice ,outcomes of the treatment being provided /planned	4.54
Care provided in terms of regular visit ,time spent and queries answered by the doctors	4.53
Confidentiality maintained by doctors while explaining treatment /test results	4.57

Follow up instructions provided by the doctors before discharge	4.48
---	------

Table 12 describes the attributes under IPD Doctors Interaction. Here we see that Follow up instructions provided by the doctors before discharge scores the lowest (4.48) Explanation provided about your condition and line of treatment scores the highest (4.6).

Nursing Care	CSI
Courtesy and helpfulness of the Nurses	4.52
Care provided in terms of responsiveness to call bell ,answering queries	4.48
Punctuality in administering medicines	4.56
Confidentiality maintained by Nurses while explaining treatment and test results	4.46
Follow up instructions provided by nurses before discharge	4.49

Table 13: Index scores in areas under Nursing Care

Table 13 describes the attributes under IPD Nursing Care. Here we see that Confidentiality maintained by Nurses while explaining treatment and test results scores the lowest (4.46) whereas Punctuality in administering medicines scores the highest (4.6).

Diagnostics (Lab ,Imaging, etc)	CSI
Courtesy of the technician	4.44
Explanation by the technician about the procedure	4.38
Timeliness of the procedure	4.36

Table 14: Index scores in areas under Diagnostics (Lab, Imaging, etc)

Table 14 describes the attributes under IPD Diagnostics (Lab, Imaging, etc). Here we see that Timeliness of the procedure scores the lowest (4.36) whereas Courtesy of the technician scores the highest (4.44).

Housekeeping and cleanliness	CSI
Cleanliness of the room	4.41
Linen provided (hospital clothes ,bed sheets ,pillow covers)	4.38
Promptness and responsiveness of the attendants	4.36
Courtesy and helpfulness of the attendants	4.44

Table 15: Index scores in areas under Housekeeping and cleanliness

Table 15 describes the attributes under IPD Housekeeping and cleanliness. Here we see that Promptness and responsiveness of the attendants scores the lowest (4.36) whereas Courtesy and helpfulness of the attendants scores the highest (4.44).

Food Services	CSI
Dietician counselling	4.35
Food taste ,Variety ,quality ,presentation	4.23
Food services timeliness	4.44

Table 16: Index scores in areas under Food Services

Table 16 describes the attributes under IPD Food Services. Here we see that Food taste ,Variety ,quality ,presentation scores the lowest (4.23) whereas Food services timeliness scores the highest (4.44).

Amenities/general comfort	CSI
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Air-conditioning	4.42
Television	4.35

Table 17: Index scores in areas under Amenities/general comfort

Table 17 describes the attributes under IPD Amenities/general comfort. Here we see that Television scores the lowest (4.35) whereas Air-conditioning scores the highest (4.42).

Others	CSI
Security persons behaviour	4.41
Assistance provided by the customer service team	4.32
Overall rating of the care received during the hospital stay	4.42

Table 18: Index scores in areas under others

Table 18 describes the attributes under others. Here we see that Assistance provided by the customer service team scores the lowest (4.32) whereas Overall rating of the care received during the hospital stay scores the highest (4.42).

Would you recommend Hinduja Hospital IPD to your friends/ relatives?	NUMBER OF RESPONDANTS
Yes	97
No	1

Table 19: Patients recommendations for Hinduja Hospital IPD

Table 19 shows that 97 of 100 IPD patients will recommend Hinduja Hospital IPD to their friends/ relatives.

10.2.1. Patient Reasons for low rating

Patients have to wait for hours after discharge order has been given.

10.3. IVF survey:

IVF	CSI
Appointment procedure	4.4
Reception/Registration	3.8
Explanation of treatment by the staff	4.3
Behaviour and attitude of the staff	4.3
Response to queries by staff	4.2
Staff sensitivity to needs of patients	4.2
During procedures	4
General environment	4.2
IPD	4.1
Overall OPD satisfaction %	83.3
Overall IPD satisfaction %	81.2

Table 20: Overall index score of various parameters in IVF Department

Table 20 Shows that Reception/Registration dimension scores the lowest on patient satisfaction index scale. Although the overall IVF department satisfaction level among patients is 83.3% for OPD patient and 81.2% for IPD patient.

Further discussing individual IVF dimension and the index score received in the respective areas.

Appointment procedure	CSI
Adequacy of information provided	4.1
Time taken to give the appointment	4.66

Table 21: Index scores in areas under Appointment procedure

Table 21 describes the attributes under IVF department Appointment procedure. Here we see that Adequacy of information provided scores the lowest (4.1) whereas Time taken to give the appointment scores the highest (4.66).

Reception/ registration	CSI
Ease of filling the registration form	4.36
Information provided at the reception	3.88
waiting time at the reception	3.64
Efficiency of the person at the reception	3.58
courtesy of staff at the reception	3.45
explanation of cost of treatment	3.85

Table 22: Index scores in areas under Reception/ registration

Table 22 shows that information provided at the reception (3.88), waiting time at the reception (3.64), Efficiency of the person at the reception (3.58), courtesy of staff at the reception (3.45) and explanation of cost of treatment score low (3.85) .

Explanation of treatment by the staff	CSI
Doctor	4.3 2
nurse support	
staff	
Nurse	4.3 1
Support staff	4.2 3

Table 23: Index scores in areas under Explanation of treatment by the staff

Table 23 describes the attributes under IVF department Explanation of treatment by the staff. Here we see that explanation provided by the Support staff scores the lowest (4.23) whereas the same by the Doctor scores the highest (4.32).

Behaviour and attitude of the staff	CSI
Doctor	4.26
Nurse	4.3
Support staff	4.22

Table 24: Index scores in areas under Behaviour and attitude of the staff

Table 24 describes the attributes under IVF department Behaviour and attitude of the staff. Here we see that Behaviour and attitude of nurses scores the lowest (4.26) whereas the same by the Doctor scores the highest (4.3).

Response to queries by staff	CSI
Doctor	4.26
Nurse	4.24
Support staff	4.20

Table 25: Index scores in areas under Response to queries by staff

Table 25 describes the attributes under IVF department Response to queries by staff. Here we see that Response to queries by support staff scores the lowest (4.20) whereas the same by the Doctor scores the highest (4.26).

Staff sensitivity to your needs	CSI
Doctor	4.24
Nurse	4.22
Support staff	4.23

Table 26: Index scores in areas under Staff sensitivity to your needs

Table 26 describes the attributes under IVF department Staff sensitivity to patient needs. Here we see that sensitivity of nurses scores the lowest (4.22) whereas the same by the Doctor scores the highest (4.24).

During Procedures	CSI
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Waiting time for treatment	3.57
Comfort during treatment	4.09
Privacy maintained	4.18
Explanation of possible side effects	3.97

Table 27: Index scores in areas under During Procedures

Table 27 shows that Waiting time for treatment (3.57) and explanation of possible side effects (3.97) scores are low. Other areas fair well with index score above 4.

General environment	CSI
cleanliness of the department	4.39
comfort of waiting area	4.12
other facilities	4.1

Table 28: Index scores in areas under General environment

Table 28 describes the attributes under IVF department General environment. Here we see that other facilities staffs scores the lowest (4.10) whereas the cleanliness of the department scores the highest (4.39).

IVF IPD Patients	CSI
time taken for discharge process	3.83
instruction given for follow up	4.23
food services	3.99
overall experience at the IVF centre	4.19

Table 29: Index scores in areas under IVF IPD Patients

Table 29 describes the attributes under IVF IPD Patients. Here we see that time taken for discharge process scores the lowest (3.83) whereas the food service scores the highest (4.23).

10.3.1. Patient Reasons for low rating

● RECEPTIONISTS RELATED

Receptionists are arrogant and impolite. Of the total complains 46% were against the inappropriate behaviour of the staff at reception.

● DOCTORS & NURSES RELATED:

There is long waiting for doctor's treatment. Doctors start late. IVF procedures are conducted between OPD clinics.

11.SUGGESTIONS

11.1. For OPD

Behaviour training for the reception staff should be conducted at appropriate intervals. To have a fair idea about the patient feedback each staff along with a senior staff should go around taking the feedback from patients once every week. Arrangements should be done to avoid long waiting at the OPD by requesting doctors to avoid coming late to hospital and also by conducting IPD procedures at a later defined time. To avoid long waiting at the OPD and for the procedures strict guidelines should be laid for doctors coming late to hospital and also by conducting IPD procedures at a defined time.

11.2. For IPD

Discharge process can be improved if junior doctors are a little more careful in communicating instructions to nurses. There should be someone explaining the patient about the discharge process rather than leaving them clueless at the ward level.

11.3. For IVF Department:

Higher management should keep a weekly track of appointment time being allotted and the time when doctors start their OPD's. Accordingly reasons of delay can be discussed and worked upon to avoid hours of waiting. Proper signage at the reception counter should be put to fill the forms first for new patients. Awareness of KIOSK machine needs to

be worked upon. Television screens at the waiting areas can be used to demonstrate the functions that can be done on the machine.

11.4. *For increasing the number of feedback:*

The questionnaire should be provided in other common vernacular languages for allowing more number of patients to participate in the feedback process. It was observed that the OPD questionnaire was long and monotonous and hence efforts have been taken to revise it making it short and to the point. To increase the number of patients' feedback an online questionnaire is prepared which will be sent to patients through automated mail. For OPD patients this mail will be sent to patients 24 hours after their visit. For IPD patients this mail will be sent 4 months after their discharge. For IVF patients after 2 weeks and those getting pregnant after 9 months of their pregnancy.

12.LIMITATIONS:

Besides the best efforts the study tends to have the following limitations: Questionnaires were available only in English. The study was limited to patients who can understand English and patients who were given time in translating the forms in their regional languages. Patients in ICU were not included. Patients who were willing to give feedback only participated.

13.CONCLUSION:

Attention needs to be paid on the behaviour of counter and support staff towards patients in IVF department, delay in discharge process in IPD department and waiting time for consulting doctors at OPD. These are areas to improve on the satisfaction level among patients. Over all the patients coming to Hinduja Hospital are satisfied and happy with the kind of service being provided to them and would recommend other patients to come for their treatment to this prestigious hospital.

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15.ANNEXURES:

OPD QUESTIONNAIRE

GENERAL QUESTIONS (write answer in check box) 1. Date : Day Month Year 2. Patient's name (optional) : _____ 3. H. H. number (optional) : 4. Who is filling out this feedback questionnaire form? patient ☐ friend ☐ parent ☐ family ☐ others ☐ 5. Name of the Doctor/Consultant : _____ 6. Telephone number (optional) : _____ 7. E-mail ID : _____ Instructions: To rate the following services that you received kindly circle the number that best represents your opinions. Scale: 1 = very poor; 2 = poor; 3 = fair; 4 = good; 5 = very good	A. APPOINTMENT (TELEPHONIC) 1. Time taken to get through to the appointment cell ☐ ☐ ☐ ☐ ☐ 2. Time taken by appointment staff to give an appointment for doctor / service ☐ ☐ ☐ ☐ ☐ 3. Adequacy of the information provided ☐ ☐ ☐ ☐ ☐ 4. Courtesy shown by the staff providing the information ☐ ☐ ☐ ☐ ☐ Overall impression of Appointment ☐ ☐ ☐ ☐ ☐ B. REGISTRATION / VOUCHERING / APPOINTMENT (AT COUNTERS) 1. Ease of filling the Registration forms ☐ ☐ ☐ ☐ ☐ 2. Waiting time in the queue at counters for being attended ☐ ☐ ☐ ☐ ☐ 3. Time taken by counter staff ☐ ☐ ☐ ☐ ☐ 4. Information provided at counter ☐ ☐ ☐ ☐ ☐ 5. Courtesy of staff providing information at the counter ☐ ☐ ☐ ☐ ☐ Overall impression of Registration / Vouchering / Appointment ☐ ☐ ☐ ☐ ☐ C. CONSULTATION WITH DOCTOR 1. Waiting time to see the doctor after completing registration / vouchering formalities ☐ ☐ ☐ ☐ ☐ 2. Information shared by the doctor about your health and treatment ☐ ☐ ☐ ☐ ☐ 3. Courtesy shown by the doctor ☐ ☐ ☐ ☐ ☐ 4. Time spent by the doctor ☐ ☐ ☐ ☐ ☐ Overall impression of Consultation with Doctor ☐ ☐ ☐ ☐ ☐ D. NURSING CARE 1. Behaviour and attitude of nurse ☐ ☐ ☐ ☐ ☐ 2. Response to queries by the nurse ☐ ☐ ☐ ☐ ☐ 3. Care offered during procedure / investigation by the nurses ☐ ☐ ☐ ☐ ☐ Overall impression of Nursing Care ☐ ☐ ☐ ☐ ☐	E. GENERAL COMFORT OF OPD PREMISES 1. Cleanliness in the OPD area ☐ ☐ ☐ ☐ ☐ 2. Comfort of the waiting area ☐ ☐ ☐ ☐ ☐ 3. Cleanliness of toilets ☐ ☐ ☐ ☐ ☐ Overall impression of General Comfort of OPD Premises ☐ ☐ ☐ ☐ ☐ F. LAB INVESTIGATION AND DIAGNOSTIC PROCESS 1. Waiting time prior to the test ☐ ☐ ☐ ☐ ☐ 2. Information provided by technician regarding availability of reports (Test results) ☐ ☐ ☐ ☐ ☐ 3. Efficiency of technician performing the procedure ☐ ☐ ☐ ☐ ☐ 4. Courtesy shown by technician ☐ ☐ ☐ ☐ ☐ Overall impression of Lab Investigation And Diagnostic Process ☐ ☐ ☐ ☐ ☐ G. Overall Experience 1. Overall satisfaction level on availing OPD services ☐ ☐ ☐ ☐ ☐ GENERAL QUESTIONS • Was this your first visit to the Outpatient Department (OPD) as a patient? ☐ Yes ☐ No • Why did you choose Hinduja Hospital Outpatient services (tick all that apply)? ☐ Hinduja Hospital Doctor recommendation ☐ Outside Doctor Recommendation ☐ Previous experience ☐ Hospital reputation ☐ Location ☐ Friend / Relative recommendation ☐ Other
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IPD QUESTIONNAIRE

Patient Name : _____

HH No. : _____

Admission No. : _____

Location / Bed No. & Floor : _____

Admitting Consultant Name : _____

Repeat Admission : ☐ Yes ☐ No

To rate the following services that you received kindly tick the number that best represents your opinions. If you have not availed of a particular service, kindly skip to the next section.

Scale :
 5 - Very good 😊 4 - Good 😊 3 - Fair 😊 2 - Poor 😊 1 - Very poor 😊

1) Pre-admission

	😊	😊	😊	😊	😊
• Ease of booking your bed	☐	☐	☐	☐	☐
• Courtesy, promptness and explanation provided, by the staff who did your booking.	☐	☐	☐	☐	☐

2) Admission & Billing Process

• Explanation and counselling provided in completing the admission formalities	☐	☐	☐	☐	☐
• Time taken to complete the admission process	☐	☐	☐	☐	☐
• Promptness for discharge process	☐	☐	☐	☐	☐
• Courtesy and efficiency of the staff	☐	☐	☐	☐	☐

3) Doctors Interaction

• Explanation provided about your condition and line of treatment	☐	☐	☐	☐	☐
• Education on choice, outcomes of the treatment being provided / planned	☐	☐	☐	☐	☐
• Care provided, in terms of regular visit, time spent and queries answered by the Doctor	☐	☐	☐	☐	☐
• Confidentiality maintained by Doctors while explaining treatment / test results	☐	☐	☐	☐	☐
• Follow up instructions provided by the Doctors before discharge	☐	☐	☐	☐	☐

4) Nursing Care

• Courtesy and helpfulness of the Nurses	☐	☐	☐	☐	☐
• Care provided, in terms of responsiveness to call bell, answering queries	☐	☐	☐	☐	☐
• Punctuality in administering medicines	☐	☐	☐	☐	☐
• Confidentiality maintained by Nurses while explaining treatment / test results	☐	☐	☐	☐	☐
• Follow up instructions provided by Nurses before discharge	☐	☐	☐	☐	☐

5) Diagnostics (Lab, Imaging, etc.)

• Courtesy of the Technicians	☐	☐	☐	☐	☐
• Explanation by Technicians about the procedure	☐	☐	☐	☐	☐
• Timeliness of the procedure	☐	☐	☐	☐	☐

6) Housekeeping & Cleanliness

• Cleanliness of the room, toilets	☐	☐	☐	☐	☐
• Linen provided (hospital clothes, bedsheets, pillow covers)	☐	☐	☐	☐	☐
• Promptness & responsiveness of the Attendants	☐	☐	☐	☐	☐
• Courtesy and helpfulness of the Attendants	☐	☐	☐	☐	☐

7) Food Services

• Dietician counselling	☐	☐	☐	☐	☐
• Food taste, variety, quality, presentation	☐	☐	☐	☐	☐
• Food service timeliness	☐	☐	☐	☐	☐

8) Amenities / General comfort

• Air-conditioning	☐	☐	☐	☐	☐
• Television	☐	☐	☐	☐	☐

10) Others

• Security persons behaviour	☐	☐	☐	☐	☐
• Assistance provided by the Customer service team	☐	☐	☐	☐	☐
• Overall rating of the care received during the Hospital stay	☐	☐	☐	☐	☐

11) Comments & Suggestions

12) Would you recommend Hinduja Hospital to others ☐ Yes ☐ No

Thanking You for Your Cooperation !

IVF QUESTIONNAIRE



PATIENT SATISFACTION FEEDBACK FORM

Dear Sir/Madam,

At P.D Hinduja National Hospital we strive hard to provide you the best quality healthcare. We would appreciate your feedback to know where we need improvement. We would be grateful to you if you spend some time to fill up this form.

1-Name of Patient (optional) - _____

2-H.H number (optional) - _____

3-Name of the Doctor- _____

4- What was the main influence on your choice of hospital?

- Location
- Personal recommendation
- Doctor
- Previous experience
- Brand name of Hinduja Hospital

5- Is this your First visit/Repeat visit.

Instructions:-

Rate the following services that you received on the scale of 1 to 5; kindly tick the option that best represents your opinion.

• Appointment Procedure:-

Adequacy of the information provided-

Source of appointment-

Time-taken to give the appointment-

Poor Average Good Very good Excellent

1 2 3 4 5

☐ ☐ ☐ ☐ ☐

Call centre/ Reception

5-10min/ 10-15min/ more

• Reception / Registration:-

- Ease of filling the registration form-
- Information provided at the reception-
- Waiting time at the reception-
- Efficiency of the person at the reception-
- Courtesy of staff at the reception-
- Explanation of cost of treatment-

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

	Poor	Average	Good	Very good	Excellent
• Explanation of treatment by the staff:-	1	2	3	4	5
Doctor-	☐	☐	☐	☐	☐
Nurse-	☐	☐	☐	☐	☐
Support Staff-	☐	☐	☐	☐	☐
• Behaviour and attitude of the staff:-	1	2	3	4	5
Doctor	☐	☐	☐	☐	☐
Nurse	☐	☐	☐	☐	☐
Support Staff	☐	☐	☐	☐	☐
• Response to queries by staff:-	1	2	3	4	5
Doctor	☐	☐	☐	☐	☐
Nurse	☐	☐	☐	☐	☐
Support Staff	☐	☐	☐	☐	☐
• Staff sensitivity to your needs:-	1	2	3	4	5
Doctor	☐	☐	☐	☐	☐
Nurse	☐	☐	☐	☐	☐
Support Staff	☐	☐	☐	☐	☐
• During Procedures:-	1	2	3	4	5
➤ Waiting time for treatment-	☐	☐	☐	☐	☐
➤ Comfort during treatment-	☐	☐	☐	☐	☐
➤ Privacy maintained-	☐	☐	☐	☐	☐
➤ Explanation of possible side-effects-	☐	☐	☐	☐	☐
• General Environment:-	1	2	3	4	5
➤ Cleanliness of the department-	☐	☐	☐	☐	☐
➤ Comfort of waiting area-	☐	☐	☐	☐	☐
➤ Other facilities-	☐	☐	☐	☐	☐
• The following information to be filled in by IPD patients only:-	1	2	3	4	5
1-Time taken for discharge process	☐	☐	☐	☐	☐
2-Instructions given for follow-up	☐	☐	☐	☐	☐
3-Food services	☐	☐	☐	☐	☐
4-Overall experience at the IVF centre	☐	☐	☐	☐	☐
• Suggestions for improvements:-					

THANK YOU FOR YOUR CO-OPERATION