

A REPORT ON PATIENT EXPERIENCE IN IPD

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INTRODUCTION

- The Issue of patient/customer satisfaction has gained increasing attention from executives across the healthcare industry.
- The measurement of patient satisfaction through patient satisfaction surveys has helped organization leaders incorporate patient perspectives as a way to create a culture where service is deemed an important strategic goal for healthcare facilities

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- However, despite their many efforts and successes with satisfaction measurement, evidence shows that a bit of work in this area is still needed
 - One of the primary challenges has been in sustaining patient satisfaction improvement initiative in the face of competing priorities and diminishing resources.
District Hospital Khambhaliya has made the issue of improving patient/customer satisfaction one of its top priorities



The purpose of this study is to serve as a resource to help **D.H.Khambhaliya** fulfill its mission to enhance its patient/customer experience as to make it community's first choice in seeking medical care. By analyzing data, this study demonstrates that intangible human values such as care, co-operations, compassion along with the tangible medical services are vital to satisfy the needs of the patient and has the most powerful effect in terms of patient satisfaction during a hospital stay at **DHK**.

HOSPITAL PROFILE

- Mahasaya Rajdharji Jamshri Maharaja Bahadur has made his Mubarak in the 1970 on Sunday, August 11, 1913, in the morning open the hospital and the dispensary.
- D. Hospital is a 150 bedded hospital in Jamkhambhaliya, District Dwarka.
- D.H providing all major patient care services.
- D.H. having department like O.T, Labur room, Emergency services, Causality ward, Ophthalmology, ENT, Dental, Skin specialist, Mental health and NCD department.

DISSERTATION PROFILE

- I was appointed as a Assistant Hospital Administrator to manage the operations and daily activities in the hospital.
- The main concern was to observe and understand the process.
- The work helped me out to understand the synchronization amongst various departments.
- This also helped me to understand how the hospital maintains the standard's laid down at various parts of hospital which are directly or indirectly related to patient experience.

PROBLEM STATEMENT

- Various dimensions of patient experience have been identified, ranging from admission to discharge services, as well as from medical care to interpersonal communication.
- Well recognized criteria include responsiveness communication, attitude, clinical skill, comforting skill, amenities, food services, etc.
- The interpersonal and technical skills of health care provider are two unique dimensions involved in patient assessment of hospital care.

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- Better appreciation of the factors pertaining to client experience would result in implementation of custom made programs according to the requirements of the patients, as perceived by patients and service providers.
 - Patient experience has become an important measurement for monitoring health care performance of health plans.
 - Patient is the best judge since (s)he accurately assesses and provides inputs which can help in the overall improvement of quality health care provision.

AIM OF STUDY

- The aim is to study the level of patient experience to understand the emerging needs of the patient in terms of quality health care.
- Identify strategies that may help in increasing patient experience scores and sustain patient loyalty on a long-term basis.

RATIONALE OF THE STUDY

- Many previous studies have developed and applied patient experience as a quality improvement tool for health care providers.
- Patient experience is an important issue both for evaluation and improvement of healthcare services.

OBJECTIVES

General

- To determine the patient experience in the In-patient department by developing a patient experience score card after evaluating the collected feedback forms of a tertiary care hospital.

Specific

- To measure level of experience with medical and nursing services.
- To measure level of experience with support services of the hospital namely diet and nutrition, housekeeping, food and beverage and security
- To recommend strategies for improving the level of patient experience and services of the IPD.

METHODOLOGY

- **STUDY AREA** – In-Patient Department of District Hospital Jamkhambhaliya.
- **STUDY DESIGN** – Descriptive Cross sectional
- **STUDY PERIOD**- 5th February- 5th May, 2017.
- **STUDY POPULATION** – Patients admitted in the In-patient Department.
- **SAMPLE SIZE** – 200 patients in IPD (taking 95% as confidence interval)
- **SAMPLING METHOD** – Non-probability convenience sampling
- **DATA COLLECTION** – Observation and Interview method
- **DATA ANALYSIS** – Using Microsoft Excel.

PARAMETERS ASSESSED FOR IPD

1. Help desk/Registration/front office.
2. Accommodation
3. Facilities for attendants
4. Medical and nursing process
5. Discharge process
6. Facilities like:
 - Waiting area
 - Public dining options
 - Parking and security
7. Overall behavior

- **NATURE OF DATA:-**Quantitative data collected through survey questionnaire technique.

SCALE OF RATING RESPONSES

- 5 = Very Good
- 4 = Good
- 3 = Average
- 2 = Poor
- 1 = No Response

TYPE OF DATA:-

- Collected through direct observations.
- Interacting with the patients or the attendants of the patients of this hospital.
- Information obtained through Hospital records.
- Information gathered through internet.

STUDY TECHNIQUE USED:- Questionnaire technique was used including both open ended and closed-ended questions.

STUDY TOOLS USED:-

- Feedback forms
- Discharge Report

OBSERVATION

S. NO.	(i)Registration office	SCALE & NO. OF RESPONSES						4.36
		5	4	3	2	1	Total	Average
1	Please rate the ease with which you could contact the hospital	79	120	1	0	0	200	4.39
2	How did we respond to your queries?	86	108	0	0	6	200	4.34
3	How was your admission process?	84	112	0	0	4	200	4.36
4	Please rate the efficiency and warmth of registration office team.	88	106	0	1	5	200	4.35

Accommodation

S. NO.	(ii) ACCOMODATION	SCALE & NO. OF RESPONSES						4.35
		5	4	3	2	1	Total	Average
1	How comfortable was your accommodation	81	116	0	0	3	200	4.36
2	The quality of cleanliness and upkeep	87	112	0	0	1	200	4.42
3	How well did all equipment's/activities work	91	107	0	0	2	200	4.42
4	Quality of food	77	119	1	0	3	200	4.33
5	Food services on time	83	111	1	0	5	200	4.33
6	Efficiency and politeness of Food & Beverage team.	80	113	0	0	7	200	4.29

Medical & Nursing Process

"S. NO.	(iii) MEDICAL AND NURSING PROCESS	SCALE & NO. OF RESPONSES						Average
		5	4	3	2	1	Total	4.34
1	Time spend by doctors to explain diagnosis and treatment.	79	120	0	0	1	200	4.38
2	Attention from our doctor's team	88	109	0	0	3	200	4.39
3	Attention from our nursing team	82	114	0	0	4	200	4.35

4	How well did our nursing team explained? your treatment, procedure and care at home	77	115	0	0	8	200	4.26
5	Please rate the quality of service							
	➤ efficiency	76	122	0	0	2	200	4.35
	➤ promptness	74	124	0	0	2	200	4.34
	➤ care & warmth	77	119	0	0	4	200	4.32

Facilities For Attendant

S. NO.	(iv) FACILITIES FOR ATTENDANT	SCALE & NO. OF RESPONSES						Average
		5	4	3	2	1	Total	4.18
1	Quality of in room facilities	73	126	0	0	1	200	4.35
2	Food options for attendants	81	83	0	0	36	200	3.86
3	Guidance and information on patient movement during procedure.	81	115	0	0	4	200	4.34

Other Facilities

S. NO.	(v) OTHER FACILITIES (please rate the quality of)	SCALE & NO. OF RESPONSES						4.05
		5	4	3	2	1	Total	Average
1	Pharmacy	57	127	0	0	16	200	4.04
2	Waiting area	69	121	0	0	11	200	4.20
3	Parking and security	59	117	0	0	24	200	3.93

Discharge Process

S. NO.	(vi) DISCHARGE PROCESS	SCALE & NO. OF RESPONSES						4.30
		5	4	3	2	1	Total	Average
1	Please rate the overall discharge process	67	130	1	0	2	200	4.30
2	Response to any query	71	125	0	2	2	200	4.30

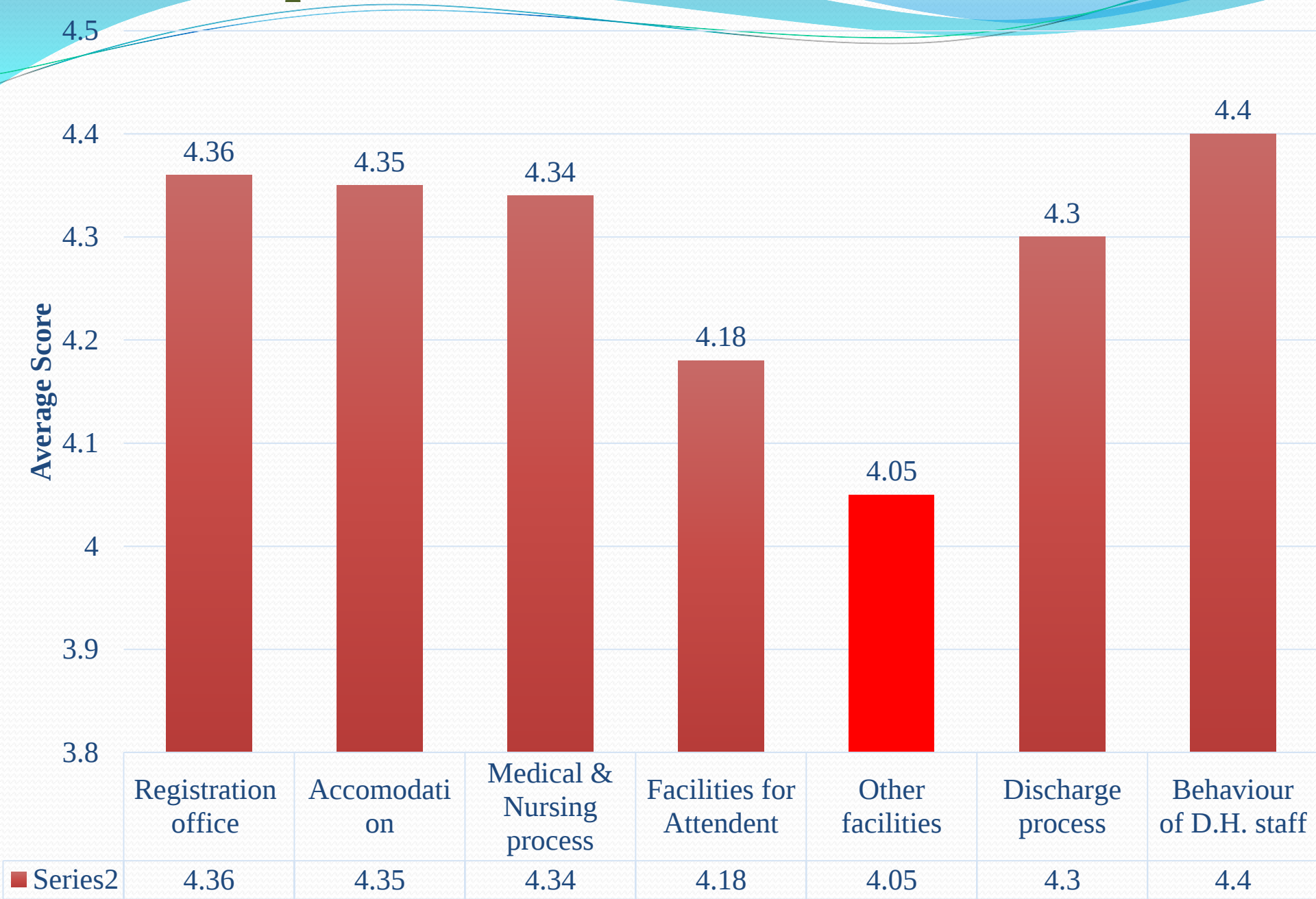
Behavior Of The D.H.Team

S. NO.	(VII) BEHAVIOUR OF THE D.H. STAFF	SCALE & NO. OF RESPONSES						Average
		5	4	3	2	1	Total	
1	Overall level of service	87	111	0	0	2	200	4.40

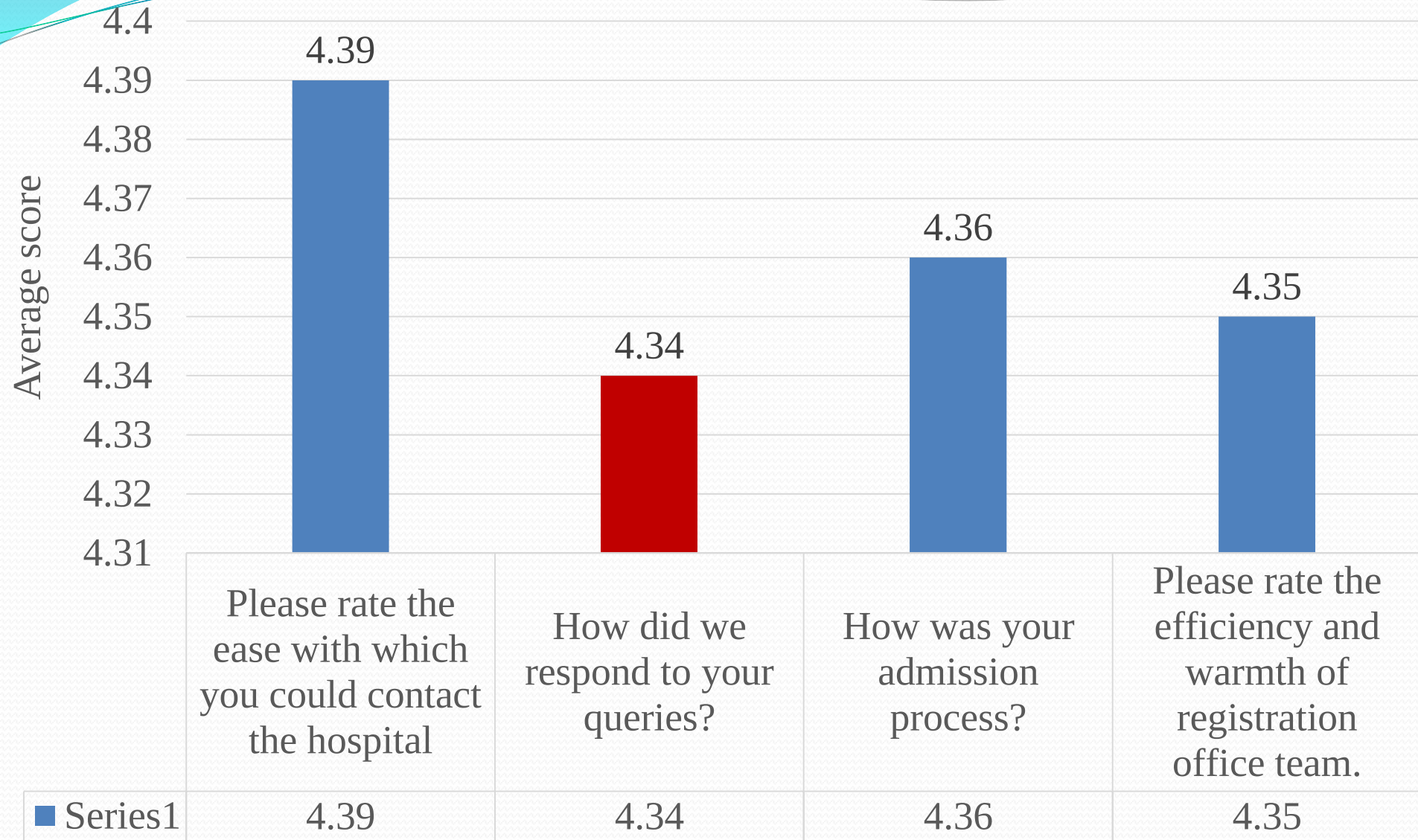


ANALYSIS

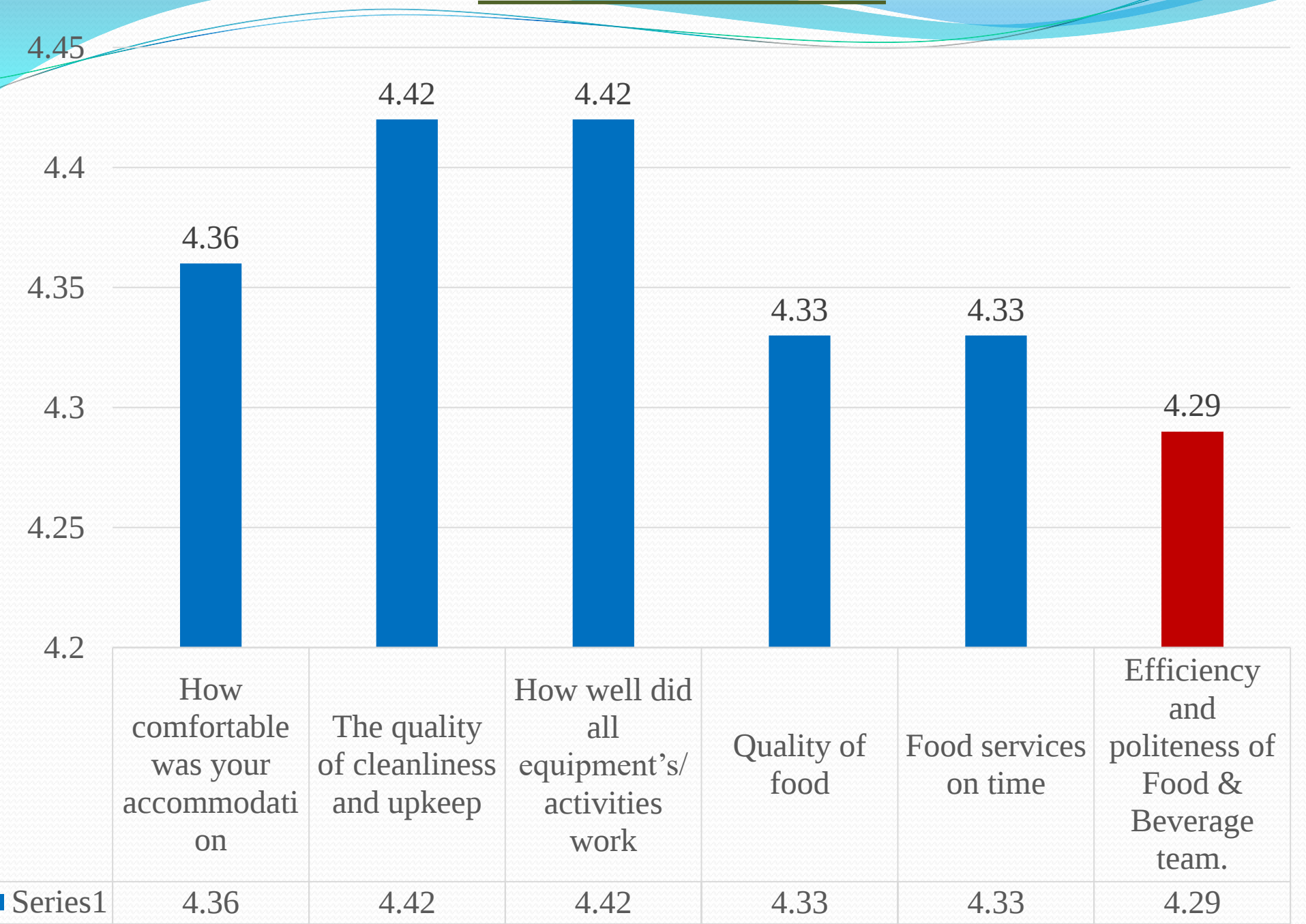
Overall Experience of IPD in General



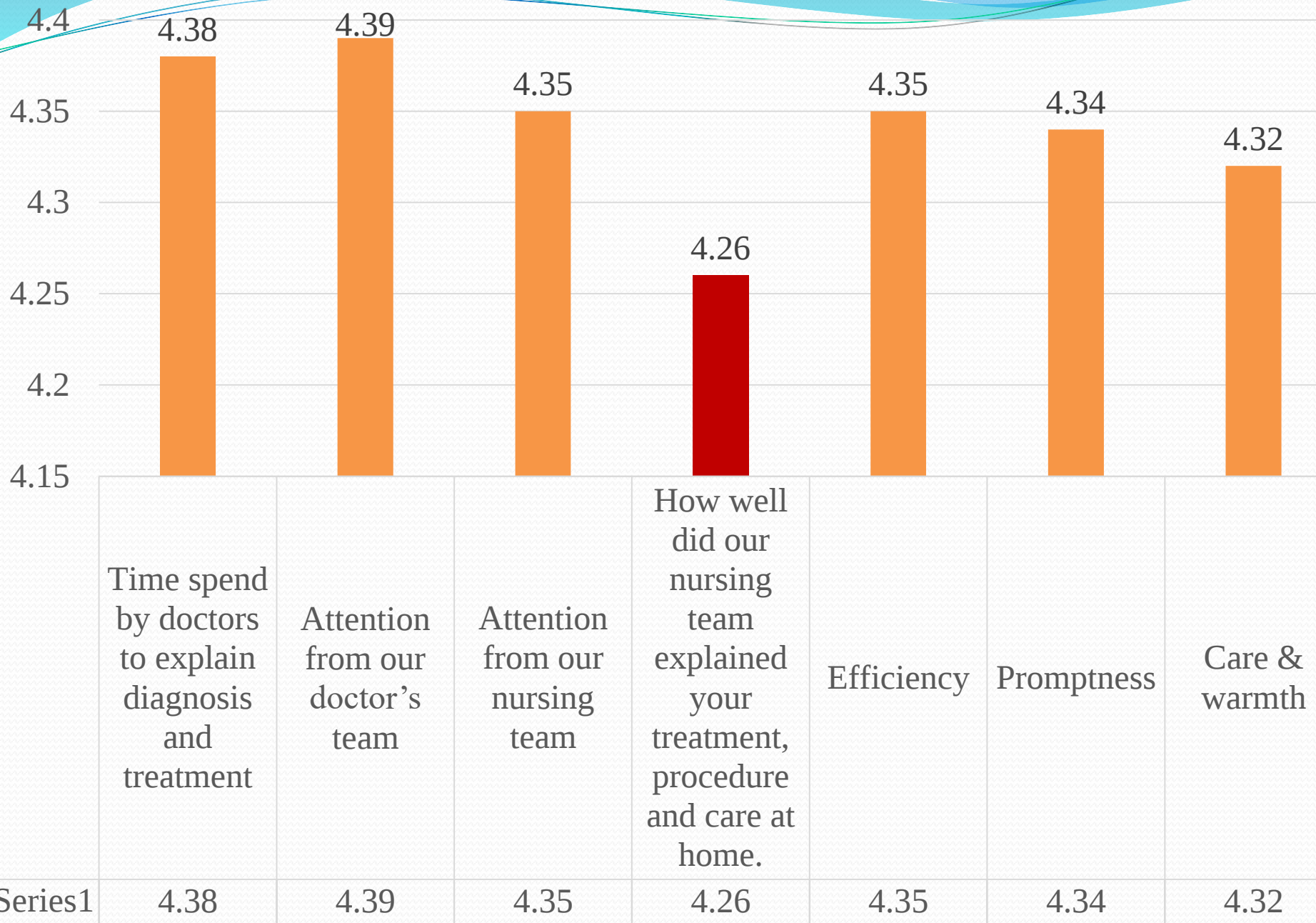
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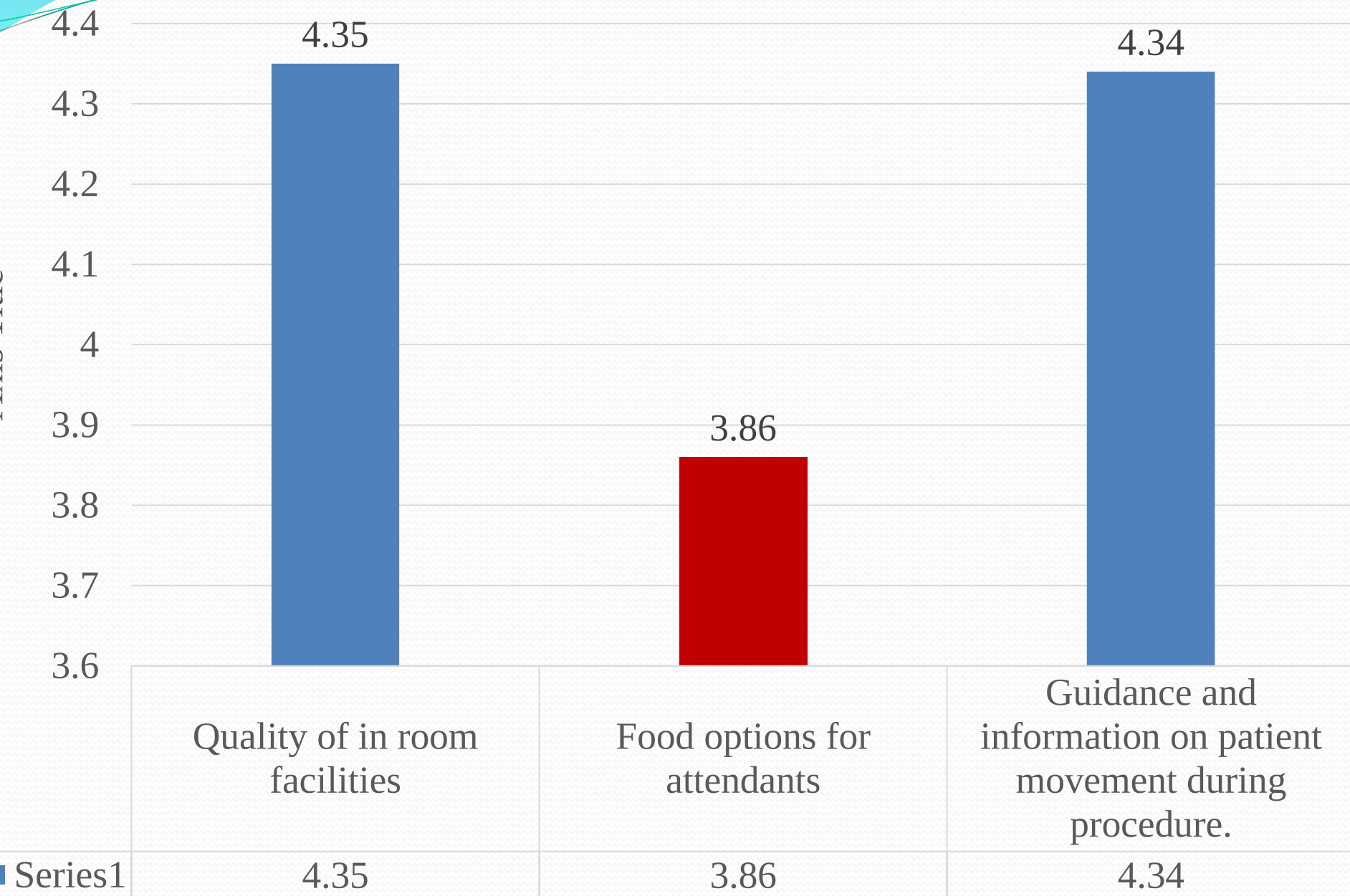
Accommodation



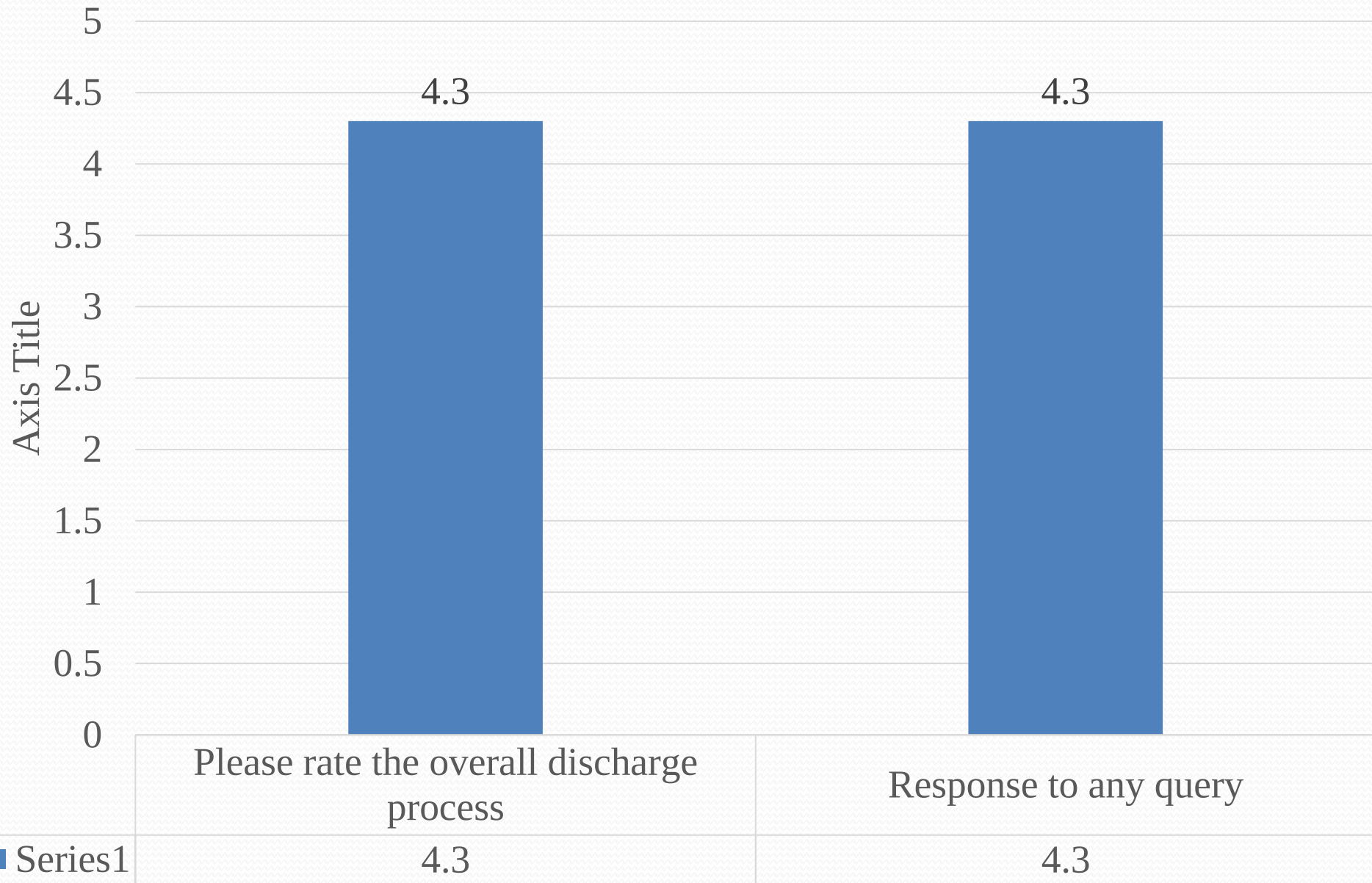
Medical & Nursing Process



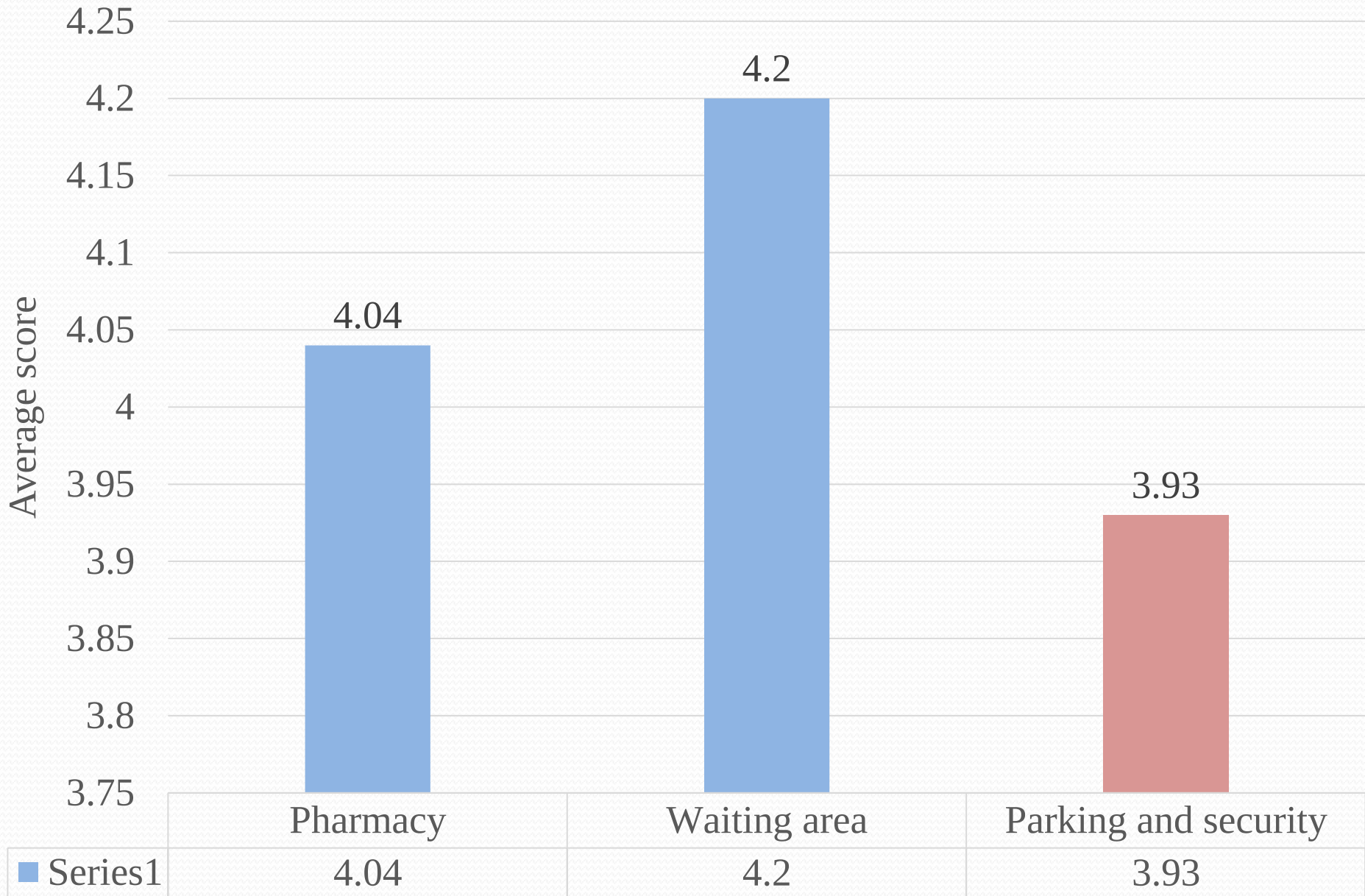
Facilities for Attendants



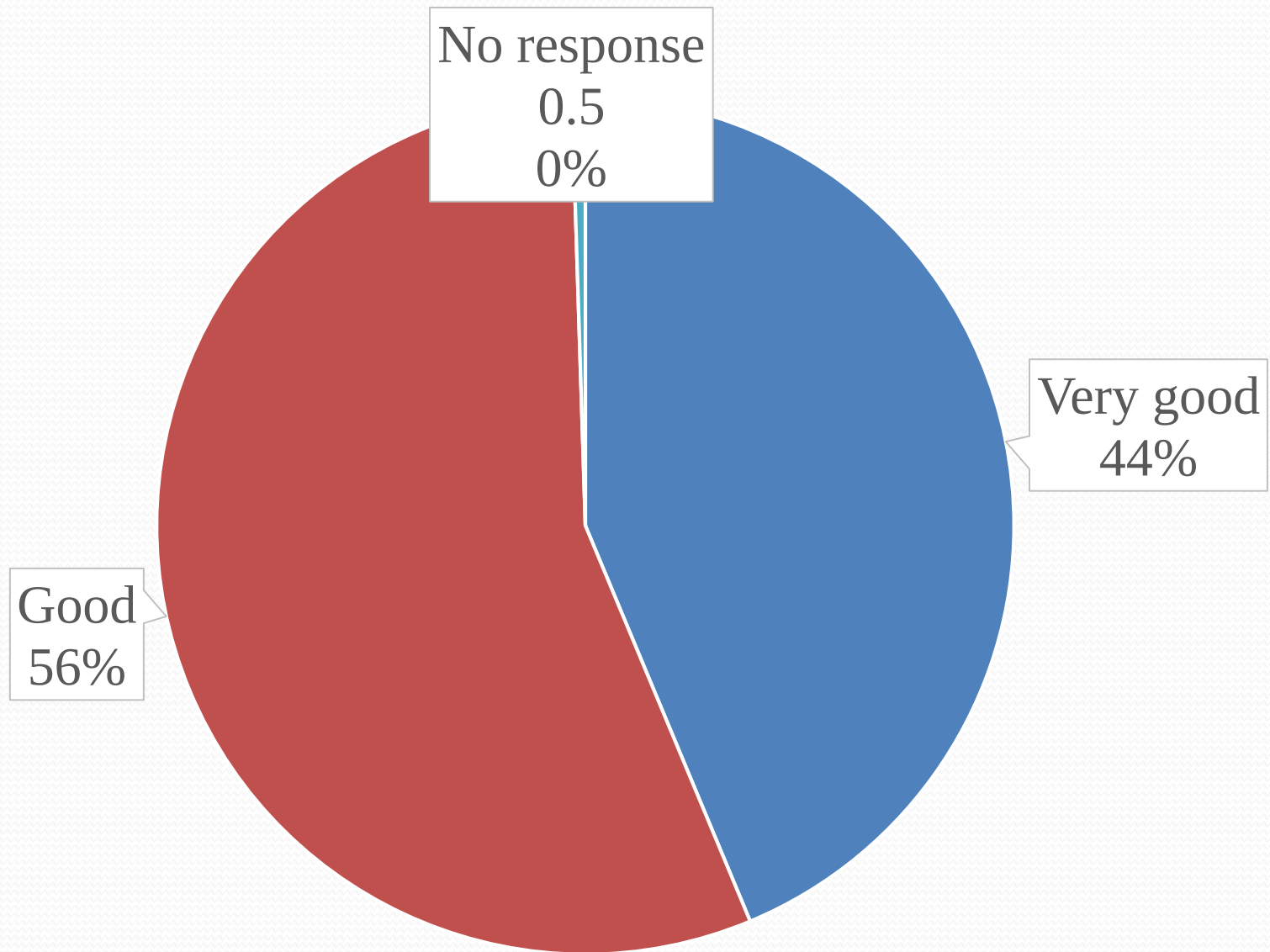
Discharge Process



Other facilities



Behavior of the D.H. staff



RECOMMENDATIONS

- The ATM facility should be in the building for the patient's convenience.
- Parking area should have shade.
- Staff can be trained to be more courteous as 8 complaints of discourtesy have been received.
- There can be a decrease in the time taken for reaching particular ward.
- Hospital environment can be improved by reducing level of disturbances and noises at nursing stations.

- Quality of food has received 16 complaints regarding various aspects such as taste, not cooked properly, delay in delivery.
- Nurses respond lately to the call. Promptness from the staff side towards patient concern should be increased, by training.
- Quality of room facility can be improved by maintaining a roster which shows at what time the toiletries were kept.
- Discharge process should be less time consuming and this can be achieved by completion of morning rounds by doctors and signing the discharge papers timely.

CONCLUSION

- From the project report it can be concluded that the D.H. has succeeded in creating a culture where rendering quality patient services is its main strategic goal.
- D.H. has put in its concentrated efforts to pay attention to the patient's need or privacy, compassion and information related to his or her hospital visit.
- The Hospital Admin. Dep. works in the area of problem identification and problem-solving ensuring the patient to be the integral part of this hospital thereby enhancing patient experience.



THANK
YOU