



Monilek Hospital
& Research Center

A Meta Review of Determinants of Patient Satisfaction and Level of Patient Satisfaction in Monilek hospital

By:-
Sweety Jain
MBAHM-19
0233

INTRODUCTION

- Patient satisfaction is often defined as a measurement that obtains ratings from the patients about the services received from an organisation, hospital or healthcare provider.
- Patient satisfaction emerges as a critical outcome of medical care due to increasing emphasis on patients as customers of the services in the healthcare market.
- The reviewed literature agreed on the fact that there is an impact of measuring patient satisfaction on quality improvement of care.
- Patients' 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.



OBJECTIVES

1. To identify factors influencing current level of patient satisfaction.
2. To study existing levels of satisfaction among the patients.
3. Suggest recommendations for improvement.

Meta Review of determinants of patient satisfaction

Published Year	Authors	Topic of Study	Determinants of Study
1989	Jagdip Singh	Review and Re-conceptualization	Issues pertaining to patient satisfaction are reviewed.
2002	Karin Braunsberger, Roger H Gates	Patient satisfaction with Health care and Health plan	Accessibility, courtesy and respect, time spent with patient.
2008	Joshua Fenton	Patient satisfaction linked to higher health care expenses and Mortality.	Improving quality measures with the hope of Strengthening Patient Loyalty.
Feb 2009	Aditi Naidu	Factors affecting patient satisfaction and health care quality	Patient Perceptions, loyalty.

Year	Authors	Topic	Determinants
May 2010	Kranja Lawrence Mwangi	Patient ratings of quality of out-patient visit to Clinical Officers in Kenya.	Association between patient variables with patient satisfaction scores.
2010	Pouran Raeissi, Ehsan Saffari	Effects of institutional characteristics on in-patient satisfaction.A multi-level analysis.	Patient experience with doctors, Nurses assistance and communication process.
2013	Joshua ofori Essiam	Service quality and Patient satisfaction With Health care Delivery	Reliability, Assurance, Tangibles, Empathy and Responsiveness
Dec 2014	Param Hans Mishra, Tripti Mishra	Patient satisfaction at super specialty Tertiary care Hospital	Admission, Ward preparations, Toilets, Food services, Nurses and Doctors behaviour.
Oct 2015	Michele Issel, Christine Lurie, Betty BekeMeier	Measuring population Care Performance	Value, Respect, Communication, Leadership, Enthusiasm, Expertise and Population-focus.

Year	Authors	Topic	Determinants
Jan 2016	Alireza Ghorbani,, Nahid Reissi	Patient Satisfaction with the Family Physician Programme	Demographic specifications, waiting time and importance of physician's sex
Jan 2016	Raquel Oliveira Vieram, Claudia Raquel Andrade, Autonio A Paulo, Antonio Pipa, Afreixo	Patient satisfaction in office Hysteroscopy	Tolerability, Sensibility and Specificity.
Feb 2016	Maxim Topaz, Marianne Lisby, David W Bates, Ronen Rozenblum	Nurse Perspective on patient satisfaction and expectation	Nurse's attitude and performance with respect to patient expectations.
March 2016	Vikas mittal	Implementing Customer Focused strategy in health care using PSSM.	Reliability and validity of patient satisfaction scales.
April 2016	Edmund R Becker, Jason M Hackenberry	Nurse Staffing Strategies	RN's per bed affect the level of patient satisfaction

METHODOLOGY

- Study Design- Descriptive Study.
- Data Collection Tool- Primary data was collected through a Questionnaire.
- Sampling Procedure- Convenience Sampling Method.
- Sample Size- 100 Patients.
- Study Area- Monilek Hospital And Research Centre, Jaipur.
- Study Period- Data Collection Period- March To April, 2016.

Data Analysis and Interpretations

- In this Survey, data was collected through a close ended questionnaire which was based on four (4) parameters which were Not applicable(NA), Below Satisfactory, Satisfactory and Above Satisfactory.
- Questions were made on departmental basis. Questionnaire includes various departments of Hospitals.

QUESTIONNAIRE

FRONT OFFICE/ENQUIRY COUNTER

Time taken for admission / registration.

Information provided was accurate and explained

Behaviour of the reception staff.

Waiting time to see doctor was

Overall functioning of the reception cell

ER SERVICES

Level of care provided

behaviour of the emergency staff

Explanation of procedures and aftercare instructions given was

Attending physician behaviour and attitude

Overall rating/ functioning of ER services

NURSING STAFF

Nursing attention and responsiveness to needs

Quality and level of care.

Explanation of procedures, tests, and treatments

Consideration for family and visitors

Overall rating/ functioning of nursing services

PHYSICIAN SERVICES/ DOCTOR

Physician responsiveness to questions /query

Explanation of tests, procedures, treatments

Courtesy and respect you were given –friendliness/ kindness

Skill in treating condition

Overall rating/ functioning of physician services

Dietary/nutritional Service

Time of arrival of food services

Quality and hygiene of food

Dietary counselling provided

Appearance and taste of food

Overall rating of nutritional services

UPKEEP OF SERVICES

Availability of drinking water

Clean and proper sitting arrangement

Toilets were clean and properly maintained

Common area had mobile charging points, television sets, newspaper

Overall rating of accommodations/ facility

HOUSEKEEPING STAFF

Housekeeping staff was neat and tidy

Housekeeping staff was well mannered

Didn't have problem in response time from the house keeping staff

Linen laundry was clean& changed daily

Satisfied towards overall cleaning of the ward/room

DIAGNOSTIC & ANCILLARY SERVICES

Waiting time for the diagnostic services

Communicated about the report collection date, time and location

Explanation about procedure to be performed/medicine to be consumed

Behaviour of the staff

Overall rating of diagnostic & ancillary services.

Dispensary

Behaviour of the staff

Time duration for receiving the medicines

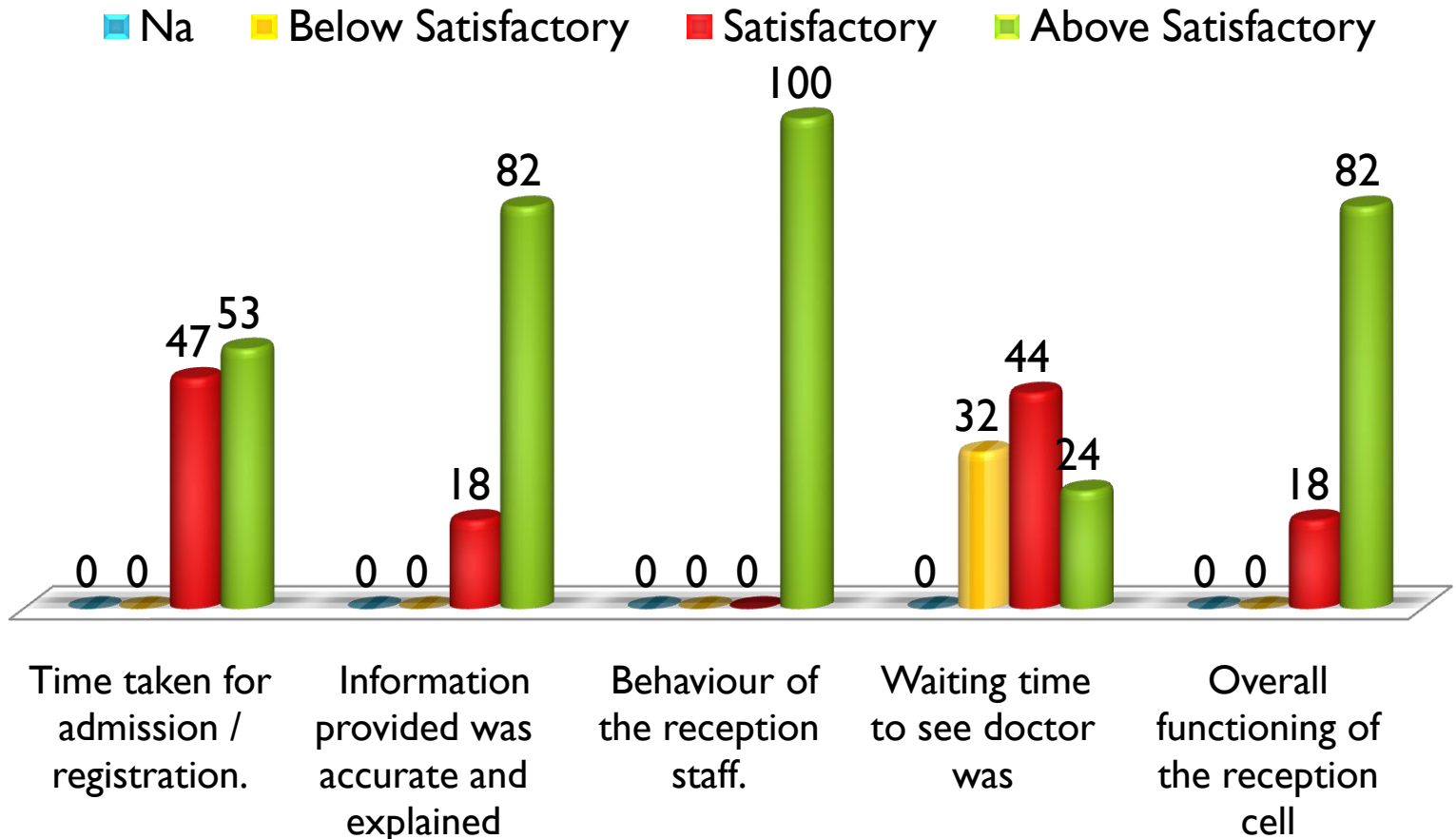
Proper order was followed ,while distributing the medicines

Explaining of dose by the staff

Overall functioning of the dispensary

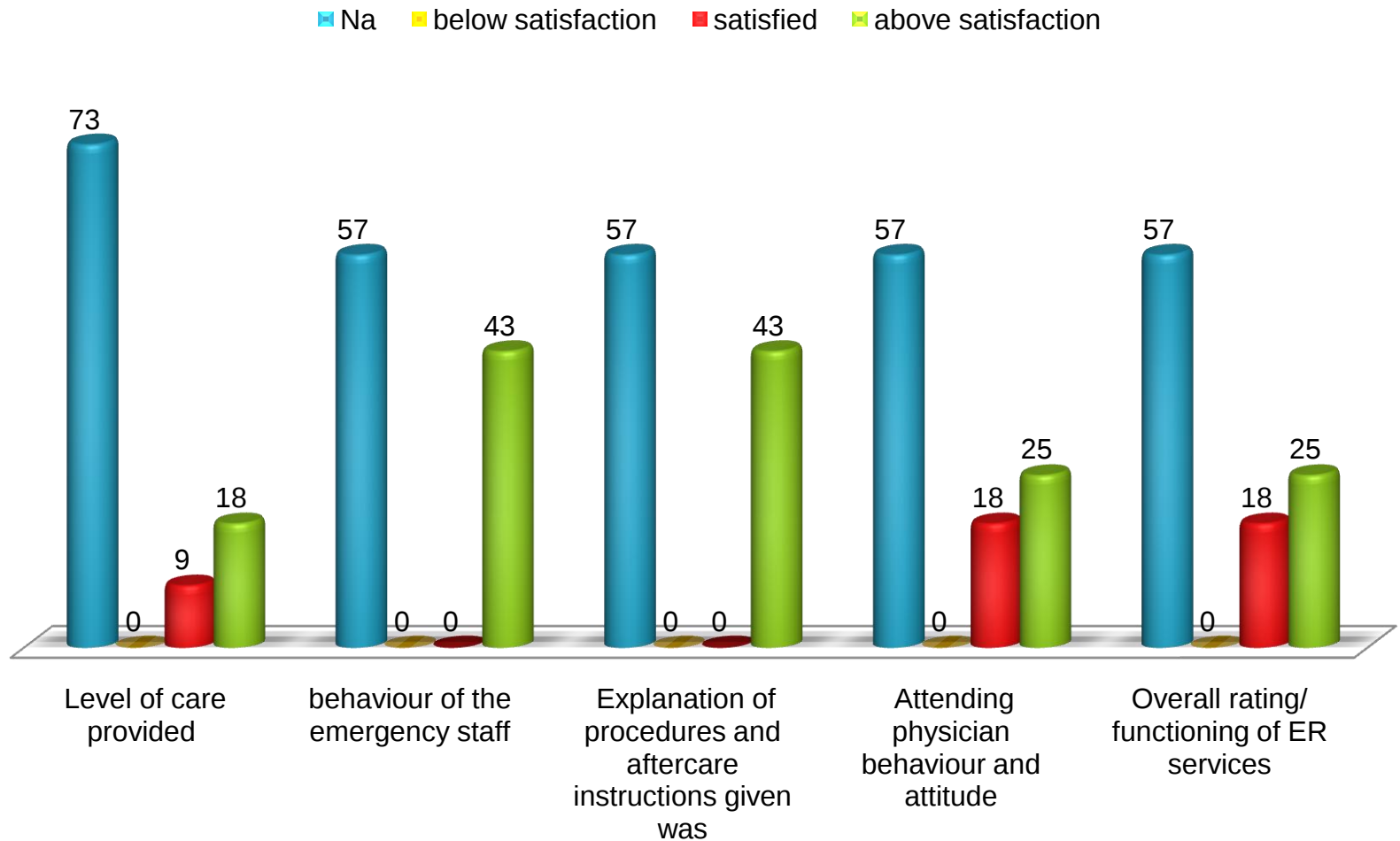
FINDINGS

Front Office /Enquiry Counter



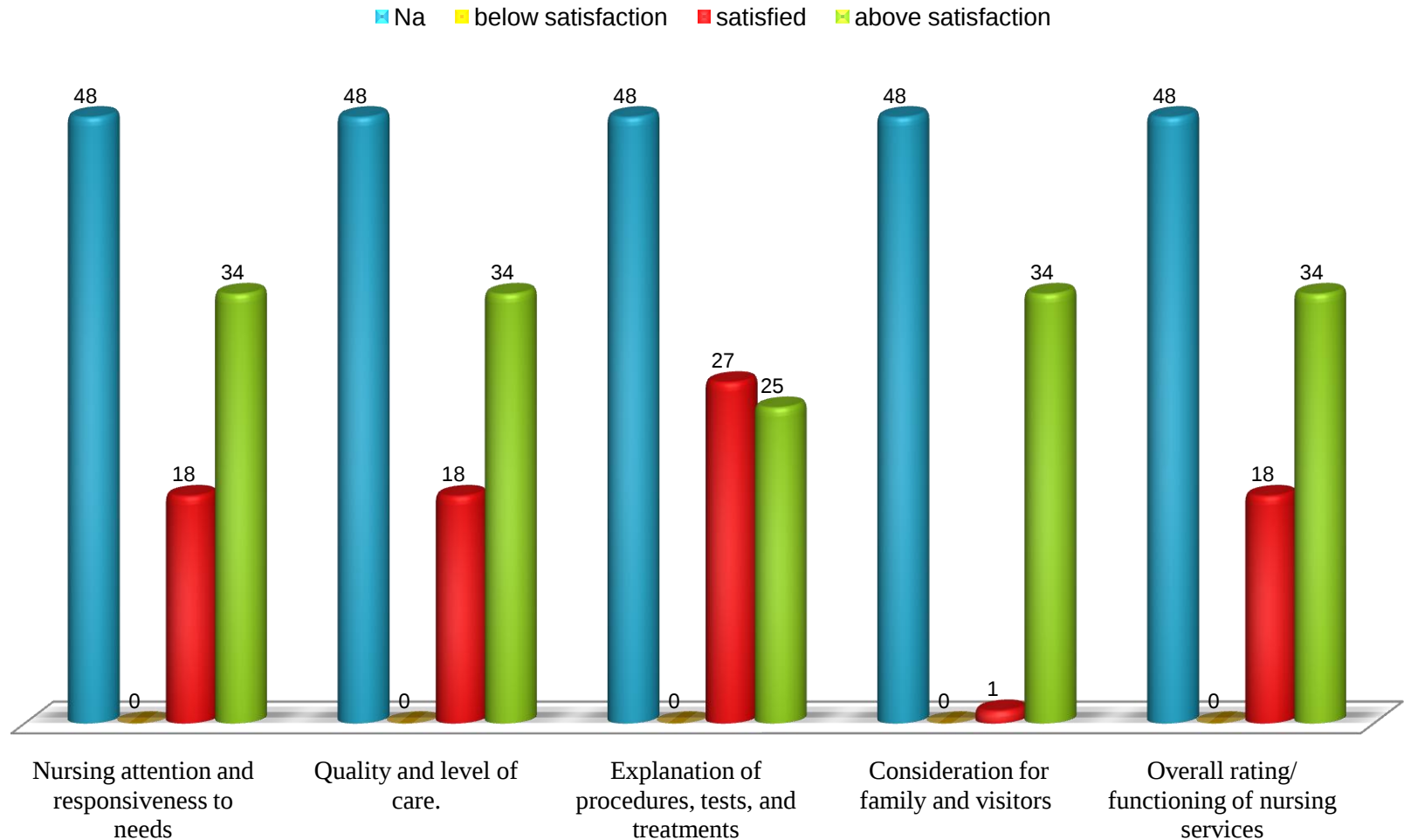
All 100 patients completed the survey for the Front office counter. Their overall satisfaction with the department rated 82% for Above Satisfactory. But 1/3rd of those patients were not satisfied with the waiting time to see doctor.

EMERGENCY SERVICES



According to the analysis, this graph predicts that majority of the patients did not avail emergency services and those who avail are highly satisfied with the services. Area which deserve attention: - Attending physician behaviour and attitude.

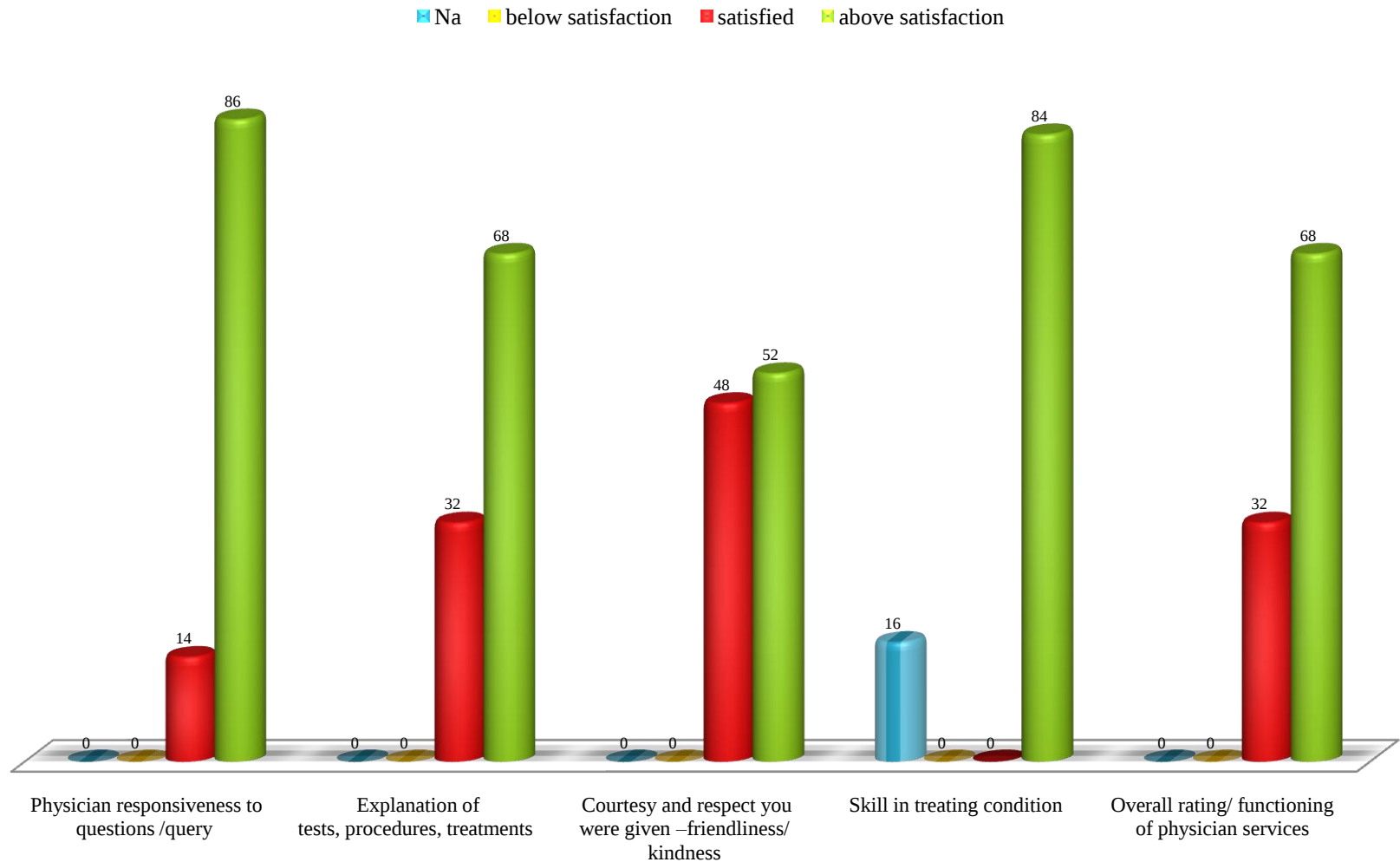
NURSING SERVICES



The above graph shows that 48% of the patients did not avail nursing services and 34% of the patients were rated nursing services as above satisfactory.

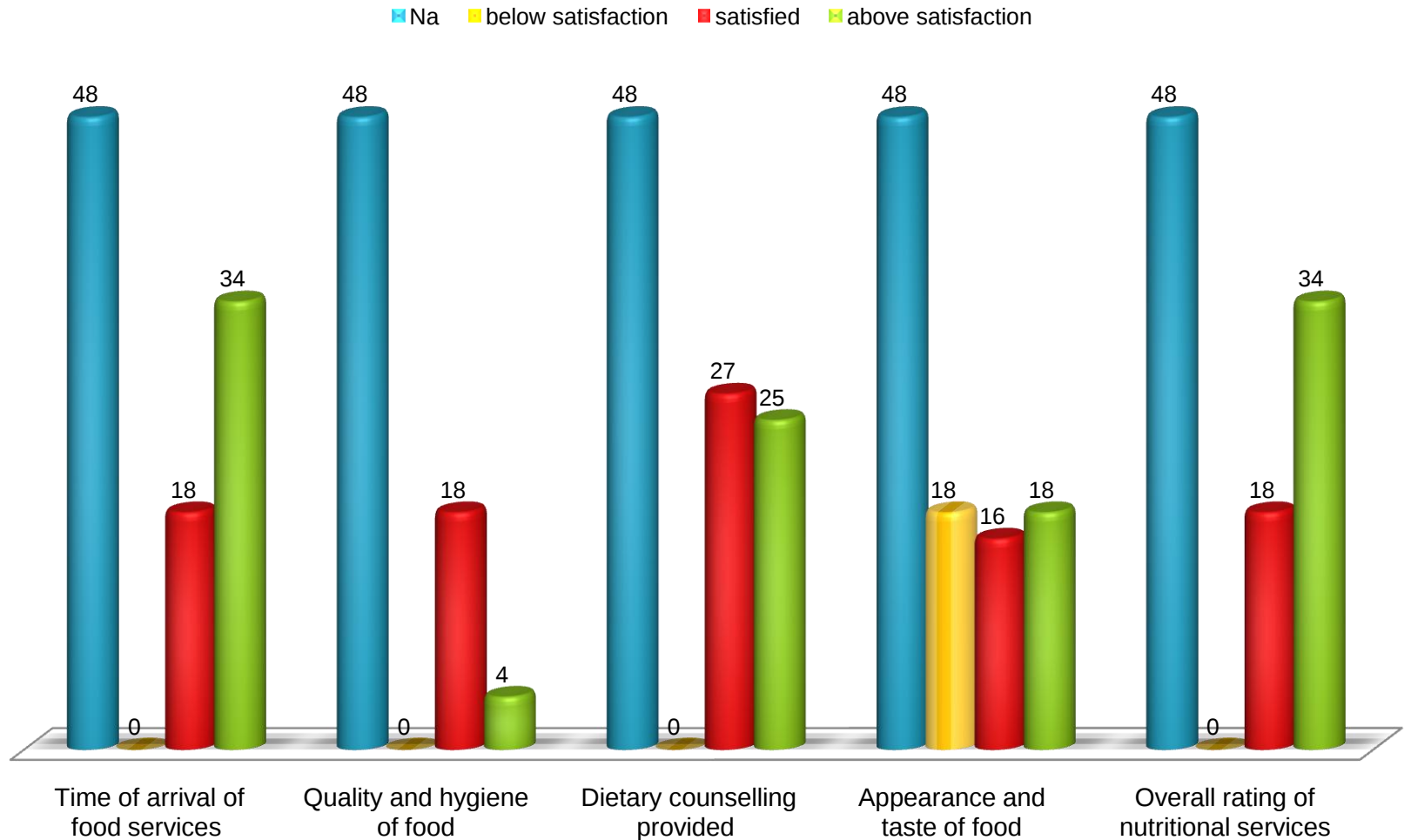
Area which deserve attention: Explanation of procedures, tests and treatments.

PHYSICIAN/DOCTOR



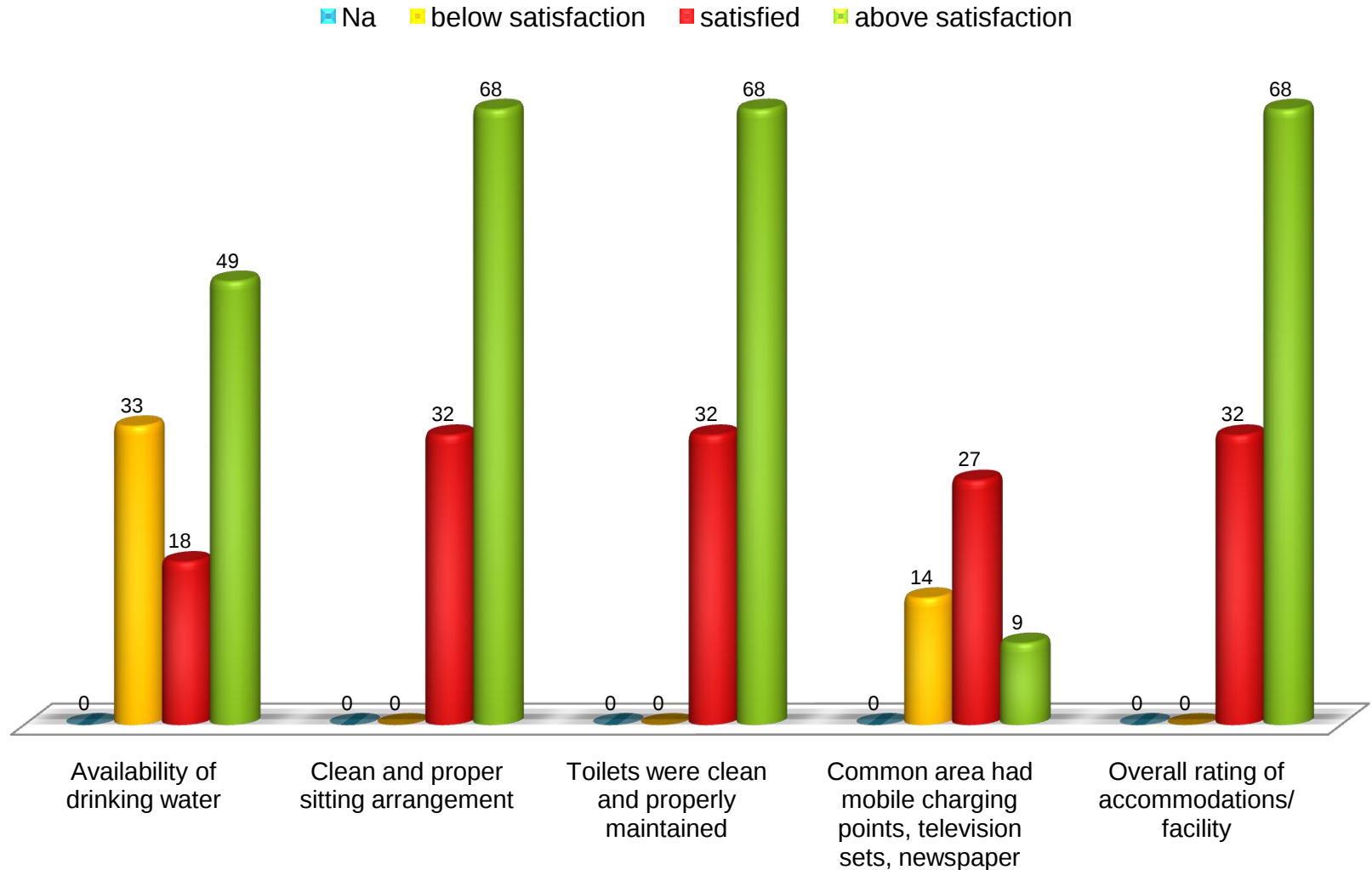
The above graph shows that most of the patients were satisfied with the services provided by physician or doctors.

DIETARY/ NUTRITIONAL SERVICES



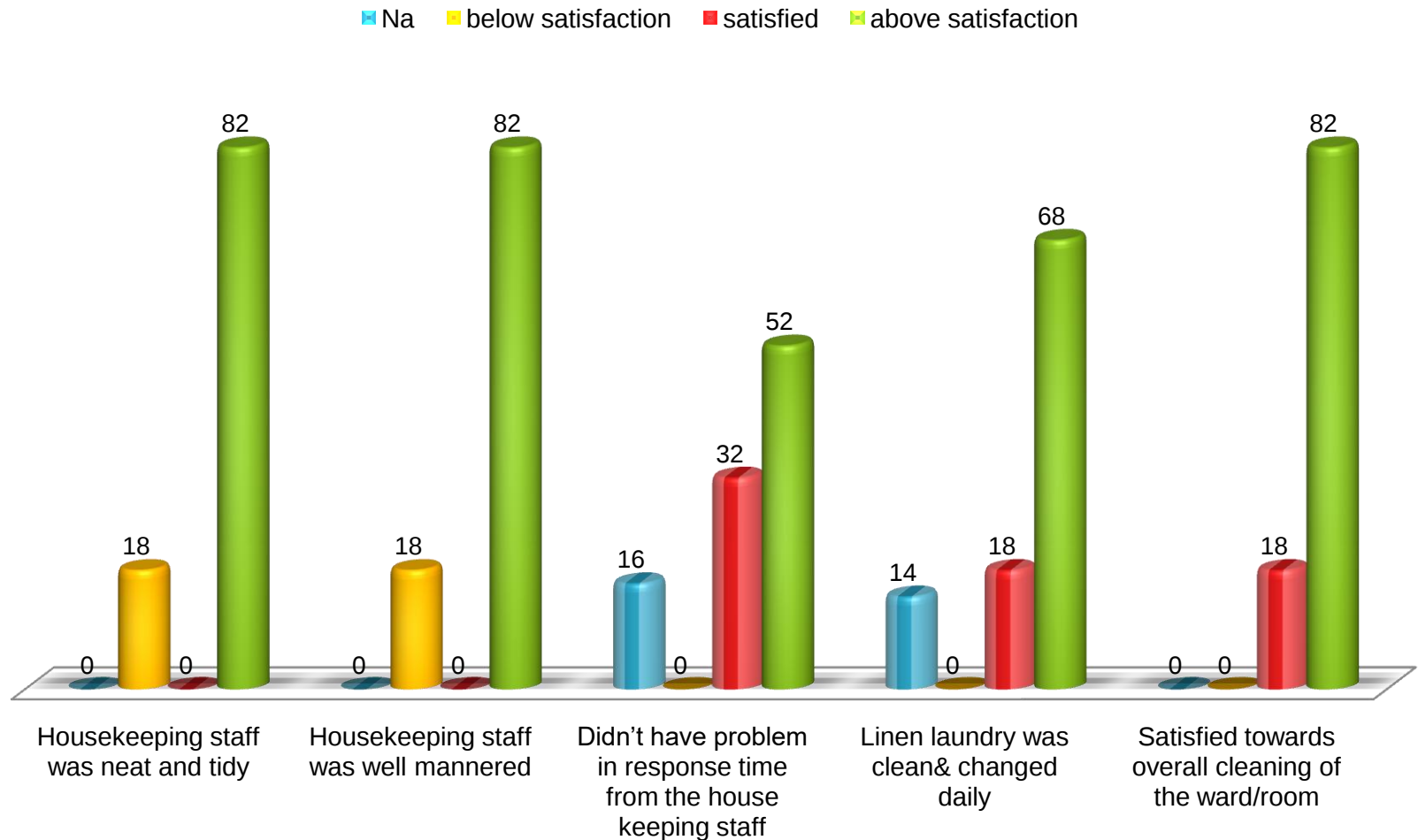
Above figure shows that 48% of the people did not avail dietary services of the hospital but 18% of patients complained about the appearance and taste of the food.

UPKEEP OF SERVICES



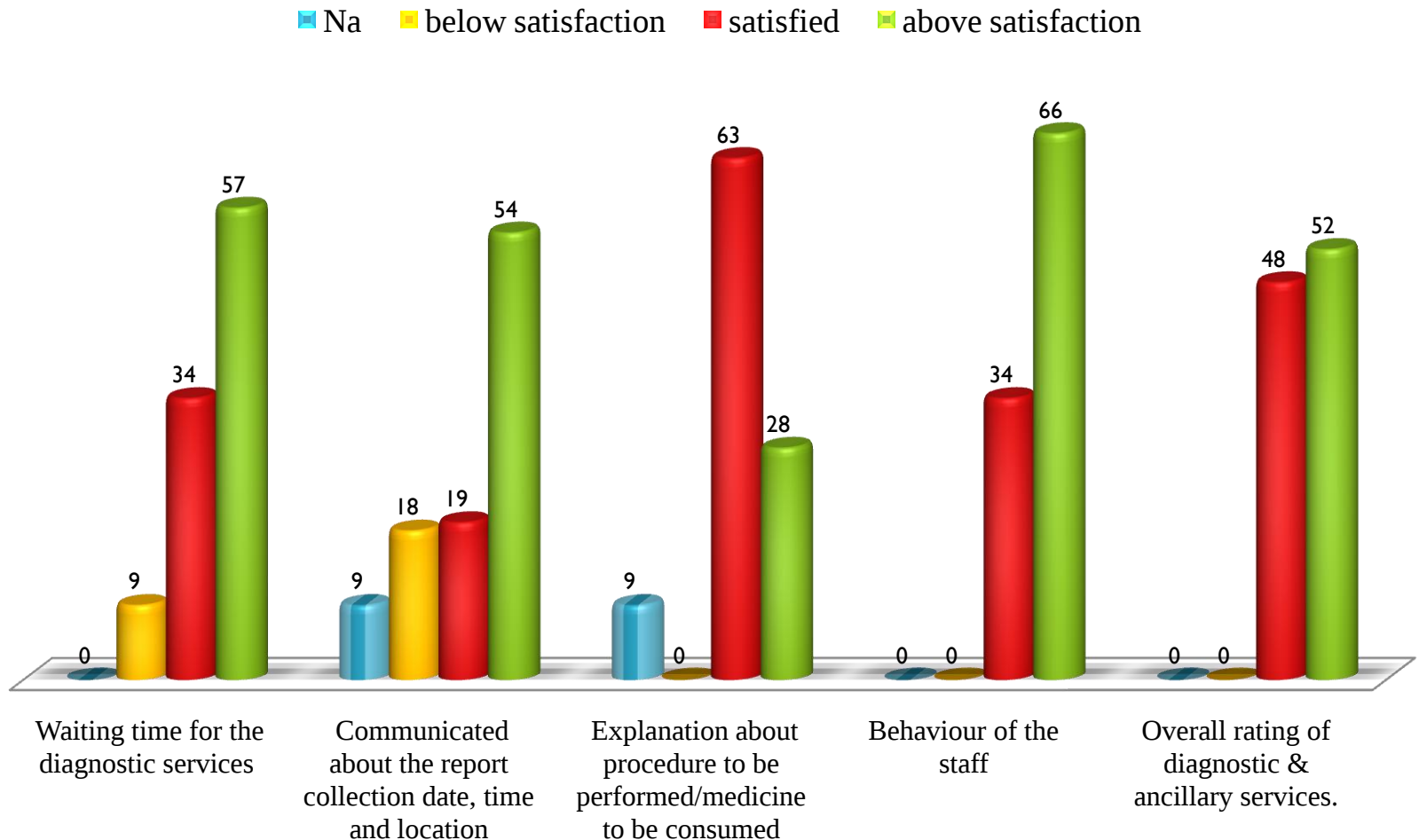
The above graph predicts that more than half of the patients were highly satisfied with the services provided to them in the premises but at the same time 1/3rd of patients were not satisfied with the drinking water facility.

HOUSEKEEPING STAFF



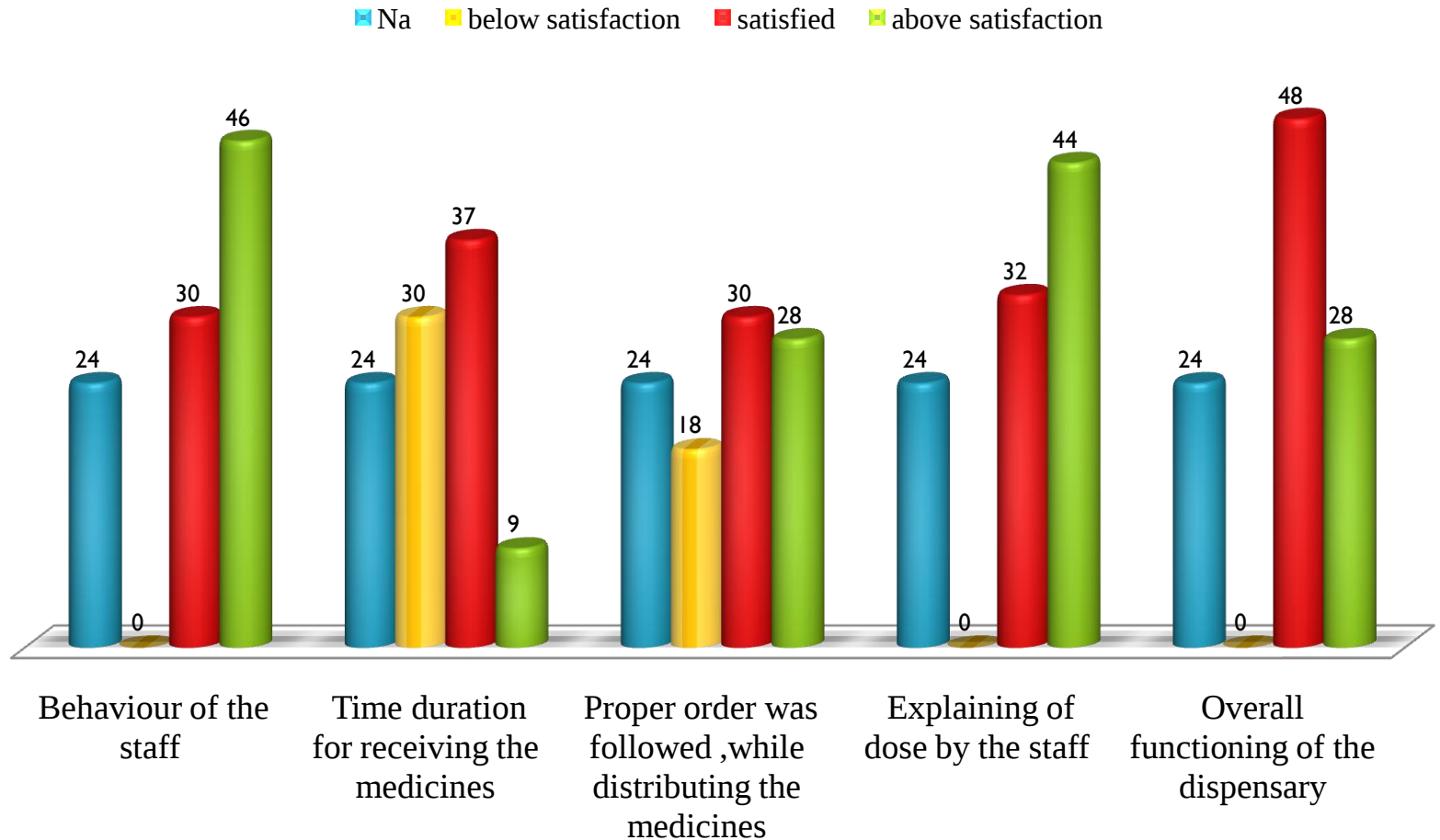
According to this data it is predictable that most of the patients were satisfied with the housekeeping facility but 18% of patients were rated this department as below satisfaction level as they were not satisfied with the cleanliness and mannerism of staff.

DIAGNOSTIC & ANCILLARY SERVICES



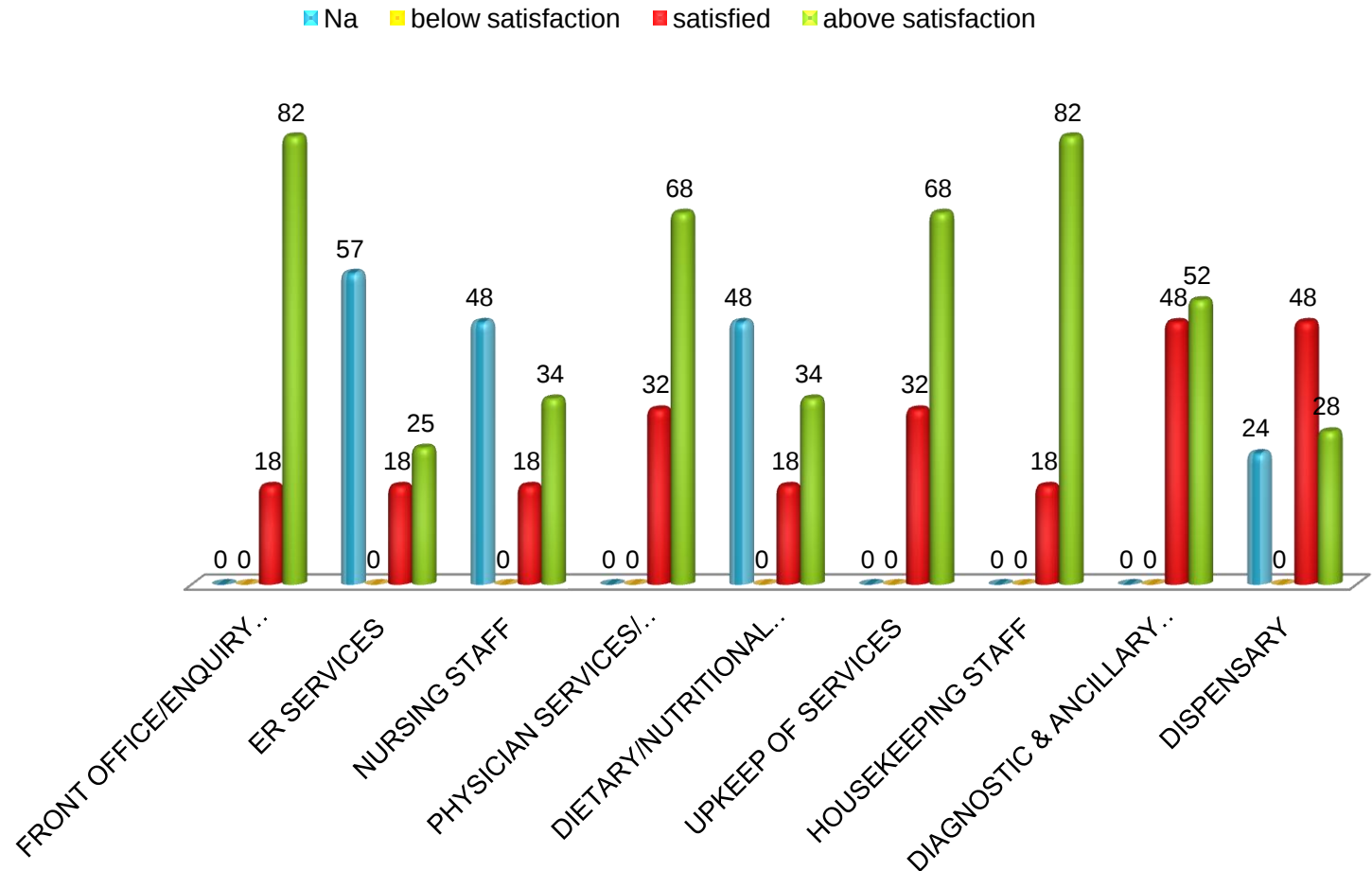
Above figure represents that around 50% of the patients rate diagnostic services as above satisfactory and others were satisfied with the services.

DISPENSARY



Dispensary department analysis shows that 24% of the patients did not avail services and those who avail were rate them as Satisfactory and above satisfactory.

OVERALL SERVICES



A comparison of the overall rating for each of the different elements of a hospital indicates that patients were more satisfied with the Enquiry Counter and Housekeeping Facilities provided.

CONCLUSION

- In this project, a study was done on determinants of patient satisfaction and Level of patient satisfaction and results were identified based on the tool used for survey that is close ended Questionnaire.
- Results of the above analysis suggested that majority of the patients were rated hospital services as above satisfaction. But there are some departments or areas that need improvement, like: Patients were not satisfied with the waiting time to see doctor, Explanation of procedures, tests and treatment given by doctors or nurses, entertainment facilities of waiting area and so on.
- On the basis of these findings some recommendations were given to the organisation to improve the patient satisfaction level and to retain their customers.

Recommendations for Improvement

- Organisation can start token system for OPD patients to reduce the quos between patients and to maintain decorum of the hospital.
- There should be regular quality assessment for food or nutritional service. Dietician must go and check quality of food.
- A uniform signage system should be developed and it need to be bilingual.
- Scope of Services should be displayed at Enquiry counter.



THANK YOU