



# A GENERAL STUDY ON ENHANCING THE PATIENT SATISFACTION IN THE IPD SERVICES IN BLK MAX HOSPITAL

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## INTRODUCTION :

Quality care in hospitals refers to the provision of safe, effective, patient-centered, timely, efficient, and equitable healthcare services to individuals in a hospital setting. Here are some key elements that contribute to quality care in hospitals:

- **Patient Safety:** Hospitals must prioritize patient safety by implementing measures to prevent medical errors. This includes strict adherence to hygiene protocols, proper medication administration, accurate patient identification, and a safety throughout the organization.
- **Effective Treatment:** Quality care requires hospitals to provide evidence-based medical practices and treatments that are proven to be effective in achieving positive patient outcomes..

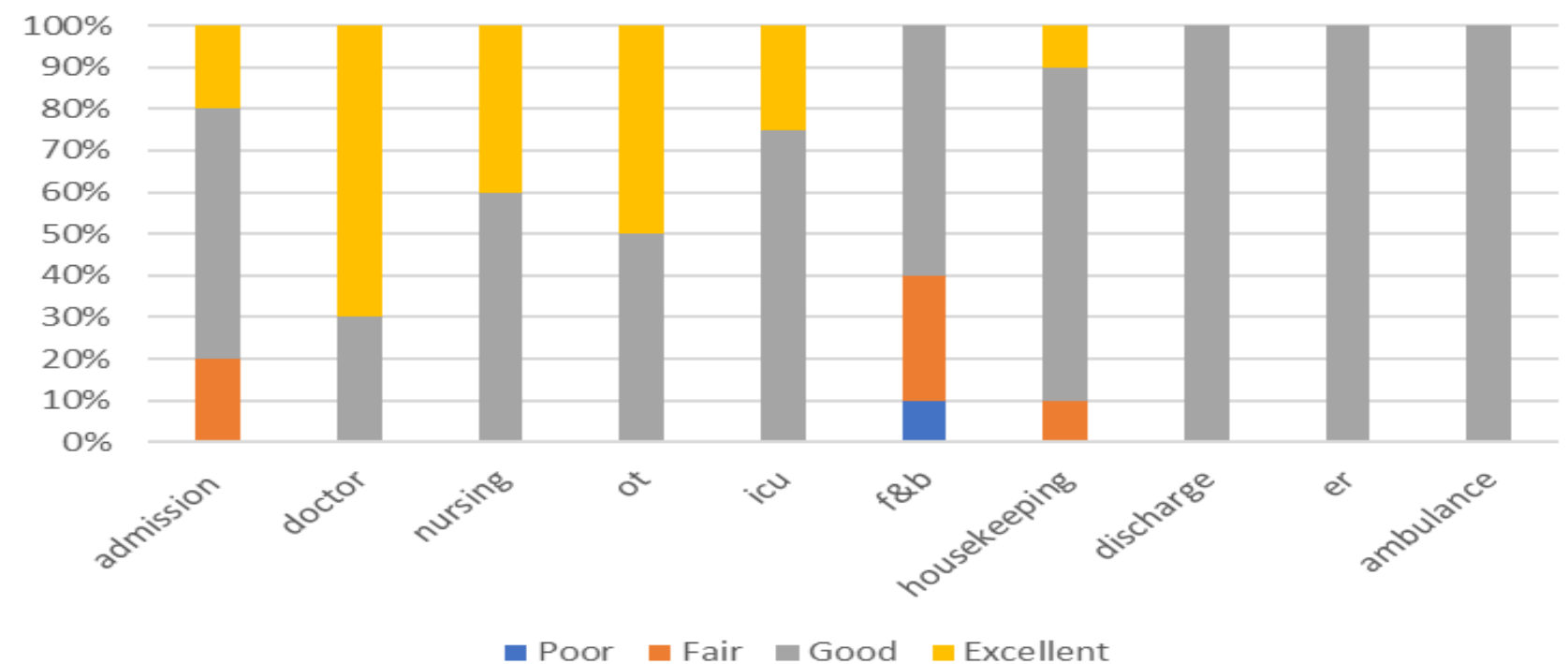
## METHODOLOGY :

- **STUDY DESIGN:** Analytical Study
- **SAMPLING TECHNIQUE:** Assessment through patient feedback
- **STUDY AREA:** BLK MAX HOSPITAL RAJENDRA PLACE , DELHI
- **SAMPLE SIZE :** Our hospital had 4 blocks (A,B,C,D) and I had taken 10 patients each from different blocks (40 Patients).
- **DATA COLLECTION TOOL :** Through excel sheet & making graphs taken feedback verbally by taking rounds everyday in patients bed .
- **DATA COLLECTION METHOD :** Taken detailed feedback by visiting or taking rounds at patients different ward single double and private rooms and asking them about their issues if any regarding bill settlement ,doctors ,housekeeping ,F& B services ,nurses from the time of admission till the time of discharge and providing with different facilities which are required at the time of stay .

## PROBLEMS IN WARDS :

- **Communication:** Effective communication between healthcare providers and patients is essential for proper care. Patients may face difficulties in understanding medical jargon or expressing their concerns and needs. Language barriers.
- **Discharge Planning and Follow-up Care:** Preparing for a patient's discharge and ensuring appropriate post-hospital care can be challenging. Inadequate discharge planning, insufficient information about medications or follow-up appointments,

## FINDINGS : (PROBLEM REGRADING ANY SERVICE IN 5TH FLOOR .)



## CONCLUSION :

Enhancing patient satisfaction is crucial for improving healthcare outcomes and patient experiences.

- **Communication:** Effective and empathetic communication is key. Healthcare providers should actively listen to patients, address their concerns, and ensure clear and understandable communication about their condition, treatment plan, and any potential risks or side effects.
- **Patient-Centered Care:** Adopting a patient-centered approach involves involving patients in decision-making,

## RECOMMENDATION :

- **Standardized Communication Protocols:** Implement standardized communication protocols, such as the SBAR(Situation-Background-Assessment-Recommendation) technique, to ensure consistent and structured communication among staff members.
- **Early Discharge Planning:** Start discharge planning as early as possible during a patient's hospital stay. Engage the healthcare team, including physicians, nurses, case managers, and social workers, to collaboratively assess the patient's needs, identify potential barriers, and develop a comprehensive discharge plan.