

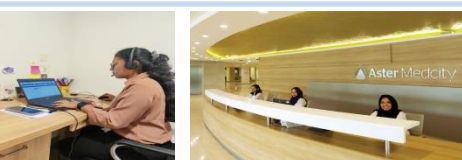
Brief History: Aster Medcity , set in a soothingly beautiful 40 acre water friend campus, is a 670 bed quaternary care facility. It is the first JCI accredited quaternary care multispecialty hospital in the state. Aster Medcity has also been accredited by NABH, received NABH certification for nursing excellence.

Vision: A caring mission with a global vision to serve the world with accessible and affordable quality healthcare.



Mission: Become the preferred provider of high quality comprehensive healthcare to the public. Be an employer of choice to the job seekers. Pursue clinical and service excellence and set bench marks in patient care, research, education and social responsibility through a compassionate and motivated team.

Objective: A Study Conducting Patient Satisfaction regarding hospital services at Aster Medcity Hospital.

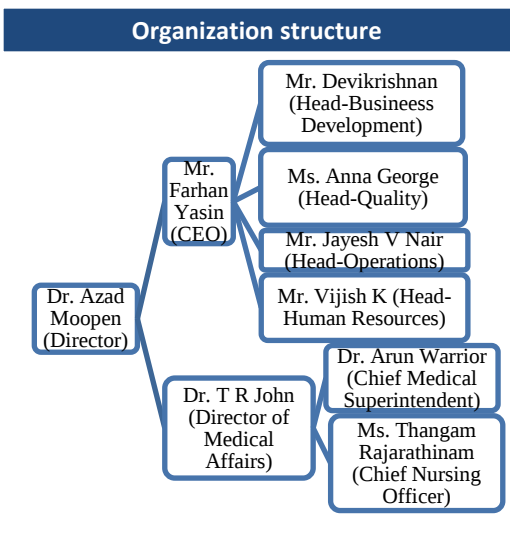


Usefulness:

- Access to a variety of tasks and department.
- Gain confidence.
- Gain valuable work experience.
- Patient Communication.
- Learning technical skills like NPS data, PDC calls, Insight page.

Challenges:

- Adapting to organization environment.
- Lack of technology asset.
- Exploring ,communicating & absorbing everything within 2 months.
- Managing the time properly.
- Balancing Workload & learning.



Learning and value addition:

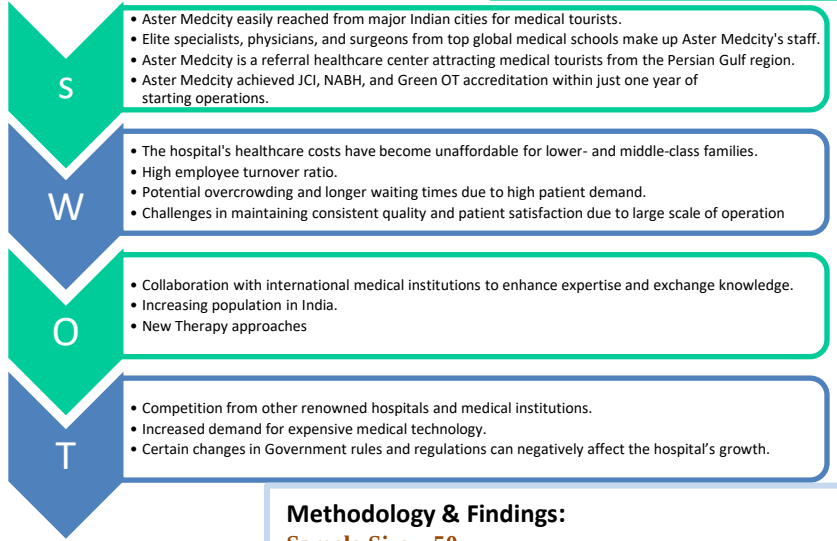
Patient Satisfaction: Is the extend to which patients are happy with their healthcare both inside and outside of the Doctors office. Patients are the foundation of our medical practice, it is obvious that they must be satisfied while in or out of the hospital.

Observations and Analysis:

NET PROMOTER SCORE (NPS)

- NPS stands for Net Promoter Score which is a metric used in customer experience programs.
- NPS measures the loyalty of customers to an organization.
- NPS scores are measured with a single question survey and reported with a number from 0 to 10

DETRACTERS	PASSIVES	PROMOTERS
Rate from 0-6	Rate from 7-8	Rate from 9-10
Are not particularly satisfied by the organization.	Are receptive to competing offers from other organizations.	Are loyal and highly committed to the organization.
Danger of spreading negative word of mouth.	Are left out of the NPS calculation.	Fuel viral growth through word of mouth.



Methodology & Findings:

Sample Size – 50

As the study was a cross sectional with a sample size of 50 and the samples were collected through a portal.

NPS formula

NPS= Promoters-Detractors

Promoters = (9-10) = 27 (54%)

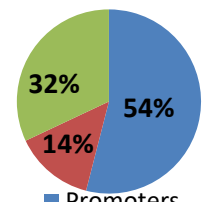
Passives = (7-8) = 7 (14%)

Detractors = (0-6) =16 (32%)

NPS= P-D

=54-32=22%

Hence, **78%** of people were satisfied with the hospital services and **22%** indicates there is still room for progress.



Category	Percentage
Promoters	54%
Passives	14%
Detractors	32%

Suggestion:

- QR codes should be placed in wards also to get more feedback.
- Awareness campaign must be organized to promote the insight QR code to get more feedbacks.
- All rooms, wards, lobbies & washrooms must be cleaned & examined on a regular basis.
- Canteen food quality should be improved to reduce the food compliant.
- Ways to improve the delay in insurance and billing.