

ASSESSMENT OF IPD PATIENT SATISFACTION WITH HOSPITAL PHARMACY SERVICES

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INDUSTRY PROFILE

BRIEF HISTORY:

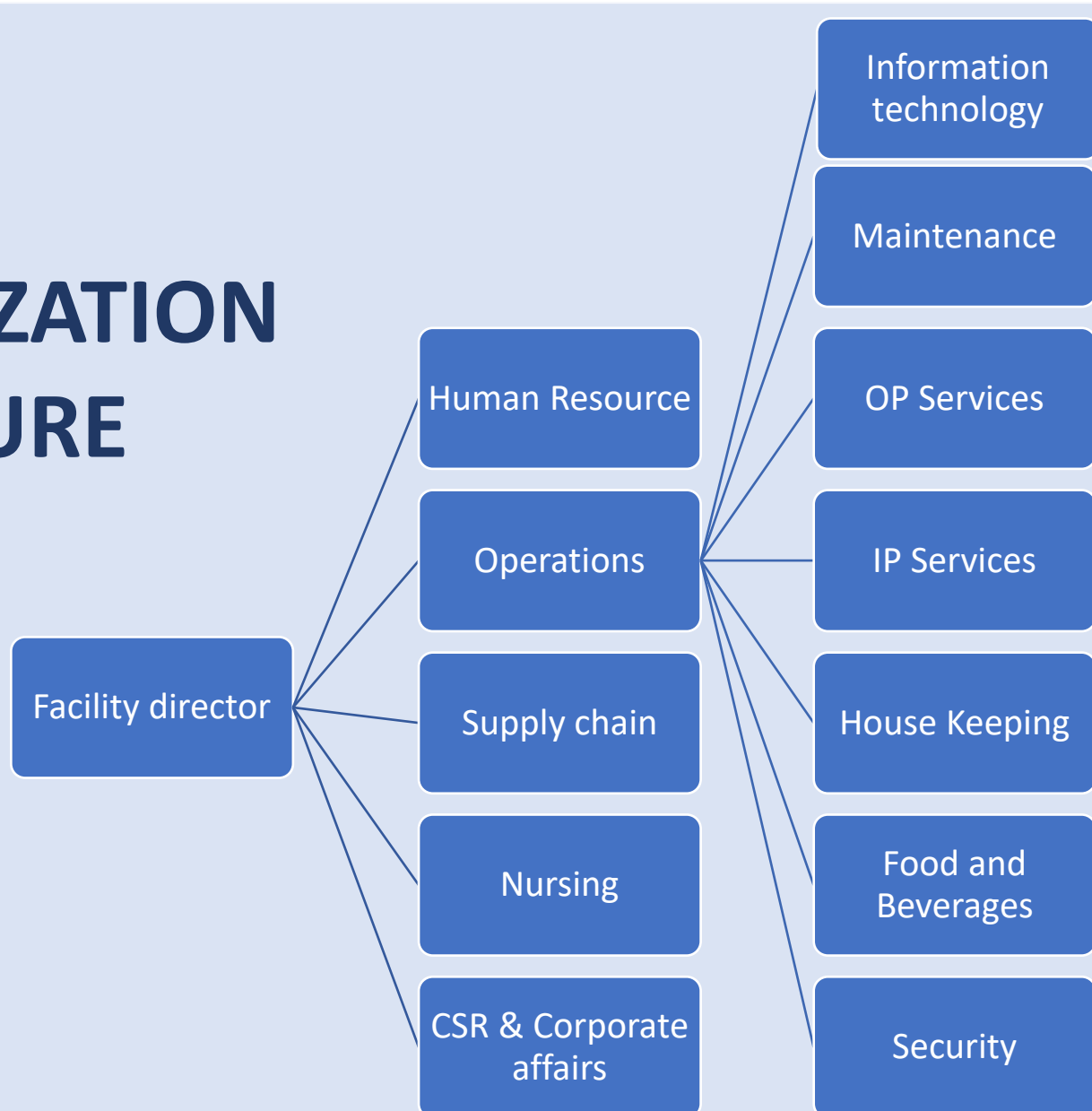
Narayana Health is an Indian chain of multi-speciality hospitals, heart centers and primary care facilities with its headquarters in Bengaluru, India. It was founded by Dr. Devi Shetty in the year 2000 with a 280-bed heart hospital in Bangalore. Currently, Narayana Health has 24 hospitals, 7 heart centers across major Indian cities with an international subsidiary in the Cayman Islands.

DESCRIPTION: Narayana Health took over the management of MMI Hospitals in August 2011 to provide affordable, high-quality healthcare to the people of Raipur and Chhattisgarh. The Outpatient Department (OPD) has 35 consultation chambers for consultations in all specialties. The OPD is supported by fully computerized and automated laboratory and diagnostic radiology facilities. It is a 256 bedded hospital, MMI Narayana Superspeciality. Hospital has one of the largest Dialysis units in the state of Chhattisgarh with 26 bed nurture.

VISION:
The vision of Narayana hospital is to provide high quality, affordable services to the broader population in India.

MISSION:
The mission of Narayana is to deliver high quality, affordable services to the broader population in India

ORGANIZATION STRUCTURE



Theoretical understanding Practical exposure

Theoretical knowledge helps to build basic concepts and helps to set strategy for dealing with the practical application of the same

Practical exposure leads to a much deeper understanding and gives a personal experience where we are able to use our knowledge.

SWOT ANALYSIS

Strength	Weakness
- Highly experienced pharmacists. - Coordinators and support workers are available. - Admired for delivering quality patient care.	- High prices of medicine - Staff attrition rate is high in pharmacy department - Less counter in pharmacy and insufficient space
Opportunities	Threats
- Preferred hospital for Neurology, Cardiology, Nephrology departments - Technologically advanced	- Expensive - Complex structure of the hospital - Shortage of House keeping

CHALLENGES FACED DURING INTERNSHIP

- Communication and language barrier
- Nursing staff was not cooperative
- Sample collection from patient was difficult.

USEFULNESS OF INTERNSHIP

- Internship helped me introduce myself to the hospital.
- Learnt Teamwork & discipline.
- Hospital industry exposure.
- Learned about the corporate tie-ups.

LEARNING

OBJECTIVE

To find out patients availing hospital pharmacy services after discharge from hospital.

STUDY DESIGN

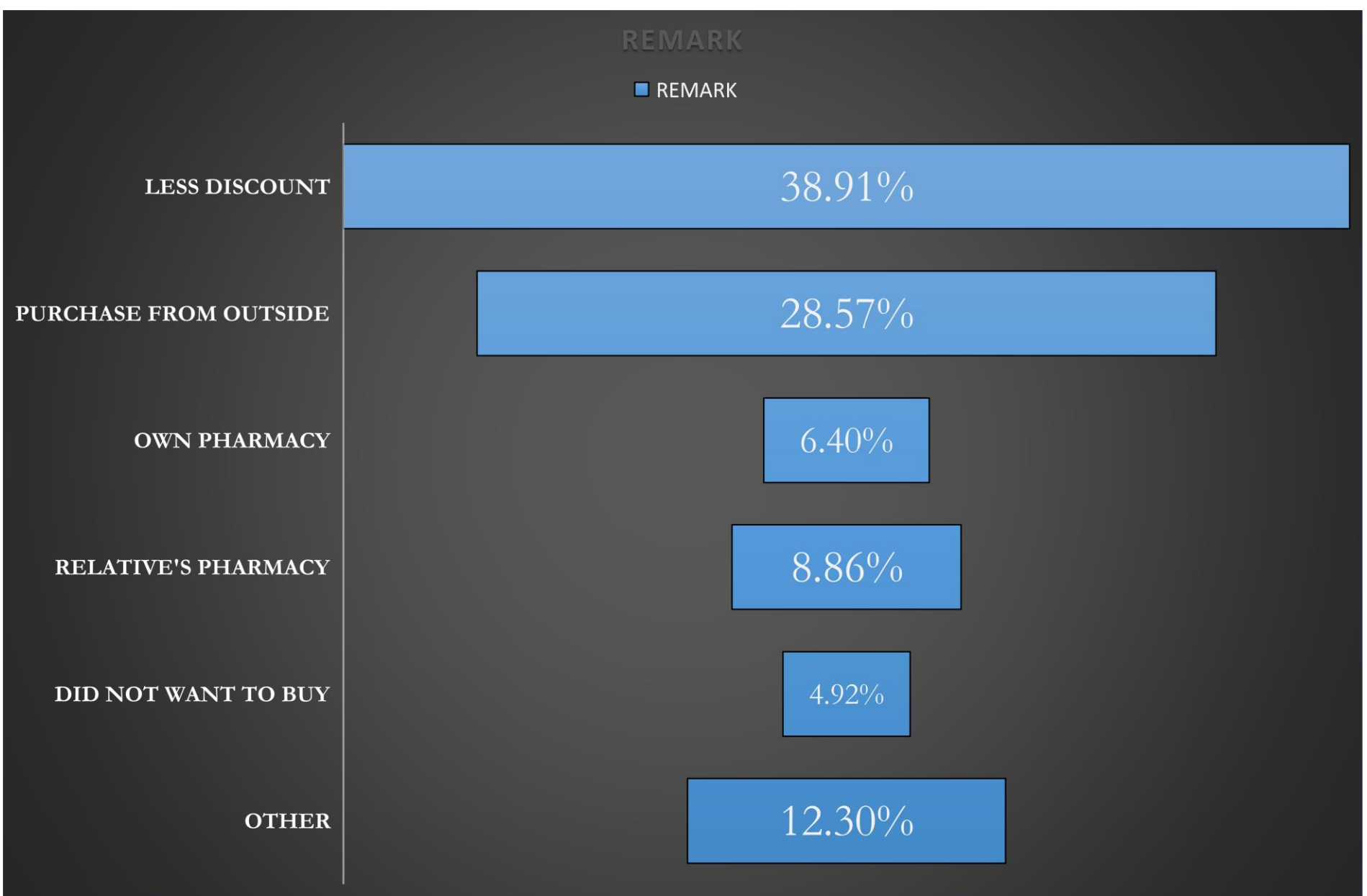
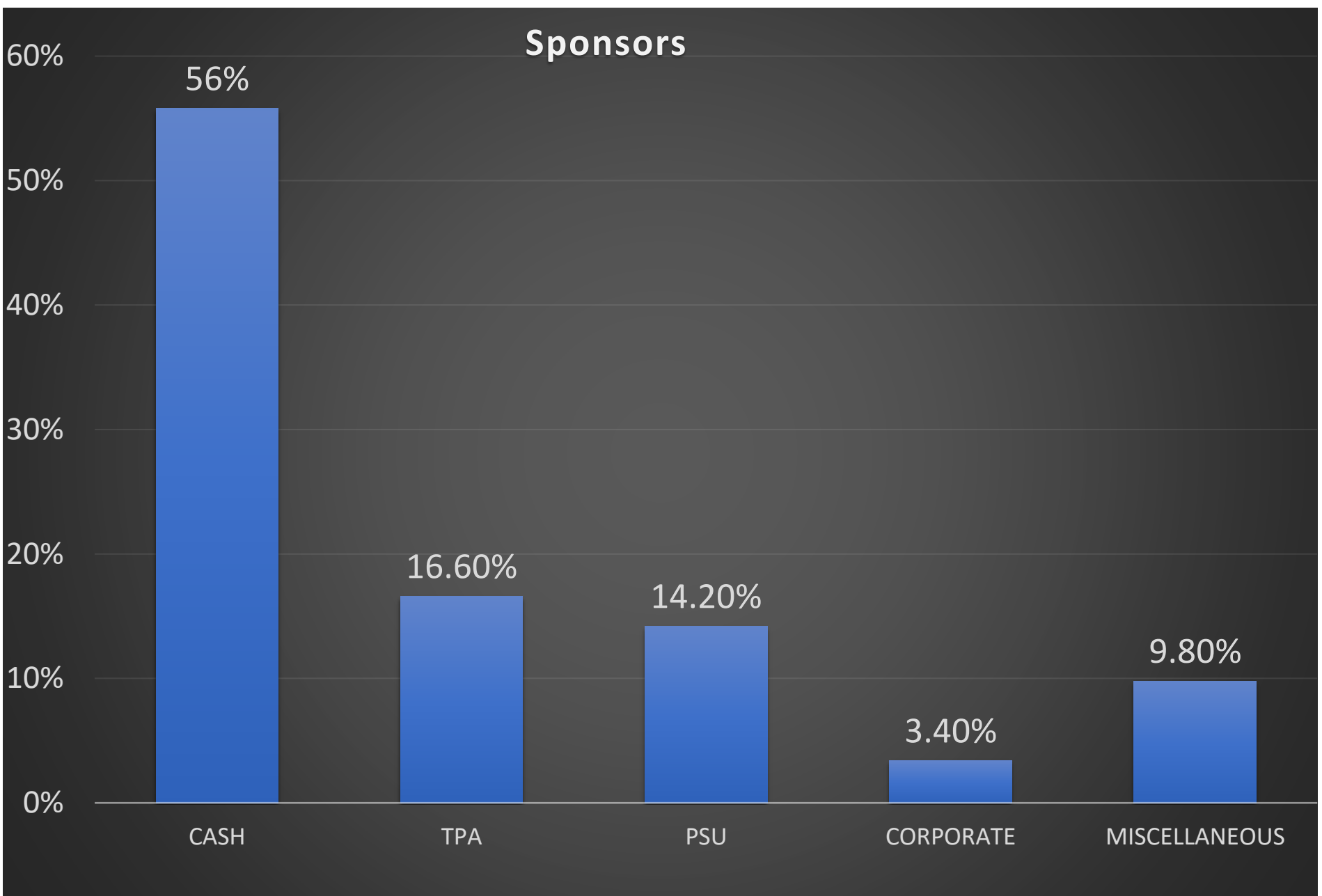
A cross sectional survey was conducted in In-patient department of NH MMI, Superspeciality Hospital Raipur.

DATA COLLECTION

- A sample size of 203 patients were taken from 1A, 2A, and 3A wing.
- All the patients who were admitted in the hospital's ward 1A, 2A and 3A were the source population

ANALYSIS

Questionnaire	Yes	No
Are you aware with the hospital pharmacy?	96%	4%
Will you purchase the medicine from hospital's pharmacy?	60%	40%
Can you share your primary reason for not buying it?	90%	10%
Can you give any recommendation from your side that would help to improve services in the pharmacy department for the future?	99.6%	0.4%



CONCLUSION:

The overall level of patient's satisfaction with the hospital pharmacy was high as out of 701 patients 203 patients did not avail the hospital pharmacy

KEY LEARNING:

- Learned about discharge process and different types of discharges
- Working under deadlines
- Learned to communicate efficiently and understand problems.
- Ground level functioning and management of hospital.
- Exposure regarding hospital sector and its functioning.

SUGGESTIONS

- H- HELP (Taking help from data)
- O- OFFER (Offer more discount)
- R- REWARD (Reward on purchase)
- C- COUNSELLING (Patient counselling)
- E- EMPOWERMENT (Educate the staff)