

INTRODUCTION

Patient satisfaction is considered to be one of the desired outcomes of care and is an element of health status. Information regarding patient satisfaction should be indispensable for assessment of quality as to the design and management of healthcare

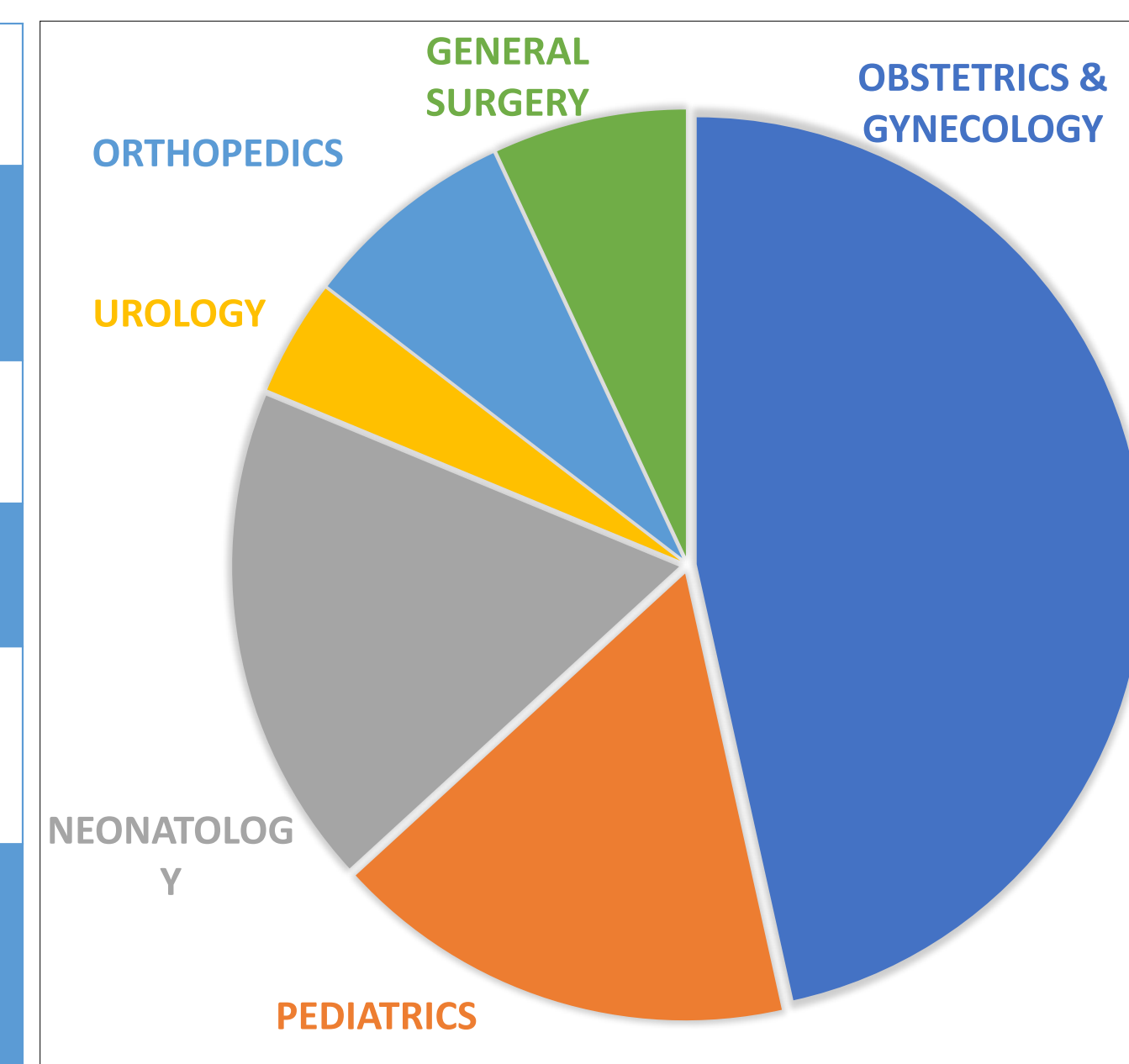
OBJECTIVES

- To assess satisfaction of patients with the services provided in hospital
- To analyse the organization using SWOT analysis

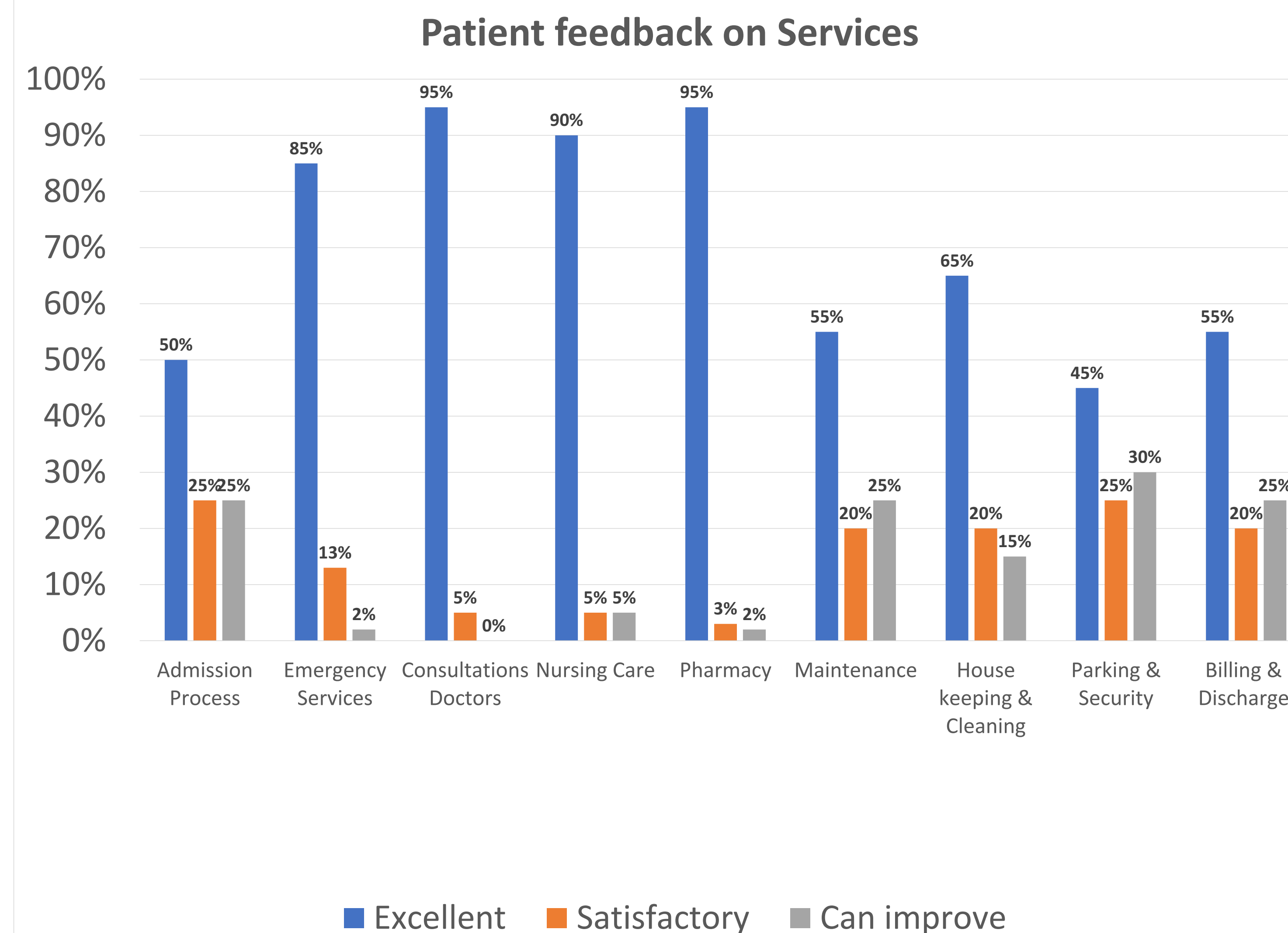
METHODOLOGY

- **STUDY DESIGN:** Cross-sectional study
- **METHOD OF DATA ANALYSIS:** Scoring is based on the calculation of the response given by the patient
- **PLACE OF DATA COLLECTION:** Unit-1 of Medcover women and children's hospital Visakhapatnam.
- **STUDY SUBJECTS:** All 720 Inpatients of the hospital
- **DURATION OF STUDY:** The study is conducted for a period of 55 days from 11th April 2022 to 03rd June 2022
- **STUDY TOOL:** Contains set of closed and open-ended questions

Department	No. of Patients
Obstetrics & Gynaecology	335
Paediatrics	120
Neonatology	130
Urology	30
Orthopaedics & General Surgery	105



Services	Excellent in %	Satisfactory in %	Can improve in %
Admission Process	50	25	25
Emergency Services	85	13	2
Consultation Doctors	95	5	0
Nursing Case	90	5	5
Pharmacy	95	3	2
Maintenance	55	20	25
House Keeping & Cleaning	65	20	15
Parling &	45	25	30



FINDINGS

- More waiting time for admission and allotment of rooms due to lack of beds
- House keeping staff is effective but not efficiently working
- Lack of adequate parking facility
- Maintenance is not efficient
- More time for billing and discharge

RECOMMENDATIONS

- Improve in waiting time and allotment of rooms and should improve co-ordination among house keeping staff for preparation of room
- Need to increase its internal capacity, mainly bed capacity in view of high patient turn over so that patients waiting time for admission will be reduced
- Frequent service of AC and other electronics in rooms
- House keeping staff should be increased so that work will be done without any delay
- Reduce the waiting time for discharges by completing the billing process by getting approval from doctors without any delay
- Find adequate space for appropriate parking facility

CONCLUSION

- It can be concluded that majority of patients received good inpatient services and pharmaceutical services which is a good indicator of the hospital but lacked appropriate parking facilities and discharge process

ABOUT MEDICOVER

➤ Medcover mission is to improve and sustain health and well being. It's aim is to provide appropriate healthcare in the right place, at the right time, with the right outcome and in most effective way.

SWOT ANALYSIS OF MEDICOVER

STRENGTHS:

- Efficient and well-known doctors and surgeons
- Highly skilled and well experienced employees
- Good treatment results
- Situated in population dense areas of Visakhapatnam
- Government support to serve poor people

WEAKNESS:

- More waiting time for rooms and billing
- Understaffed departments and high workload on hospital staffs
- Absence of some essential services like MRI
- No spacious parking area
- Lack of space and ventilation in general wards

OPPORTUNITIES:

- Implementation of public medical insurance system
- Cooperation with both private and public insurance companies
- Preventive medicine getting popular
- Ease of the public transport to the hospital

THREATS:

- Stiff competition by other leaders in the firm
- The inability to attract and retain nursing staff
- Continuous change in international treatment and diagnostic protocols
- Limited financial resources
- Decreased workforce

CHALLENGES FACED DURING INTERNSHIP

- Work was high during free check-up campaigns
- Faced difficulty in taking verbal feedback and grievances due to communication barrier

USEFULNESS OF INTERNSHIP

- Offered me a platform to showcase the skills that I learned
- Taught me how to overcome challenges and how to deal with patient problems
- Provided an opportunity to learn from the professionals and witnessed day-to-day hospital activities that were performed in hospital

REFERENCES

- Al-Abri R, Al-Balushi A. Patient satisfaction survey as a tool towards quality improvement. Oman Med J. 2014;29(1):3-7.
- Gavurova B, Dvorsky J, Popesko B. Patient Satisfaction Determinants of Inpatient Healthcare. Int J Environ Res Public