

STUDY ON PATIENT SATISFACTION SURVEY IN CANCER CENTRE OF AMERICA AMRITSAR.

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About CCA Amritsar

CCA is a single speciality renowned day care hospital. It provides both inpatient & outpatient services with complete oncological care to its patients.

It works majorly on three principles: centric approach, ethical approach, and clinical excellence.

This Hospital consists of 4 major departments which are specialized to provide oncological care.

Their mission is to provide the best oncological services to all sections of society.

Patient satisfaction is an integral part of the hospital.

Therefore they pay special attention to patient satisfaction in all departments, individually

SERVICES OFFERED IN CCA AMRITSAR

- OPD Services
- Chemotherapy
- Radiotherapy
- PET scans

BACKGROUND

- Patient satisfaction is widely used metrics in hospital. It is very important tool for quality of hospital & healthcare facility.
- There are many factors which are influenced by patient satisfaction like malpractice in hospital or any healthcare facility, patient retention & clinical outcomes.
- It has an important effect in delivering the high quality healthcare efficiently & in good manner.
- Hospital or healthcare facility should be patient centered to make the hospital successful for patient retention.

OBJECTIVES OF STUDY

- To assess the patient satisfaction and factors influencing it in cancer centre of America Amritsar.

METHODOLOGY

- A cross sectional study was conducted with a self- administered questionnaire.
- A total of 10 questions were incorporated.
- The sample size for this study was 116 patients, which were selected based on convenient sampling.
- Questions related to waiting time , behavior of staff , cleanliness were used in questionnaire.
- Data was analyzed in Microsoft excel

RESULTS

Assistance by Staff

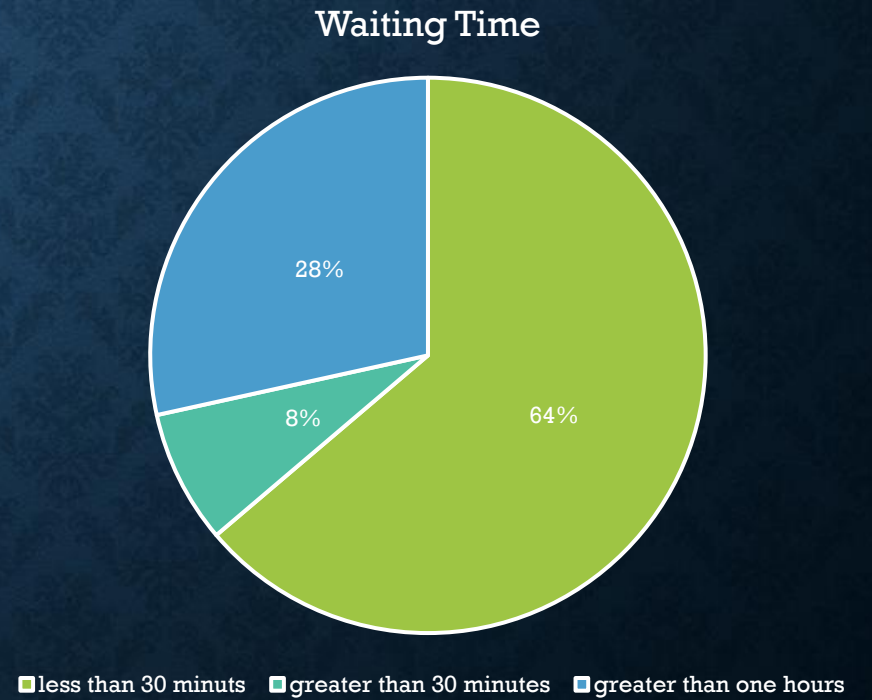
90% of people reported yes & 10% of the persons reported no

Waiting Time for Appointment

64% of the people said it took them less than 30 minutes

9% of people said it took them between 30-60 minute

33% said that it took them more than 1 hour



PATIENT INTERACTION EXPERIENCE WITH THE CONSULTANT

99% of patients were satisfied with the interaction with the consultant

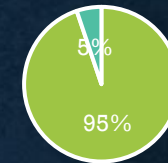
AVAILABILITY OF PHARMACY & PET SCAN SERVICES

95% reported yes & 5 % reported no

PATIENT SATISFACTION WITH CHARGES & FEES

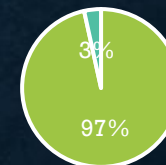
97% were satisfied with the charges & fees, 3% were not satisfied

Availability of Pharmacy & Scans



■ Was there availability of pharmacy & pet scan services yes

Satisfaction with Fees

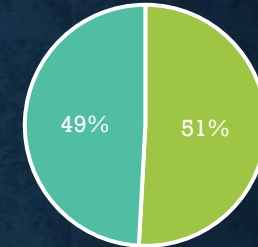


■ Were you satisfied with the charges & fees yes

WHETHER ANY DISCOUNTS PROVIDED AT THE TIME OF DISCHARGE IN TOTAL BILL

51% of patients were able to receive the discount & 49% were not able to receive the discount.

Chart Title



■ Were any discounts provided yes

ACCESSIBILITY OF HOSPITAL

each and every one was able to locate the hospital

Chart Title



■ Was the location of the hospital accessible yes

RESULTS

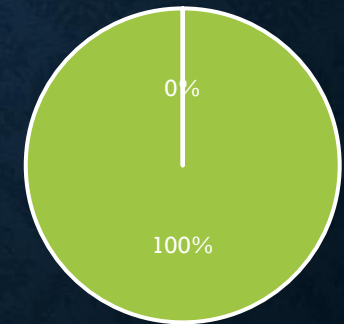
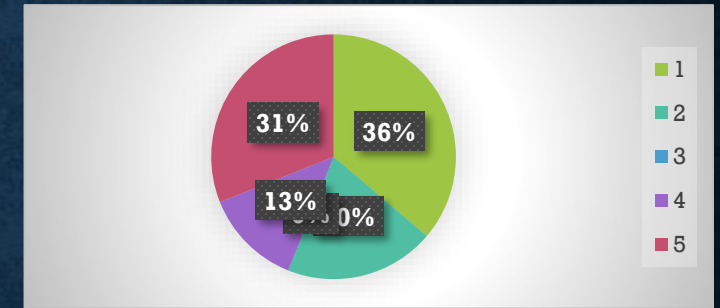
Cleanliness of the hospital

Each & everyone was satisfied with the cleanliness of the hospital.

Patient satisfaction with Parking facility was 31%, 36% were extremely dissatisfied

Behaviour of the nursing staff

Everyone was satisfied with the behaviour of the nursing staff



■ How was the behaviour of nursing staff good

CONCLUSION

- From the survey conducted it is found that majority of patients were satisfied with the services provided by the hospital.
- After completing the survey it can be concluded that satisfaction level of cca hospital is high.
- Although there were some gaps which need improvement like waiting time & parking space, some suggestion were also there to reduce waiting time.
- Majority of patients were likely to recommend the hospital to their family & friends.

RECOMMENDATION

- Waiting Time – A token system should be in place & strict adherence to the token system.
- Parking Issue – Nearby land should be purchased or taken on rent for the purpose of parking.

THANK YOU