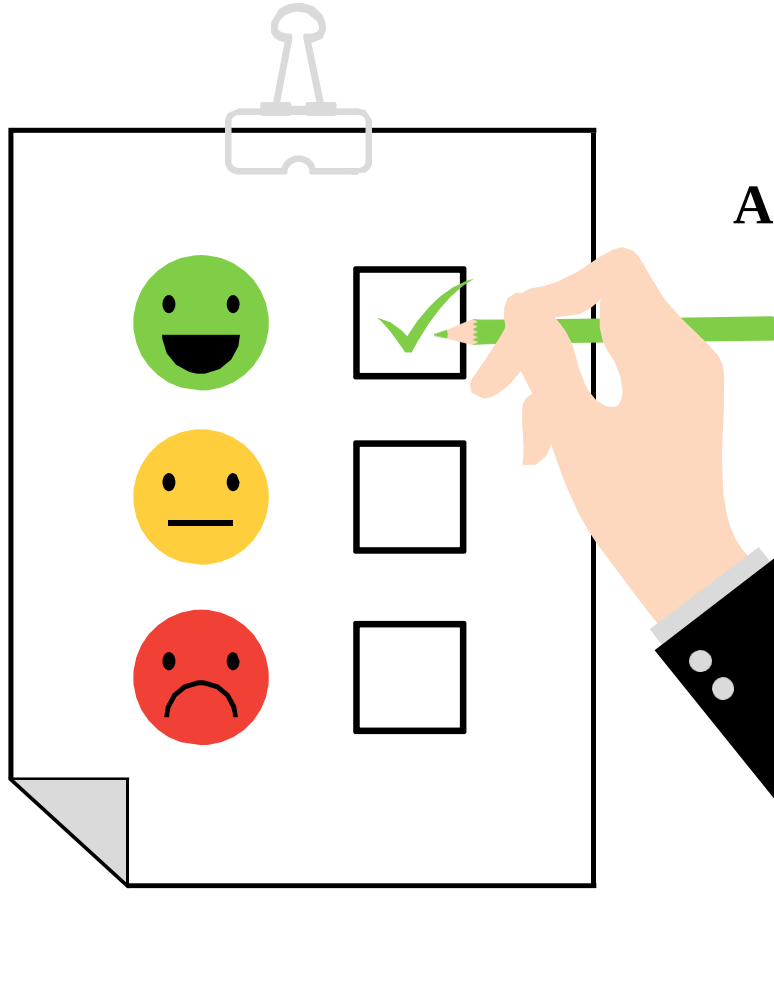




ASSESSING PATIENT SATISFACTION WITH RESPECT TO MEDICAL SERVICES IN IPD AT ARTEMIS HOSPITAL GURGAON

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INTRODUCTION

- Patient satisfaction has emerged as a crucial metric for healthcare organizations to monitor and enhance patient wellness.
- Patient satisfaction serves as a key performance indicator (KPI) that gauges how effectively healthcare providers are meeting the needs and expectations of their patients.
- Assessment of KPI is essential because it not only reflects the quality of medical care delivered but also influences patient outcomes and overall healthcare experience at Artemis Hospital Gurgaon.
- Patient satisfaction can help elevate the standard of care and contribute to better health outcomes.

RESEARCH QUESTIONS



- What is the overall satisfaction level of patients admitted to the IPD at Artemis Hospital?
- How do patients rate their overall experience during their stay in the IPD?
- How do patients perceive the quality of medical care provided by doctors and nurses in the IPD?
- Are patients satisfied with the timeliness and effectiveness of medical treatments and interventions?
- Are patients satisfied with the availability of medical staff, amenities, and support services in the IPD?
- How well does patients from diverse backgrounds accepted and provided medical care in the IPD?



1★

2★

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OBJECTIVE OF THE STUDY

- Assessment of patient satisfaction with specific aspects of prompt and effective quality medical care at the IPD of Artemis Hospital.



REVIEW OF LITERATURE

- ❖ The study by Dr. Satpal Singh and Dr. Shipra Jain at NKS Hospital in New Delhi surveyed 50 in-patients using random sampling to assess their satisfaction with medical services. Utilizing the Patient Satisfaction Questionnaire, the research analyzed primary data on medical care features and patient feedback. The results showed variability in satisfaction levels based on the type of medical care received.
- ❖ The study by Madhur Verma, Kirtan Rana, Ankita Kankaria, and Ramnika Aggarwal at Kalpana Chawla Government Medical College in Karnal, Haryana, assessed patient satisfaction in a northern Indian tertiary healthcare facility. Conducted from January to March 2019, it surveyed 330 OPD and 310 IPD patients, with final analyses on 326 OPD and 294 IPD participants. The research highlighted significant differences in satisfaction based on gender, first hospital visit, and family income, with the majority of patients aged 21 to 40.
- ❖ The patient satisfaction survey conducted by Naresh Chauhan, Hiteshree Patel, Harsad Patel, and J.K. Kosambiya at Government Medical College in Surat, Gujarat, involved 800 participants from both indoor and outdoor facilities. Findings revealed that 60% of OPD users were satisfied with service timing, 98% were pleased with staff behavior, and 60% were satisfied with cleanliness. However, 16% were dissatisfied with public utilities, while 70% were content with water and other amenities. Additionally, 77% perceived the OPD as overcrowded, and all patients reported that their privacy was respected.

REVIEW OF LITERATURE

- The study by Nebisu Asamrew, Abduilhafiz A. Endris, and Musse Tadesse analyzed patient satisfaction with inpatient services at governmental hospitals in Addis Ababa, Ethiopia, using a cross-sectional study of 398 samples. Satisfaction was evaluated through 19 questions covering service use, patient-provider interactions, and facility information. The overall patient satisfaction rate was 46.2%, higher than the 25% reported in a previous study at Debra Markos Hospital.
- The study by Chandana Deka, Luish Borboruah, Pranay P. Sarmah, and Ipsita Paul examined patient satisfaction among inpatients at Jorhat Medical College & Hospitals in Northeast India. Conducted as a cross-sectional study from July to August 2018, it aimed to assess satisfaction levels across various departments within the institution.



METHODOLOGY

STUDY DESIGN: Cross Sectional Descriptive Study involving 100 patients aged 5 to 85 years, admitted at the inpatient department (IPD) of Artemis Hospital Gurgaon using Patient Satisfaction Questionnaire.

SETTING: IPD of Artemis Hospital Gurgaon.

STUDY POPULATION

INCLUSION CRITERIA: Patients aged 5 to 85 years at the IPD of Artemis Hospital Gurgaon.

EXCLUSION CRITERIA :

- All patients beyond the age of 5 to 85 years.
- Patients who were unable to communicate due to their medical condition.
- Patients who were reluctant to participate in the study.

STUDY TOOLS :Interviews with patients regarding the general issues faced in the ward and service delivery grievances using the Patient Satisfaction Questionnaire .

DURATION OF STUDY:3 MONTHS

SAMPLE SIZE: 100 sample of patients at the IPD.



METHODOLOGY



DATA COLLECTION PROCEDURE: Data collected through a set of patient satisfaction questionnaire and the IP sheets of the patients both from morning feedback rounds daily from the floors and entered in the excel sheet for final data basis.(patient interviews).

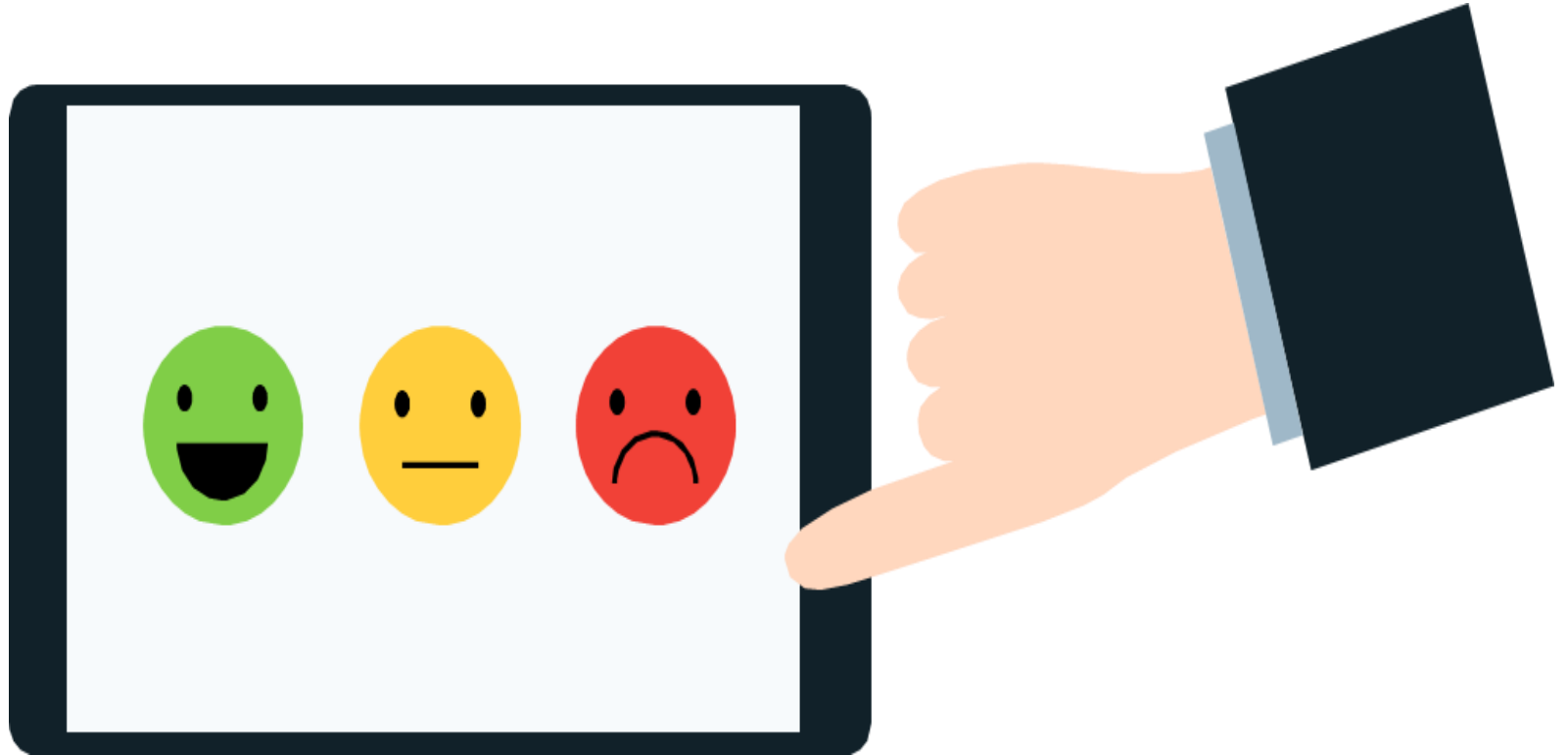
DATA ANALYSIS PLAN: The Likert scale, a quantitative rating system that evaluates beliefs, attitudes, and actions, used to measure the data.

The Likert scale is

- S.D. - STRONGLY DISAGREE,
- D - DISAGREE,
- N.O. - NO OPINION,
- A - AGREE,
- S.A. - STRONGLY AGREE



QUESTIONNAIRE FOR PATIENTS

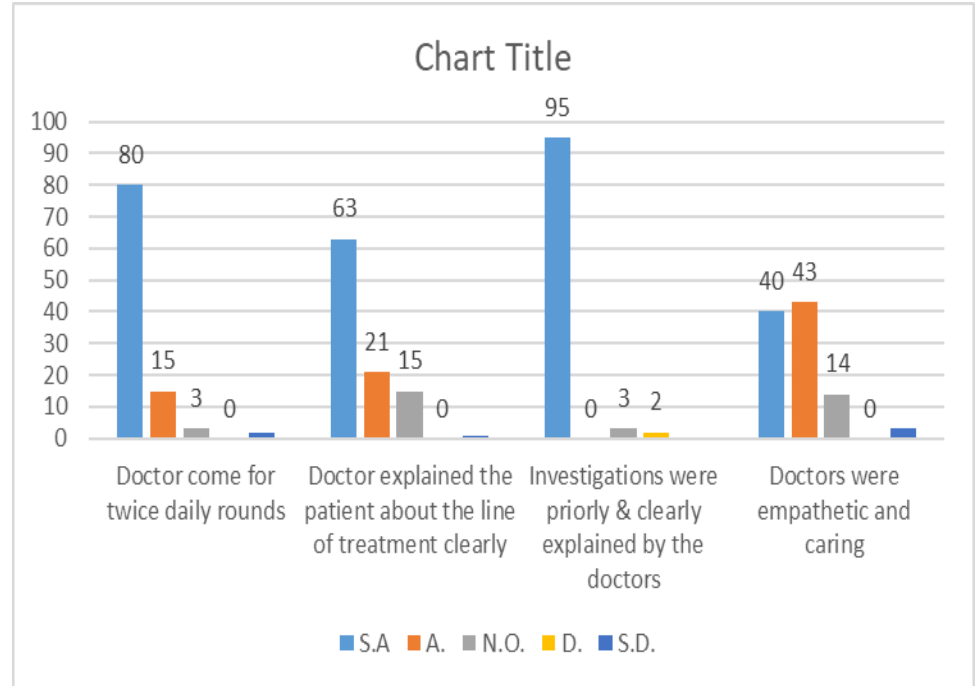


SR.	QUESTION ASKED FROM PATIENTS	S.A	A.	N.O.	D.	S.D.	TOTAL PTS.		
1	Doctor come for twice daily rounds	80	15	3	0	2	100		
2	Doctor explained the patient about the line of treatment clearly	63	21	15	0	1	100		QUESTIONS RELATING TO DOCTORS
3	Investigations were priorly & clearly explained by the doctors	95	0	3	2	0	100		
4	Doctors were empathetic and caring	40	43	14	0	3	100		

DATA ANALYSIS AND FINDINGS.

QUESTIONS ON DOCTORS

- 80% of patients were satisfied with the frequency of doctors visit .
- 63% of patients strongly agreed that the line of treatment was clearly explained.
- 95% of patients agreed that the investigations were priorly explained.
- 40% patient strongly agreed that the doctors were empathetic.
- 50% of patients accepted receiving timely assessment of their nutritional needs

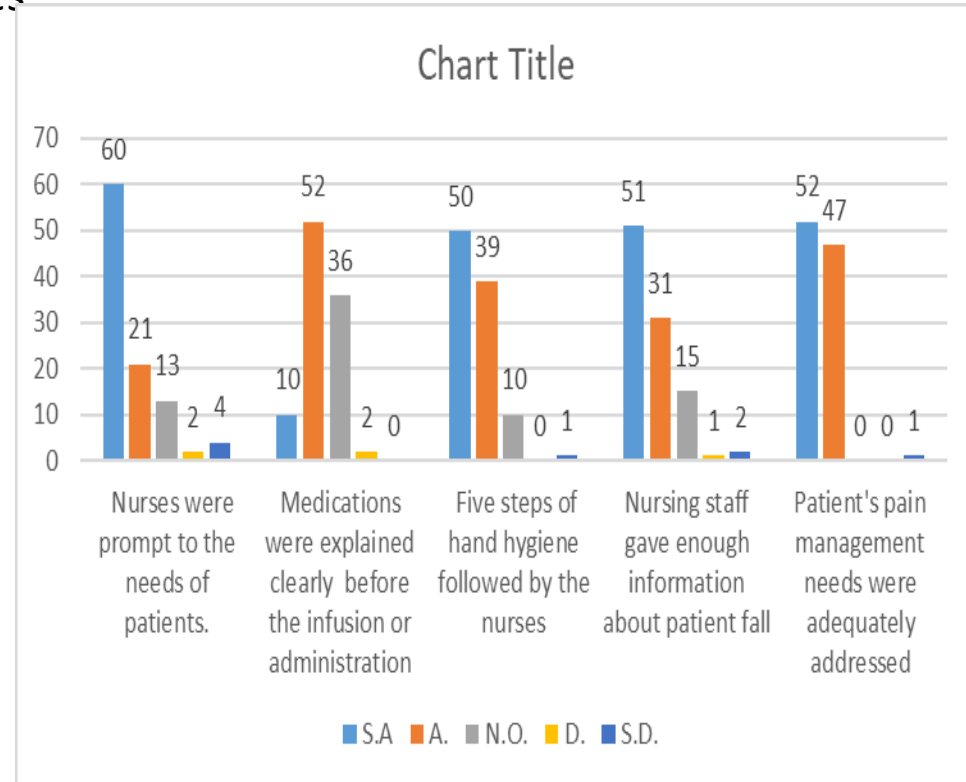


SR.	QUESTION ASKED FROM PATIENTS	S.A	A.	N.O.	D.	S.D.	TOTAL PTS.		
1	Nurses were prompt to the needs of patients.	60	21	13	2	4	100		
2	Medications were explained clearly before the infusion or administration	10	52	36	2	0	100		QUESTIONS RELATING TO NURSES
3	Five steps of hand hygiene followed by the nurses	50	39	10	0	1	100		
4	Nursing staff gave enough information about patient fall	51	31	15	1	2	100		
5	Patient's pain management needs were adequately addressed	52	47	0	0	1	100		

DATA ANALYSIS AND FINDINGS.

Questions related to nurses

- 62% patients strongly agreed that nurses were prompt to the needs of the patients.
- 52% strongly agreed that medications were priorly explained before administration.
- 50% patients strongly agreed that hand hygiene was explained.
- 52% patients strongly agreed that enough information was available on fall.
- 52% patients strongly agreed that pain management needs were adequately addressed

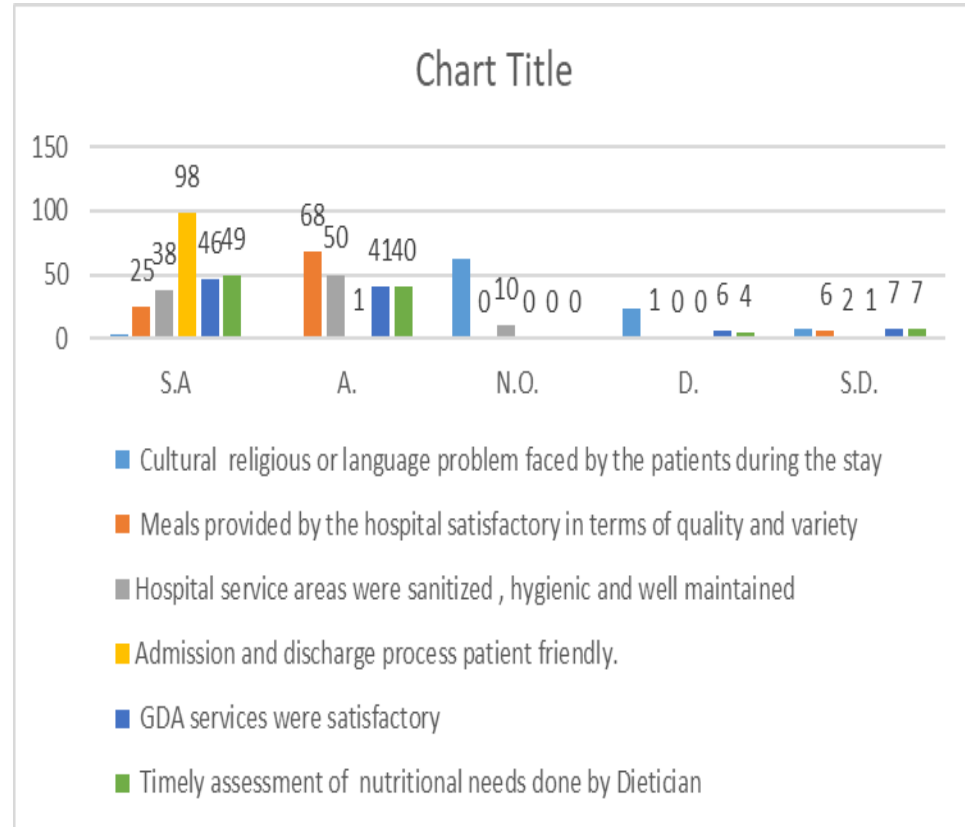


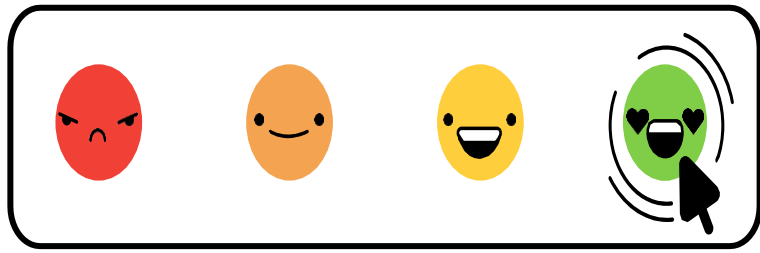
SR.	QUESTION ASKED FROM PATIENTS	S.A	A.	N.O.	D.	S.D.	TOTAL PTS.		
1	Cultural religious or language problem faced by the patients during the stay	3	2	63	24	8	100		
2	Meals provided by the hospital satisfactory in terms of quality and variety	25	68	0	1	6	100		GENERAL QUESTIONS DURING HOSPITAL STAY
3	Hospital service areas were sanitized , hygienic and well maintained	38	50	10	0	2	100		
4	Admission and discharge process patient friendly.	98	1	0	0	1	100		
5	GDA services were satisfactory	46	41	0	6	7	100		
6	Timely assessment of nutritional needs done by Dietician	49	40	0	4	7	100		

DATA ANALYSIS AND FINDINGS.

Questions on facilities during hospital stay.

- 15% patients strongly agreed & 52% agreed that no cultural religious or linguistic problem were faced during the stay .
- 22% patients strongly satisfied & 68% were satisfied with the quality and variety of meals provided.
- 38% strongly agreed and 50% agreed that hospital facilities were clean & well maintained.
- 98% strongly agreed that admission & discharge process were patient oriented.
- 55% patient strongly agreed & 47% agreed that less amount of GDA staffs were available





DISCUSSION

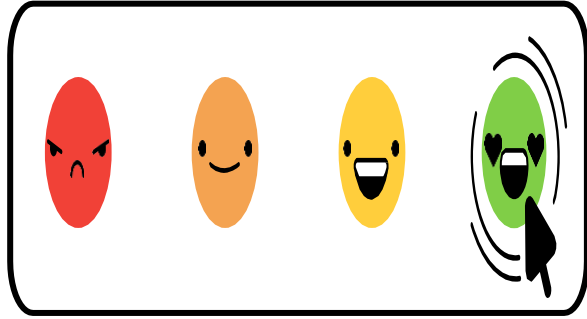
- Understanding patient satisfaction with the medical services in the IPD (In-Patient Department) department at Artemis Hospital Gurgaon was crucial for improving the overall patient experience.
- Of the 100 patients who participated in the study 42 patients had no issues related to any major areas of service. Of the 58 patients who had complaints regarding different service deficiencies.
- The major areas of concern was that of GDA service and Nursing service (13 each). 11 patients had issues related to dietitian, 7 patients had issues related to food, 5 patients had issues related to doctor, 5 patients had issues related to language barrier and communication difficulty & 2 patients had issues related to housekeeping. 1 patient had issue related to admission and discharge procedure



RECOMMENDATION

- As international patients were facing difficulty in communicating with Doctors and nurses it is suggested that Communication Channels be streamlined. Induction of Interpreter/Translator and implementation of a centralized digital platform for consistent patient updates on treatment, diet, schedules, supplemented with easy-to-understand pamphlets will help in proper communication.
- Adequate manpower deployment in terms of GDA at major service areas will significantly lessen waiting period and ensure prompt patient needs.
- Timely assessment of nutritional needs of patients by Dietician on regular basis will lessen the dissatisfaction.
- Enhancement of quality of meals and offering meal variety will significantly improve patient satisfaction level.

CONCLUSION



In conclusion, the insights gained from this study provide a valuable foundation for hospital management to implement strategies aimed at further improving patient care and ensuring that patients have a positive and supportive hospital experience. Assessing patient satisfaction within the IPD department of Artemis Hospital Gurgaon isn't merely a box-ticking exercise; it's the cornerstone of a continuous improvement cycle. Analyzing this data allows for the identification of strengths and weaknesses in areas like healthcare provider communication, nursing care, hospital amenities, and communication transparency.

THANK YOU

