

Synopsis for Dissertation Submitted



The IIHMR University, Jaipur

for the partial fulfilment for the award of the degree of
Master of Business Administration (MBA)
in
Hospital and Health Management

By

Gauri Saha

2024

SYNOPSIS

TITLE:

ASSESSING PATIENT SATISFACTION WITH RESPECT TO MEDICAL SERVICE IN IPD DEPARTMENT AT ARTEMIS HOSPITAL GURGAON.

A Cross- sectional study to assess the patient satisfaction Investigate how patient satisfaction correlates with the quality of care provided by doctors and nurses. Explore factors such as communication skills, empathy, and professionalism in healthcare interactions and also follow up care given to patients when they are in their home environment if needed.

INTRODUCTION:

Assessing patient satisfaction is a critical component of ensuring high-quality healthcare delivery in any medical setting, including the In-Patient Department (IPD) at Artemis Hospital in Gurgaon. As a premier healthcare facility, Artemis Hospital is committed to providing compassionate, evidence-based care to all patients admitted to its IPD department. This evaluation aims to assess various aspects of patient wellness within the IPD department, focusing on the experiences and outcomes of patients receiving medical services at Artemis Hospital. The aim of the study is to identify specific areas within the IPD where there may be gaps or deficiencies in patient care, communication, or service delivery.

The patient satisfaction within the In-Patient Department (IPD) at Artemis Hospital, Gurgaon, encompasses a comprehensive assessment of the medical services provided to hospitalized patients. With a focus on promoting holistic wellness and ensuring optimal patient care, this evaluation examines various aspects such as communication effectiveness between healthcare providers and patients, quality of clinical care, accessibility of services, patient satisfaction levels, and coordination of care among multidisciplinary teams, cultural competence, safety measures, and follow-up care protocols. By meticulously analyzing these components, Artemis Hospital endeavors to continually enhance the patient experience, uphold clinical excellence, and foster an environment conducive to healing and well-being within its IPD department.

RESEARCH QUESTION:

- **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 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 culturally sensitive are the medical services provided to patients from diverse backgrounds in the IPD?**

OBJECTIVES:

The objective of study is to assess patient satisfaction in IPD at Artemis Hospital.

HYPOTHESIS:

Patients receiving medical services in the IPD department at Artemis Hospital, Gurgaon, is a qualitative study through observational basis through feedback collection from patients experience higher levels of wellness when there is effective communication, quality of care, accessibility, patient satisfaction, coordination of care, cultural competence. The hypothesis in this study suggests that if the mentioned factors are present and functioning optimally within the IPD department, patients are likely to experience improved wellness outcomes during their hospitalization. The study would aim to investigate whether these factors significantly contribute to patient wellness within the IPD department at Artemis Hospital, Gurgaon. It would involve collecting data through surveys, interviews, observation.

MATERIAL AND METHODS:

STUDY DESIGN:

A survey was conducted on 100 randomly selected populations in the In-Patient Department of Artemis hospital Gurgaon. Patient Satisfaction Questionnaire is used as tool for collecting data from the randomly selected sample. The questionnaire was filled by proper feedback taken from this 100 patients every morning by rounds in floors in order to prevent any kind of bias.

SETTING:

Artemis Hospitals – IPD all floors in the hospital. To assess patient wellness with respect to medical services, particularly focusing on doctors and nurses and other general questions during stay in hospital.

STUDY POPULATION

- Inclusion criteria: The Patient satisfaction questionnaire was filled up by taking appropriate data during feedback collection rounds in floors from the 50 randomly selected patients from the IPD at Artemis Hospital Gurgaon.
- Study tools: Tools used are interviews with patients regarding the general issues faced in the ward. I gathered feedback from patients regarding their overall satisfaction with the care received. This can include surveys, interviews, and online reviews and questioners regarding doctors, nurses and other general questions during stays. Data were collected through patient satisfaction questionnaire.(CROSS-SECTIONAL STUDY)

DURATION OF STUDY: 1 – 2 months duration of sample data collected.

SAMPLE SIZE: 100 sample of patients in the in wards on every floors (both from new and old wing).

DATA COLLECTION PROCEDURE: The data will be collected through Data which were 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:

SR.	QUESTION ASKED FROM PATIENTS	S.A	A.	N.O.	D.	S.D.	TOTAL PTS.
1	Does the doctor have visited twice in a day?						50
2	Were the patient involved in the decision about treatment						50
3	Does the doctor explained the patient about the line of treatment clearly?						50
4	Does the investigations were priorly explained?						50
5	Was the doctor emphatetic?						50
SR.	QUESTION ASKED FROM PATIENTS	S.A	A.	N.O.	D.	S.D.	TOTAL PTS.
1	Do the nurses were prompt to the needs of patients?						50
2	Were the medications explained before the infusion or administration?						50
3	Were the five movements of hand hygiene followed by the nurses?						50
4	Were the patients given enough information about patient fall?						50
5	Were the patients pain management needs adequately addressed?						50
SR.	QUESTION ASKED FROM PATIENTS	S.A	A.	N.O.	D.	S.D.	TOTAL PTS.
1	Were any culture or religious language problem faced by the partients during the stay?						50
2	Were the meals provided by the hospital staff satisfactory in terms of quality and variety?						50
3	Were the hospital facilities clean and well maintained?						50
4	Were the patients rights & responsibilities well explained?						50
5	Does the admission and discharge process patient oriented or friendly?						50

It is measured on Likert scale. Likert scale is a rating scale that quantitatively assesses opinions, attitudes, or behaviors.

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

ETHICAL CONSIDERATIONS: Informed consent is to taken from Artemis hospital Gurgaon. Privacy of data is regularly maintained in wards and interviews are taken with the consent of patients, their relatives and from nurses as well in the wards

REVIEW OF LITERATURE:

SRN O	AUTHOR	TITLE	STUDY LOCATI ON	SAMPLE SIZE AND TECHNIQ UE	SALIENT FEATURES
1.	Dr. Satpal Singh, Dr. Shipra Jain.	Satisfacti on of IPD Patients with medical services.	NKS Hospital New Delhi	50 samples, Random Sampling.	A survey was conducted on 50 randomly selected populations in the In-Patient Department of NKS Hospital. Patient Satisfaction Questionnaire was used as tool for collecting data from the randomly selected sample. The questionnaire was allowed to be filled up by individual subject in order to prevent any kind of bias. This study was conducted by an analysis of primary data from the NKS Hospital, New Delhi, INDIA. The database contained patient responses to

					self-administered satisfaction questionnaires and information about medical care services characteristics. The result suggests that although patient level of satisfaction was different for different aspect of medical care services, mostly patients were satisfied with the service and service providers. We are able to determine how the level of satisfaction is an important indicator of patient' experiences to medical services.
2.	Madhur Verma Kirtan Rana Ankita Kankaria Ramnika Aggarwal	Assessment of patient's satisfaction visiting a tertiary health care institute in north India	Kalpana Chawla Government Medical College, Karnal (Haryana) .	Data collected from 330 OPD and 310 IPD patients. Cross Sectional Study.	The study was conducted from January to March 2019, in a newly established tertiary care hospital in a district of Haryana, a northern state

					of India. The institute has an extensive catchment area and caters to the need of the people from in and out of the state. data from 330 and 310 patients who visited OPD and IPD, respectively. After data cleaning, 326 and 294 patients from OPD and IPD, respectively, were included in the final analysis. The majority (37%) of the patients were aged between 21 and 40 years. It compares the sociodemographic characteristics of the patients visiting the hospital for OPD and IPD services and depicts significant differences on the basis of gender, first visit to the
--	--	--	--	--	---

					hospital, and household income ($P < 0.05$). The responses of the patients is measured on the Likert scale in OPD and IPD services
3.	Naresh Chauhan, Hiteshree Patel ^{1 2} , Harsad Patel ³ , J. K. Kosambiy ^{a4}	Patient Satisfaction Survey: To Improve Quality of Care at Tertiary Care Center, South Gujarat	Government Medical College, Surat, Gujarat, India	It was a cross sectional study, Included 800 respondents, 400 each from indoor and outdoor facilities	General perception of the clients for the OPD services were 60% believed that the time to get services is appropriate, 98% respondents satisfied with staff behavior, 60% satisfied with the cleanliness OPD at the same time few dissatisfied with public utilities (16%), 70% patient satisfied with available water and other amenities in, around the hospital and 77% felt that the space in OPDs was crowded. All the patient

					whom examination required reported that the privacy has been maintain.
4	Nebsu Asamrew, Abduilhafiz A. Endris, and Musse Tadesse	Level of Patient Satisfaction with Inpatient Services and its Determinants: A Study of a Specialized Hospital in Ethiopia	Governmental hospitals in Addis - Ababa, Ethiopia	Cross sectional study 398 samples	Considering that patient satisfaction is a collective outcome of different kinds of services provided in the hospital, the level of patient satisfaction in this study was measured by using 19-item questions, which is composed of three dimensions. Service utilization, patient and health care provider interaction, and Facility-related information were the three different dimensions assessed. Our study finding shows that the proportion of overall net patient satisfaction rate

					is 46.2%. This level of satisfaction was higher when compared with other interventional study performed in Debra Markos Hospital, Ethiopia, which is 25% before the intervention
5.	Mamet Kaur, Abu Bashar, Tarundeep Singh and Rajesh Kumar	Cross-Sectional Study of Clients' Satisfaction with Outpatient and Inpatient Services of Public Health Facilities of a North Indian State	Inpatient Services of Public Health Facilities of a North Indian State.	Cross sectional Study. 3278 outpatient department [OPD] and 1614 inpatient department [IPD].	A cross-sectional study of persons attending public health facilities in Punjab, North India, was carried out in 2016. All district hospitals, subdistrict hospitals, 2 community health centres (CHCs), and 6 primary health centres (PHCs) were randomly selected from each of the 22 districts. A 60-item pre-tested and validated questionnaire was used to collect data. Participants

					(3278 outpatient department [OPD] and 1614 inpatient department [IPD]) visiting health care facilities were interviewed. Majority of OPD participants were satisfied with registration process, care providers, and personal issues like safety and security at the health facilities. Major domains of dissatisfaction were long waiting time and concern shown for patients during lab tests and x-rays. Most IPD participants were satisfied with care received from nurses and doctors, availability of medicines, and hospital environment. Domains of
--	--	--	--	--	--

					dissatisfaction were cleanliness of rooms and bathrooms and quietness at night.
6.	Chandana Deka Luish Borboruah Pranay P Sarmah Ipsita Paul	A Study on Patient Satisfaction among the Patients Admitted in the In-Patient Departments of a Tertiary Health Care Institution in North East India	Jorhat Medical College & Hospitals.	Cross sectional study was conducted Between July to August 2018 among the patients admitted in the IPD of Jorhat Medical College & Hospitals.	The study was conducted to determine the patient satisfaction of IPD patients seeking treatment in Jorhat Medical College and Hospitals and to compare the level of satisfaction of the patients across selected departments.
7.	1Sathish Raju N, 2Jayati Bahuguna, 3Jagiri N Rao	Patient Satisfaction Survey among Inpatients in a Multispecialty Teaching Hospital, South India: A Feedback Analysis	Multispecialty teaching hospital, Mysuru.	Cross-sectional Descriptive Study. About 4800 inpatient feedback forms were analyzed for the study	Objective was To study the level of satisfaction of inpatients in general wards at a multispecialty teaching hospital, (b) To study the different factors affecting patient satisfaction, (c) To find the causes for dissatisfaction,

					if any and suggest remedial measures for improvement of services leading to better patient satisfaction. A total of 82% of patients were satisfied with the admission counter services, 84% with the discharge process, 95% with the doctor's care and attentiveness (with only 1% rating it as poor), 92% with nursing services, 79% with the food quality, and 79% with the hospital's cleanliness. Overall, 92% of patients were satisfied with the services offered by the hospital.
8.	Dr. Yogesh Chandra	To Study the Patient's IPD Feedback	ILS Hospitals Agartala, India. It was a	Cross - sectional ,300 Samples	This study, conducted in a NABH accredited tertiary care

		as an Important Tool to Increase the Patient Satisfaction in a Tertiary Care Hospital	NABH accredited Tertiary care hospital		hospital, aimed to identify key factors contributing to patient dissatisfaction. Using Microsoft Excel statistical tools such as Bar Charts and Pareto analysis, the research found that the discharge process, food and beverage services, nursing services, and admission process accounted for 80% of the dissatisfaction. The scope focused on delays in discharge and food and beverage services. Root cause analysis revealed several issues: patients are not timely informed about discharges, discharge medications are delayed, the current system
--	--	---	--	--	--

					is slow, there's no SOP for TPA discharge cases, financial counseling at admission is inadequate, health cooking classes are lacking, and diet counseling is insufficient. Recommendations include enforcing financial counseling evaluations, establishing SOPs for the TPA process, and conducting health cooking classes by industry experts to improve hospital services.
--	--	--	--	--	--

9.	Mr. Rais Ahmad1, Farhat Jabeen2, Sameena Mufti3	A STUDY TO ASSESS THE PATIENT SATISFACTION WITH HEALTH CARE SERVICES DELIVERED AT THE INPATIENT DEPARTMENT OF GENERAL MEDICINE WARDS OF SMHS HOSPITAL, SRINAGAR, J&K”.	SMHS HOSPITAL SRINAGAR, J&K”.	Cross-sectional study & Descriptive study .100 IPD-patients of general medical wards.	A cross-sectional study was conducted at the In-Patient Department of SMHS Hospital Srinagar (J&K) to assess patient satisfaction with healthcare services and its relationship with selected demographic variables. Using a pretested structured interview questionnaire, data were collected from 100 inpatients through systematic random sampling, with verbal consent obtained from participants. Descriptive statistics described satisfaction levels and independent variables, while Chi-square tests examined relationships between satisfaction and demographic
----	---	--	-------------------------------	---	---

					variables. The results showed high satisfaction with courtesy (46%), quality of care (44%), and the physical environment (42%), but lower satisfaction with convenience (25%) and out-of-pocket costs (23.5%). No significant associations were found between satisfaction levels and demographic variables at the 0.05 significance level.
10.	Raj Kumar, Mayankkumar Javia ¹ , Harshad Mehta ² , Kamlesh ³	Assessment of Patient Satisfaction Level with the Services Available in the Inpatient Departments at a Tertiary Care	GMERS Medical College, Porbandar, Gujarat, India	Cross-sectional study. 100 inpatients Sample.	This study aimed to assess patient satisfaction in the inpatient departments (IPDs) of medicine and surgery at a tertiary care hospital. Conducted from August to October 2022

		Hospital			among 100 inpatients, the cross-sectional study utilized a five-point Likert scale questionnaire, with voluntary consent from participants. The results showed that 11.40% of patients were very satisfied, 44.73% were satisfied, 34.33% were neutral, and 7.53% were dissatisfied with the IPD services. Most participants expressed satisfaction with the quality of food, drinking water facilities, and the treatment provided by doctors, as well as nursing care, laboratory, and radiology
--	--	----------	--	--	---

IMPLICATIONS OF RESEARCH: This research will be useful for the hospital to keep an account of the assessing patient wellness with respect to medical services, particularly focusing on doctors and nurses, involves evaluating various aspects of care delivery and patient experience.

By identifying strengths and weaknesses in current practices.

GAP ANALYSIS :

A gap analysis of patient satisfaction in the Inpatient Department (IPD) at Artemis Hospital, Gurgaon through a set of patient satisfaction questionnaire (given above) which involves identifying areas where current practices may fall short of meeting patient needs and expectations. Key aspects to consider include communication between medical staff and patients, quality of care provided during hospital stays, accessibility to medical services and information, coordination of care among different healthcare professionals, and patient satisfaction with their overall experience. By assessing these areas, any gaps between current practices and desired standards can be identified, allowing for targeted interventions and improvements to enhance patient wellness and satisfaction in the IPD department at Artemis Hospital, Gurgaon.

REFERENCES:

- IAEME: © IAEME: www.iaeme.com. SATISFACTION LEVEL OF IPD PATIENTS WITH MEDICAL SERVICES research paper.
- G. Cohen .Age and health status in a patient satisfaction survey ;Social Science & Medicine, Volume 42, Issue 7, Pages 1085-1093.
- https://www.researchgate.net/publication/348081444_Assessment_of_patient_satisfaction_with_inpatient_services_at_secondary_level_setting.