



ASSESSING PATIENT SATISFACTION AND EFFICIENCY WITH RESPECT TO ADMISSION PROCESS IN PCS-IPD AT FORTIS MEMORIAL RESEARCH INSTITUTE

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OVERVIEW

Major sections of this
thesis defense
presentation

- Introduction
- Problem
- Research Purpose
- Research Question
- Objectives
- Methodology
- Results
- Conclusion

Introduction

Overview:

- Fortis Memorial Research Institute (FMRI), Gurgaon, a premier healthcare provider.
- Committed to comprehensive and holistic medical care.

Research Focus:

- Assessing the efficiency of the PCS-IPD admissions process.
- Evaluating patient satisfaction and query resolution.

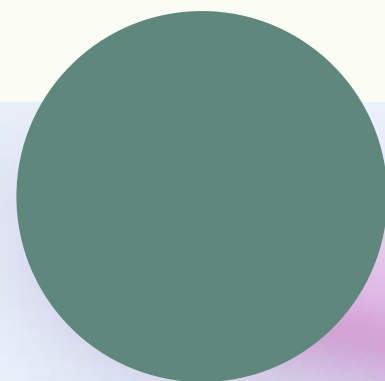
Purpose:

- Identify strengths and areas for improvement.
- Enhance overall patient care services.



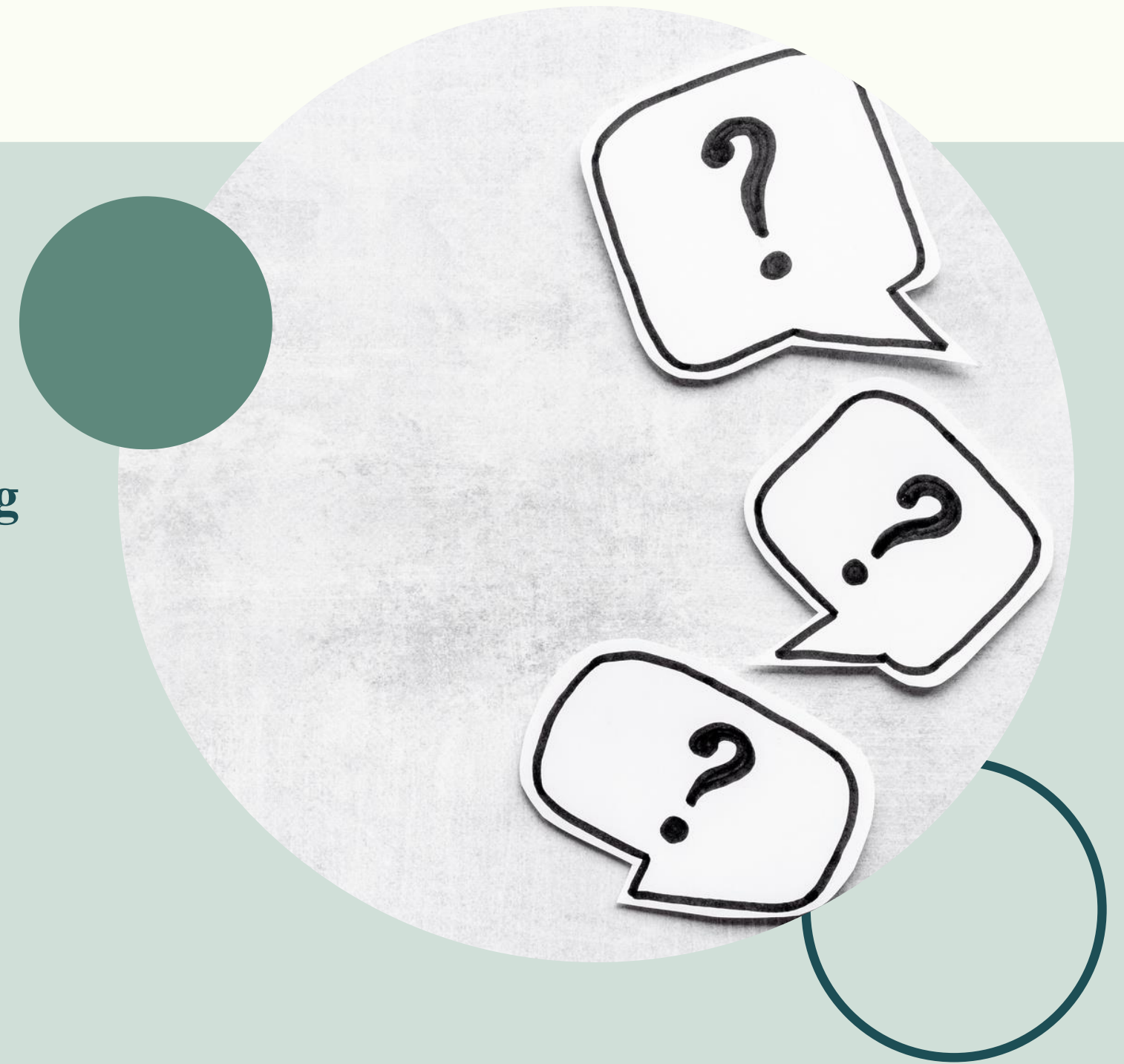
PURPOSE OF THE RESEARCH

- To assess the efficiency and timeliness of the admission process in the PCS-IPD (Patient Care Services-In Patient Department) at Fortis Memorial Research Institute, Gurgaon.
- To identify areas of strength and opportunities for improvement within the admission process.
- To enhance patient satisfaction by ensuring the process is efficient and addresses patient needs effectively.
- To evaluate the effectiveness, accessibility, and timeliness of the admissions process, as well as the efficiency in resolving patient queries during their arrival

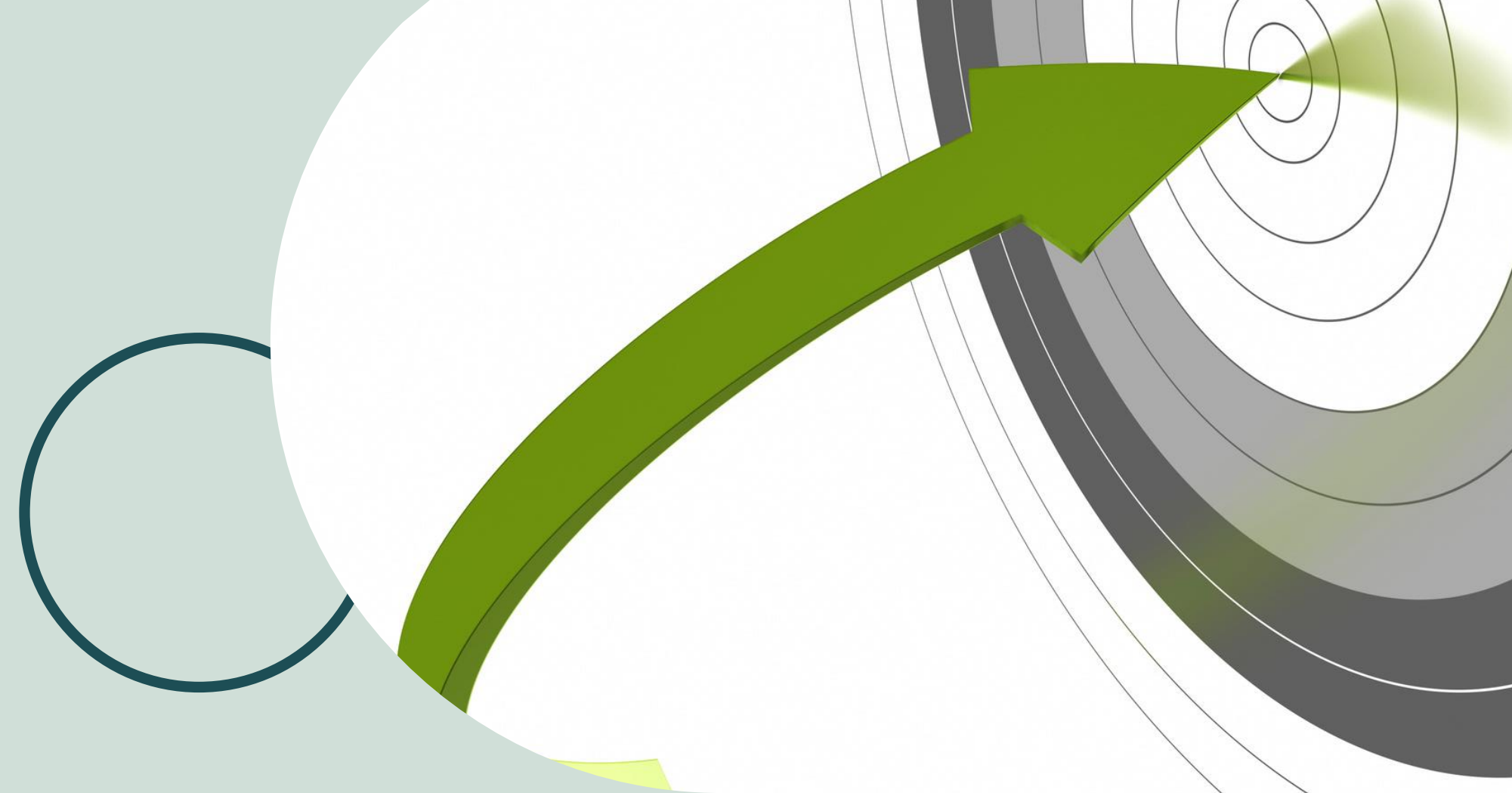


Research Questions

- **What is the overall turnaround time (TAT) for completing the admission process for patients?**
- **Is the overall TAT within the standards set by the hospital?**



OBJECTIVES

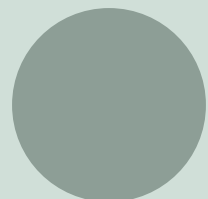


The First Objective

To assess the level of timeliness of each steps of the admission process and whether it followed the hospital's set standards or not.

The Second Objective

To gain insight on whether the patients or their attendants were satisfied with the efficiency of the department staff or not.



METHODOLOGY

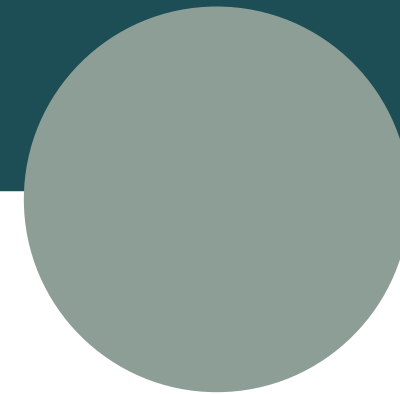
Research Design

Study Design – Descriptive

Type of Data – Primary Data

Study Setting

- Fortis Memorial Research Institute, PCS IPD Admissions Department.
- Focus on assessing efficiency and timeliness of each step in the admissions process and patient satisfaction with staff efficiency in answering queries.



METHODOLOGY

Study Population

- Inclusion Criteria: Patients arriving at the Patient Care Services IPD for admission during the study period.
- Sample Size: Approximately 140 to 150 patients.

Study Tools

- Observations and time tracking for each step of the admission process.
- Structured interviews with patients to gather feedback on issues faced and satisfaction with query handling.



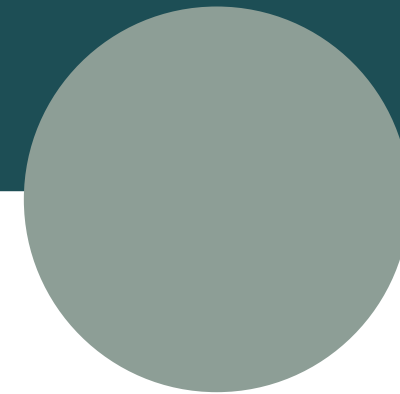
METHODOLOGY

Duration of Study:

Approximately 3 months

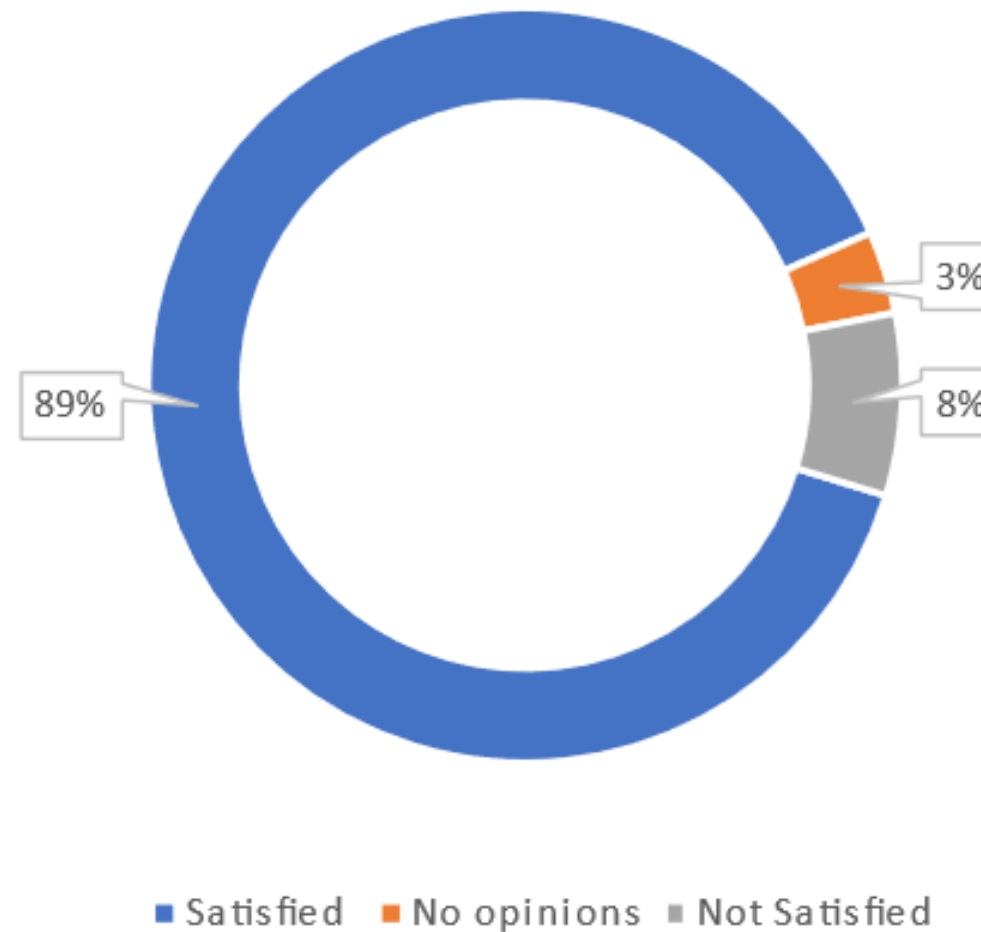
Data Collection Procedure:

- Observing and noting the time taken for each step of the admissions process.
- Collecting patient feedback on staff efficiency in handling queries.



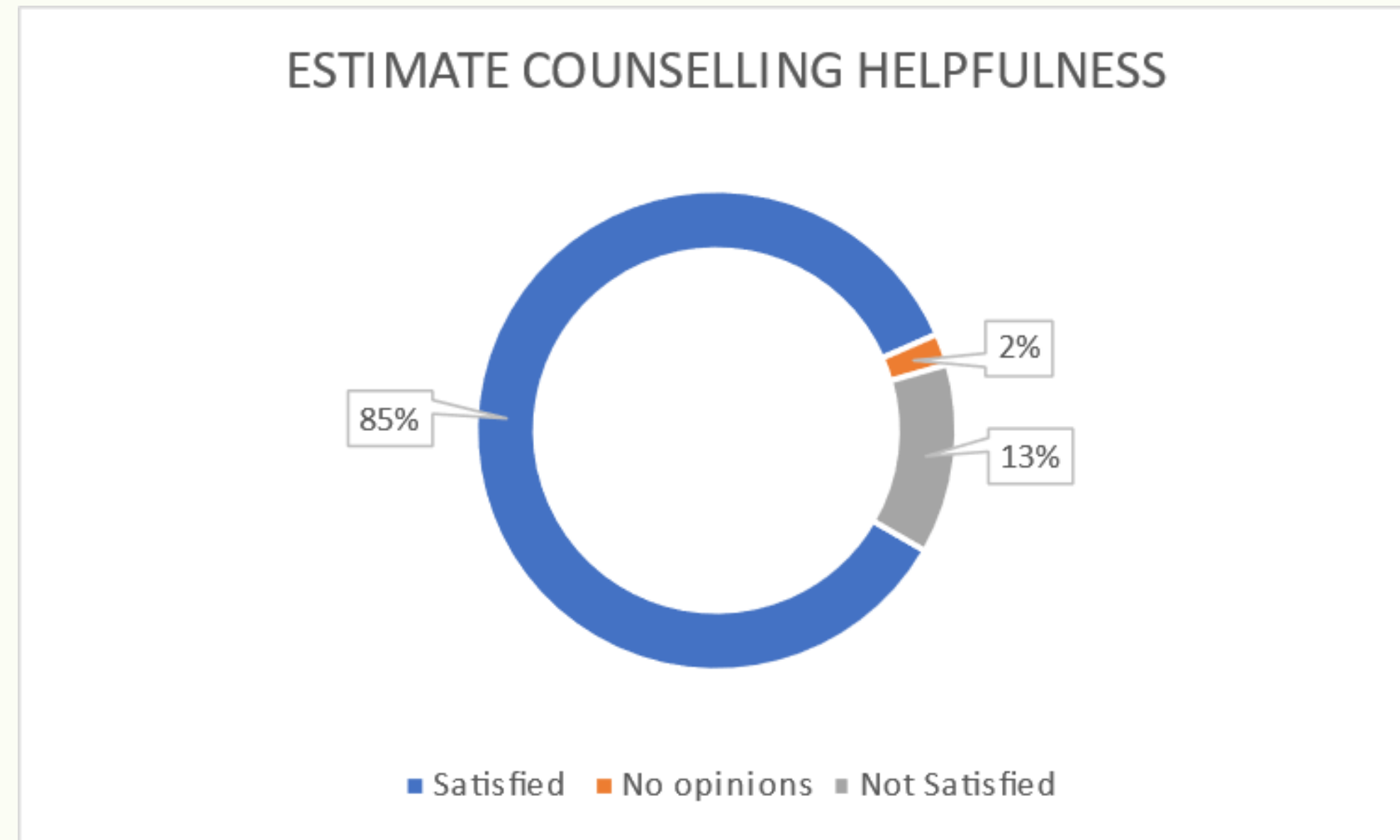
RESULT

OVERALL EFFICIENCY OF THE ADMISSION PROCESS



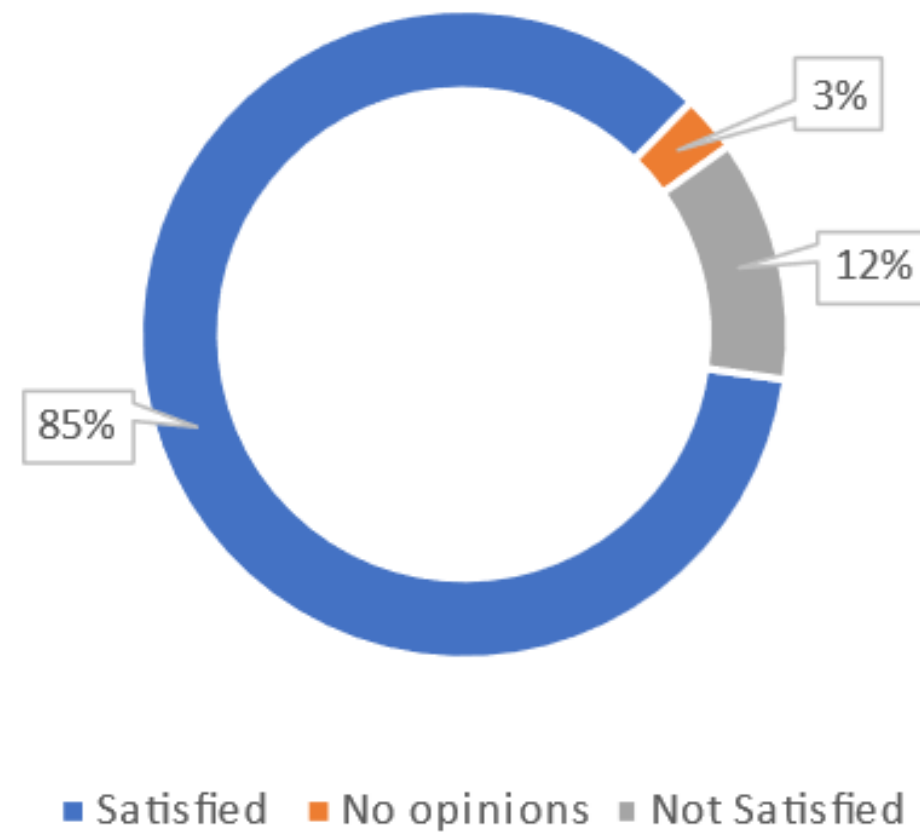
- Overall satisfaction with admission process:
- 89% satisfied
- 8% had complaints
- 3% neutral/no opinion
- Majority gave positive feedback

RESULTS



- Vast majority found counselling helpful
- Small percentage dissatisfied
- Very few had no opinion
- Clear indication of overall positive impact

BED MANAGEMENT EFFICIENCY WITH REGARDS TO ALLOCATING THE DESIRED BED CATEGORY

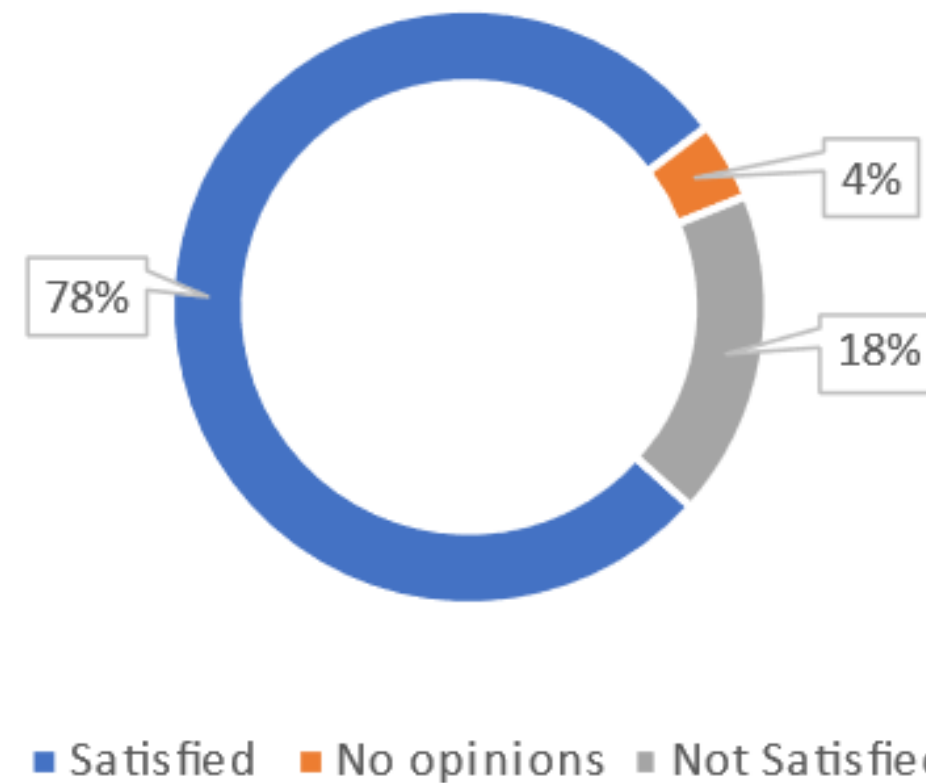


RESULT

- High satisfaction with bed allocation
- Small percentage dissatisfied
- Very few without opinion
- Indicates effective bed category assignment
- Potential for minor improvements

RESULT

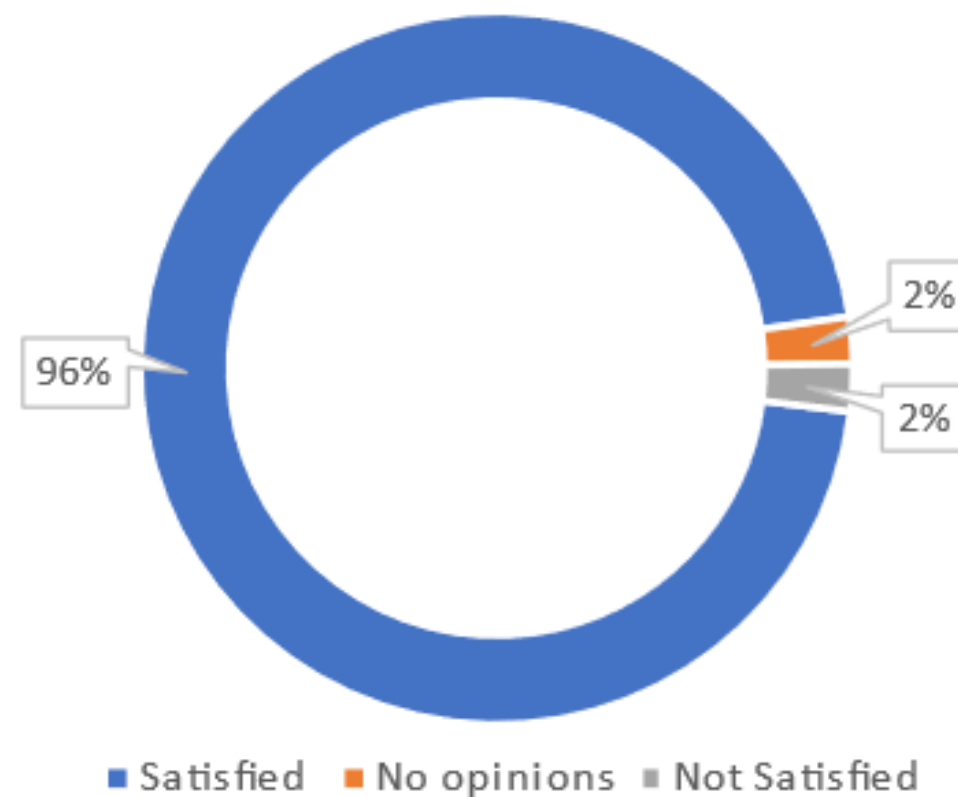
STAFF EFFICIENCY AT HANDLING DIFFERENT TYPES OF PATIENT QUERIES



- Majority satisfied with staff's query handling
- Significant portion dissatisfied (nearly 1 in 5)
- Few neutral responses
- Room for improvement in staff efficiency
- Consider staff training or process optimization

RESULTS

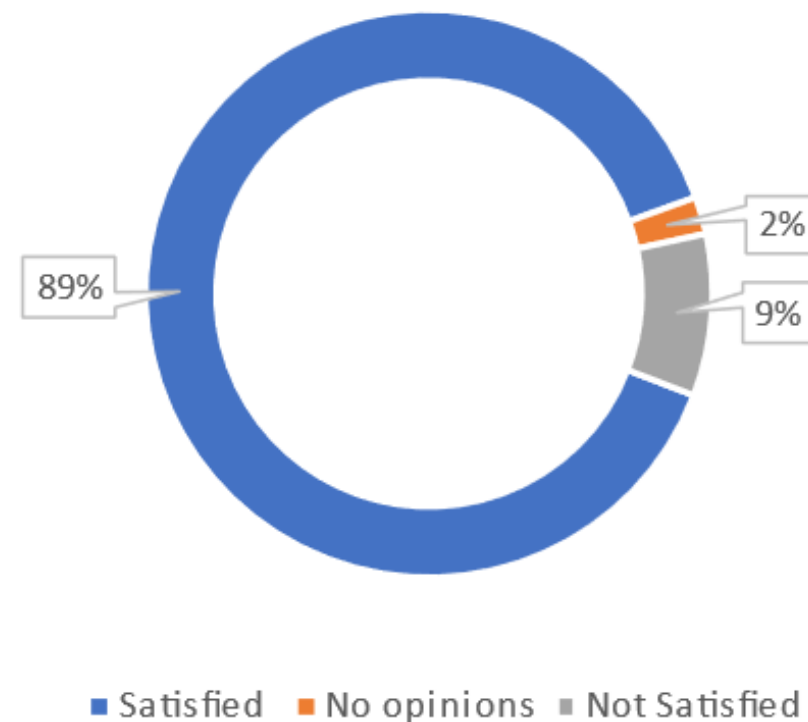
STAFF EFFICIENCY AT EDUCATING THE PATIENTS ABOUT THE OVERALL STEPS AND DOCUMENTS NEEDED FOR THE ADMISSION PROCESS



- Overwhelming majority satisfied
- Extremely low dissatisfaction rate
- Equal small percentages for dissatisfied and neutral
- Indicates excellent staff performance in explaining procedures
- Highly effective communication of admission requirements

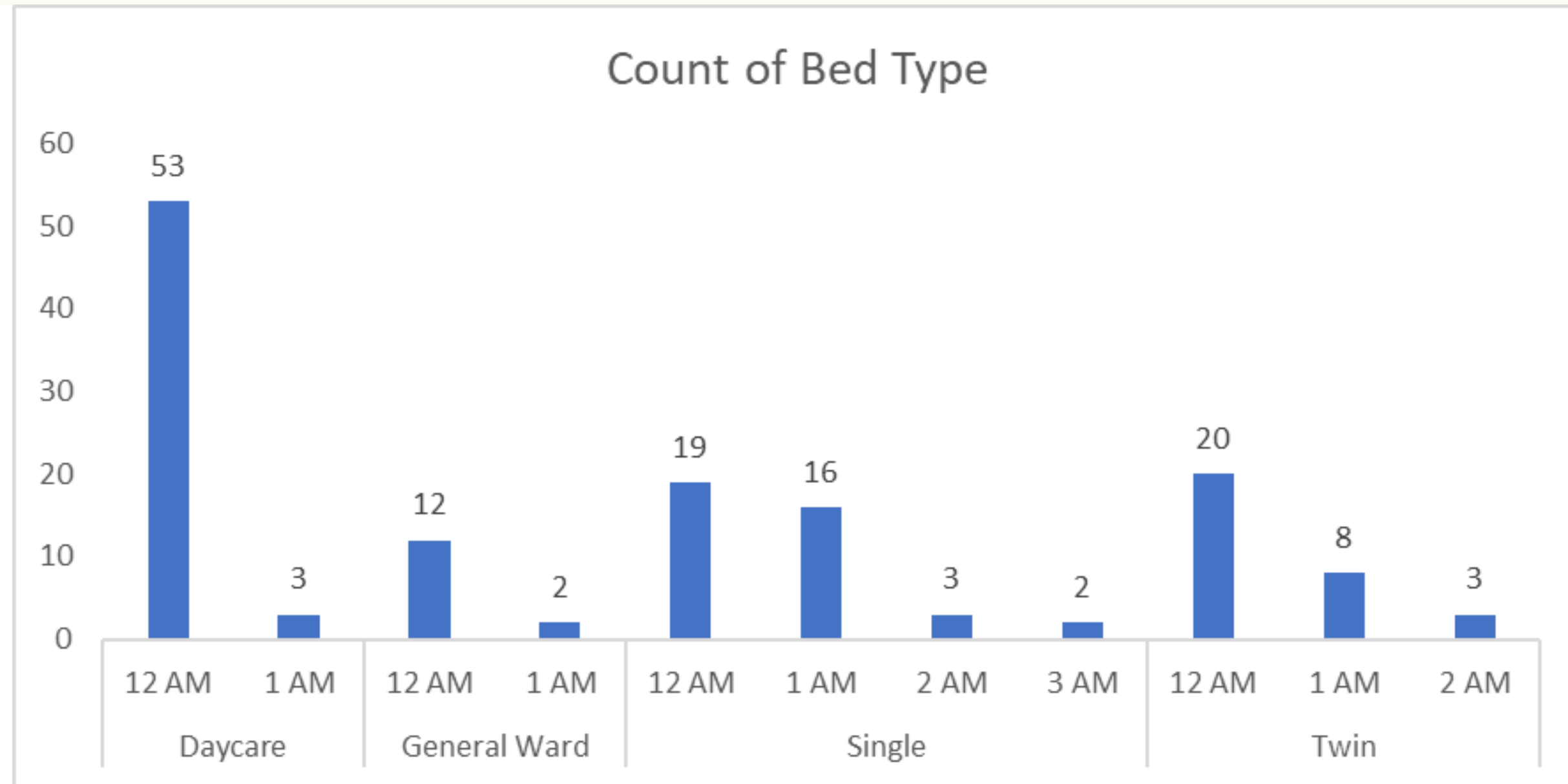
RESULTS

STAFF PROFICIENCY IN COMMUNICATING WITH CULTURALLY DIVERSE PATIENTS



- Strong majority satisfied with cross-cultural communication
- Small but notable portion dissatisfied
- Very few neutral responses
- Indicates overall good cultural competence
- Some room for improvement in cultural sensitivity
- Consider targeted training to address dissatisfaction

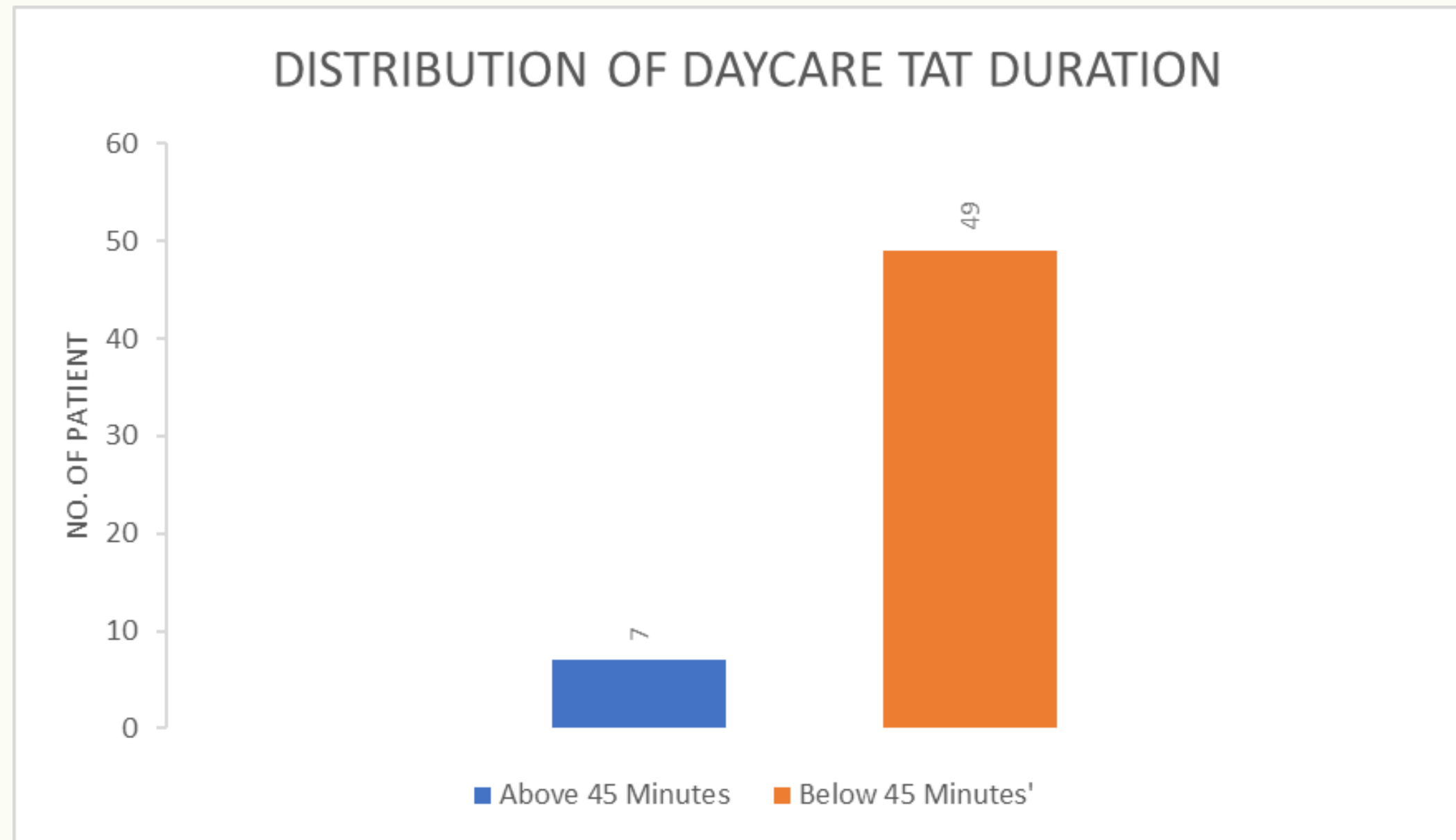
RESULT



Out of the sample size of 141 patients

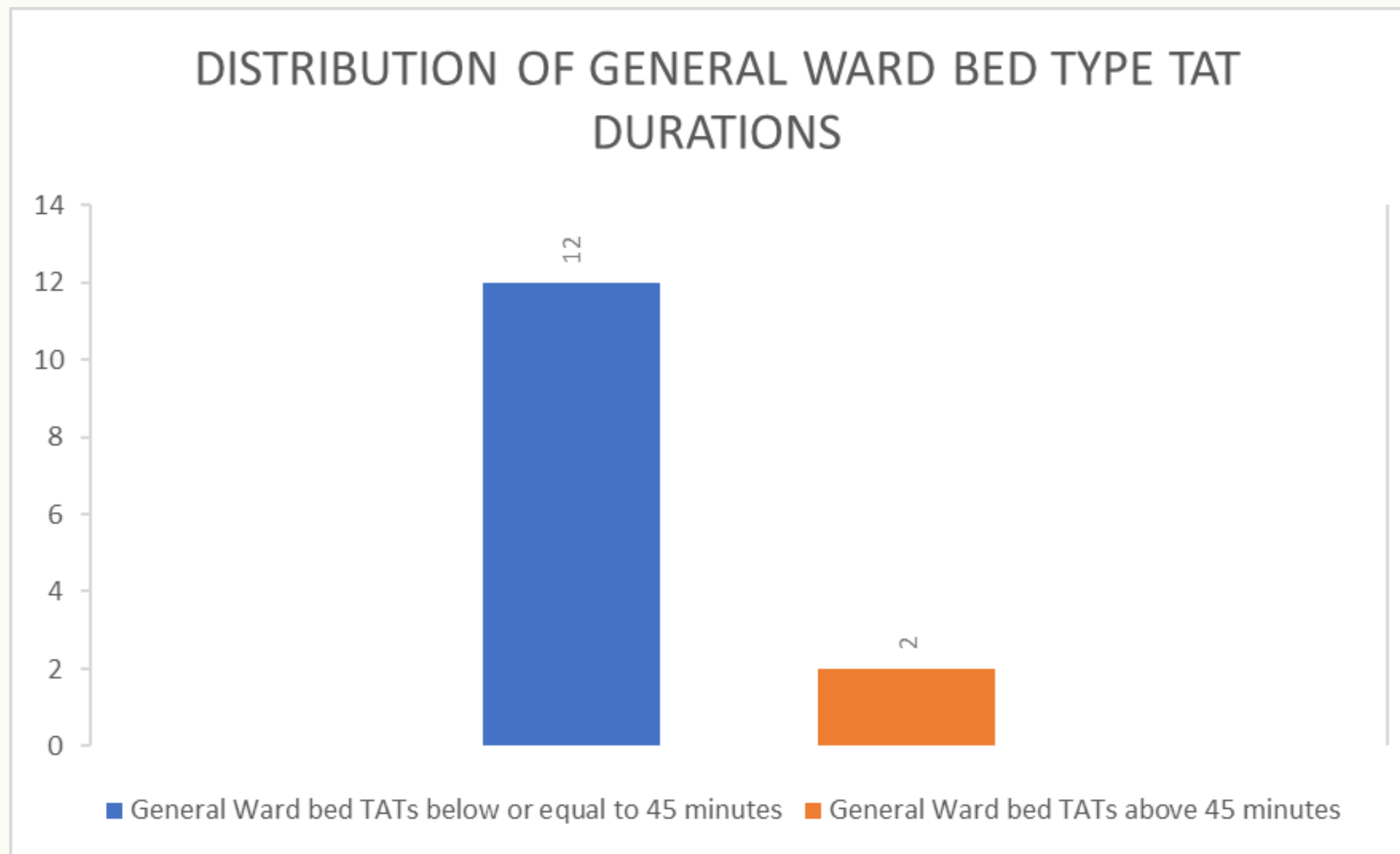
- 56 applied for daycare admissions
- 14 applied for admission to the hospital's general ward.
- 31 patients who came to apply for a room of the Twin sharing category.
- 40 patients applied for a single patient occupancy type room.

RESULTS



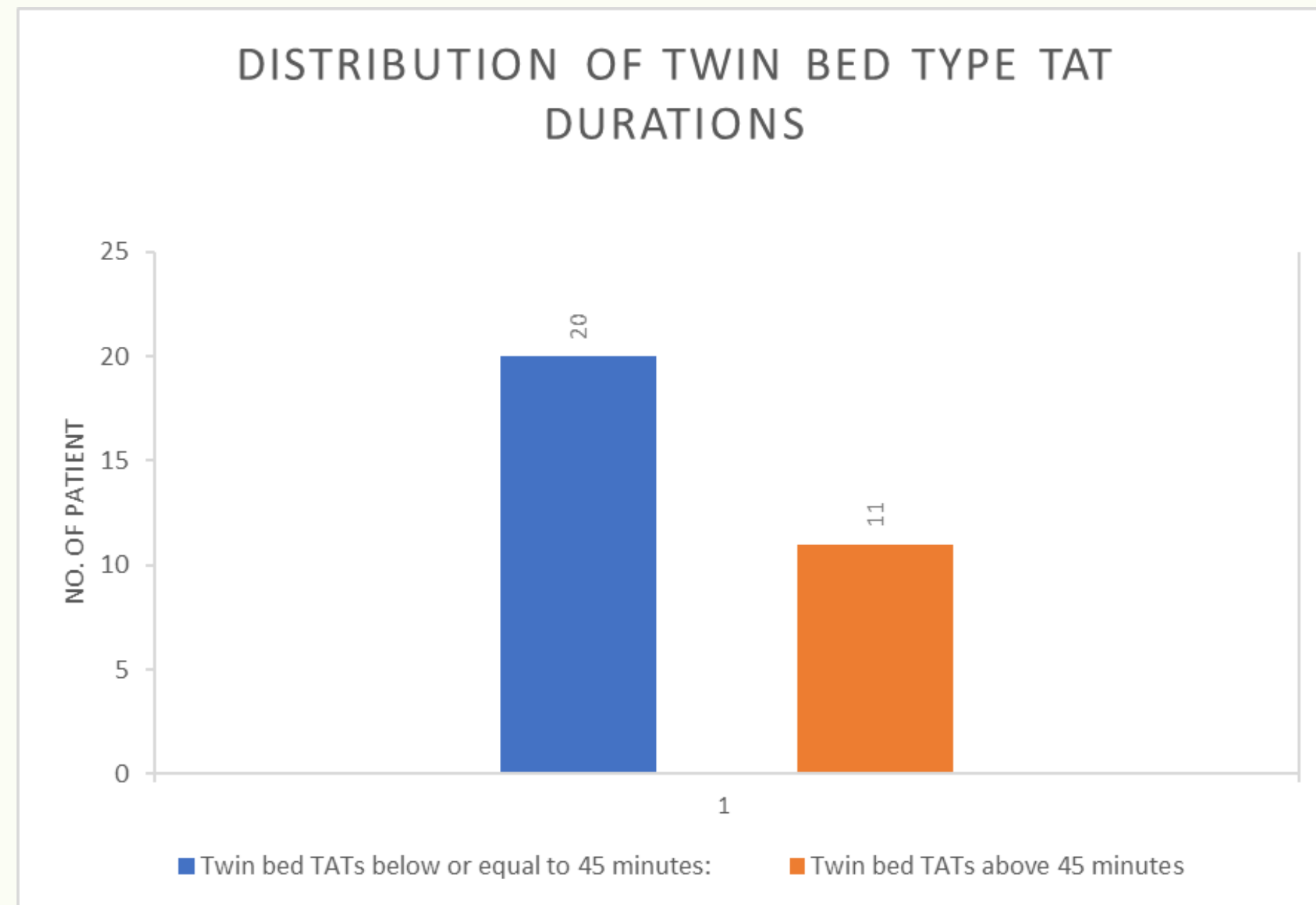
- Vast majority (87.5%) of patients had TAT under 45 minutes
- Small minority (12.5%) experienced longer TAT over 45 minutes
- Data suggests generally efficient daycare processing times

RESULT



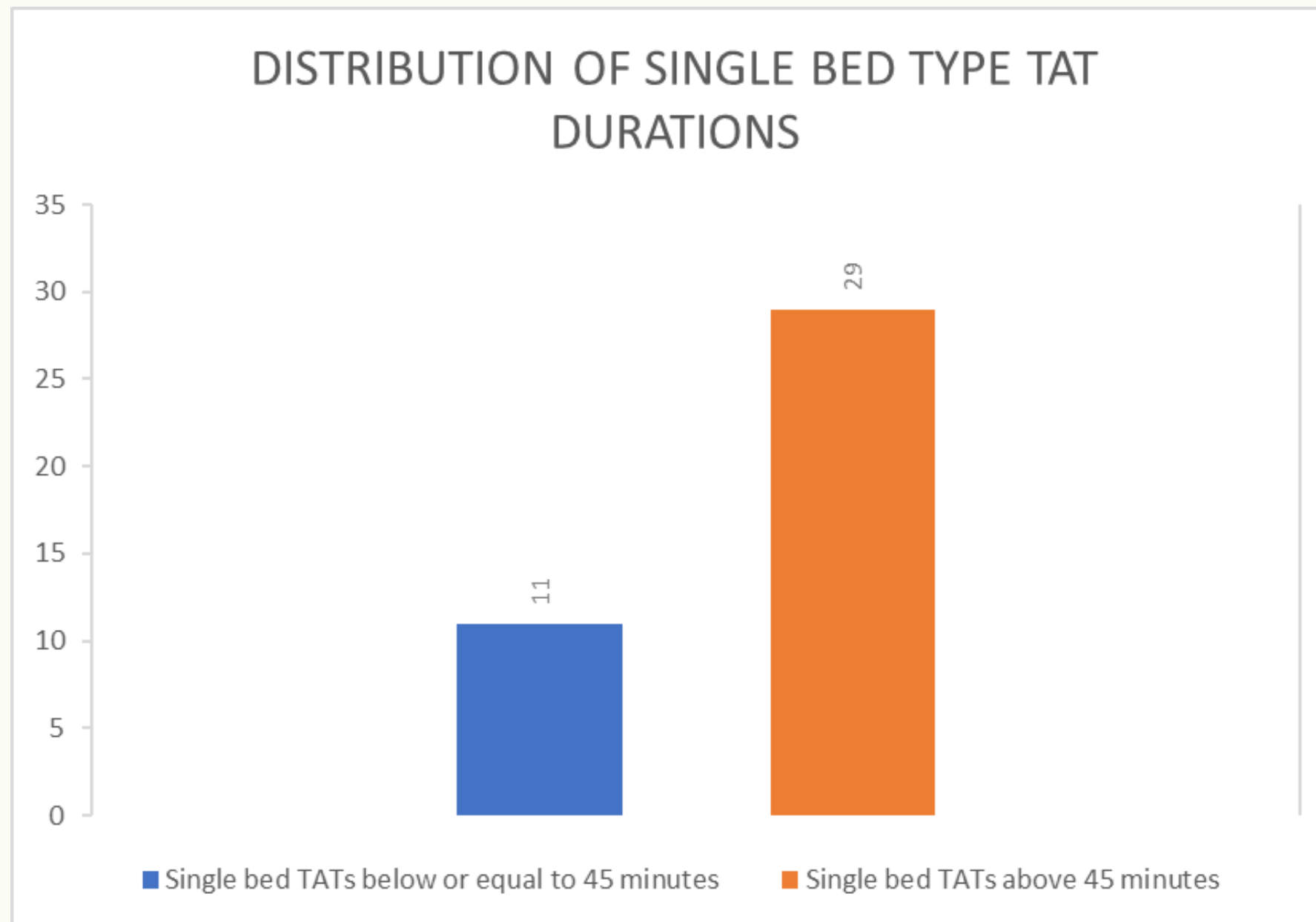
- Vast majority (85.7%) of cases were processed within 45 minutes
- Small minority (14.3%) took longer than 45 minutes
- Data indicates generally efficient bed allocation in General Ward
- Potential area for improvement: reducing cases exceeding 45-minute TAT

RESULT



- 11 patients (39%) had a turnaround time above the 45-minute standard set by the hospital.
- 20 patients (61%) TAT was below the 45-minute standard.
- Majority of patients (61%) had a turnaround time lower than the hospital's 45-minute standard for admissions.
- Indicates there is still need for improvement in the efficiency of the admissions process at Fortis Memorial Research Institute.

RESULTS



- Out of 40 patients admitted to single sharing rooms:
- 11 patients (27%) had a turnaround time $\leq$ 45 minutes.
- 29 patients (73%) had a turnaround time $>$ 45 minutes.
- Majority of patients (73%) exceeded the hospital's 45-minute standard for admissions.
- Indicates significant room for improvement in the admissions process for single sharing rooms at Fortis Memorial Research Institute.

CONCLUSION



- The study provides valuable insights into the admission process and query handling at FMRI's PCS-IPD.
- Identifies strengths and areas for improvement in communication, timeliness, and overall efficiency.

Highlights the importance of:

- Effective communication between staff and patients.
- Timely allocation of rooms.
- Adequate staff training for handling patient queries.
- Emphasizes the need for continuous improvement to enhance patient satisfaction and streamline the admissions process .

Recommendation

Hiring adequate GDA Staff:

- Hire more GDA staff to manage intense patient rush.
- Ensure ample guidance for patients with limited mobility.

Improving Communication:

- Train staff for continuous communication about admission progress.
- Ensure timely updates on room status and patient needs.

Enhance Bed Manager Availability and break time limits:

- Set break time limits for bed managers.
- Ensure someone is always available to handle bed queries and room allocations.

Training of doctor coordinators:

- Must be trained regarding the admission process steps and documentation for ensuring more informed communication with the patient.



THANK YOU