

A Study on patient satisfaction in the Inpatient Department of a Tertiary Care Hospital in Patiala, Punjab.

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A Study on Patient Satisfaction in the Inpatient Department of Manipal Hospital in Patiala, Punjab.

Research Objectives:

- -To assess the overall satisfaction levels of patients in the inpatient department (IPD)
- -To develop and propose strategies for improving patient satisfaction in the IPD.

Sample size: 100

Sampling technique: Systematic random sampling technique.

Study Tools: Patient satisfaction forms

Results

- **Patient's perspective on the admissions process**

Questionnaire

- 1- Is the hospital admissions procedure easy and clear?
- 2- Staff was helpful?
- 3- Overall the registration process is satisfactory?

Results-

- On the mentioned above data, We can clearly get to know that from out of 100 patients 72% found the admission process easy and clear , 16% found it difficult and rest 12% did not said much about the admission process.
- Overall 68% of patients were satisfied from the admission procedure , 20% were not able to comment on it and 12% said that they were not satisfied with the process.
- Out of 100 82% were satisfied by the behavior of the staff , 8% were not able to answer and 10% clearly said that the staff behavior were not helpful.

- **Patient's perspective on linen and Laundry services**

Questionnaire-

1-The overall quality of the linen provided was good(sheets, blankets, towels, etc.) ?

2- Is clean linen provided daily?

3- Linens changed regularly during your stay?

- Results- - Out of 100 Patients 75% said that the linen provided to them during their stay were of good quality, 10% cannot say anything and 15% said the quality was not good.
- 57% of the patient said that Linen provided to them were cleaned , 19% did not comment and 24% said linen were not cleaned.
- From 100 patients 60% said that linen were changed on regular basis during the say , whereas 20% said no to this statement and 20% did not answered.
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- **Patient's perspective on Housekeeping services**

Questionnaire-

1. Overall rooms were cleaned ?
2. Were room get cleaned everyday during your stay?
3. Cleanliness of the bathroom and toilet facilities was satisfactory?

Results- :

- 65% of patient said rooms were cleaned , 20% cannot said , 15% of patient said overall rooms not cleaned .
- 64% patient said that cleanliness were provided on the daily basis, 18% did not comment and 18% said that the cleanliness were not provided on daily basis.
- 60% of patient said bathrooms and toilets were cleaned whereas 18% not commented and 22% said no to this statement.

- **Patient's perspective on Housekeeping services**

Questionnaire-

1. The coordination between the hospital and your insurance provider/TPA was helpful?
2. Proper explanation of your insurance coverage and benefits were clearly described?
3. The clear and understandable information regarding billing were given to you?

Results-

- 63% patients said that the coordination between hospital and insurance company was helpful, 17 % cannot said anything and 20% said the coordination was not there.
- 63% patients got clear benefits and coverage information 19% said nothing and 18% denied that they got the explanation.
- Whereas 64% patient were got clear information of billing , 14% did not commented and 22% said they were not explained with the billing information.

Strategies for improving patient satisfaction in the IPD.

1. Admission Process

- Streamline Documentation
- Training and Protocols
- Clear Communication

2. Linen and Laundry

- Regular Inventory Checks
- Automated Systems
- Infection Control

3. Housekeeping

- Training Programs
- Quality Audits

4. Billing Process

- Transparent Billing
- Automated Billing Systems