

SYNOPSIS

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MBA(Hospital and Health Management)

Batch -27th

1. **TITLE:** A Study on patient satisfaction in inpatient department of a tertiary care hospital in Patiala, Punjab.
2. **INTRODUCTION:** Patient satisfaction is a crucial aspect of healthcare quality assessment, particularly in the inpatient department (IPD). It enhances care quality, health outcomes, patient loyalty, and a positive reputation for healthcare facilities. Factors influencing patient satisfaction include medical care quality, staff behavior, hospital environment, service delivery efficiency, and patient experiences. Patient satisfaction is an essential metric for hospital performance and is often linked to financial incentives and regulatory requirements. This thesis explores the determinants of patient satisfaction within the IPD, analyzes how these factors impact patient perceptions, and suggests strategies to improve satisfaction levels. The findings are expected to offer valuable insights for healthcare administrators, policymakers, and practitioners, aiming to contribute to ongoing efforts to enhance patient satisfaction and overall healthcare quality.
3. **RESEARCH QUESTIONS:**
 - What is the level of satisfaction among IPD patients?
4. **OBJECTIVE:**
 - To assess the overall satisfaction levels of patients in the inpatient department (IPD)
 - To identify the key determinants of patient satisfaction in the IPD.
 - To assess the correlation between patient satisfaction and clinical outcomes.
 - To explore patient feedback mechanisms and their role in improving satisfaction.
 - To develop and propose strategies for improving patient satisfaction in the IPD.

6. MATERIAL AND METHODS:

- Study Design- Descriptive Cross-sectional Study design.
- Settings- The research work is to be conducted at Manipal Hospital, Patiala.
- Duration of Study- 3 Months

7. DATA ANALYSIS PLAN: Microsoft Excel.

8. ETHICAL CONSIDERATIONS: Ethical considerations are vital for maintaining the integrity of such activities. Confidentiality, privacy, and data security are critical factors in determining if the research may be undertaken. Additionally, the hospital's existing policy requirements must be followed while conducting the research.

9. IMPLICATION OF RESEARCH: Research on patient satisfaction in inpatient department has numerous implications, including the following-

- Enhanced Quality of Care
- Effective Information Sharing
- Streamlined Processes
- Resource Allocation
- Technological Interventions.

10. REFERENCES:

Bhanu Prakash. Patient Satisfaction. September 2010.

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3047732/>

Rashid Al-Abri, Amina Al-Balushi. Patient Satisfaction as a tool towards quality improvement. January 2014.

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC3910415/>

I Pharm Bioallied Sci. 2020 Jul-Sep; 12(3): 252–261. Published online 2020 Jul 18. doi: [10.4103/jpbs.JPBS.168.20](https://doi.org/10.4103/jpbs.JPBS.168.20) **Assessment of patient's satisfaction visiting a tertiary health care institute in north India** [Madhur Verma](#),¹ [Kirtan Rana](#),² [Ankita Kankaria](#),¹ and [Ramnika Aggarwal](#)^{1s}

<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7574752/>

A STUDY ON PATIENT SATISFACTION IN IPD IN MULTISPECIALITY HOSPITAL IN VADOADARA.

<https://ijcrt.org/papers/IJCRT2303117.pdf>