



PATIENT SATISFACTION IN THE
OUTPATIENT DEPARTMENT AT
SANTOKBA DURLABHJI
MEMORIAL HOSPITAL, JAIPUR.

UNDER THE GUIDANCE OF
DR.SANJAY GUPTA.



PRESENTED BY-
DR.PREETI

Santokba Durlabhji Memorial hospital is a trust-governed, autonomous, fee for service, non-profit, multidisciplinary, private hospital, which explicated by vulnerable family patriarch, the late Padamshri Khailshanker Durlabhji. The hospital is spread over 90 acres of land on a prime location of Jaipur. This hospital is unique of its kind and it is a NABH certified hospital, NABL certified lab and NABH certified Blood Bank with bed capacity of 525 beds.

VISION

SDMH shall be an integrated quaternary healthcare hub for delivery of affordable quality medical care in an economically viable, regionally, nationally and internationally positioned institutional environment.

MISSION

SDMH is committed to provide quality health care at the most affordable rates to all sections of society, irrespective of caste, creed or color. Towards making this possible, we pledge to dedicate all our efforts and all our energies.

QUALITY POLICY

With a view to establish a system of clinical excellence, patient centricity, service delivery and ethical practices, team SDMH, through adherence to establish standards of healthcare delivery, will apply medical science and technology in such a way so as to maximize benefits to health without concomitant risks.

INTRODUCTION



Patient satisfaction is defined as the measure to which patients are happy with the quality of healthcare services they receive. It is concerned with their perceptions, experience related to various aspects of care including communication, access to services , cleanliness and overall healthcare environment.

Improves staff morale-Satisfied patients interact positively, which can accelerate morale among healthcare providers and staff members.

Early detection of issues- Positive and negative feedback helps in identifying areas for improvement, enhancing the overall patient experience.

Quality of care- The satisfaction of a patient largely depends on the qualitative performance of a healthcare organisation.

Higher customer retention and patient loyalty- The availability of the patients is directly propotional to patient's loyalty and qualitative approach to the service of the organisation

Patient Satisfaction Form at Durlabhji, Jaipur

When the patient is done with the OPD consultation , the floor manager meets and enquires them about their important feedback over the complete OPD process , so that the entire team concerned can analyse the services from the patients perspective and can improve them systematically as required.

Feedback form consists of-

- Parking-
- Reception area-
- Waiting area-
- Behaviour of the staff-
- Diagnosis and treatment-
- Different services-
- Quality of food-

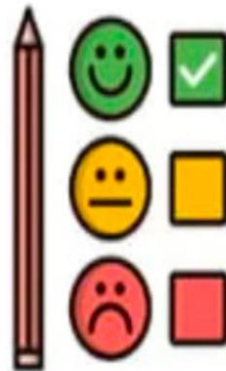
The patient/attendant responded the questionnaire by marking/selecting the following options-

YES/SATISFIED

NO/DISSATISFIED

CAN'T SAY

For submitting the feedback , there is a QR code by which patients can provide their valuable feedback , there is a Monkey Survey app in which the questionnaires are there.





RESEARCH QUESTION-

What is the satisfaction level among OPD patients in Durlabhji Hospital, and what factors influence their perception of care?

STUDY DESIGN-

Prospective study design.

STUDY SETTING-

The study of Patient Satisfaction in the OPD of Durlabhji Hospital, Jaipur.

STUDY POPULATION- Patients concerned with the OPD

INCLUSION CRITERIA-Patients aged 18 years and above attending the OPD at Durlabhji Hospital during the study period.

STUDY DURATION- The study was conducted from 10th April to 18th June

SAMPLE SIZE- 120 OPD patients.

SAMPLING TECHNIQUE- Systematic random sampling technique.

Results

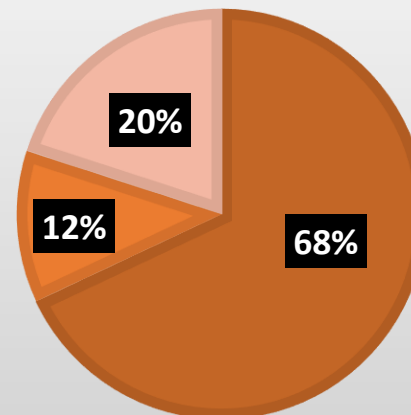
The outcome/results achieved by conducting the Patient satisfaction study at SDMH, Jaipur were segregated and then analysed by using Pie-chart.

1. Patient satisfaction towards parking area

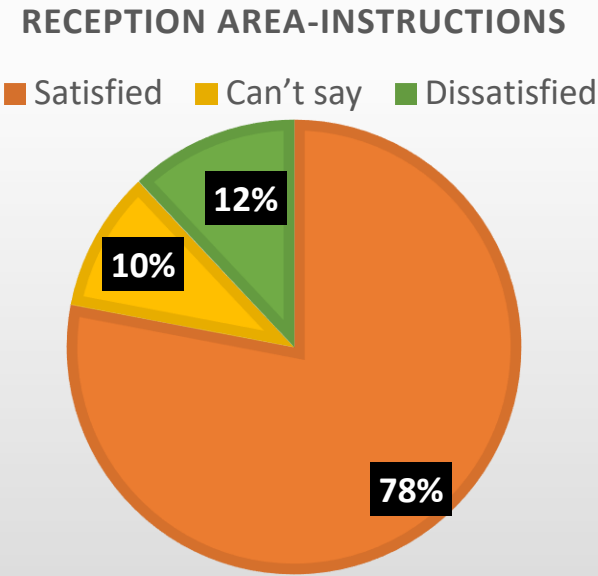
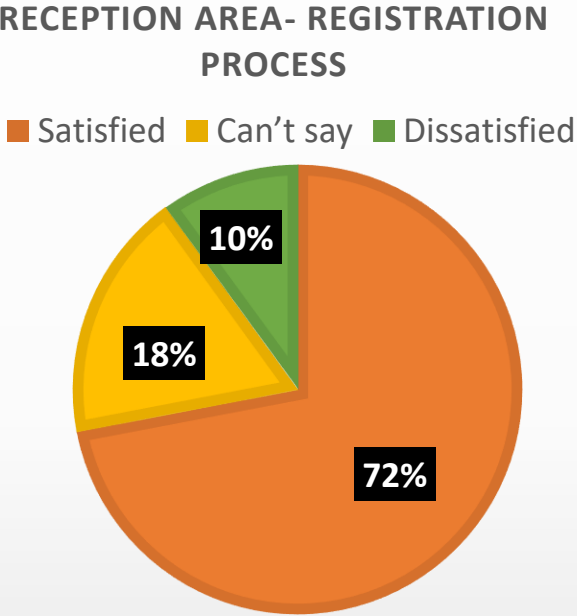
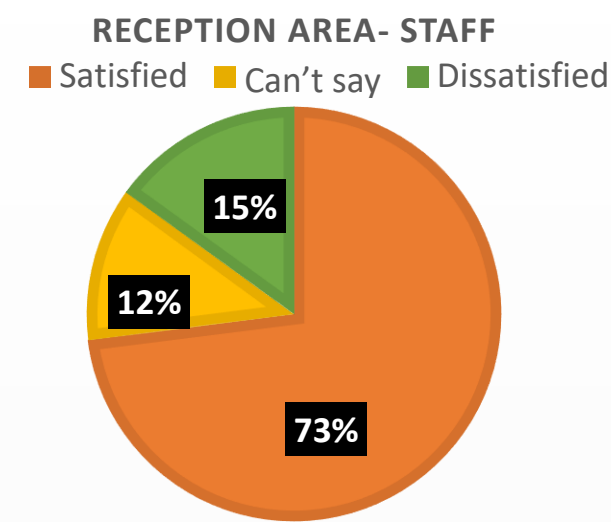
S.NO	Particulars		% of satisfaction
1	Was parking available and staff was courteous and attentive	Satisfied	68%
		Can't say	12%
		Dissatisfied	20%
		Total	100%

PARKING AREA

■ Satisfied ■ Can't say ■ Dissatisfied



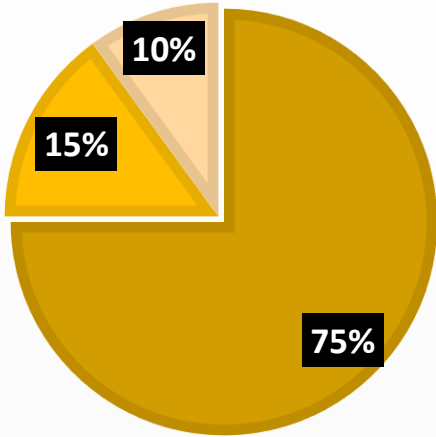
2. Patient satisfaction towards reception area			
S.NO	Particulars		% of satisfaction
2.1	Reception area staff was friendly and helpful	Satisfied	73%
		Can't say	12%
		Dissatisfied	15%
		Total	100%
2.2	Instructions were clearly informed about registration	Satisfied	78%
		Can't say	10%
		Dissatisfied	12%
		Total	100%
2.3	Overall the registration process was good	Satisfied	72%
		Can't say	18%
		Dissatisfied	10%
		Total	100%



3. Patient satisfaction towards waiting area			
S.NO	Particulars		% of satisfaction
3.1	Floor and washroom was cleaned, trolley, wheelchair ,lift was available	Satisfied	75%
		Can't say	15%
		Dissatisfied	10%
		Total	100%
3.2	Proper signages and sitting arrangement	Satisfied	64%
		Can't say	17%
		Dissatisfied	19%
		Total	100%
3.3	Overall ambience	Satisfied	79%
		Can't say	11%
		Dissatisfied	10%
		Total	100%
3.4	Dustbin was present in the examination room	Satisfied	72%
		Can't say	18%
		Dissatisfied	10%
		Total	100%

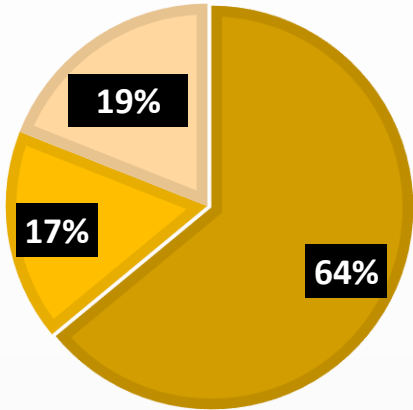
WAITING AREA- FLOOR ,
WASHROOM,LIFT ,
TROLLY,WHEELCHAIR

■ Satisfied ■ Can't say ■ Dissatisfied



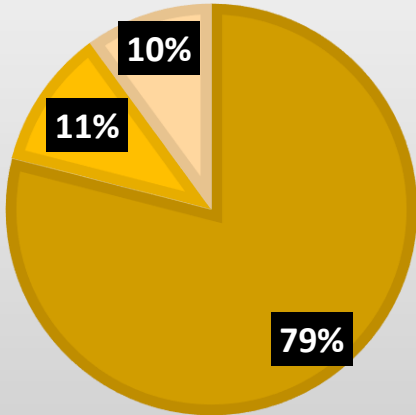
WAITING AREA-PROPER SIGNAGES
AND SITTING ARRANGEMENT

■ Satisfied ■ Can't say ■ Dissatisfied



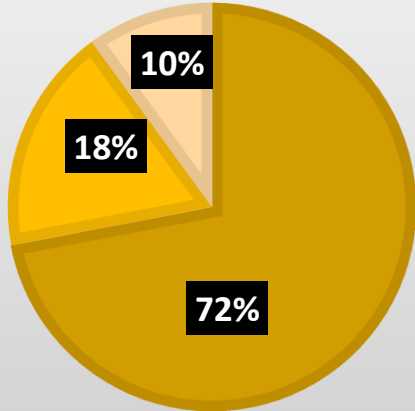
WAITING AREA-OVERALL AMBIENCE

■ Satisfied ■ Can't say ■ Dissatisfied

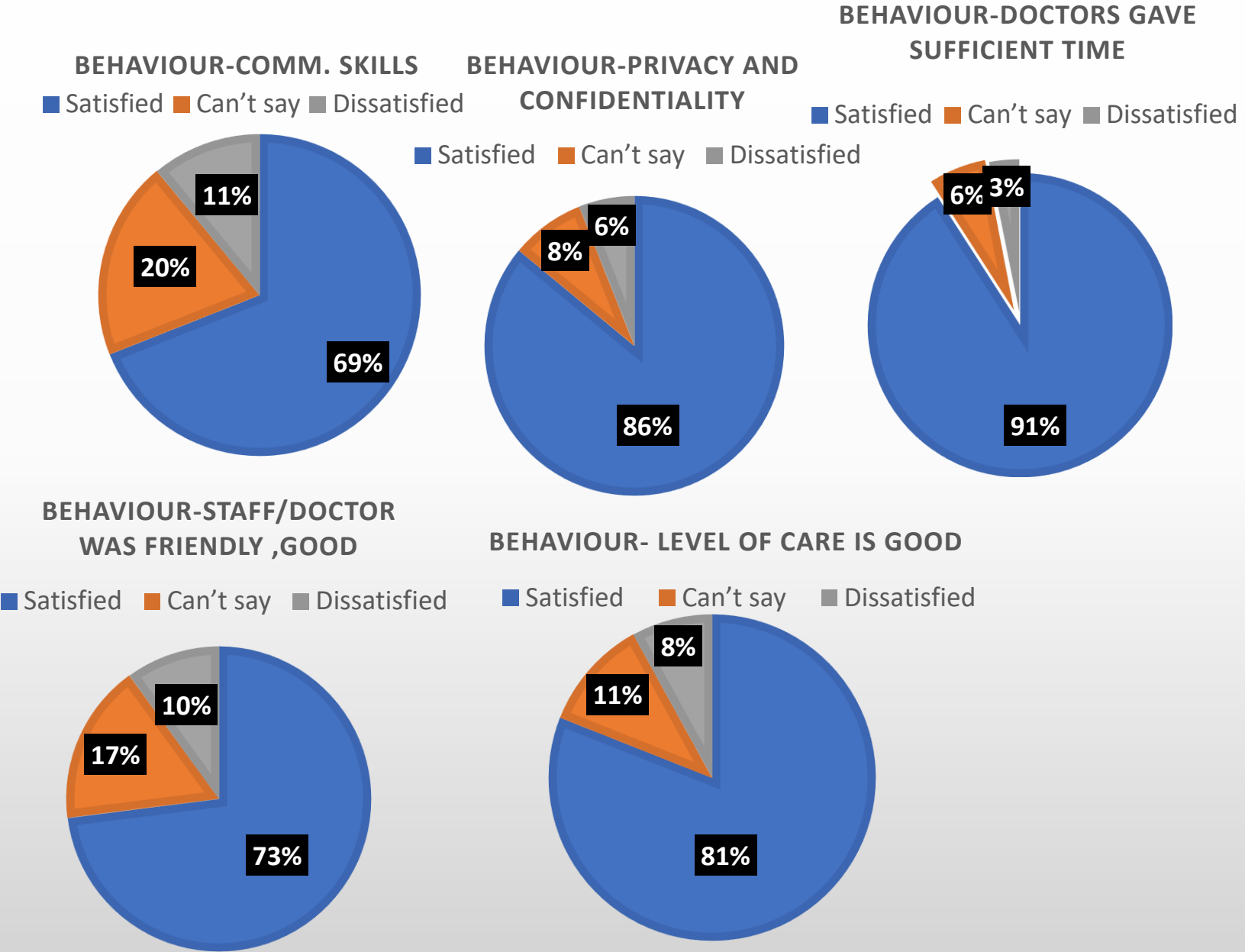


WAITING AREA-DUSTBIN

■ Satisfied ■ Can't say ■ Dissatisfied



4. Patient satisfaction towards behaviour of medical/nursing team			
S.NO	Particulars		% of satisfaction
4.1	Communication skills	Satisfied	69%
		Can't say	20%
		Dissatisfied	11%
		Total	100%
4.2	Privacy and confidentiality	Satisfied	86%
		Can't say	8%
		Dissatisfied	6%
		Total	100%
4.3	Doctors gave sufficient time	Satisfied	90%
		Can't say	6%
		Dissatisfied	3%
		Total	100%
4.4	Behaviour of the staff/doctor was friendly ,good	Satisfied	73%
		Can't say	17%
		Dissatisfied	10%
		Total	100%
4.5	Staff services and level of care is good	Satisfied	81%
		Can't say	11%
		Dissatisfied	8%
		Total	100%

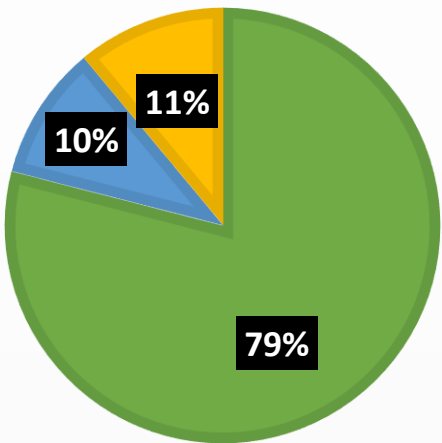


5. Patient satisfaction towards diagnosis and treatment

S.NO	Particulars		% of satisfaction
5.1	Diagnostic services was good	Satisfied	79%
		Can't say	10%
		Dissatisfied	11%
		Total	100%
5.2	Treatment plan was easy to understand , satisfied with consultation	Satisfied	71%
		Can't say	18%
		Dissatisfied	11%
		Total	100%
5.3	Staff/technician behaviour was good and explained about the procedure	Satisfied	67%
		Can't say	21%
		Dissatisfied	12%
		Total	100%

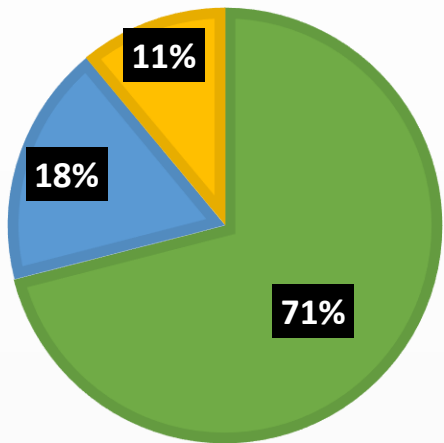
DIAGNOSTIC SERVICES WAS GOOD

■ Satisfied ■ Can't say ■ Dissatisfied



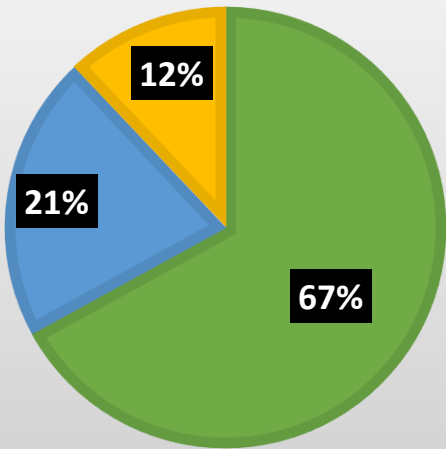
TREATMENT PLAN WAS EASY TO UNDERSTAND

■ Satisfied ■ Can't say ■ Dissatisfied



TECHNICIAN BEHAVIOUR WAS GOOD

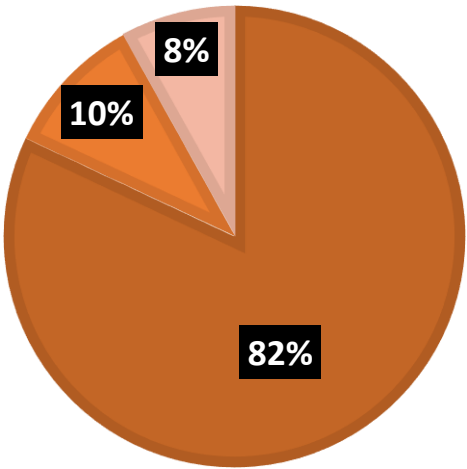
■ Satisfied ■ Can't say ■ Dissatisfied



6. Patient satisfaction towards different services			
S.NO	Particulars		% of satisfaction
6.1	Registration process and consultation time was appropriate	Satisfied	82%
		Can't say	10%
		Dissatisfied	8%
		Total	100%
6.2	Diagnostic test time was appropriate	Satisfied	74%
		Can't say	15%
		Dissatisfied	11%
		Total	100%
6.3	Investigation report was available on time	Satisfied	79%
		Can't say	10%
		Dissatisfied	11%
		Total	100%

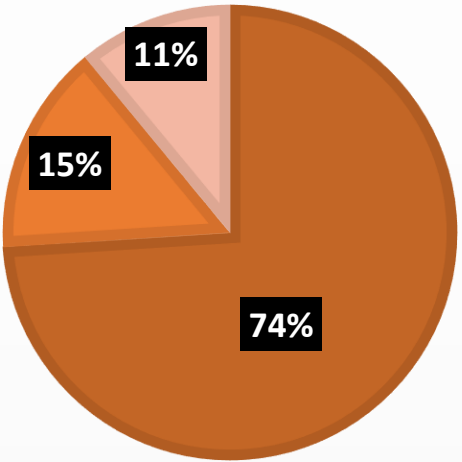
REG.PROCESS AND CONSULTATION TIME

Satisfied Can't say Dissatisfied



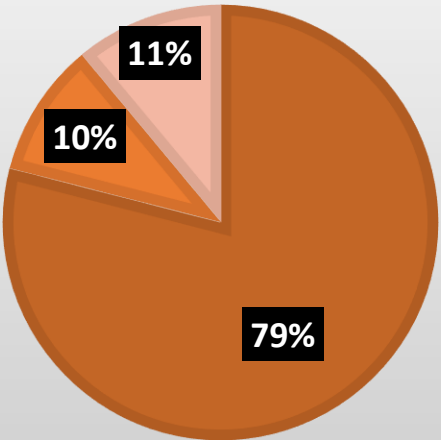
DIAGNOSTIC TEST TIME

Satisfied Can't say
Dissatisfied



INVESTIGATION REPORT WAS AVAILABLE ON TIME

Satisfied Can't say Dissatisfied

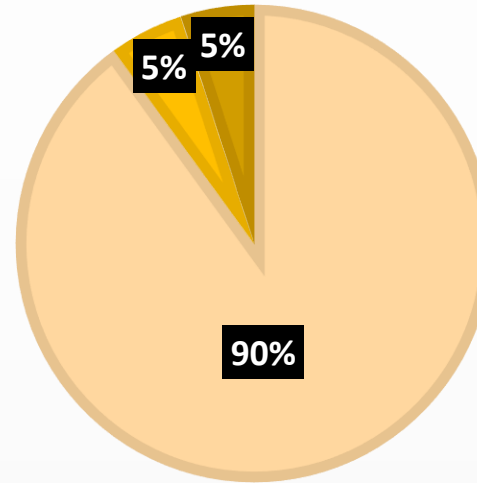


7 .Patient satisfaction towards quality of food services

S.NO	Particulars		% of satisfaction
7.1	Services provided was easily accessible	Satisfied	90%
		Can't say	5%
		Dissatisfied	5%
		Total	100%
7.2	Quality of food services was satisfactory and item was available	Satisfied	82%
		Can't say	8%
		Dissatisfied	10%
		Total	100%

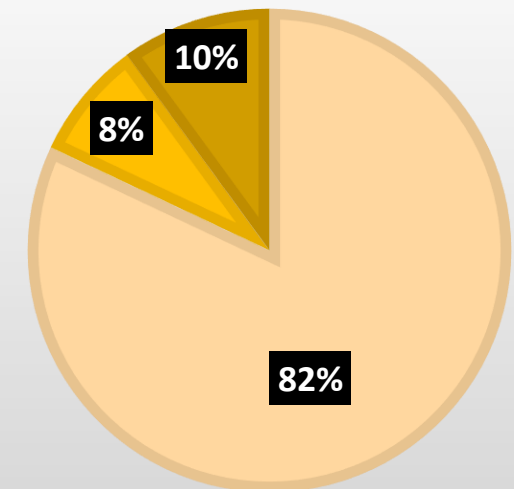
SERVICES PROVIDED WAS EASILY ACCESSIBLE

■ Satisfied ■ Can't say ■ Dissatisfied



QUALITY OF FOOD AND ITEMS

■ Satisfied ■ Can't say ■ Dissatisfied



```
graph LR; A[AREAS OF CONCERN.] --> B(Parking issues/lift issues); A --> C(Behaviour of the staff/technician.); A --> D(Washroom were not properly managed.);
```

Parking issues/lift
issues

Waiting area-chairs
were insufficient in the
waiting area.

Behaviour of the
staff/technician.

Washroom were not
properly managed.

AREAS OF
CONCERN.

RECOMMENDATION

Training and Education-

Regular HR training and monitoring for doctors and other concerned staffs.

Implement Regular Cleaning

Schedules- Fixing timely monitoring and inspection to ensure they are clean and well maintained. **For the sitting arrangement issues-** Proper sitting chairs or foldable chairs should be provided and special care should be taken for pregnant and old aged patients.

Parking and lift issues- If feasible expand or provide a new area for parking with help of signages . For lift issues regular optimizing peak traffic times and patients who requires urgent care.



The form did not cover the OPD pharmacy and the delay while taking the medications . In peak days and hours huge crowd was seen which has to be managed eventually.

LIMITATIONS IN THE FEEDBACK FORM

The feedback form was only collected five in a day. According to the patient footfall which is more , the number should be increased , thus collecting more feedbacks.



A photograph showing a white card with the words "Thank you" written in a black cursive script. The card is placed on a light-colored wooden surface. To the left of the card is a brown paper envelope. A black and silver ballpoint pen lies diagonally across the bottom left of the card. In the background, the keyboard of a silver laptop is visible, with keys for numbers 6, 7, 8, 9, 0, and letters P, L, and semicolon/underscore clearly shown.

Thank you