

SYNOPSIS

TITLE - Patient satisfaction in Outpatient Department in Durlabh Ji Hospital, Jaipur.

INTRODUCTION-

Patient satisfaction is a crucial indicator of healthcare quality, reflecting patients' perceptions of the care they receive. This study aims to assess the level of satisfaction among patients attending the Outpatient Department (OPD) at Durlabh Ji Hospital in Jaipur. Understanding factors contributing to satisfaction will help identify areas for improvement and enhance overall patient experience.

Timely access to care, including appointment scheduling, wait times, and access to specialists, also plays a vital role in shaping patient satisfaction. Delays or difficulties in accessing care can lead to frustration and dissatisfaction among patients. Additionally, the perceived competency of healthcare providers and the effectiveness of treatment contribute to overall patient satisfaction.

RESEARCH QUESTION-

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

OBJECTIVE-

To determine the satisfaction level of OPD patients at Durlabh Ji Hospital.

To suggest measures to improve the services provided to the patients?

To propose recommendations for enhancing patient satisfaction and improving healthcare delivery and Quality of care?

HYPOTHESIS-

Higher levels of patient satisfaction in the OPD at Durlabh Ji Hospital will correlate with factors such as effective communication, minimal wait times, quality of care, and positive staff interactions.

Material and Methods-

STUDY DESIGN-

Prospective study design.

SETTING-

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

STUDY POPULATION- Patients concerned with the OPD

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

EXCLUSION CRITERIA-Patients below 18 years of age. Patients unable to provide informed consent.

STUDY TOOLS-

Patient feedback form, interviews, Questionnaires.

DURATION OF THE STUDY-

The study will be conducted during the dissertation and internship period.

SAMPLE SIZE- 100- 200 OPD patients (might exceed)

SAMPLING TECHNIQUE- Systematic random sampling technique.

DATA COLLECTION PROCEDURE-Through the patient feedback form , internal auditing, questionnaires, that will eventually rule out the positive , neutral, and negative responses and also will provide information about the areas of improvement and for enhancing better Quality of care.

OPERATIONAL DEFINITIONS-

Patient satisfaction- Patient satisfaction is the measure that one's overall healthcare needs are fulfilled and are being satisfied. It improves the doctor – patient relation and improves Quality of life.

Patient feedback form- A form is given and questions are asked that allows the hospital management to receive their perception and overall experience with the hospital. It is basically a questionnaire-based survey.

DATA ANALYSIS PLAN- Descriptive statistics will be used to analyse patient satisfaction scores, while correlation analysis may be employed to explore relationships between satisfaction factors.

ETHICAL CONSIDERATIONS-

This study will adhere to ethical guidelines, ensuring informed consent, confidentiality, and voluntary participation of patients.

IMPLICATIONS OF RESEARCH-

Findings from this study will provide valuable insights into areas of strength and areas for improvement in the OPD services at Durlabh Ji Hospital. Recommendations derived from the study may inform changes and interventions aimed at enhancing patient satisfaction and optimizing healthcare delivery.

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