

OVERVIEW OF HOSPITAL

Eternal Hospital Sanganer is the newest branch of the Eternal Care Foundation, continuing the tradition of excellence established by its parent hospital in Jaipur, founded in 2013. Known for outstanding medical services and outcomes, the Sanganer branch features state-of-the-art facilities, including critical care beds and advanced medical technology, and offers a wide range of medical services with plans to expand into super-specialized areas

OBJECTIVES

To deliver high-quality, patient-centered care with continuous service improvement.

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To determine the degree of patient satisfaction in the hospital's **Inpatient Department**.

IN-PATIENT DEPARTMENT

- To offer admitted patients the best possible medical and nursing care.
- To systematically arrange for the supplies, medications, and other equipment needed for patient care.
- Providing the most optimum setting to serve as a temporary residence for the patients
- To offer amenities to satisfy the needs of guests and staff.

LEARNING & VALUE ADDITION

- ability to solve problems.
- collaborative abilities.
- acquired knowledge of many departments and tasks.
- increases self-confidence.

USEFULNESS OF INTERNSHIP

- Improved patient communication and clinical skills.
- Connections with healthcare professionals and mentors.
- Understanding hospital workflows and management.
- Exposure to diverse medical cases and treatments, boosting confidence and competence.

DEPARTMENTAL STRUCTURE

Patient Satisfaction Committee

Patient Feedback Team

Patient Relations Team

Facility Improvement Unit

Quality Assurance

MISSION

Provide exceptional, compassionate care using advanced technology and skilled professionals to ensure patient satisfaction.

VISION

To be a leader in healthcare by continually improving patient experiences and expanding specialized services with a focus on innovation and compassion.

CORE VALUE

- INTEGRITY
- PATIENT CENTRIC
- HOSPITALITY
- RESPECT FOR ALL
- TEAM WORK

SWOT ANALYSIS OF ORGANIZATION

STRENGTHS:

- The hospital is equipped with state-of-the-art medical technology and fully functional operating rooms, ensuring high-quality care.
- Offering specialties like Cardiac Sciences, Gastroenterology, and Orthopedics, among others, caters to diverse patient needs.
- A team of skilled medical and paramedical professionals provides expert care.

WEEKNESSES:

- Lower satisfaction rates in food and beverage services (24% poor) indicate an area for improvement.
- While generally positive, 8% of patients rated cleanliness and hygiene as poor, suggesting inconsistencies in maintaining standards.

OPPORTUNITIES:-

- Plans to expand into Neurosciences and Oncology will attract more patients seeking specialized care.
- Implementing improvements based on patient feedback can enhance overall patient experience and satisfaction.

THREATS:

- The presence of other established hospitals in the region could pose challenges in attracting and retaining patients.
- Ensuring consistent quality across all services and facilities to avoid potential negative reviews and dissatisfaction.

SWOT

SUGGESTIONS

- Patient care is high quality only if the patient is satisfied. Patient satisfaction is a key indicator of healthcare quality and service effectiveness.
- The hospital managers should routinely assess the patients’ satisfaction status.
- The hospital should improve the general facility including the meal, need of the patient and the cleanliness of the toilet.
- Also, the response time to the queries of the patients should be taken care of by the healthcare staff.



METHODOLOGY

RESEARCH DESIGN:
This research is descriptive type.

Data Source:
Feedback form

Sample Size:
50 Patients

Research type - Qualitative
Method of Study – A patient experience feedback, questionnaire was administered to IPD patients.

Method of Data Collection:
Primary method - data was collected by providing feedback forms to the patients or their family member.

DEFINE POPULATION

1. Patients visiting the healthcare facility.

2. Exclusion Criteria

- ALL AGE GROUPS
- Gender

Types of treatment received

- Duration of treatment (Long/Short)
- Location (U/R)

BASELINE DATA COLLECTION

Demographic information:

- Gender: Both Male & Female.
- Service Type: Inpatients Department (general consultation, emergency, specialty care.)

Satisfaction Score:

- Overall Patient satisfaction score increased from 91% to 96% at 2 months. Communication & quality care received the highest ratings, while the f & b services and housekeeping were identified as area of improvement.

FOLLOW-UP DATA COLLECTION

Collected 2-month feedback; satisfaction scores remained unchanged

DATA ANALYSIS

Qualitative Method of Study – A patient experience feedback, questionnaire was administered to IPD patients

RESULT REPORTING

Analyze and summarize survey data, highlighting key findings and areas needing improvement. Report on demographics, satisfaction scores, and trends observed over the study period.

