

A STUDY ON PATIENT SATISFACTION FROM IN-PATIENT SERVICES IN A SINGLE SPECIALITY HOSPITAL SETTING

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EXECUTIVE SUMMARY

This study was conducted in a single specialty hospital setup, Cloud nine Group of Hospitals, Bengaluru, Unit (Electronic city) from 1st April 2024 to 30th June 2024. This report presents the result of a patient satisfaction survey undertaken to assess the level of satisfaction among patients.

The main purpose of the study is to assess the factors influencing patient satisfaction and provide suitable recommendations to improve the process and make the entire process more efficient and patient centric.

The sample size of the study is 400 patients. Out of which 100 patients were taken for admission process 50 patients were taken for discharge process and total 200 patients were taken for the on floor or during stay process and 50 patients were tracked for TAT scan analysis. So therefore, the study parameters include admission process, the patients admitted on the floors and the discharge procedure as well as analysis of Scan TAT.

- The main key areas in which the study was conducted were the ground floor ,2nd floor, 3rd floor, 4th floor of the hospital.
- The key collection tools were feedback forms made by me and some questions provided by the quality dept of the hospital and analysis is done through MS excel and other tools like Value Stream Mapping, Cause and effect model.
- By doing analysis of all the 3 processes, it is found that patients are highly satisfied with doctor's care, nursing care, and satisfied with housekeeping services but the main concern area is the dietary services and improvement is needed in overall dietary services of the hospital. Patients have found the food quality poor, less variety in the food items as well as not much satisfied with the dietician as well. These issues have dramatically affected the satisfaction rate.
- Issues and suggestions were given for all the parameters to implement for improvement and make the process smooth, patient centric and less time-consuming.

REVIEW OF LITERATURE

Title of the study	Author's name & year	Learnings
Patient Satisfaction with Inpatient Care: A Study from a Private Hospital in Mumbai	Patel A, Patel V, D'Souza A (2016)	Investigated how service quality dimensions and hospital amenities impact patient satisfaction in a private hospital setting in Mumbai.
Patient Satisfaction with Hospital Services: A Study from Delhi, India	Sharma R, Kaur R, Saini M, Kumar A (2017)	Identified factors such as communication with healthcare providers, waiting times, and cleanliness as crucial determinants of patient satisfaction in urban hospital settings in Delhi.
Determinants of Patient Satisfaction in a Multispecialty Hospital in Kolkata	Mukherjee A, Ray S, Ray P (2018)	Explored the role of healthcare service quality, perceived value for money, and patient demographics in determining satisfaction levels among inpatients.
Assessment of Patient Satisfaction in a Cardiac Specialty Hospital: A Study from Chennai	Kumar S, Rajan S, Venkataraman R (2018)	Investigated patient perceptions of cardiac care quality, communication with cardiologists, and post-operative recovery experiences.

Patient Satisfaction with Ophthalmology Services: A Study from a Specialized Eye Hospital in Delhi	Sharma R, Gupta N, Singh P (2018)	Explored satisfaction drivers in ophthalmology, such as preoperative counselling, surgical outcomes, and postoperative follow-up care.
Assessment of Patient Satisfaction in a Gastroenterology Specialty Hospital: Perspectives from Kolkata	Mukherjee A, Banerjee S, Das S (2019)	Reviewed satisfaction levels among gastroenterology patients, emphasizing procedural clarity, gastroenterologist expertise, and post-procedure care.
Assessment of Patient Satisfaction in an ENT Specialty Hospital: A Study from Bangalore	Kumar S, Singh R, Prasad M (2019)	Reviewed satisfaction among ENT patients, focusing on diagnostic accuracy, treatment effectiveness, and communication with ENT specialists.
Patient Satisfaction with Orthopedic Inpatient Services: A Study from a Specialized Hospital in Bangalore	Reddy P, Rao S, Kumar A (2019)	Explored factors influencing satisfaction among orthopedic patients, including quality of surgical care, pain management, and rehabilitation services.

INTRODUCTION

**HOSPITAL MEETING THE
NEEDS AND DEMANDS OF
PATIENTS AND RELATIVES**

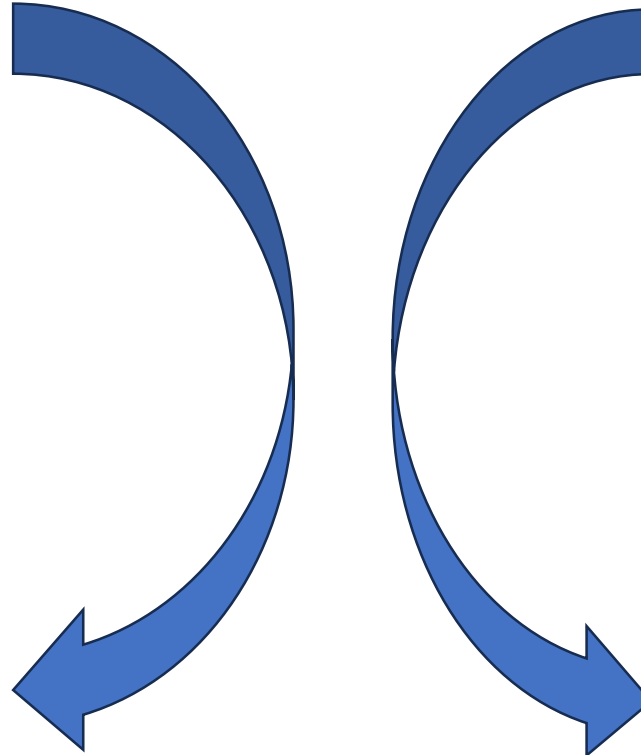


**SATISFIED PATIENTS AND
RELATIVES**

**HOSPITAL FAILS TO MEET
THE NEEDS AND
EXPECTATIONS**



**DISSATISFIED PATIENTS
AND UPSET RELATIVES**



SCOPE

Areas to be covered

Admission desk, inpatient wards (2nd and 3rd floor)
Discharge desk (2nd floor).

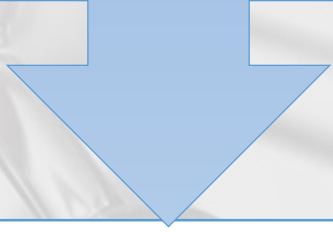
Inclusion criteria

Patients who have pre booked the bed and walk-in patients, Discharge patients (cash only), Long stay patients (more than 3 nights), TPA/ Insurance patients.

Exclusion criteria

Casualty patients, all the patients in the critical care units, operation theaters, OPD, Day care, Diagnostics, Day care patients.

AIM — To study the level of satisfaction of patients in hospital during admission process, On floor (during stay in hospital) in various wards and at the time of discharge.



OBJECTIVE

To assess/study the level of patient satisfaction.

To examine patient satisfaction with special focus on interdepartmental communication of the hospital.

To evaluate the factors affecting the patient satisfaction.

To identify the problems/causes of dissatisfaction, if any and suggest recommendations to improve the services of hospital system.

METHODOLOGY

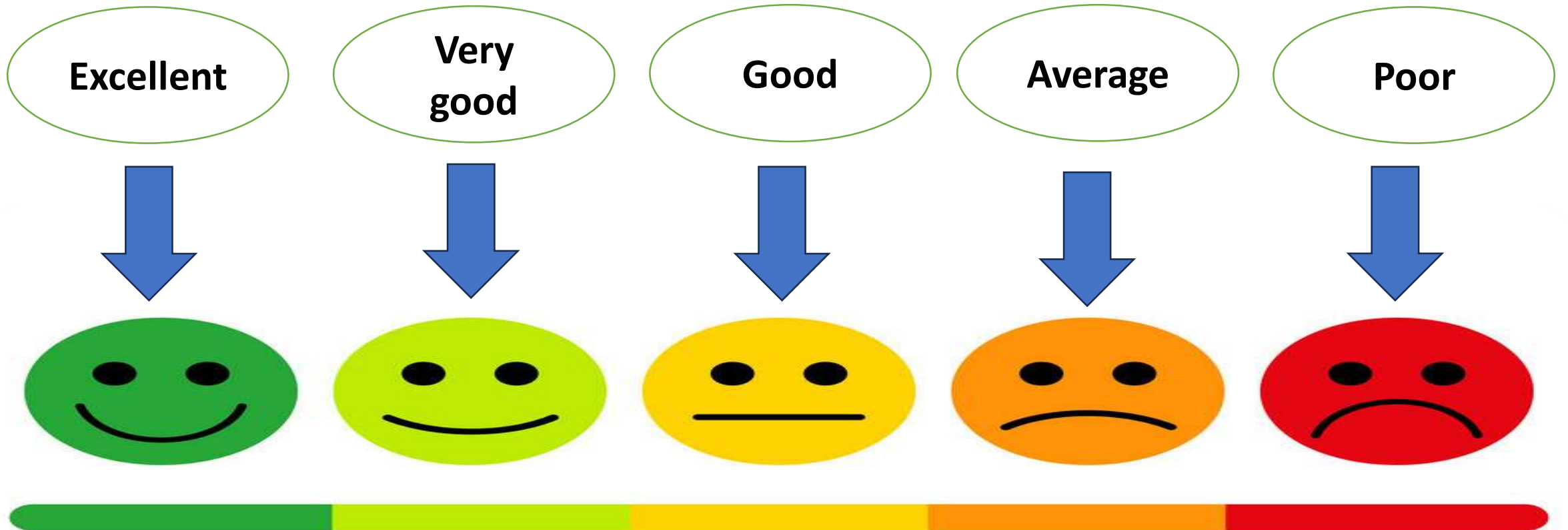
- **Study setting** – Inpatient department, Cloudnine Group of hospitals (Electronic city) , Bengaluru
- **Type of study (Approach)** – Qualitative
- **Population (sample)** – IPD patients
- **Sampling method** – Simple Random sampling
- **Sample size** – 400 (100Admissions, 200 On floor , 50 Discharge, 50 Scan TAT)

STUDY TOOLS



- Feedback forms, personal interviews with relatives and patients, google forms.
- Value stream mapping.
- Application of fishbone model for dietary services, and time motion study for scan process
- The data will be analyzed by using the following components –
 1. Admission process
 2. Nursing
 3. Doctors services
 4. Dietary services
 5. Housekeeping, infrastructure
 6. Discharge process
 7. Scan process

The parameters and levels of satisfaction are denoted by the following components -



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Study period – 03 months
(01/04/2024 – 30/06/2024)

Data analysis plan –
The software majorly
used in Microsoft office
includes – Ms Excel ,
Ms word , Ms power
point.

LIMITATIONS OF THE STUDY

Sampling bias – Sample of patients who are not willing to participate including language barrier.

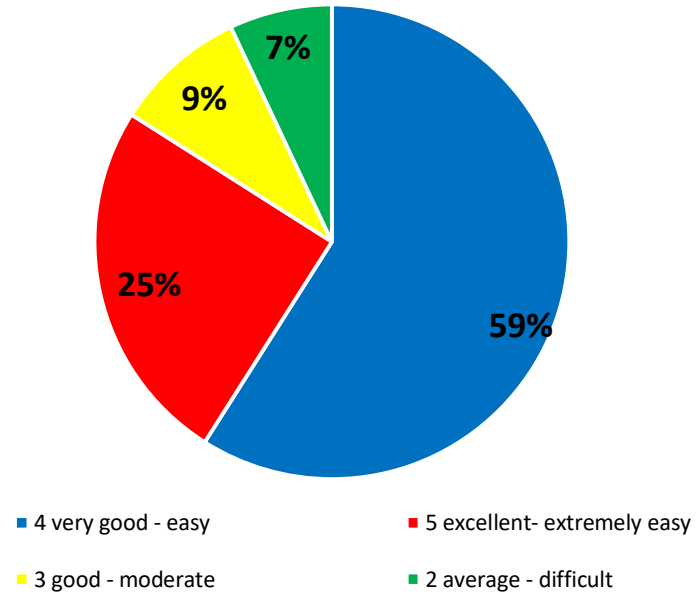
Social desirability bias – Staff or their relatives may feel inclined to provide socially desirable responses rather than fully expressing their true experiences and concerns, staff not expressing any negative feedback about the hospital.

Limited scope of assessment – Prebooked admission patients excluding emergency patients, patients of specific floors excluding ICU and OT and when we are not interviewing the patients, On Sundays and at night-time, on public holidays also.

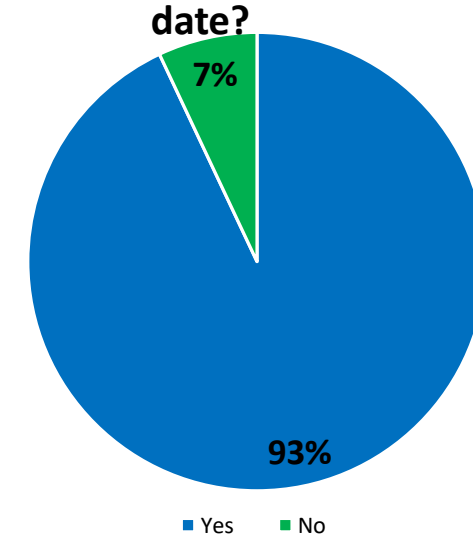
ADMISSION PROCESS- INTERVIEW 100 PATIENTS



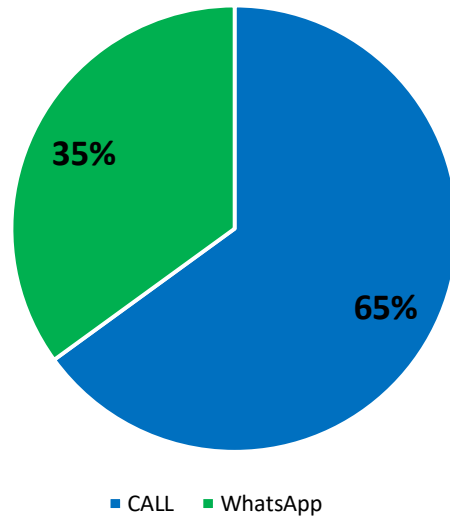
Ease of the bed booking procedure



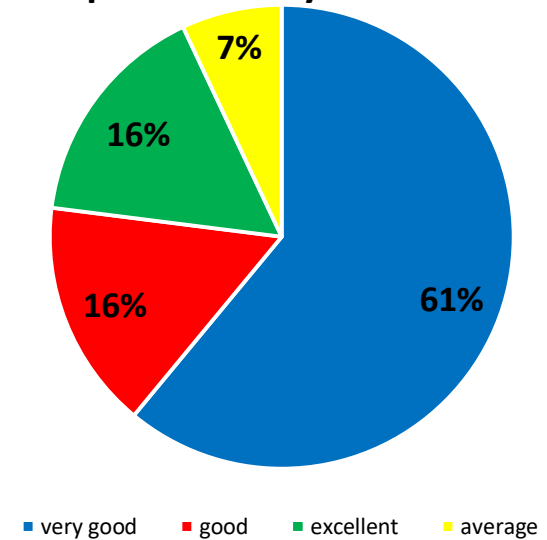
Did you get pre admission call around your due date?



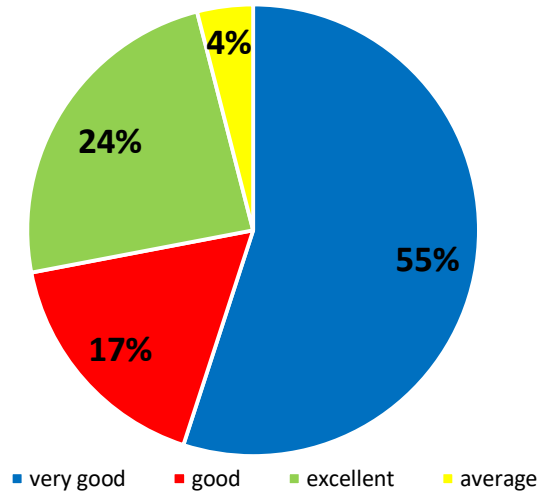
Which method is convenient for communication?



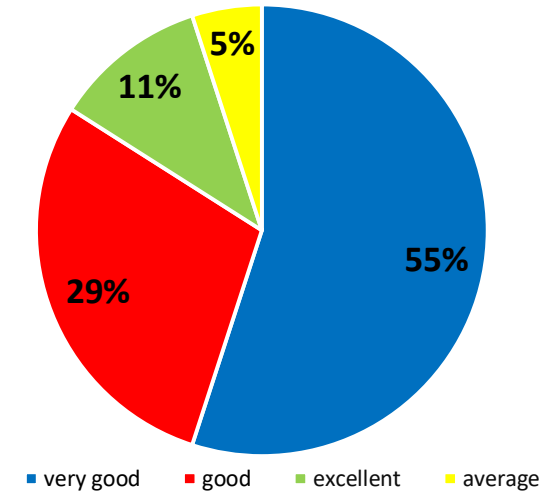
4. How was the explanation of admission procedure by CREs?



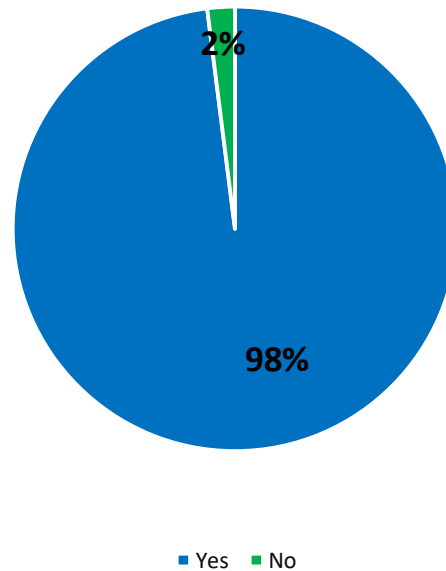
How did you find the explanation of delivery packages by GREs?



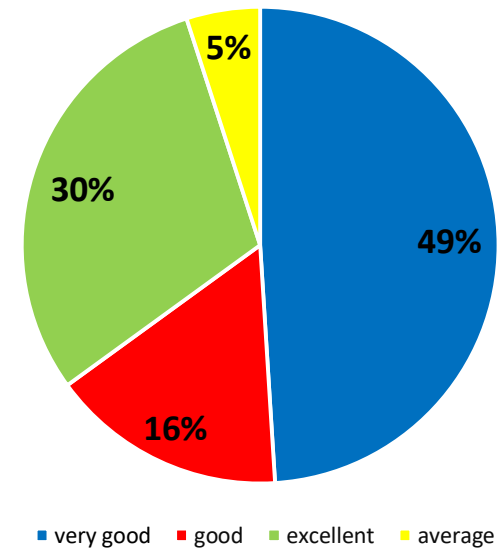
How did you find the clarity of Interim bills/payment?



Did you get the desired room?



How was the overall experience of admission process?



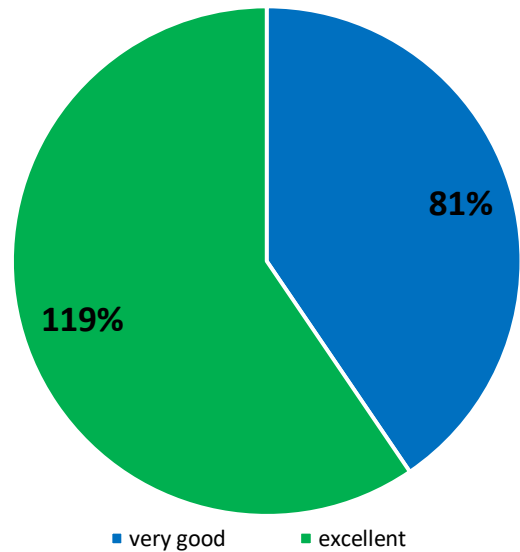
**DURING STAY
ON FLOOR
PROCESS –
(INTERVIEW)
200 PATIENTS**



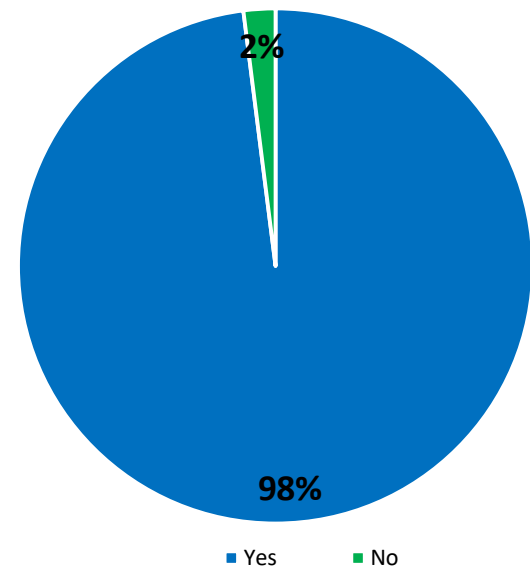
DOCTORS SERVICES AND NURSING CARE



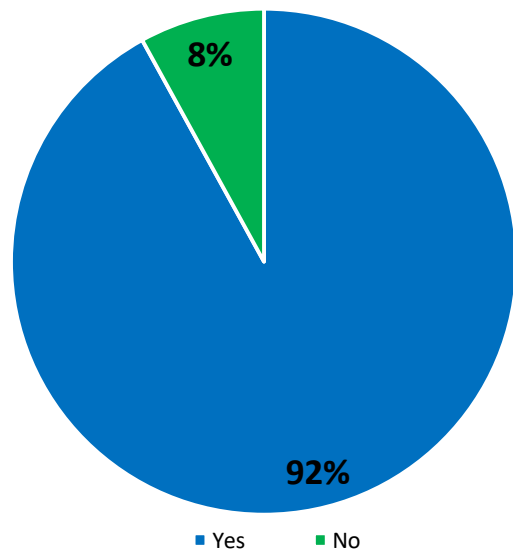
Was the doctor Courteous and compassionate?



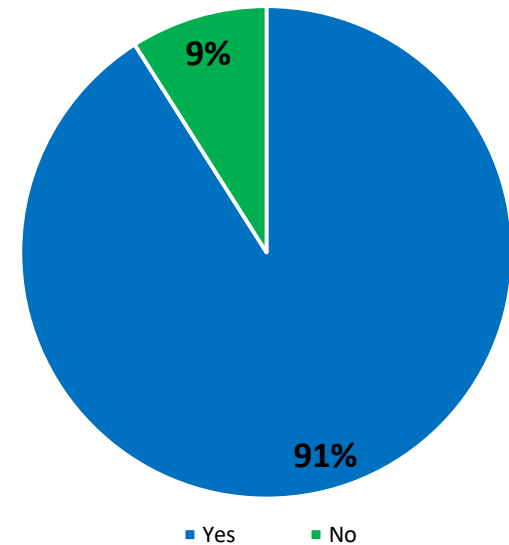
Did doctor listen to your query patiently?



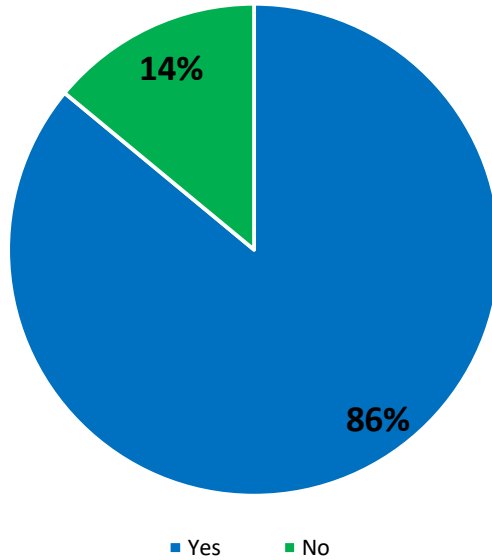
Did doctors visit on time?



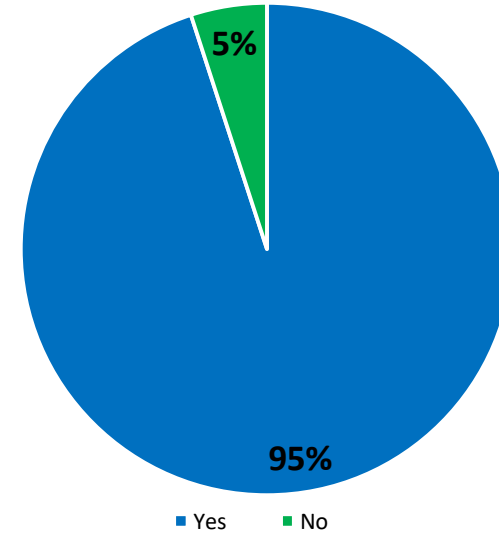
Did you get timely updates about your medical conditions?



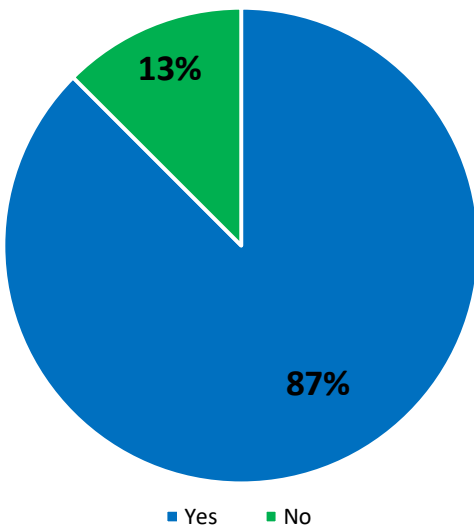
Did you get the information if any new drug introduced in therapy?



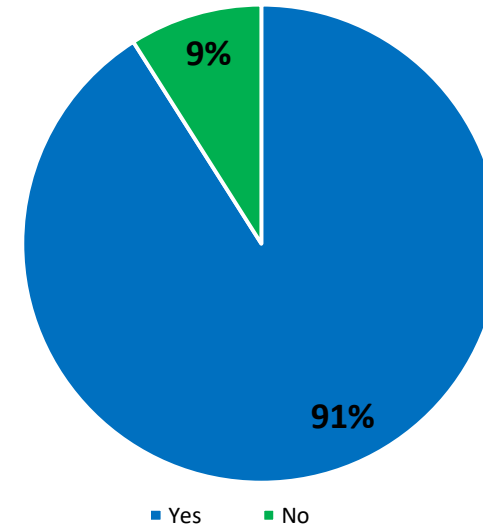
Were the nursing staff courteous and compassionate?



Were the nurses punctual about the administration of drugs ?



Did the nurses demonstrate proficiency in performing procedures?

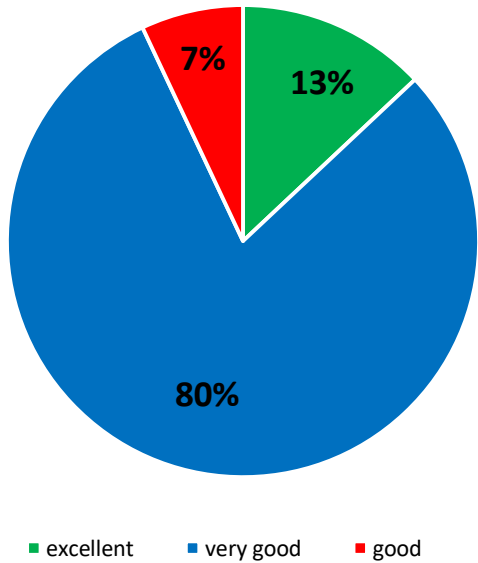




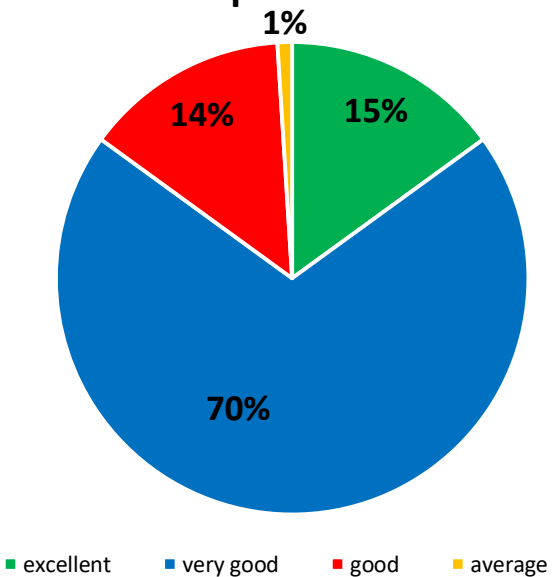
INFRASTRUCTURE, AMENITIES AND HOUSEKEEPING SERVICES



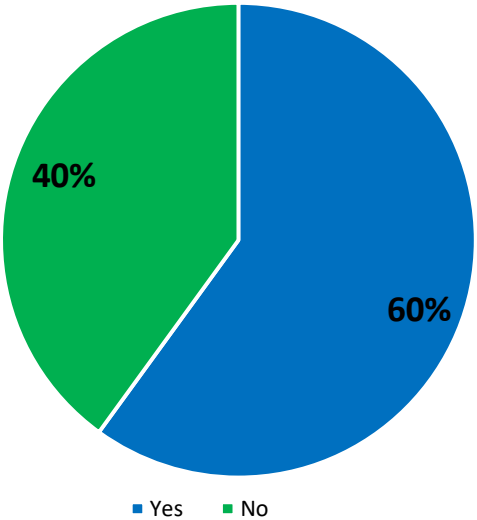
How do you find the amenities of the hospital?



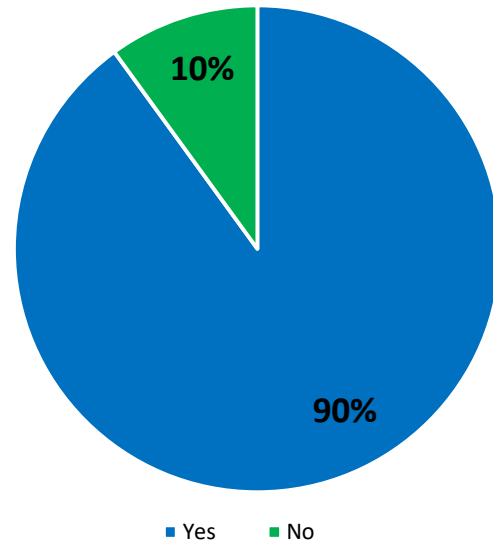
How do you find the ambiance of the room and hospital?



Did you notice any disruptions due to noise within the hospital environment?



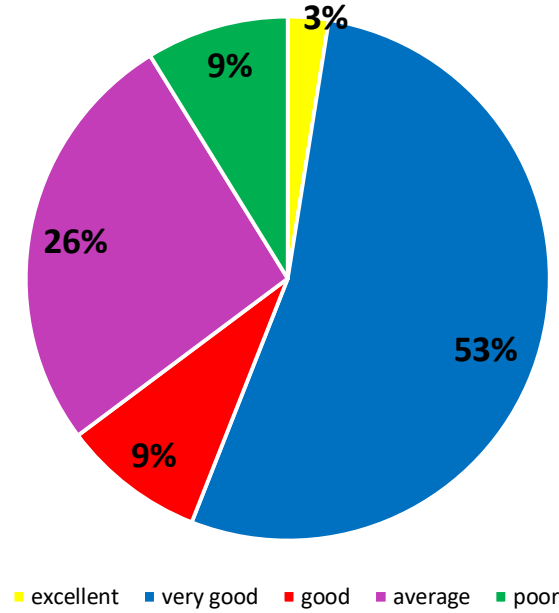
Do housekeepers clean your room twice a day?



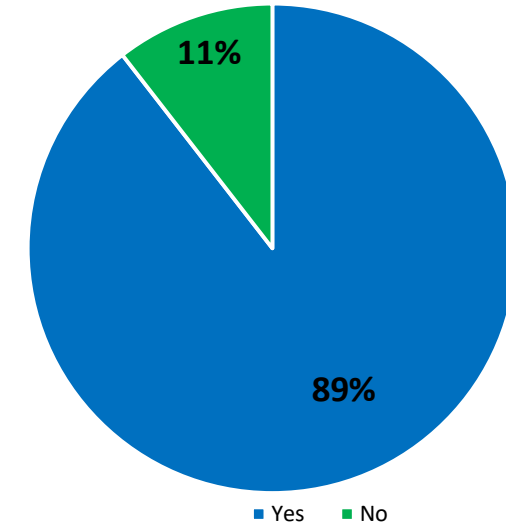
DIETARY SERVICES



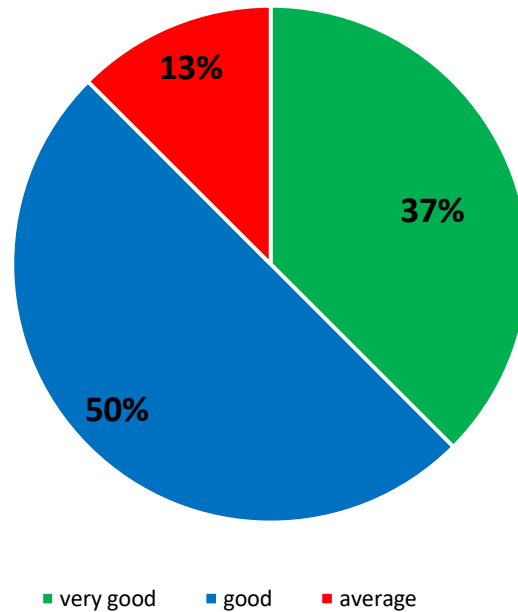
How is the food quality served in the hospital?



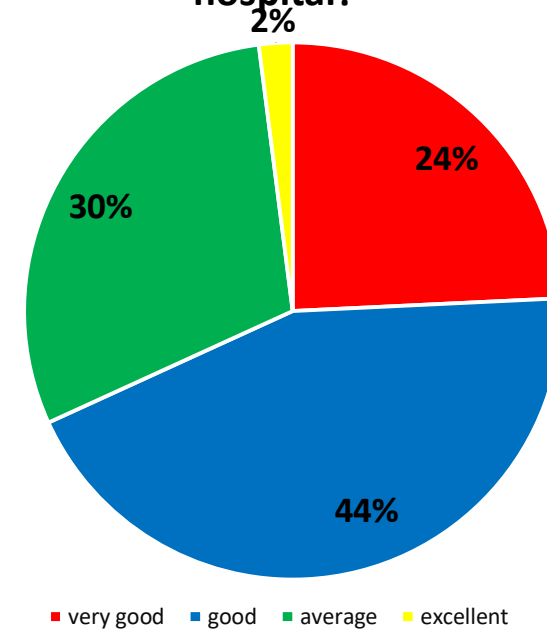
is there any variety in the food items served or the same food everytime?



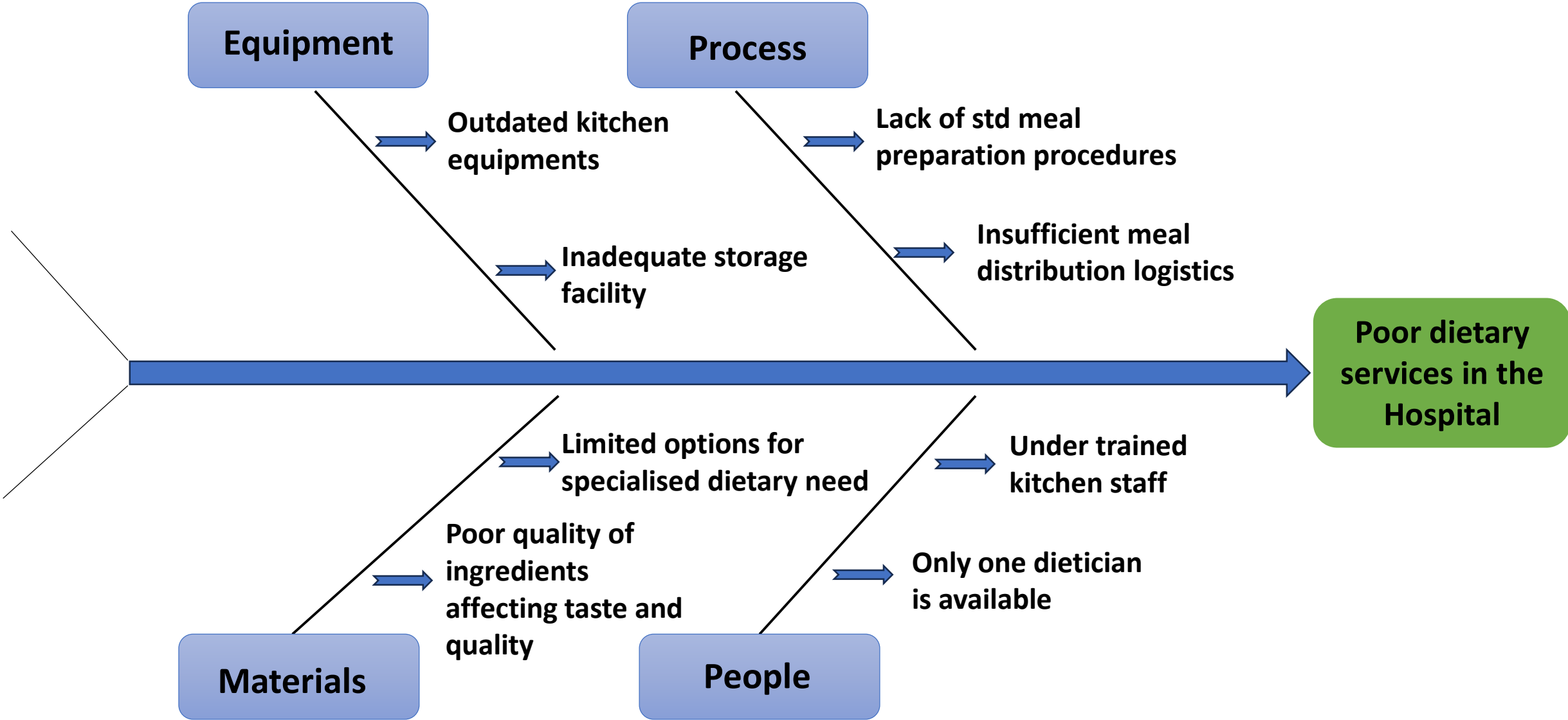
How do you find the dietician?



How do you find the overall food services in hospital?



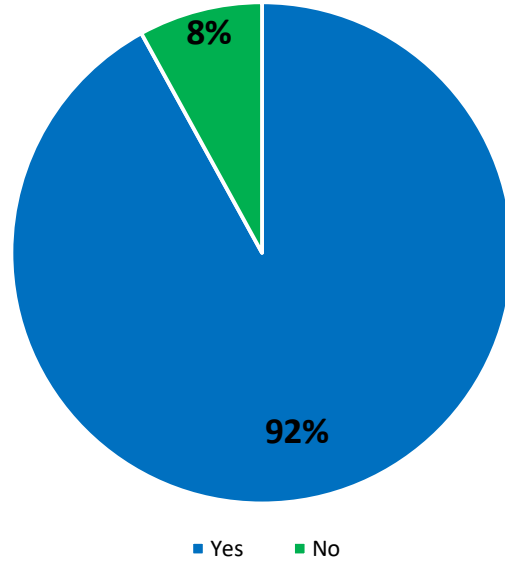
FISH BONE MODEL FOR THE ANALYSIS OF POOR DIETARY SERVICES



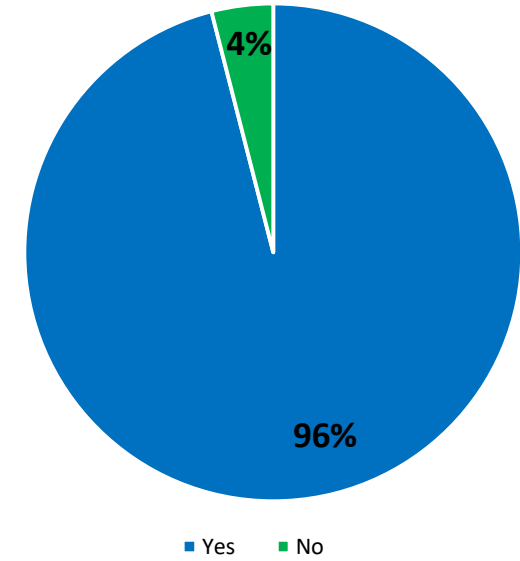
A person wearing a white t-shirt with a green logo that reads 'Jusita Dhamma Earth' is pushing a wheelchair on a dirt path. The wheelchair has a blue bag attached to the back. The background is a blurred natural setting with trees and a dirt road.

DISCHARGE PROCESS - (INTERVIEW) 50 PATIENTS

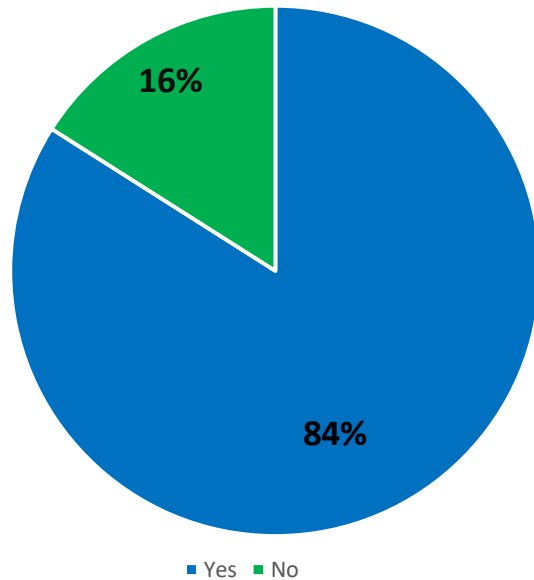
1. Did you get prior notice about discharge?



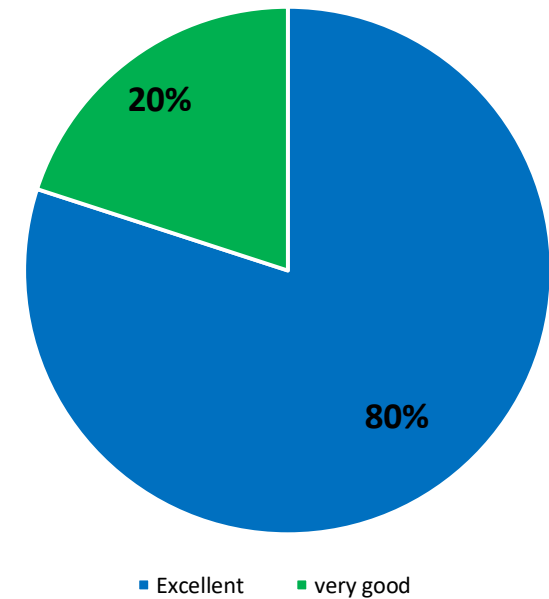
2. Did you receive baby cradle while leaving?



3. Did you receive all the follow up instructions properly?



4. How was the overall discharge process?



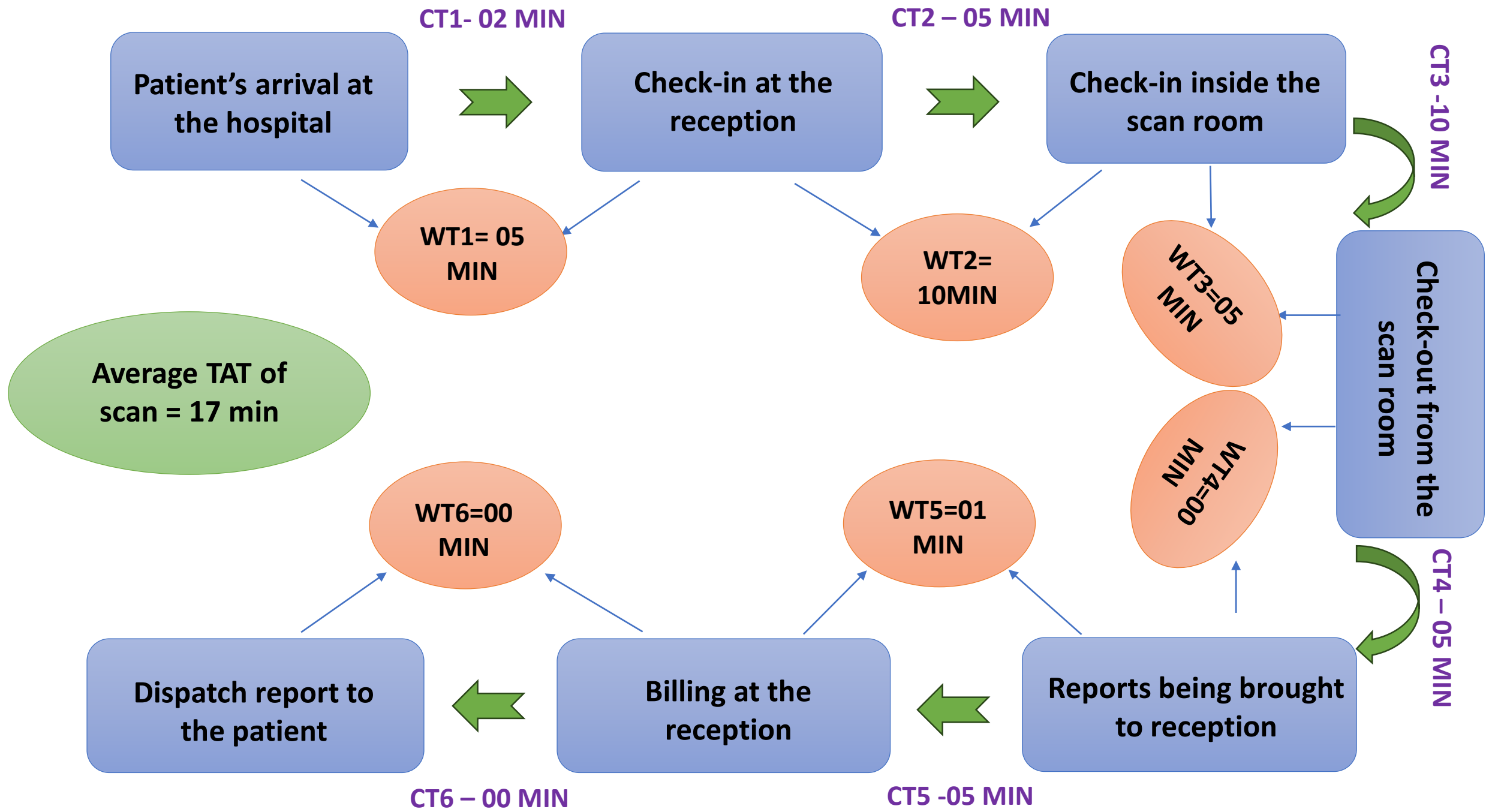
TIME MOTION STUDY FOR SCAN: TAT FOR SCAN (TURN AROUND TIME) 50 PATIENTS



A time motion study in a hospital setting involves analyzing and documenting the sequence of activities and time spent on each task to identify inefficiencies and improve workflow. Turnaround time for scans refers to the duration from when a patient undergoes a scan (like MRI or CT) until the results are available for review by healthcare providers.



Reducing turnaround times can enhance patient care by expediting diagnosis and treatment planning.



MEASURES TAKEN BY HOSPITAL TO ENHANCE PATIENT SATISFACTION

Cloud nine hospital as a part of larger ecosystem understands its role towards the environment, so celebrates programs such as Environment Day.

It also leads to patient engagement and delight.

Also, every month the hospital celebrates a group baby shower for the patients who have booked the beds in advance. In the baby shower, some sessions are also done like

Lactation

Physiotherapy

Nutrition

Stem cells



WORLD ENVIRONMENT DAY CELEBRATION AT THE HOSPITAL



RESULTS

- The study on patient satisfaction in Cloud nine hospital with excellent clinical services and high satisfaction levels in infrastructure, amenities, and housekeeping services reveals detailed insights into various aspects:
- **Clinical Services (Doctors and Nursing Care):** Patients consistently express high satisfaction with clinical services, including doctors' care and nursing care. Positive feedback revolves around knowledgeable and empathetic doctors who effectively communicate treatment plans and address patient concerns promptly. Nurses are praised for their professionalism, attentive care, and responsiveness to patient needs. Overall, patients perceive clinical care as comprehensive and supportive, contributing positively to their hospital experience.

- **Infrastructure, Amenities, and Housekeeping:** The hospital's infrastructure, amenities, and housekeeping services receive commendable ratings from patients. They appreciate the cleanliness, comfort, and modern facilities provided, which contribute to a conducive healing environment. Amenities such as comfortable beds, well-maintained rooms, and accessible facilities (like bathrooms and waiting areas) enhance patient comfort and overall satisfaction. Effective housekeeping services further contribute to a pleasant and hygienic hospital environment, which patients value highly.
- **Dietary Services:** In contrast, patient satisfaction with dietary services is notably low. Patients report dissatisfaction primarily due to the poor quality of food served, lack of variety in menu options, and inadequate nutritional guidance from dietitians. Complaints include bland or unappetizing meals, insufficient portion sizes, and limited dietary flexibility for patients with specific dietary needs or preferences. The perceived lack of attention from dietitians in understanding and addressing individual dietary requirements contributes to overall dissatisfaction in this area.

ISSUES

Long time at the reception counter

RECOMMENDATIONS

Effective utilization of available manpower and streamline the process. Train the receptionist to allow only one person at the admission counter of each family.

Waiting for bed availability or undesirable allocation for non-booked patients

Bed availability status should be made available at the lobby area on digital screen

Customer care takes too long to pick up calls

Improve functioning or staff for bed booking process.

Lift waiting in the lobby area to go to an allocated room.

By increasing the list capacity and efficiency

Food quality is not as good as it should be.

Strict monitoring regarding the quality of food and some variety should be added.

Outside food for the relatives in the hospital.

There should be provision of outside food for relatives only but not in the patient's room.

Bags are not provided by the hospital for keeping the documents, lab reports etc.

JUTE bags can be provided for better quality and longer durability.

Trolley bags are not allowed

With proper security checking, wheel/trolley bags should be allowed.

Lot of disturbance due to the traffic, vehicles in the rooms facing the roadside.

Acoustic foams/sheets to be installed on the walls of the rooms as well as on the walls of the corridor.

CONCLUSION



Quality Improvement: The findings of the study informed quality improvement initiatives within the hospital, helping to identify areas where enhancements in patient care and services are needed to improve satisfaction levels.



Staff Training: Insights from the study suggest developing targeted training programs for healthcare providers to improve communication skills and patient-centered care practices.



Resource Allocation: The study results influence resource allocation decisions within the hospital, guiding investments in areas such as staff training, facility improvements, and technology upgrades to enhance patient satisfaction.



Patient-Centric Care Initiatives: The study results serve as a catalyst for implementing patient-centered care initiatives aimed at aligning healthcare services with patient preferences, values, and needs.

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- **Enhanced Reputation and Market Differentiation:** Positive findings from the study can enhance the hospital's reputation and serve as a competitive advantage in the healthcare market. High patient satisfaction may attract more patients, improve patient retention rates, and contribute to positive word-of-mouth referrals, ultimately strengthening the hospital's position within the community and among healthcare consumers.
 - **Financial Growth:** Higher patient satisfaction scores may be associated with better financial performance, while lower satisfaction scores could result in financial penalties or decreased reimbursement rates. Therefore, investing in initiatives to improve patient satisfaction can have positive financial outcomes for the hospital.

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Thank you..!