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A Study on Patient Satisfaction from In-Patient Services in a Single Speciality Hospital Setting

INTRODUCTION

This report presents the result of a patient satisfaction survey undertaken to assess the level of satisfaction among patients getting care at Cloudnine Group of Hospitals (Electronic City) Bengaluru. The survey aimed to evaluate several aspects of the patient experience, such as quality care, communication with healthcare personnel, facility cleanliness, waiting times, and overall satisfaction regarding admission and discharge process.

Patient satisfaction is of the utmost importance and cannot be ignored. It is an important indicator of the quality of care provided by the healthcare providers and influences patient loyalty, engagement, and overall healthcare results. This project was done so that we can identify areas for improvement and adopt initiatives to improve the overall patient experience by knowing patients' opinions and experiences.

Patient satisfaction is an important part of healthcare delivery in hospitals. It refers to a patient's overall experience and level of satisfaction with the care they receive throughout their hospital stay. High levels of patient satisfaction are indicative of high-quality healthcare services, which can lead to improved outcomes, adherence to treatment programs, and patient loyalty. The factors that influence patients' satisfaction include good communication, empathy and respect, responsiveness, quality of care, physical as well as mental comfort, patient centric care.

RESEARCH QUESTION

To what degree do patient appraisals of care delivery across diverse hospital departments, encompassing medical practitioner attentiveness, nursing efficacy, housekeeping

proficiency, food quality, and ancillary services, impact their overarching satisfaction levels within the hospital environment?

OBJECTIVES

- To assess/study the level of patient satisfaction, the factors affecting the patient's satisfaction.
- To examine patient satisfaction with special focus on interdepartmental communication of the hospital.
- To identify the problems/causes of dissatisfaction, if any and suggest recommendations to improve the services of the hospital system.
- To calculate the turnaround time of admission and discharge processes.

HYPOTHESIS –

Hypothesis 1: "Patients who experience shorter waiting times for medical consultations and procedures will report higher levels of satisfaction with the hospital's efficiency and service quality."

Hypothesis 2: "There is a positive correlation between the cleanliness and comfort of hospital facilities and patient satisfaction levels. Patients who perceive the hospital environment as clean, comfortable, and conducive to healing are more likely to report higher satisfaction scores."

Hypothesis 3: "Patients who receive clear and thorough explanations about their medical conditions, treatment plans, and potential side effects from healthcare providers will exhibit higher levels of satisfaction with the quality of care and communication in the hospital."

Hypothesis 4: "The availability and accessibility of support services such as patient education resources, social work assistance, and pastoral care contribute positively to overall patient satisfaction with the hospital experience."

Hypothesis 5: "Patients who perceive healthcare providers as actively listening to their concerns, addressing their needs promptly, and involving them in medical decision-making processes will report higher levels of satisfaction with the patient-provider relationship and shared decision-making."

MATERIAL AND METHODS

STUDY DESIGN – Cross sectional Study

STUDY SETING – Cloudnine Group of Hospitals, Electronic City, Bengaluru

STUDY POPULATION -

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

Exclusion Criteria – Casualty patients, all the patients in the critical care units, operation theatres, OPD, Day care, Diagnostics, Day care patients.

Study Tools –

- Feedback forms, personal interviews with relatives and patients as well for the admission process, during stay facilities.
- Discharge process, value stream mapping.
- Application of fishbone/Cause and effect model, and time motion study for admission and discharge process.

Rating Parameter- Range was 1 to 5 naming, 1= Poor, 2= Average, 3= Good, 4= Very good and 5= Excellent.

Duration of the Study - 01/04/2024 to 30/06/2024

Sample size - 400

Sampling technique – Simple Random Sampling

Data Collection Procedure - The survey was meant to collect a representative sample of patients from various demographics in order to ensure a varied variety of viewpoints. To collect complete input, use validated questionnaire and a variety of data gathering methods, including on spot surveys and in-person interviews.

Operational Definitions

Patient Satisfaction: Patient satisfaction refers to the subjective assessment by patients as well as their relatives about their experiences with healthcare services received during their hospital stay. This includes perceptions of communication with healthcare

providers, quality of medical care, housekeeping services, timeliness of services, and overall satisfaction with the hospital experience.

Quality of Interpersonal Communication: This refers to the effectiveness of communication between healthcare providers (doctors, nurses, support staff) and patients. It comprises aspects such as clarity of information provided, empathy and sensitivity in interactions, responsiveness to patient concerns, and overall communication skills demonstrated by healthcare professionals.

Hospital Setting: The hospital setting in this study specifically refers to the infrastructure and services provided within a hospital facility. This includes inpatient departments, OPDs, emergency department, and paramedical services.

DATA ANALYSIS PLAN - The software majorly used in Microsoft office includes – Ms Excel, Ms word, Ms power point.

ETHICAL CONSIDERATIONS

Informed Consent: Prior to participation in the study, patients should be fully informed about the purpose, procedures, risks, and benefits of the research. Informed consent should be obtained from all participants, and they should have the right to withdraw from the study at any time without penalty.

Confidentiality: Patient confidentiality must be maintained throughout the study process. Data should be collected and stored in a secure manner to protect patient privacy, and only aggregate or anonymized data should be reported to ensure that individual patient information remains confidential.

Voluntary Participation: Participation in the study should be voluntary, and patients should not be coerced or incentivized to participate. Patients should have the right to refuse participation or withdraw from the study at any time without consequence.

Minimization of Harm: Steps should be taken to minimize any potential harm or discomfort to participants. This includes ensuring that survey questions are not intrusive or sensitive, and that patients are not placed at risk of physical or emotional harm as a result of their participation in the study.

IMPLICATIONS OF RESEARCH

Quality Improvement: The findings of the study can inform 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 can be used to develop targeted training programs for healthcare providers to improve communication skills and patient-centred care practices.

Resource Allocation: The study results may 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-Centred Care Initiatives: The study results can serve as a catalyst for implementing patient-centred care initiatives aimed at aligning healthcare services with patient preferences, values, and needs.

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 Implications: 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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