

A STUDY ON PATIENT SATISFACTION AND TIME AND MOTION TOWARDS SERVICES AT RAGHUNATHPUR SD/SS HOSPITAL

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INTRODUCTION

In Donabedian's quality measurement model, patient satisfaction is viewed as a patient-reported outcome measure, whereas the structures and processes of care are evaluated through patient-reported experiences.

Patient satisfaction has become a top priority for hospitals and health plans nationwide because it influences patient loyalty, hospital reputation, perceptions of quality care, employee satisfaction and retention, and the hospital's financial performance.

Resource management techniques such as time and motion studies can enhance output and performance.

Frank and Lilian Gilbreth were the pioneers of Time and motion studies

LITERATURE REVIEW

- In 2006, Ranjeeta Kumari et al conducted a similar study in various levels of public health facilities in UP and compared the satisfaction rates at primary health facilities to those at tertiary level.
- S K Jawahar, 2007, conducted a detailed study on patient satisfaction at a private MC&H in Trivandrum and helped improve the waiting times in the hospital's OPD.
- Recently, in 2022, Valérie Chamouard of France conducted a time and motion study in community pharmacies which led to improved dispensing process resulting in a drastic decrease in door-to-drug travel time.

OBJECTIVES

- To determine the level of satisfaction via the patient satisfaction survey
- To conduct a time motion study relating to various IPD & OPD services.

STUDY DESIGN

- Cross - sectional, observational study

STUDY DURATION

- 3 months (March - June 2024)

SAMPLE SIZE

- 150 for the patient satisfaction survey
- 300 for the time motion study

STUDY SETTING

- This study is conducted at the Raghunathpur SD/SSH

RESEARCH QUESTIONS

1. What is the current level of satisfaction towards various services?
2. What facilities require improvement?
3. What is the general public opinion regarding the hospital?

SAMPLING TECHNIQUE

- Simple random sampling has been used

STUDY APPROACH (PPS)

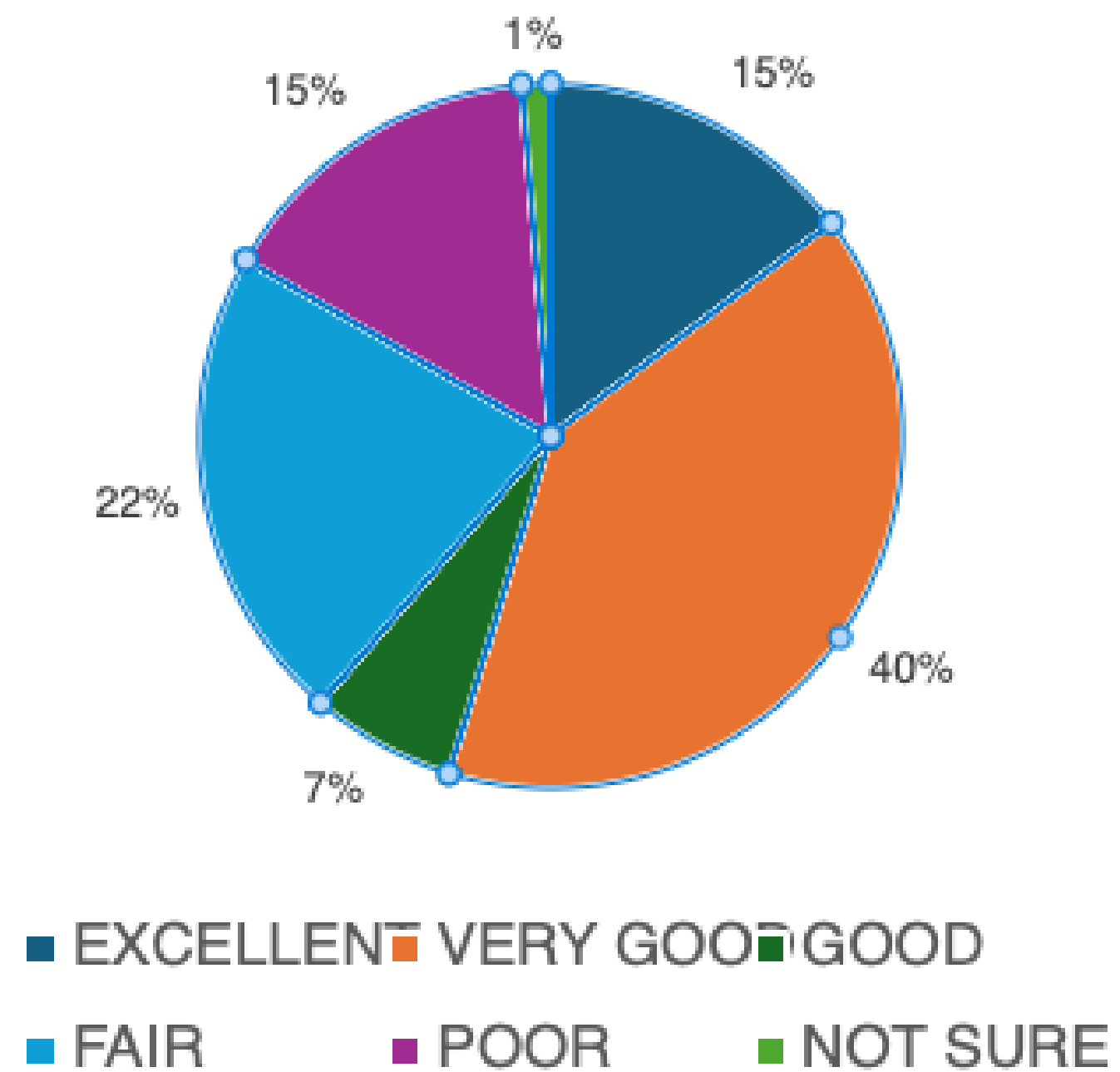
- A pre designed structured questionnaire was used
- Patients were interviewed verbally
- 10 samples were taken from each of the 5 wards for 3 months
- This data was then analysed in excel and depicted in pie charts

STUDY APPROACH (TIME & MOTION STUDY)

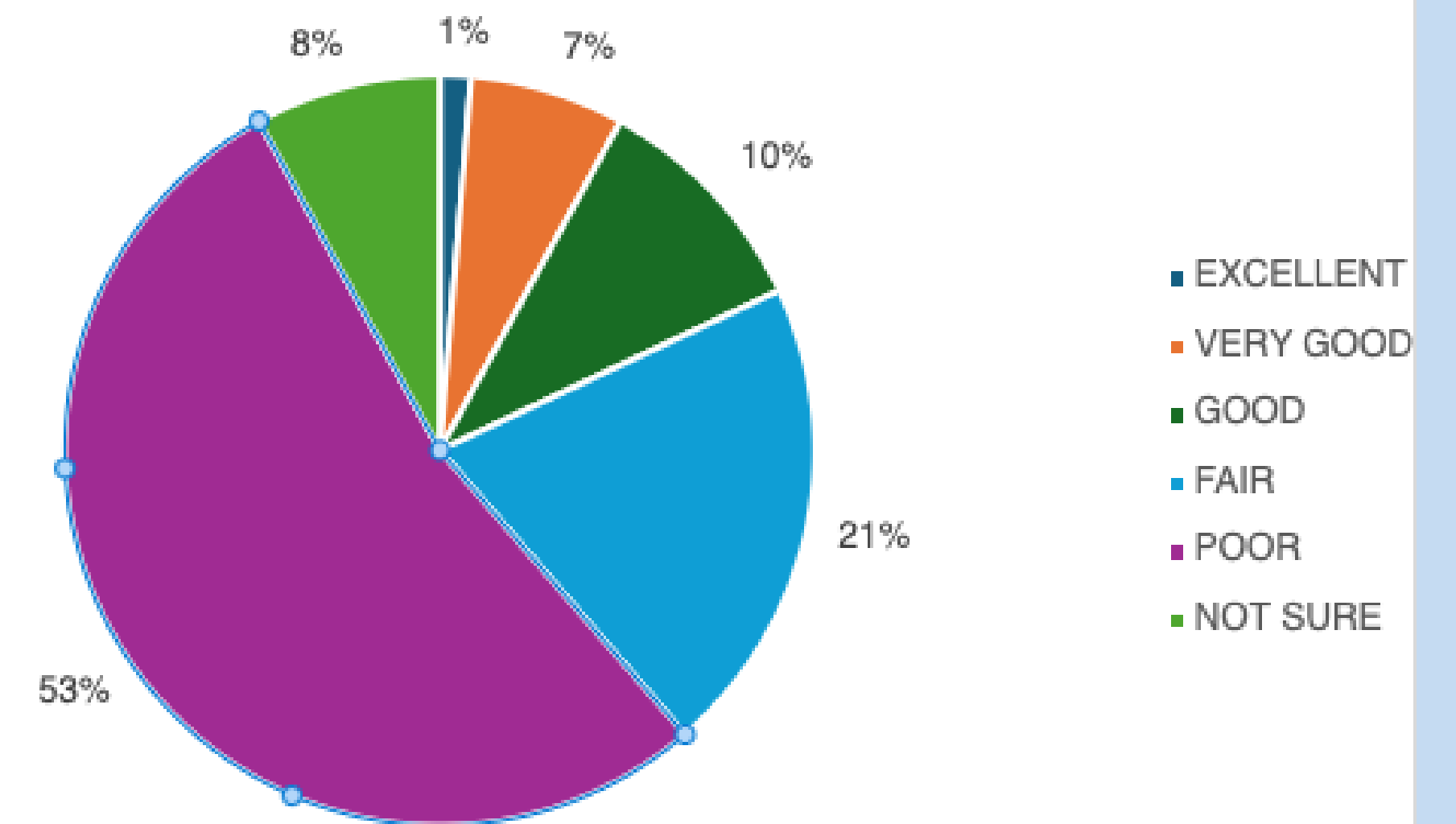
- 10 samples were randomly collected for each of the categories ($10 \times 30 = 300$ samples)
- Mix of patient interview and record review was used to gather data
- Then the average was calculated and noted

RESULTS (Patient satisfaction survey)

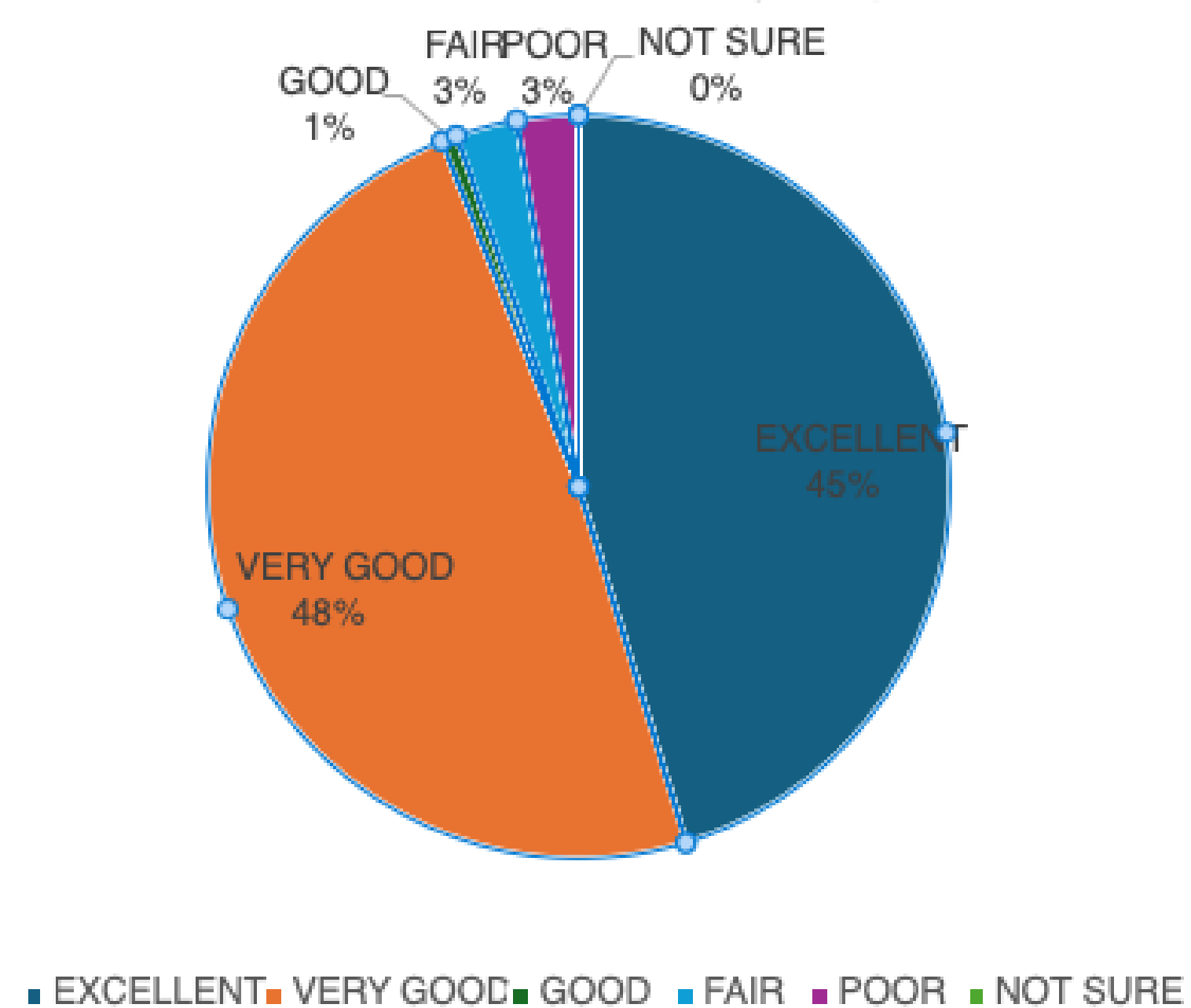
Availability of free medicines and tests



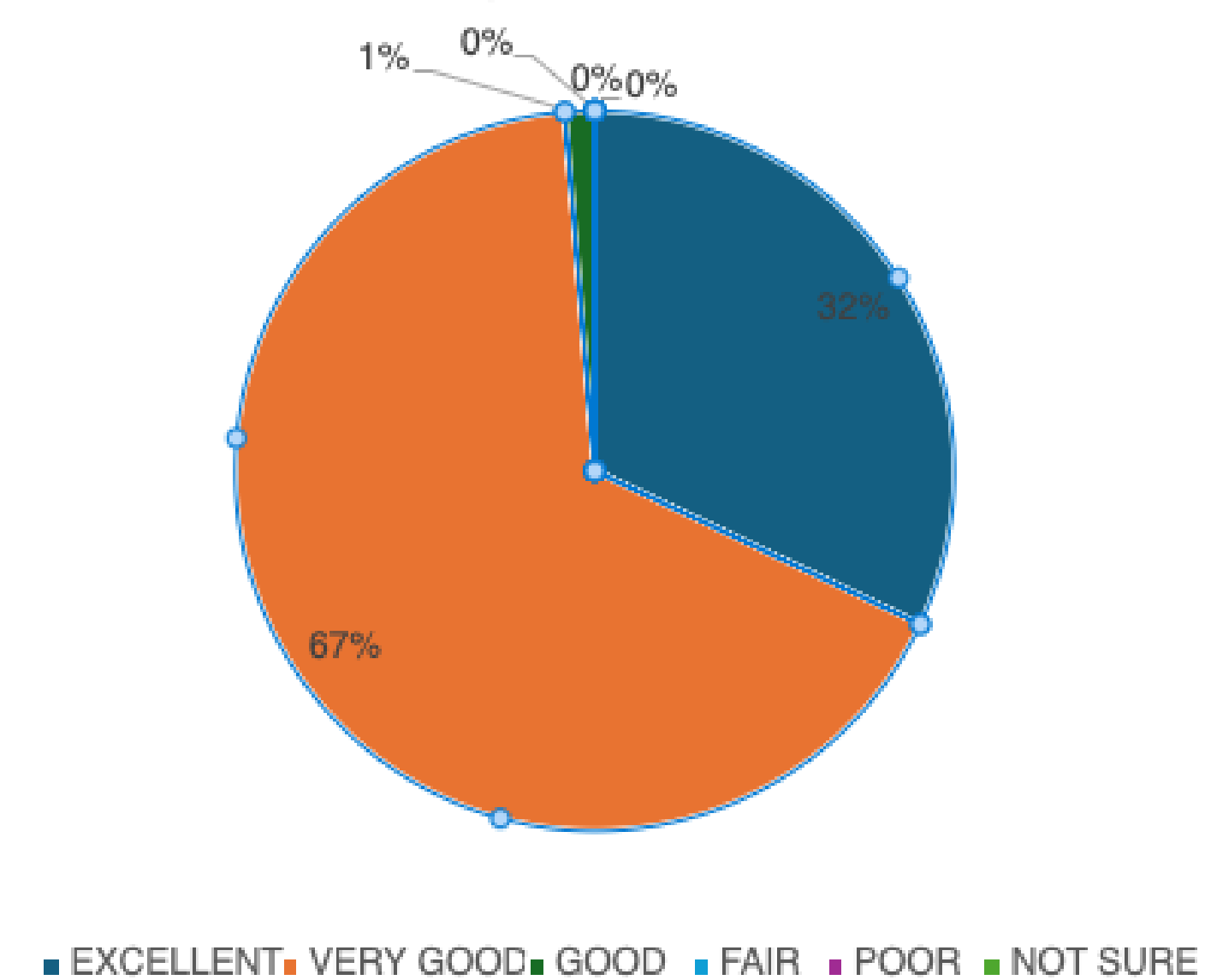
Cleanliness of toilets



Level of satisfaction over waiting time at administration counter of Emergency

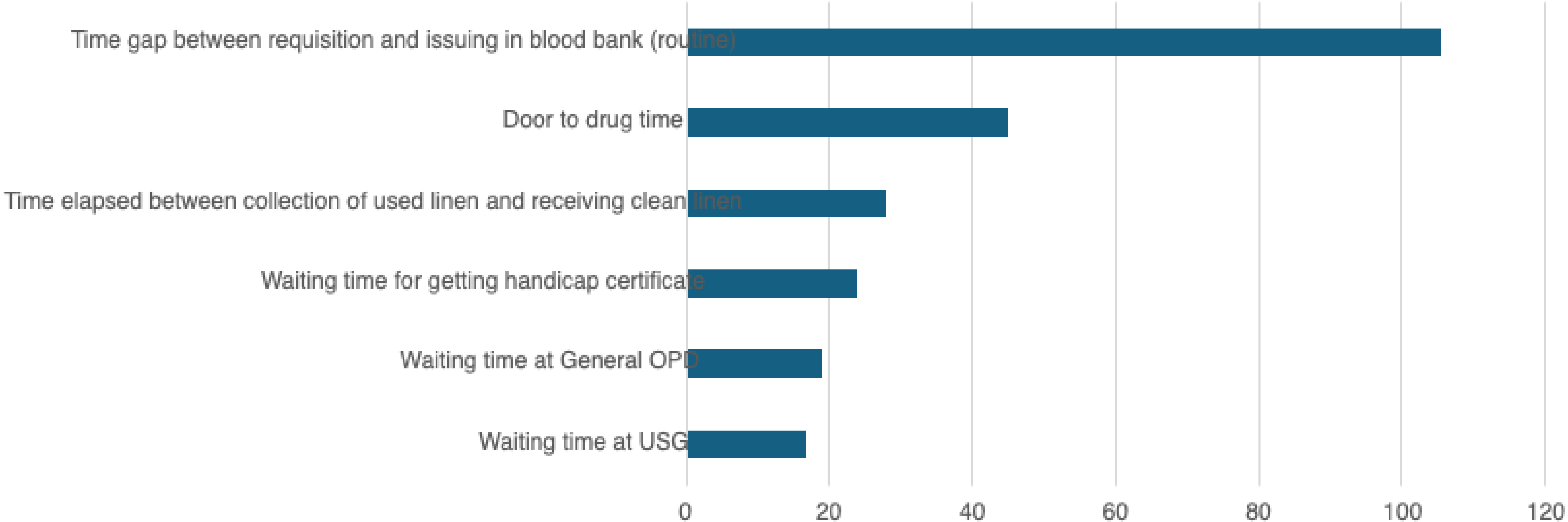


Quality of diet supplied



Time motion study

Duration of various events (minutes)



	Waiting time at USG	Waiting time at General OPD	Waiting time for getting handicap certificate	Time elapsed between collection of used linen and receiving clean linen	Door to drug time	Time gap between requisition and issuing in blood bank (routine)
minutes	17	19	24	28	45.1	105.7

minutes

SUGGESTED RECOMMENDATIONS

- Make available all the medicines and tests prescribed
- Regular cleaning of toilets
- Reduce the various waiting times found in OPD, Radiology, Laboratory and auxillary services in order to reduce the overall door to drug time

THANK YOU