

SYNOPSIS

1. TITLE : **A Study on Patient satisfaction towards In-patient services at Raghunathpur SD/SSH**
2. INTRODUCTION : Patient satisfaction in government hospitals is crucial as it often reflects the quality of care provided, with higher satisfaction correlating with effective medical treatment and positive patient interactions. This satisfaction leads to better health outcomes, as patients are more likely to adhere to treatment plans. Additionally, it builds trust and credibility in the healthcare system, which is essential for public health. Patient feedback helps administrators allocate resources efficiently, ensuring improvements where most needed. Moreover, satisfied patients are more likely to engage in preventive care, supporting broader public health goals. High patient satisfaction also attracts funding and policy support, enhancing services and facilities. Overall, it is vital for improving care quality, patient outcomes, resource use, public health, and securing necessary support.
3. RESEARCH QUESTION : What level of satisfaction exists in the current beneficiaries visiting the Sub divisional hospital?
4. OBJECTIVES :
 - I. To determine the level of satisfaction via the patient satisfaction survey based on a Likert scale.
 - II. To conduct a time motion study relating to various IPD & OPD services.
5. MATERIALS AND METHODS :
 - I. STUDY DESIGN : Mixed methods approach has been taken although mostly quantitative research methods will be evaluated.
 - II. SETTING : The study will be conducted in The Raghunathpur Sub Divisional Super Speciality Hospital.
 - III. STUDY POPULATION : The study population will comprise beneficiaries coming to get either IPD/OPD services or both in the above hospital.
 - IV. DURATION OF STUDY : 3 months

V. SAMPLE SIZE : 150 patients in total

VI. DATA COLLECTION PROCEDURE : A structured questionnaire has been prepared consisting of questions regarding various aspects and/or wards of the hospitals, also other auxiliary and utility services. The survey will be taken on printed questionnaire sheets and then data will be recorded and analysed in computer.

6. DATA ANALYSIS PLAN : The collected data of questionnaire will be analysed graphically on excel.

7. ETHICAL CONSIDERATIONS : The study will follow ethical guidelines for research, involving human participants, including obtaining informed, consent, maintaining confidentiality, and ensuring data privacy.

8. IMPLICATIONS OF RESEARCH : The findings of the study will be utilised in improving the existing facilities in the hospital and cater to the demands of the patients. The hospital is committed to providing quality healthcare to all. Therefore this study is crucial in finding out the lacunae in the services and rectify them.

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