

A Comprehensive Study on Patient satisfaction at Eye solution

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Introduction

- Hospitals face inefficiencies with manual scheduling systems.
- Research explores using advanced algorithms for data-driven scheduling.
- Optimized scheduling reduces patient wait times and enhances satisfaction.
- Effective scheduling saves costs and improves staff morale.
- Rising patient demand strains resources, exacerbated by inefficient scheduling.
- Traditional scheduling methods result in long waits, cancellations, and financial losses

RESEARCH QUESTION

- How can scheduling algorithms and operational strategies be effectively utilized to optimize hospital operations, improve patient care, and enhance overall hospital efficiency?

OBJECTIVES

- To understand factors influencing patient satisfaction at an ophthalmology center



Literature Of Review

AUTHORS (YEAR)	STUDY LOCATION	SAMPLE SIZE	SAMPLING TECHNIQUE	SALIENT FEATURES
Massoud Moslehpour, Anita, Shalehah, Ferry Fadzlul Rahman, and Kuan- Han Lin 2022	USA	121,689 people		To improve satisfaction of patient with communication of physician determinants of physician and organization should be considered. The availability of interpretation services and the work load are two ways of organization can enhance satisfaction of patient with communication of physician.
Payal Mehra and Anubhav Mishra		626 patients	Simple random sampling	A sufficient time between provider and patient should be ensured by the healthcare provider so that problems can be discussed and providers just do not rush to increase revenues.

AUTHORS (YEAR)	STUDY LOCATION	SAMPLE SIZE	SAMPLING TECHNIQUE	SALIENT FEATURES
Chia and <u>Ekladios</u> , 2021	Australia	50 patients	Random sampling	Patients appreciate early participation and shared decision making in discharge procedure. Checking patients understanding of diagnosis, treatment, discharge instructions and plans of follow up as a part of procedure increases patient satisfaction.
Dorothy <u>Afriyie</u> 2020	USA			In this research a effective communication between nurses and patient was defined as mutual agreement and satisfaction This has been linked with increasing amongst patients and nurses which help in influencing clinical reasoning and process of nursing. When it is successful it brings out <u>poritiv</u> outcomes with nursing care. Thus nursing education should be increased to promote a good relationship and empower them to communicate effectively with patients.

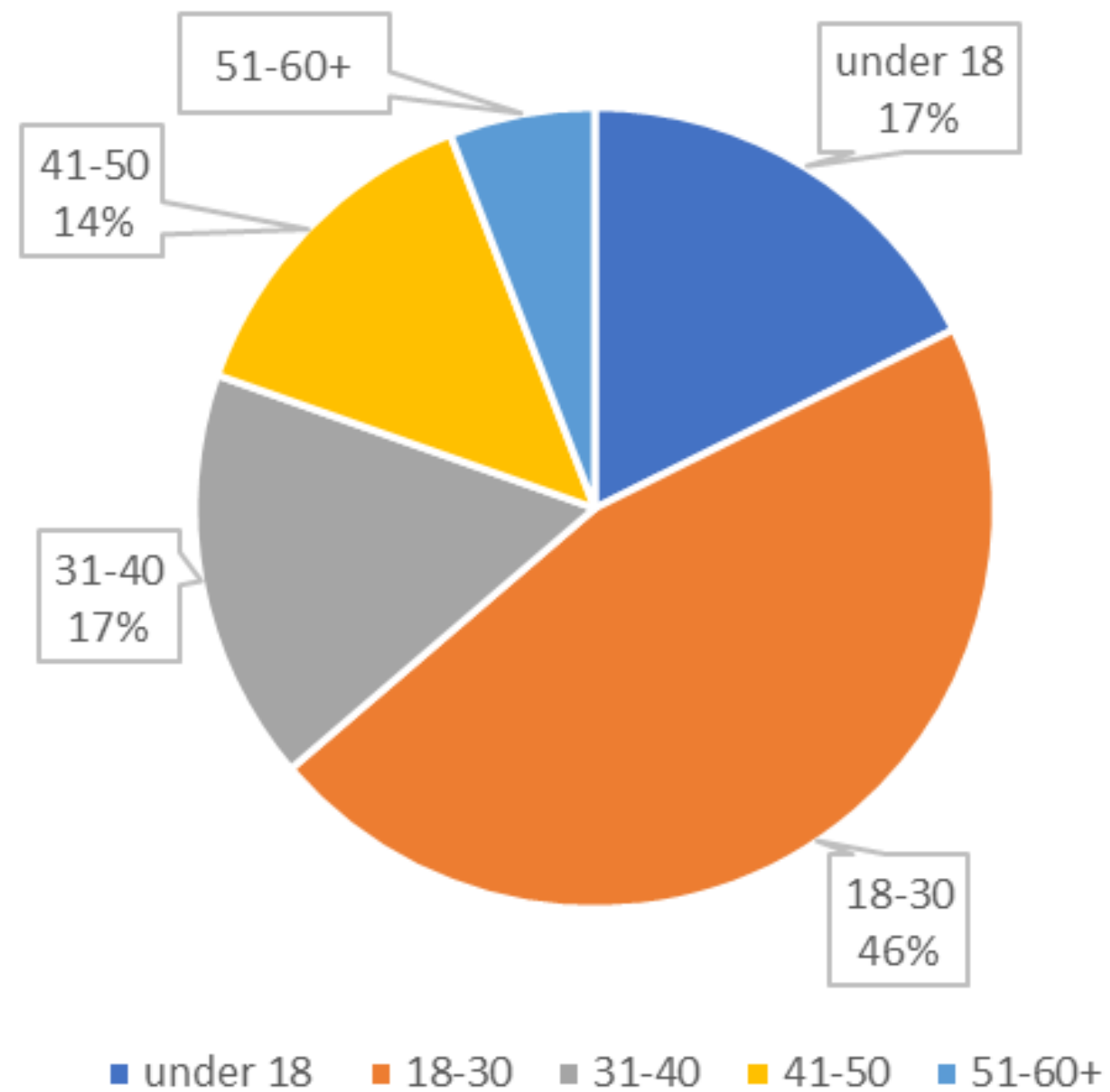
Methodology

Study Area	Eye solution
Duration Of the Study	3 months
Sample Size	102
Sample Techniques	Convenient sampling
Data Collection Procedure	Primary Data Collection
Data Analysis	The collected data was analyzed using software such as Microsoft Excel

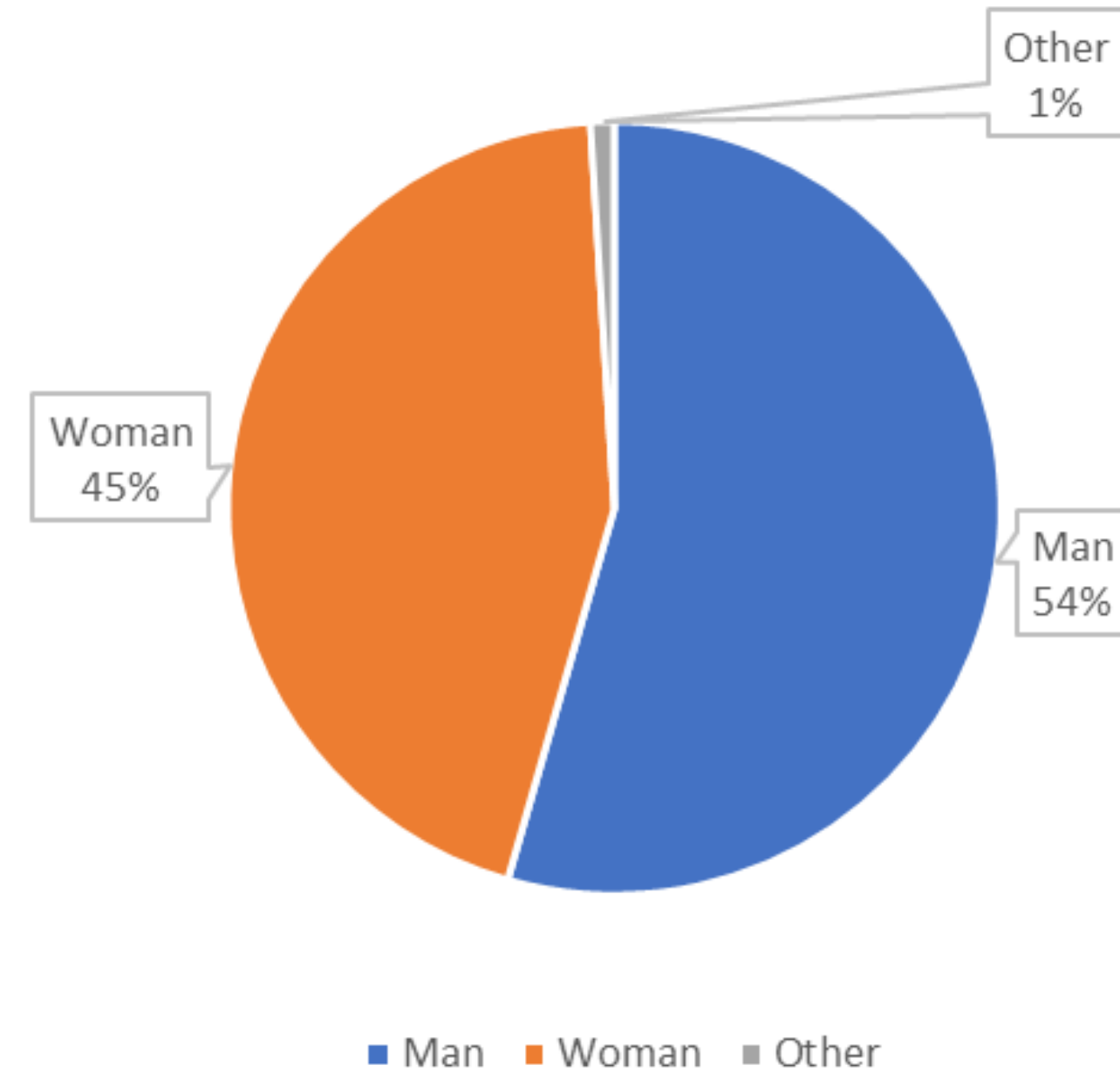
Result

17.64%

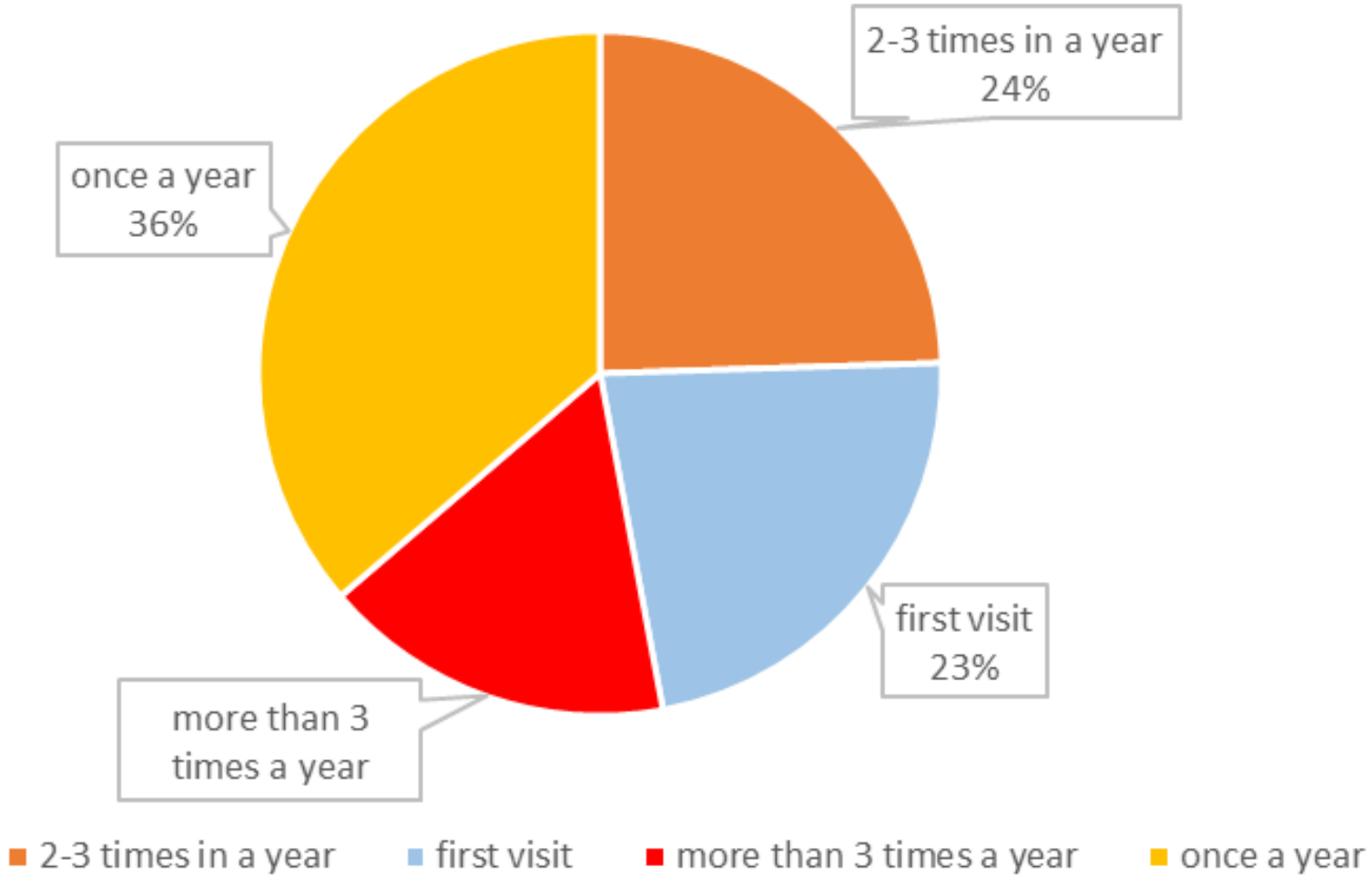
1. What is your Age?



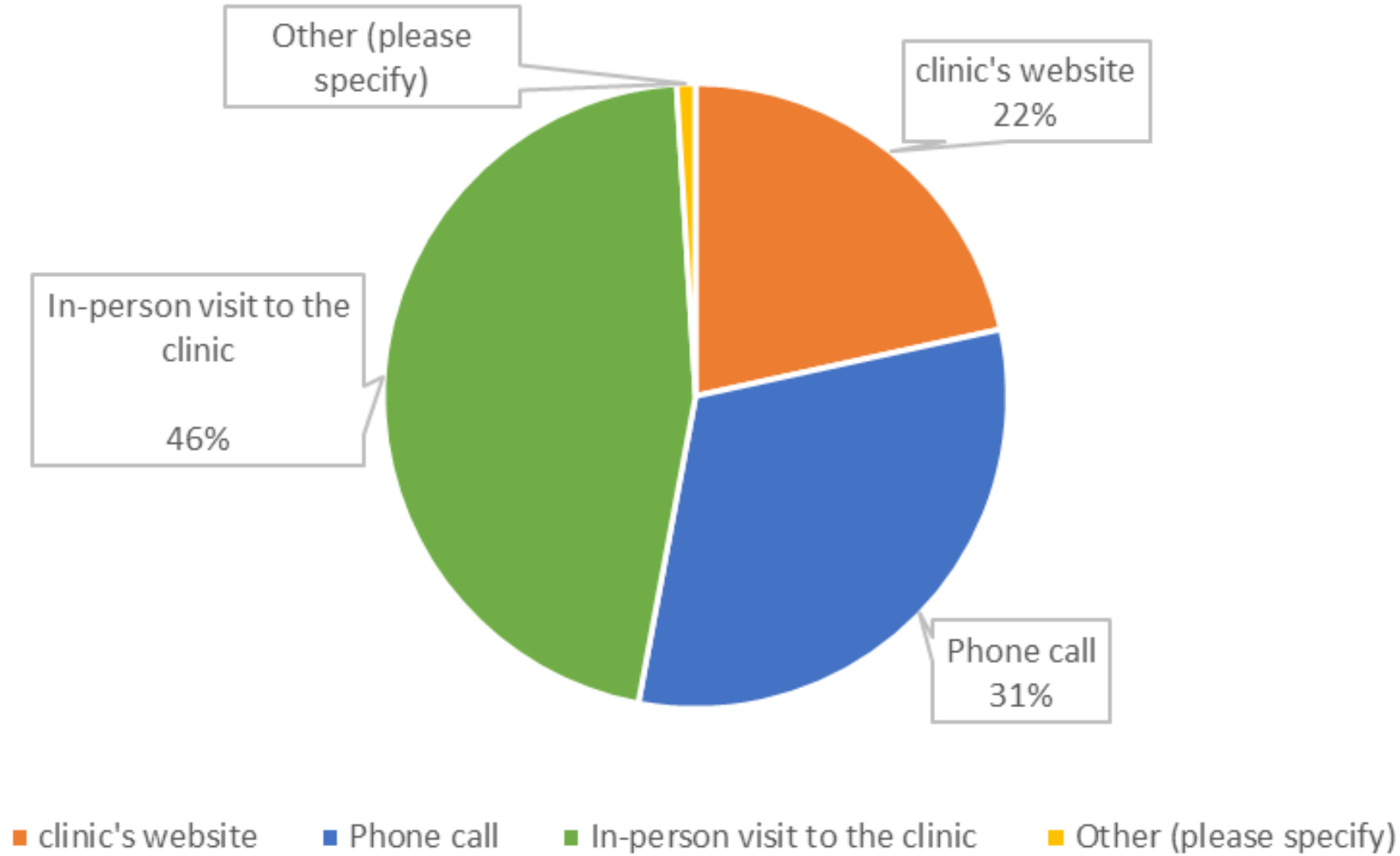
2. What is your gender?



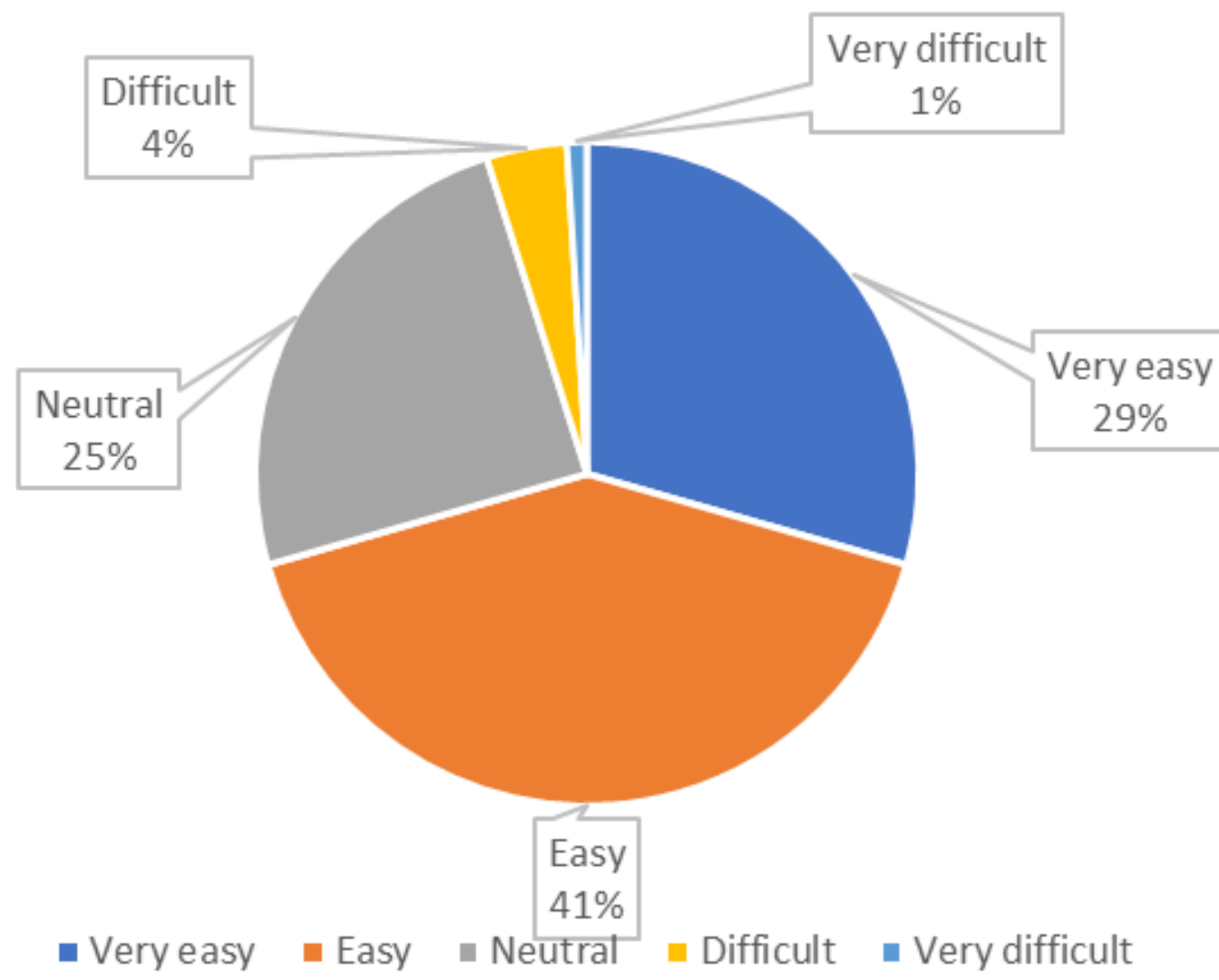
3. How often do you visit an ophthalmology center?



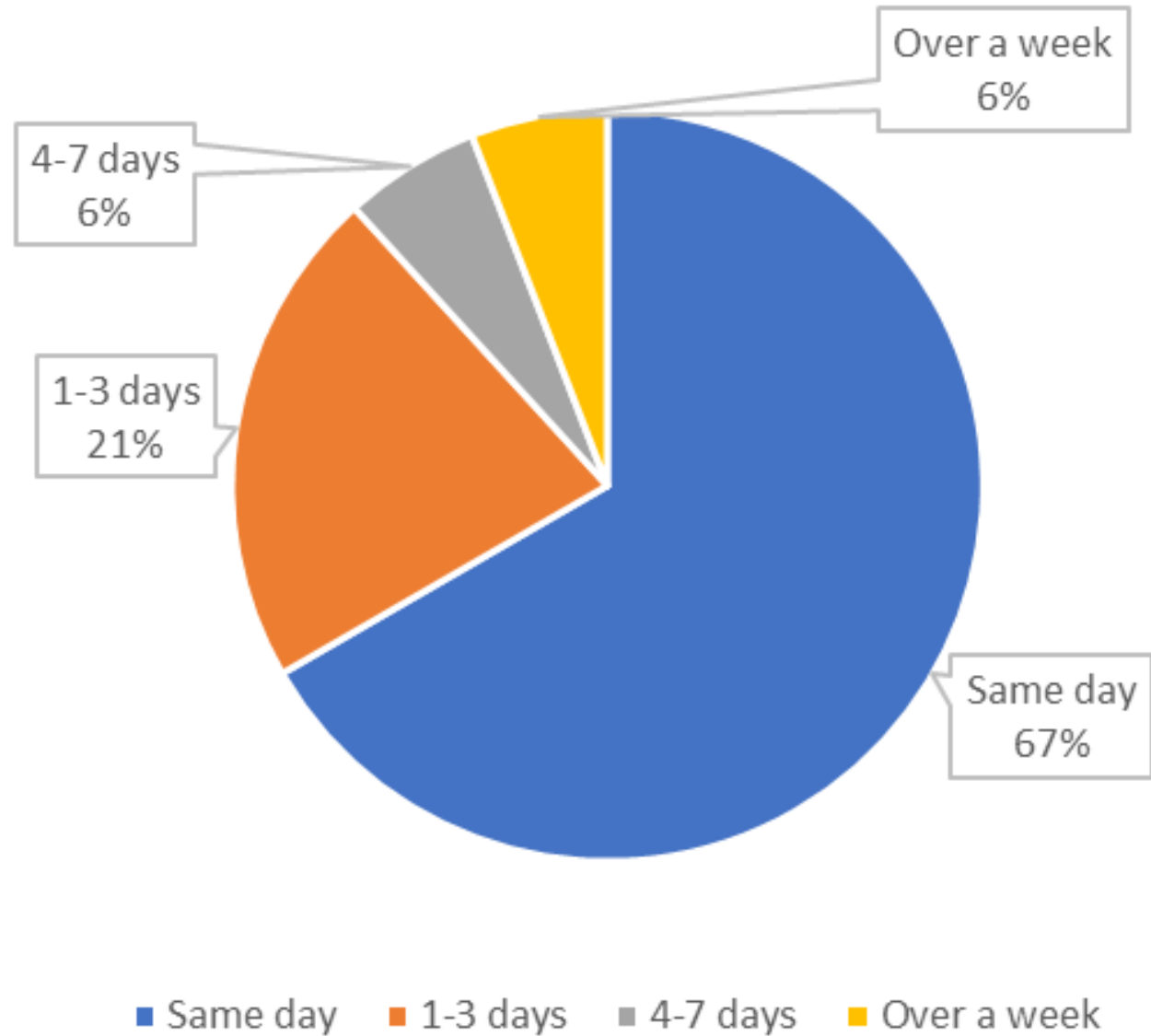
4. How did you book your appointment?



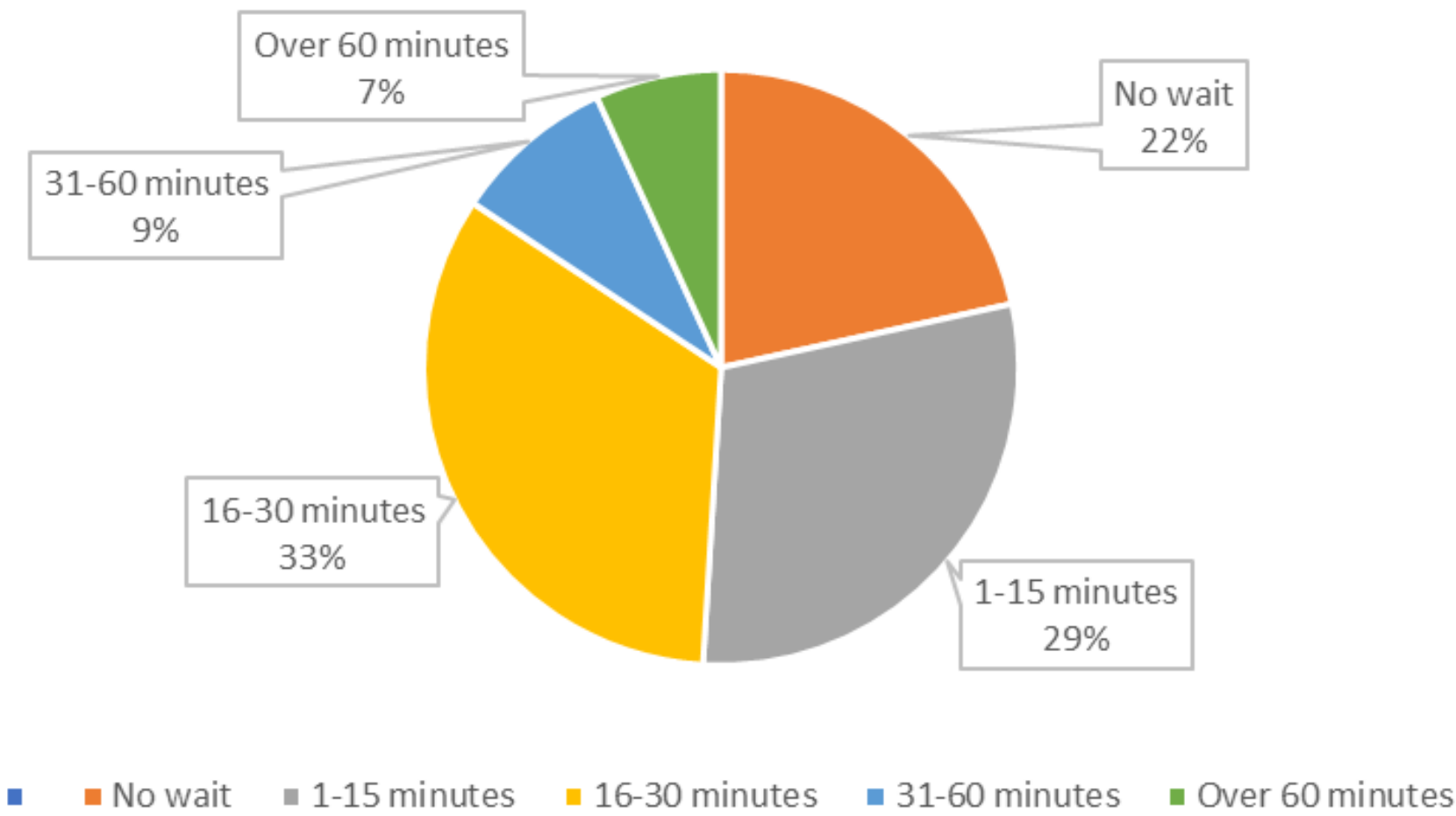
5. How would you rate the ease of scheduling an appointment?



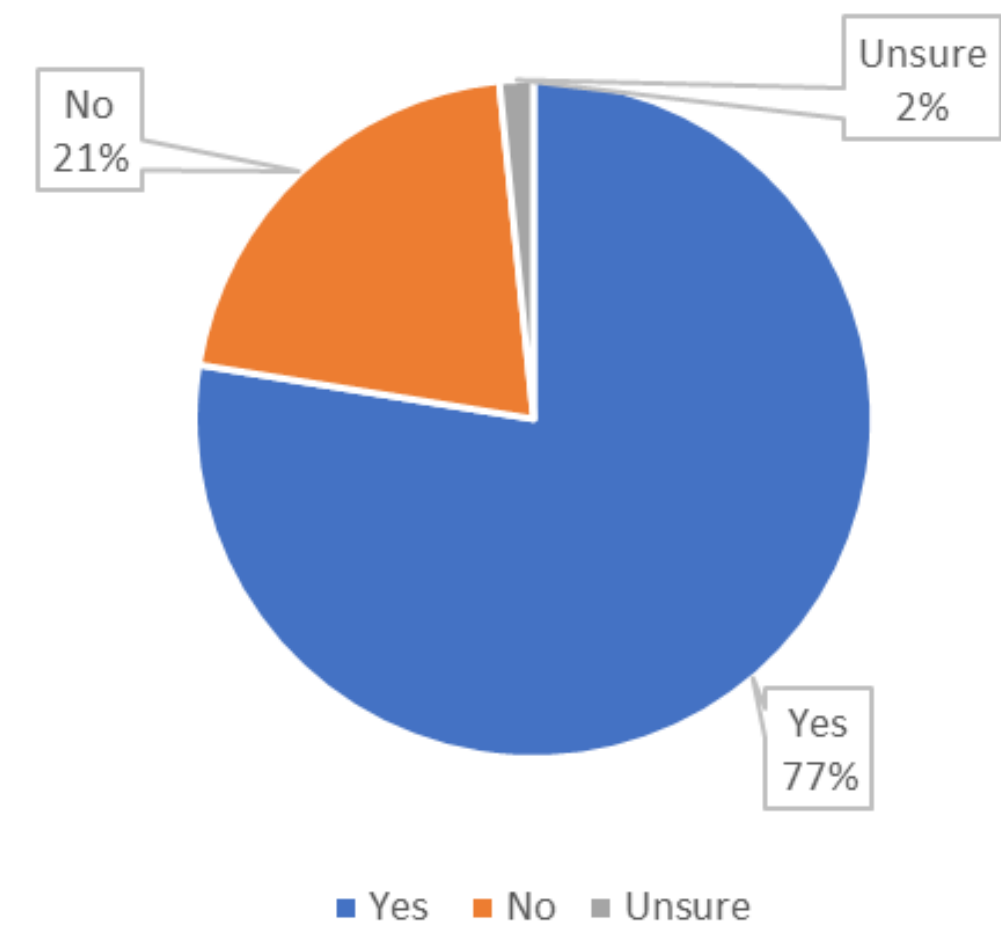
6. How many days you have to wait for your consultation?



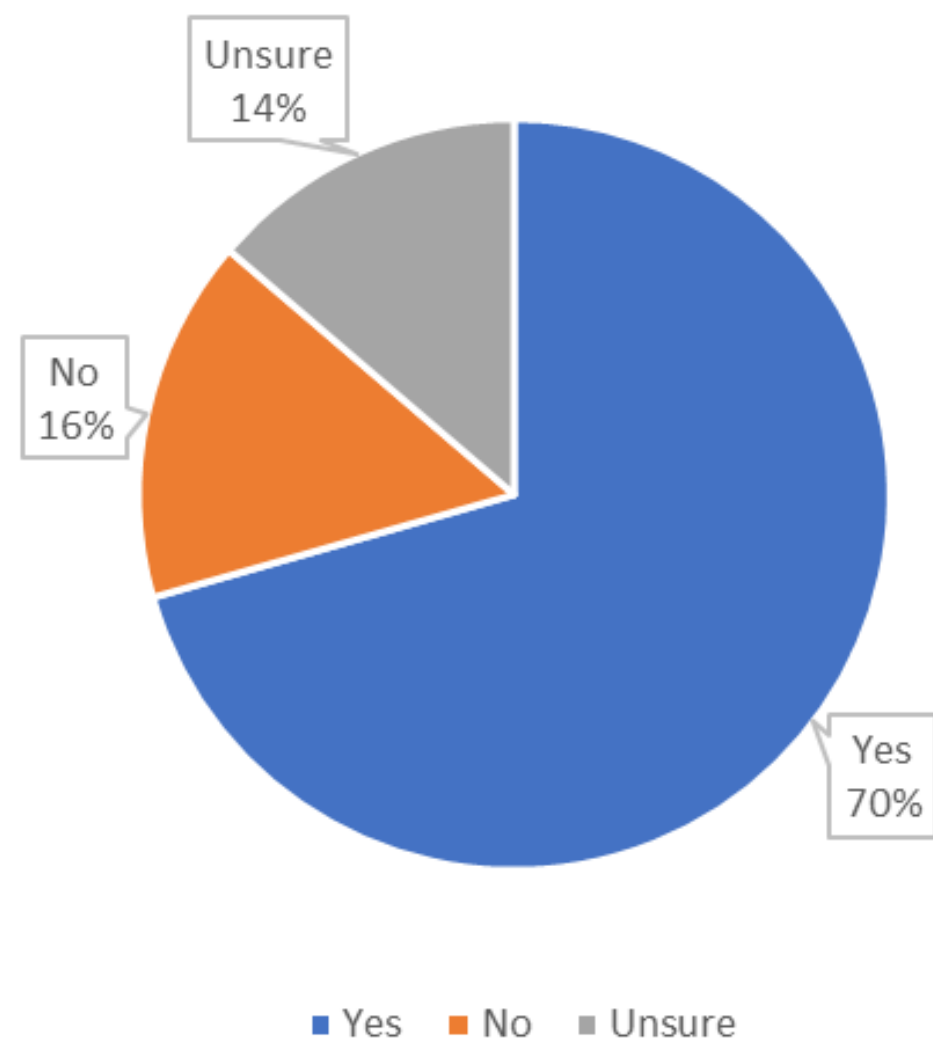
7. How long did you wait in the waiting room before seeing a healthcare provider?



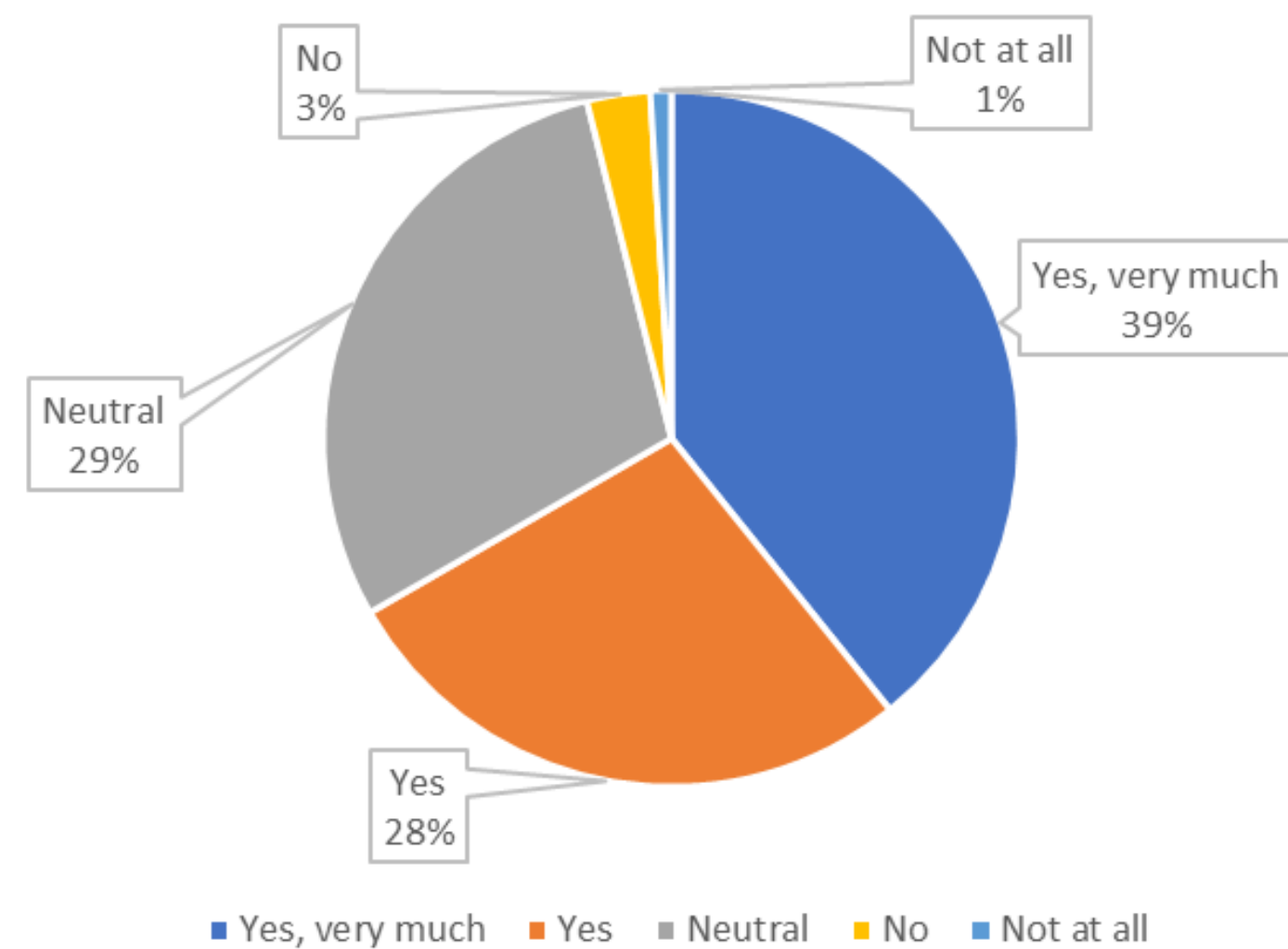
8. Did you feel there were enough staff and resources during your visit?



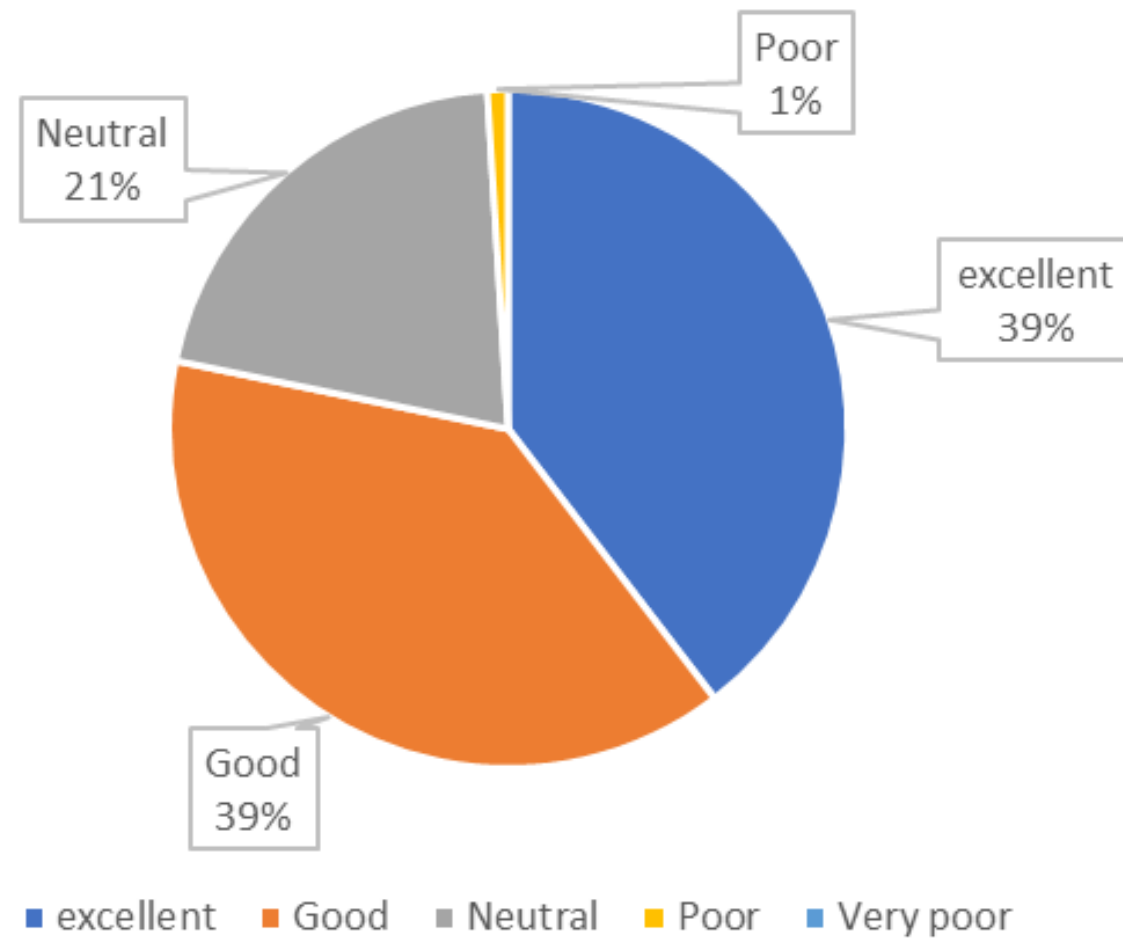
9. Did the clinic run on schedule?



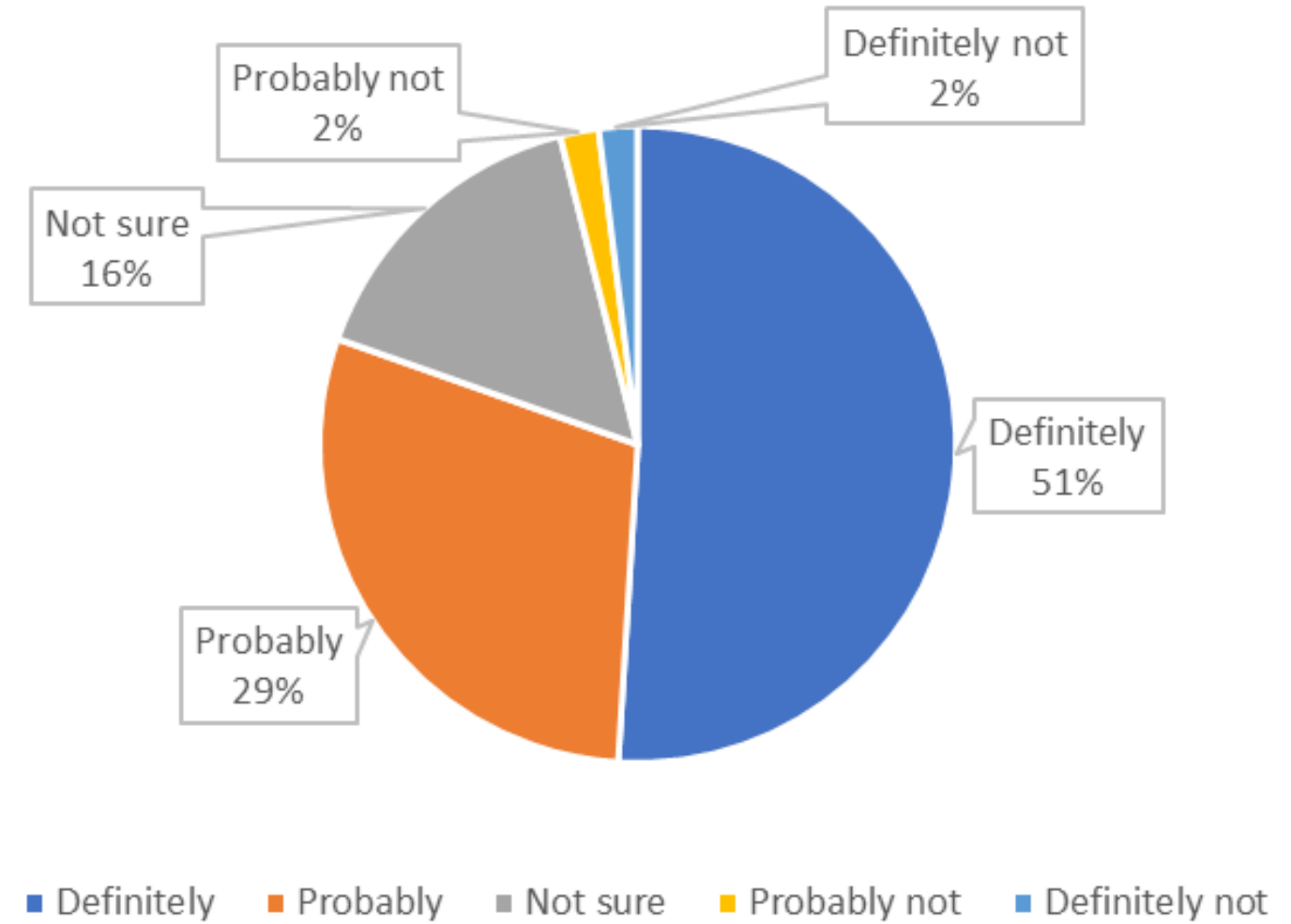
10. Were the staff courteous and helpful during your visit?



11. How would you rate the overall efficiency of the ophthalmology centre?



12. Would you recommend this ophthalmology center to others?



Discussion

The ophthalmology center received positive feedback, with 72% of respondents finding it easy to book an appointment, reflecting good accessibility and efficiency. This aligns with Chia and Ekladiou (2021), who found that early patient participation and shared decision-making increase satisfaction.

Despite the efficiency, with 68% getting same-day consultations and less than 12% waiting over three days, 5% faced booking difficulties, indicating room for improvement. Additionally, while 97% rated their experience positively, 21% found the staff impolite, highlighting a significant issue.

Dorothy Afriyie (2020) emphasized the importance of effective communication between healthcare providers and patients, linking it to better clinical outcomes and satisfaction. Addressing staff demeanor by improving communication skills could enhance patient experiences.

The center's efficiency, rated as good or above by 92%, is commendable. Improving staff-patient interactions will align with research underscoring the importance of communication and patient engagement in healthcare.



Suggestions

- Improve scheduling interfaces and gather feedback to enhance appointment booking efficiency.
- Implement efficient scheduling practices to reduce wait times
- Patient should advised to take online appointment.
- Increase online booking options and ensure user-friendly platforms.
- Customize outreach efforts to meet the needs of different age groups.
- Conduct regular training on patient care and communication skills.

Q&A Session

Thank you for
listening!