



Study on Patient satisfaction level in radiology department C.K Birla hospital, Jaipur.

By Dr. Akshika Sharma

Under the guidance of

Dr Kajal Sitlani

About C.K Birla Hospital, Jaipur

- C.K Birla Hospitals - RBH is the renowned 230 bedded multi-speciality hospital in Jaipur. It provides both inpatient and outpatient services with complete medical care to its patient.
- It works majorly on 3 principles – Patient - centric approach, ethical approach, clinical excellence. This hospital consists of 24 departments which are specialized in their respective area.
- Their mission is to provide best medical service to all the section of society. Patient care is the integral part of the hospital. Therefore, they pay special attention to patient satisfaction in all departments individually.

Services offered in Outpatient department are

1. Neurosciences
2. Gastrosiences
3. Renal science
4. Cardiology
5. Orthopedics & Joint replacement
6. Radiology and more

Services
offered in
radiology
department
are

1. Ct scan
2. MRI scan
3. X-Ray
4. Mammography
5. Bone densitometry test
6. Ultrasound

Background

- Patient satisfaction is widely used metrics in hospitals. It is very important tool to assess the quality of hospital and healthcare facility.
- There are many factors which are influenced by patient satisfaction like malpractices in hospital or any healthcare facility, patient retention and clinical outcomes.
- It has an important effect in delivering the high-quality healthcare efficiently and in timely manner.
- Hospital or healthcare facility should be patient centred to make the hospital successful and for patient retention.

Objectives of study

- To assess the patient satisfaction level in radiology department C.K Birla hospital, Jaipur.
- To determine the elements that influence patient satisfaction.
- To assess the issues that OPD patients experience.
- To assess patient satisfaction with radiology department OPD services in terms of doctor-patient interaction, registration desk, waiting area, and overall health facilities.

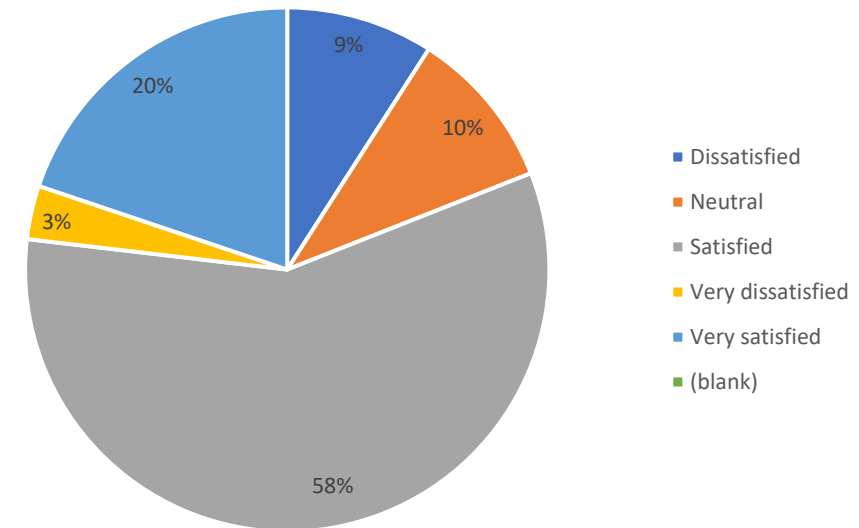
Methodology

- To assess the satisfaction level of OPD patients in radiology department a self-administered questionnaire was used for study propose. Total 17 questions were incorporated in survey form.
- The sample size for this study was 121 patients.
- Questions related to waiting time, behaviour of staff, cleanliness, age group, gender etc were used in questionnaire.
- An informed consent was taken from patients before filling the feedback form.
- Data was transferred in excel sheet and analysed in the form of pie charts, vertical bar charts and in percentage form.

Results

- Percentage distribution of how many patients were satisfied with waiting time.
- Majority (58%) of patients were satisfied with the appointment time given to them. While 20% were very satisfied, 10% were neutral about that. On the other hand, 9% were dissatisfied and 3% of patients were very dissatisfied.

How satisfied were you with the waiting time for the provided X-ray/CT/MRI/USG scan appointment?

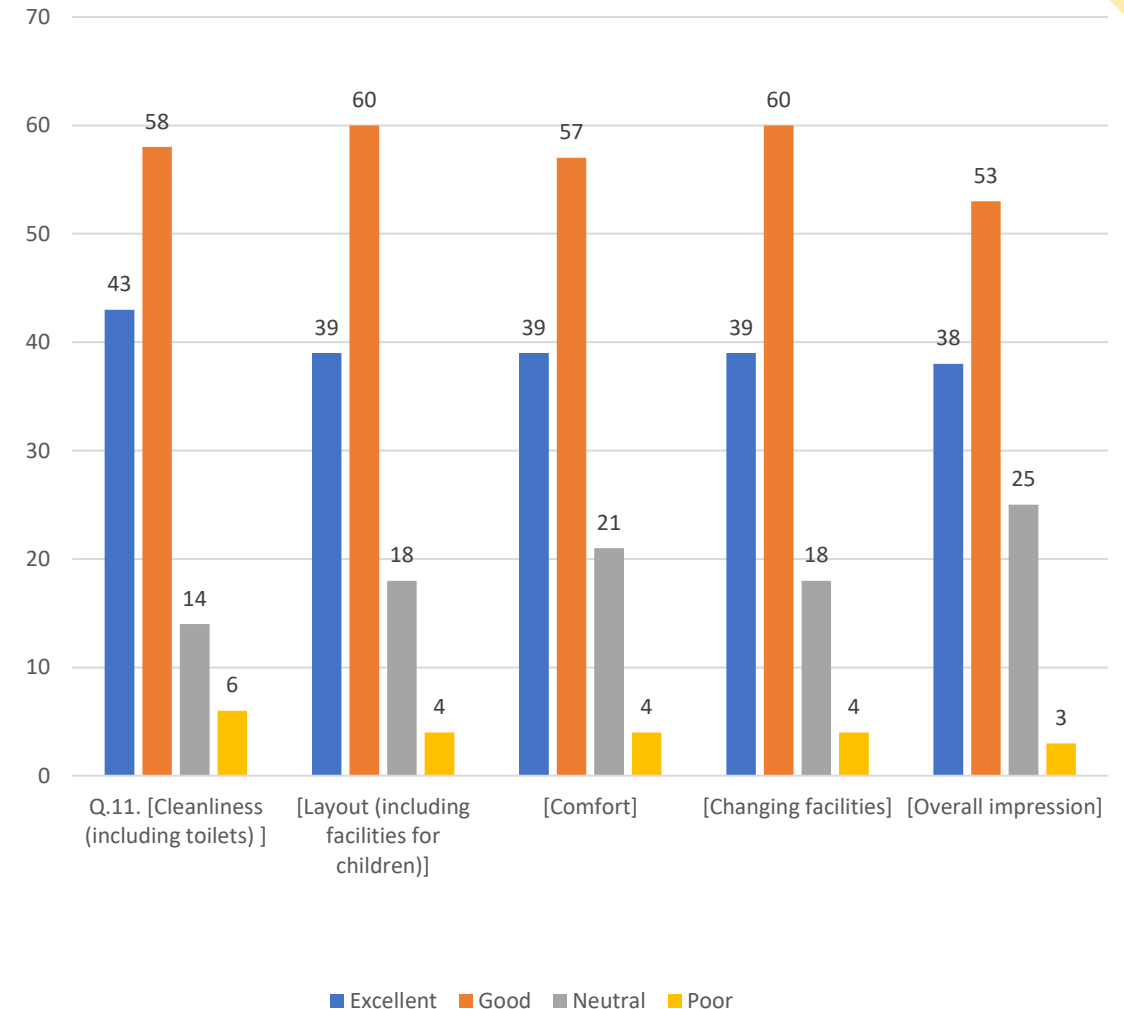


- Majority of patients gave excellent and good ratings in all departments.

- With respect to cleanliness 6 patients gave poor rating.

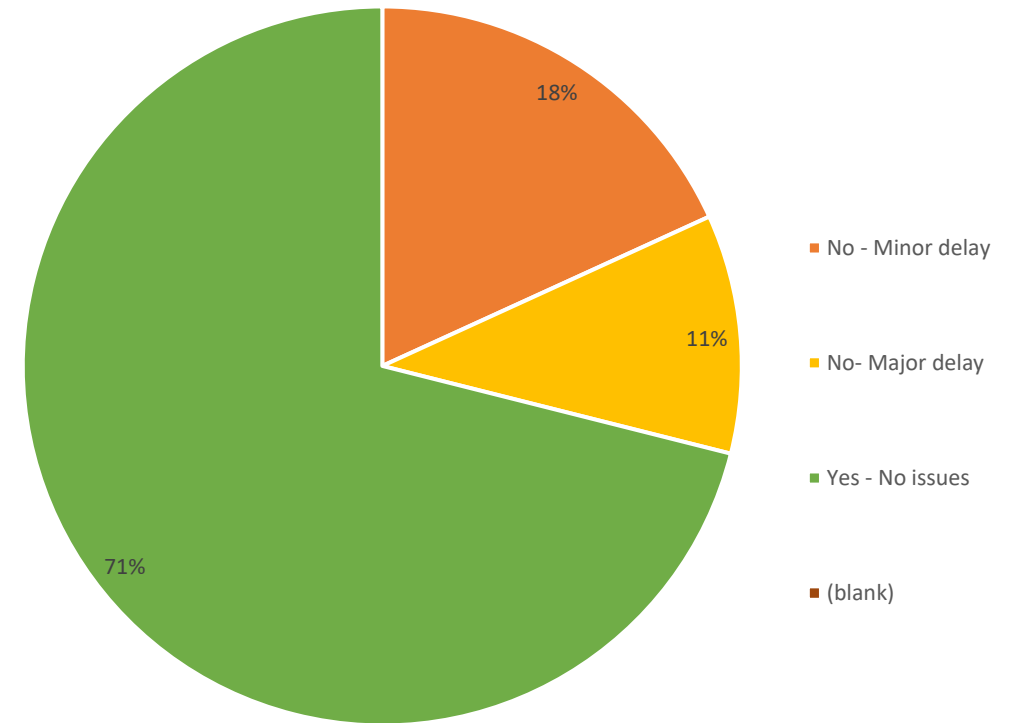
- Overall impression was good for 53 patients, excellent for 38 patients, neutral for 25 patients, poor for 3 patients.

How did you find the following aspects of the radiology department waiting area?



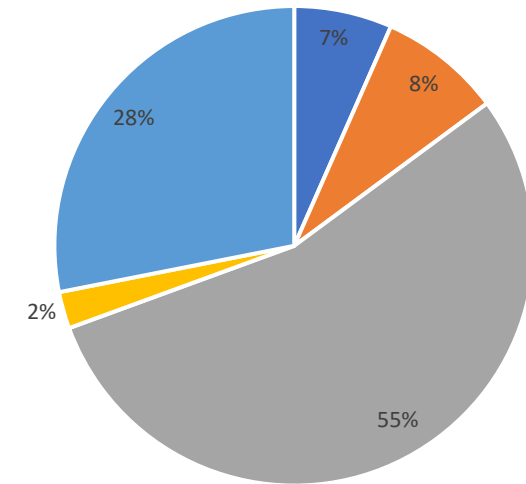
- Majority (71%) of patient's scan was performed on given time, there was no delay at all. Whereas 18% of patient had to face a minor delay and their scan was not performed on the appointment time given to them. 11% of patients faced major delay.

Percentage distribution of number of patients whose scan performed on appointment time given to them



Were you satisfied with the doctor/technician you were allocated with?

Responses	Percentage distribution of patients
Very satisfied	28
Satisfied	55
Neutral	8
Dissatisfied	7
Very dissatisfied	2



- Majority (55%) of patients were satisfied with the allocated doctor/technician, 28% of patients were very satisfied, while 8% of patients were neutral about that.
- On the other hand, 7% were dissatisfied, and 2% were very dissatisfied with their allocated doctor.

Crosstabulation analysis between gender and age group

Age group		18-30	31-65	66 and over	under 18 years	Total
Gender	Female	15	21	7	4	47
	Male	15	37	13	9	74
Total		30	58	20	13	121

- Out of 47, majority of females were from 31-65 age group.
- 15 were from 18-30 age group whereas only 4 were under 18 years of age group.
- Out of 74 males, majority of males were also from 31-65 age group.
- 15 were from 18-30 age group whereas only 9 were under 18 years of age group.

Univariate analysis of responses

<i>Variable</i>	<i>Responses</i>	<i>n</i> <i>=122</i>	<i>%</i>
Age group	18-30	30	25
	31-65	58	48
	66 and over	20	16
	under 18 years	13	11
Gender	Female	47	39
	Male	74	61
How satisfied were you with the waiting time for the provided X-ray/CT/MRI/USG scan appointment	Dissatisfied	11	9
	Neutral	12	10
	Satisfied	70	58
	Very dissatisfied	4	3
	Very satisfied	24	20
How satisfied were you with the convenience of the provided X-ray/ CT/MRI/USG scan appointment?	Neutral	13	11
	Satisfied	68	56
	Unsatisfied	8	7
	Very satisfied	28	23
	Very unsatisfied	4	3
How satisfied were you with the radiology department reception staff, were they friendly?	Neutral	10	8
	Satisfied	68	56
	Unsatisfied	4	3
	Very satisfied	37	31
	Very unsatisfied	2	2
How likely you would recommend us to your family and friends?	Likely	43	36
	Neutral	7	6
	Unlikely	6	5
	Very likely	61	50
	Very Unlikely	4	3

- Majority of patients are males that is 61% on the other hand females are 39% of the total.
- Highest responses that is 48% are from 31-65 age group. Lowest number of responses fall under the category of under 18 age group.
- 58% of patients were satisfied with the waiting time provided for the X ray/ Ultrasound/ Ct/ MRI scan appointment. Whereas only 9% responses fall under dissatisfied category and 3 % were very dissatisfied.
- With respect to waiting time 58% of respondents were satisfied with the appointment time given to them. 9% were dissatisfied and only 3% were very dissatisfied with the waiting time.
- 56% of patients were satisfied with the reception staff of radiology department. And 5% were not satisfied.
- 36% were likely and 50% were very likely going to recommend us to their family and friends. 8% of respondents are not going to recommend us to their family and friends.

Cross tabulation between scan appointment performed on time and type of radiology examination patient attended

							Total
			Xray	USG	Ct	MRI	
Was your X-ray/ CT/MRI/USG scan appointment performed on time?	No - Minor delay	% of Total	6.6%	6.6%	2.5%	2.5%	18.2%
	No- Major delay	% of Total	2.5%	1.7%	0.0%	6.6%	10.7%
	Yes - No issues	% of Total	33.9%	19.0%	5.8%	12.4%	71.1%
Total		Count	43.0%	27.3%	8.3%	21.5%	100.0%

- 71.1% of patients had no issues with the scan appointment time. Out of 71.1% majority of respondents were from X ray that is 33.9%. Whereas 19% were of USG patients who has no issues, followed by 5.8% in CT and 12.4% in MRI.
- 18.2% of respondents had minor delay in their appointment time for the scan. Majority of minor delays were in X ray and USG that is 6.6% in both.
- 10.7% patients had major delay. Majority of delays were of MRI scans

Cross tabulation waiting time and radiology scan

			How satisfied were you with the waiting time for the provided X-ray/CT/MRI/USG scan appointment					Total
			Dissatisfied	Neutral	Satisfied	Very dissatisfied	Very satisfied	
What type of radiology examination did you attend for today?	X ray	% of Total	2.5%	4.1%	28.1%	0.8%	7.4%	43.0%
	USG	% of Total	0.8%	3.3%	16.5%	0.0%	6.6%	27.3%
	CT	% of Total	0.0%	1.7%	4.1%	0.0%	2.5%	8.3%
	MRI	% of Total	5.8%	0.8%	9.1%	2.5%	3.3%	21.5%
Total		Count	9.1%	9.9%	57.9%	3.3%	19.8%	100%

- Out of 43% of X-ray patients 28.1% were satisfied with the waiting time, 7.4% were very satisfied, 2.5% were dissatisfied and 0.8% were very dissatisfied with the waiting time in X ray.
- Majority (16.5%) were satisfied with waiting time appointed for USG, 0.8% were dissatisfied.
- For CT scan 2.5% were very satisfied and 4.1% were satisfied. No one was dissatisfied.
- MRI has most dissatisfied patients (5.8%) whereas 9.1% were satisfied and 3.3% were very satisfied

Cross tabulation between Radiology examination and how likely patient would recommend hospital to their family and friends

% of Total

		How likely you would recommend us to your family and friends?					Total
		Likely	Neutral	Unlikely	Very likely	Very Unlikely	
Q.3. What type of radiology examination did you attend for today?	Xray	17.4%	3.3%	0%	21.5%	0.8%	43.0%
	USG	8.3%	1.7%	0.8%	16.5%	0%	27.3%
	CT	3.3%	0%	0%	5.0%	0%	8.3%
	MRI	6.6%	0.8%	4.1%	7.4%	2.5%	21.5%
Total		35.5%	5.8%	5.0%	50.4%	3.3%	100.0%

- Majority (43%) of people recommending radiology services to their family and friends falls under the category of X ray. 17.4% people are likely and 21.5% very likely going to recommend hospital to their family and friends.
- Patients who came for MRI scan are majority of people who are not going to recommend us to their family and friends that is 6.6%
- In USG 16.5% are very likely and 8.3% are likely going to recommend. On the other hand, 0.8% are unlikely going to recommend us to others.
- In CT 3.3% are likely and 5% are very likely going to recommend.

Cross tabulation between Number of visits and likelihood of recommendation

			How likely you would recommend us to your family and friends?					Total
			Likely	Neutral	Unlikely	Very likely	Very Unlikely	
Is this your first visit?	No	% of Total	20.7%	0.8%	1.7%	22.3%	0.0%	45.5%
	Yes	% of Total	14.9%	5.0%	3.3%	28.1%	3.3%	54.5%
Total		Count	35.5%	5.8%	5.0%	50.4%	3.3%	100.0%

- Patients who have visited the hospital first time are less likely going to recommend the hospital to their family friends. They constitute 6.6% of total patients.
- 14.9% and 28.1% of patients who have visited the hospital first time are going to recommend to others.

Conclusion

- From the survey conducted it is found that majority of patients were satisfied with the services provided by the radiology department.
- After completing the survey and analysis it can be concluded that satisfaction level of patients of radiology department is high.
- Although there were some gaps which needs improvement like waiting time. Some feedback and suggestions were also there about reducing waiting time.
- Majority of patients were likely to recommend the hospital to their family and friends.



THANK YOU