



INTRODUCTION :

Health care quality is a global issue. Patient Satisfaction is recognized as an important parameter for assessing the quality of patient care services, satisfaction regarding the attitude of providers towards the services is expected to affect treatment outcome.

OBJECTIVES:

-To assess patient satisfaction with services provided in the hospital.

-To find out different problems faced by patients when they had attended OPD services



METHODOLOGY :

Study design: Cross sectional study

Sampling: Random sampling

Sample population: 120

Sample area: RG Stone Hospital

Data collection source: Primary Data

Data collection tool: Questionnaire

Data Analysis: MS Excel



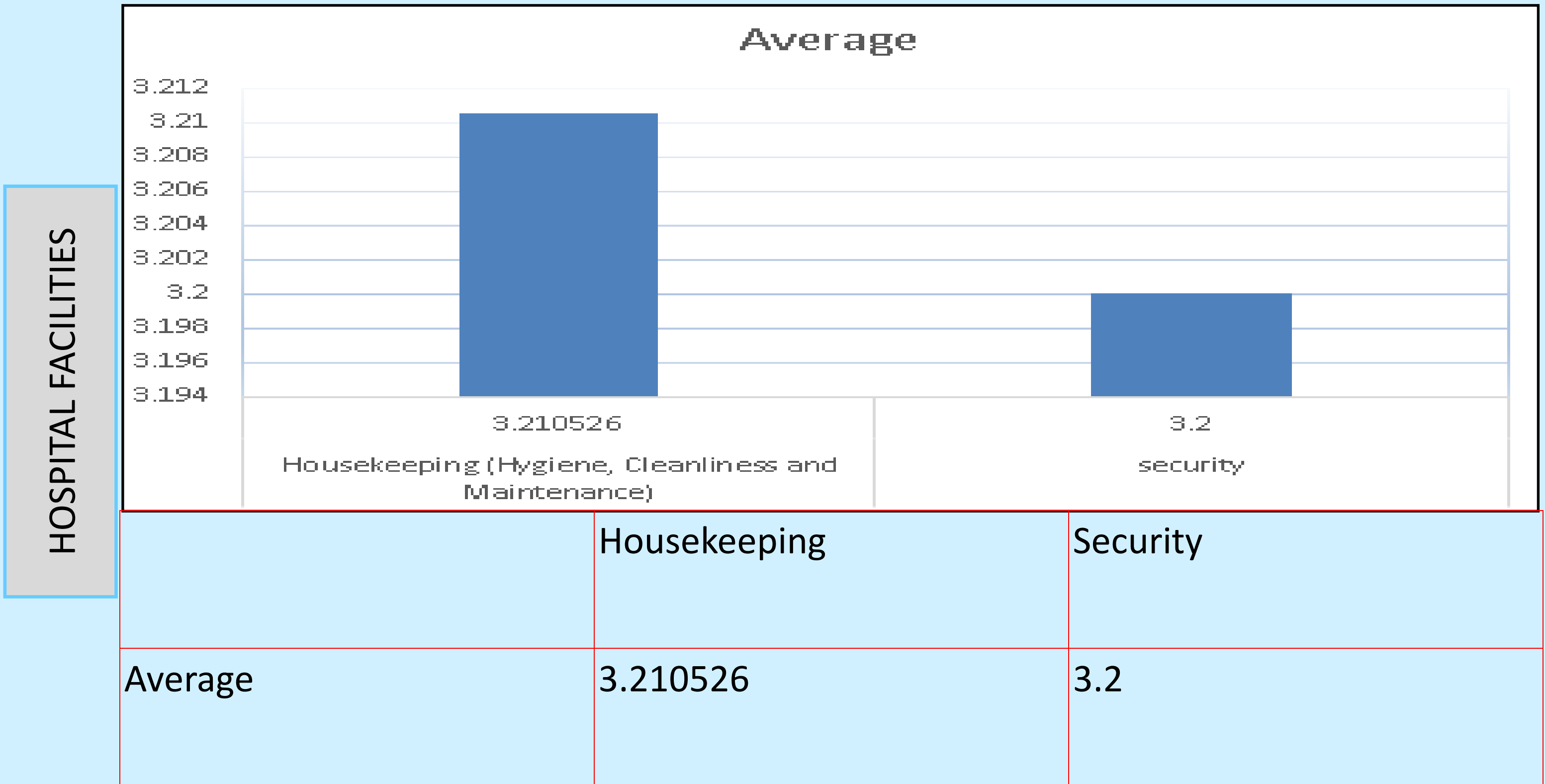
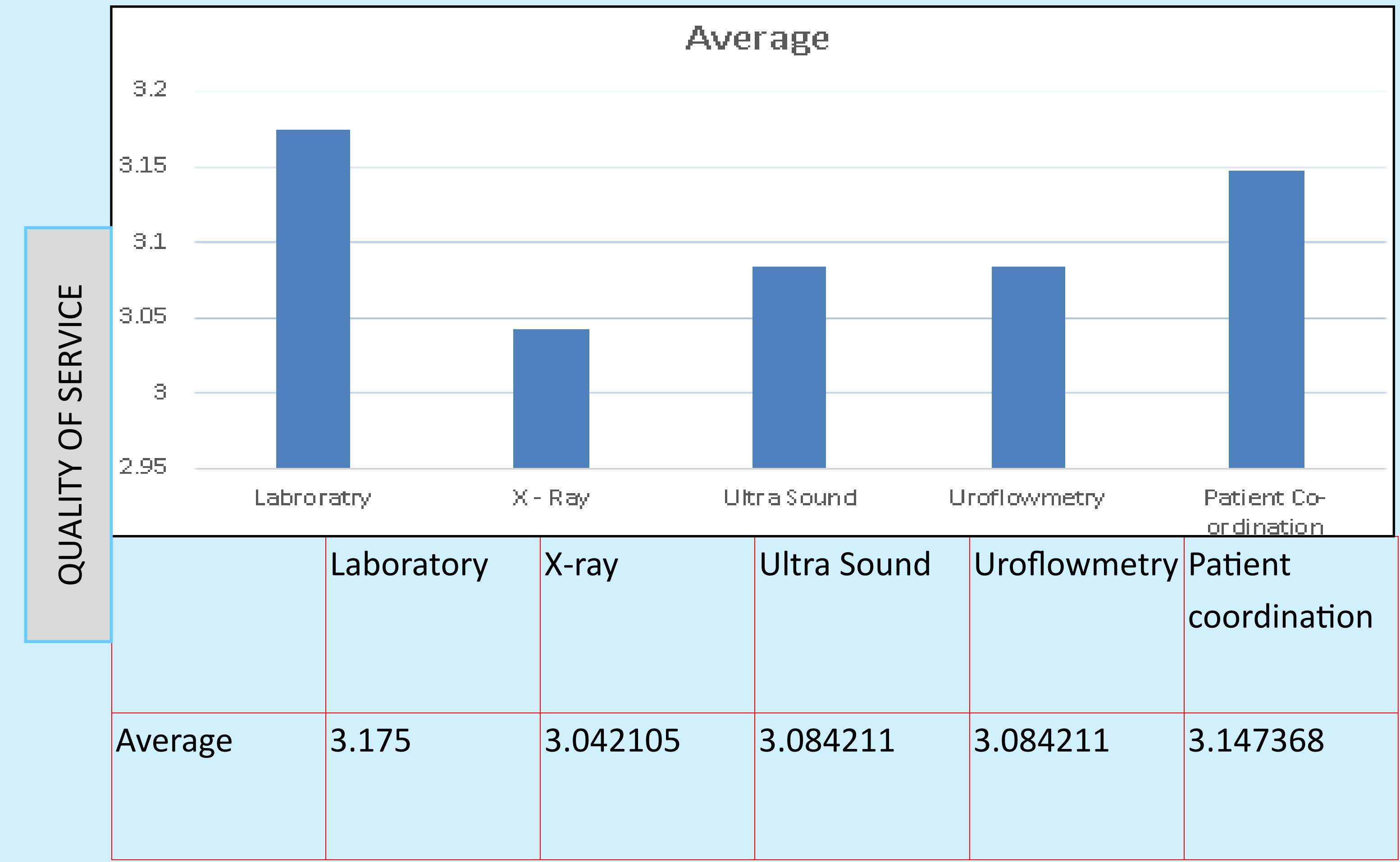
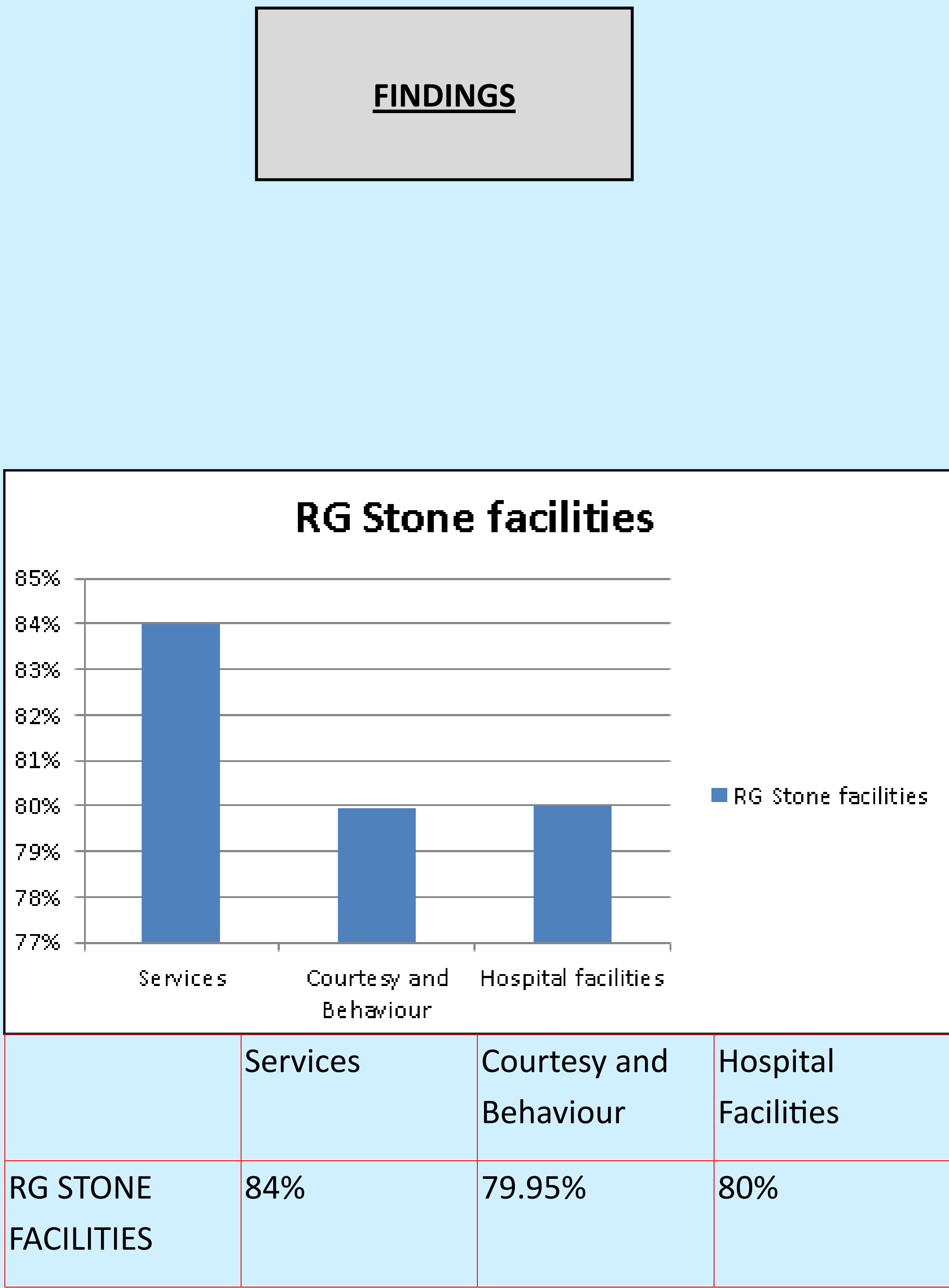
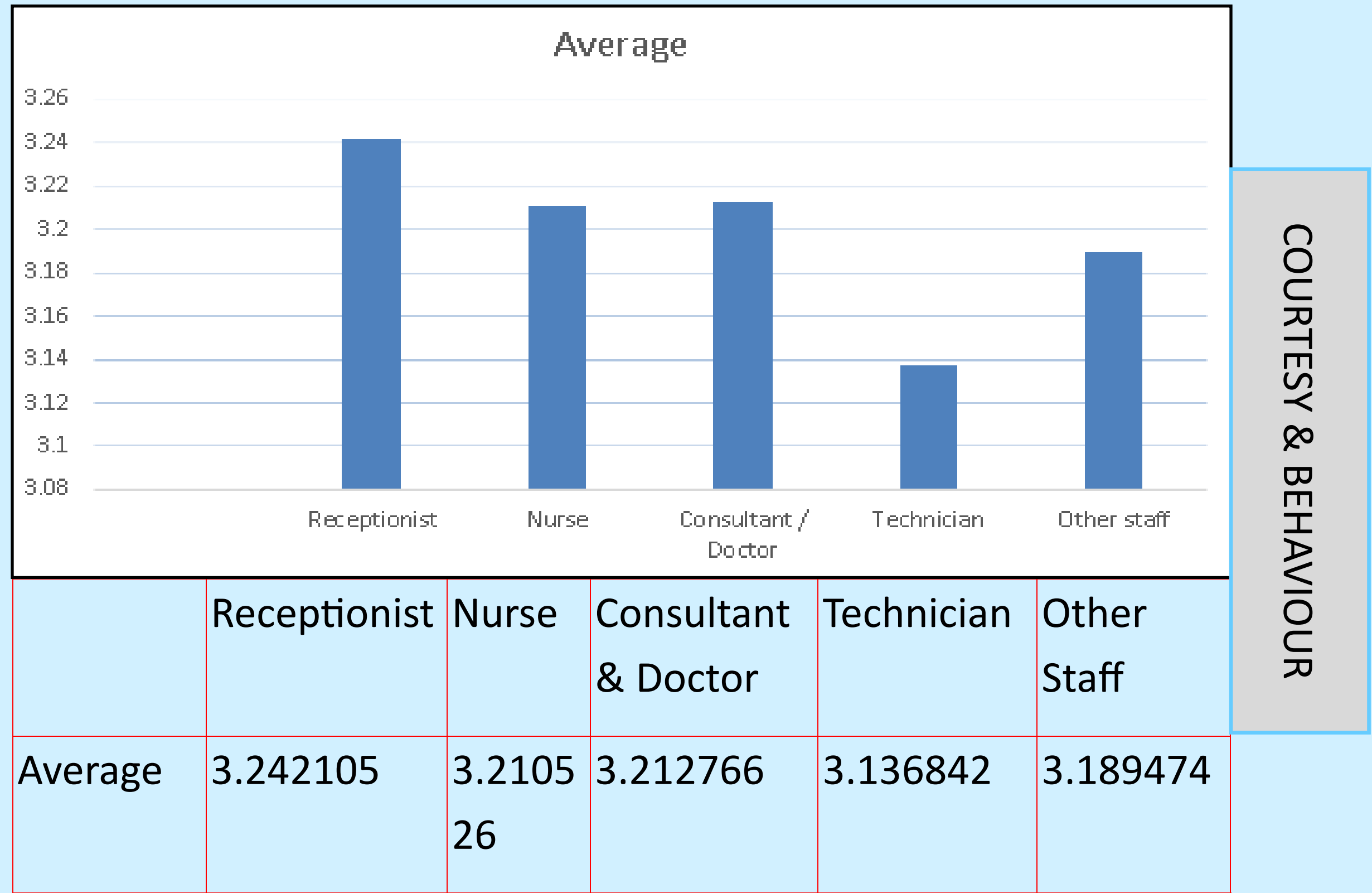
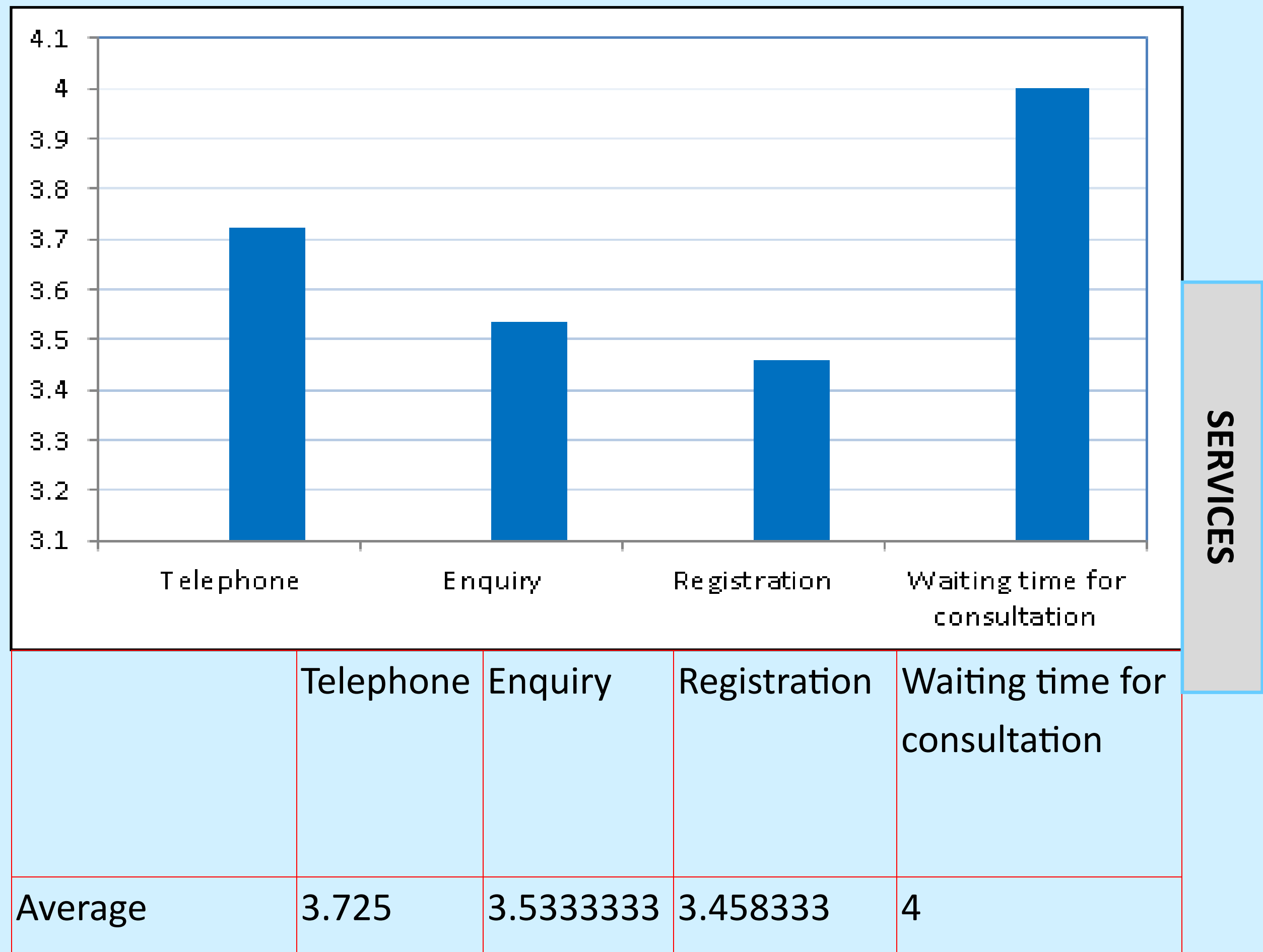
MATERIAL:

The study was carried out in the outpatient department of RG Stone Urology and Laparoscopy Hospital at New Delhi. A Pre-structured Feedback form was given to the patients at the end of their outpatient visit

The items in the questionnaire referred to the particulars of the patient such as Name of the patient, concerned doctor for the treatment, services particulars such as Telephone, enquiry, registration, waiting time, laboratory, x-ray, uroflowmetry, and ultrasound.

Scaling of responses: 4-Excellent, 3-Good, 2-Average, 1-Needs improvement

The feedback included choice such as excellent, good, average and needs improvement and 5 minute time slot spent for each patient.



OBSERVATIONS :

- The present study was an attempt to assess the level of satisfaction of was rate in the study was 82.25%.
- When enquired regarding the different services provided by the hospital, it was observed that 84% of the people were satisfied with the quality of services which included telephone, enquiry, registration, waiting time, laboratory, x-ray, ultrasound, uroflowmetry.
- The level of satisfaction for courtesy and behavior of staff, nurses, and doctors was found to be 79.95% and among the hospital services such as hygiene and security facilities the level of satisfaction was found to be 80% .
- Majority of the patients recommended that there should be less waiting time for the patients who come up with emergency need of treatment.
- Also patients seemed dissatisfied with the adequate number of nurses for carrying out different services in the hospital.
- The next factor of dissatisfaction was the behavior of nurses and receptionist; patients suggested that there need to be more generosity among the staff attending the patients.
- High cost of the facilities and medicines was also a concern factor for patients.

CONCLUSION :

- Patient feedback is important as continuous quality improvement is linked to the use of timely and useful feedback from the patients.
- It was seen that the satisfaction level of the patients with the services delivered by the hospital was good on most of the parameters.
- Some difficulties were faced by the patients in respect of availability of medicines and other facilities at subsidized rates delay in reports and behavior of the staff.

RECOMMENDATION :

- To raise level of patient satisfaction there should be training and orientation of staff after regular intervals
- Basic health care material should be made easily available to the patients at subsidized rate.
- There should be continuous upgradation of services to make the patients more comfortable.