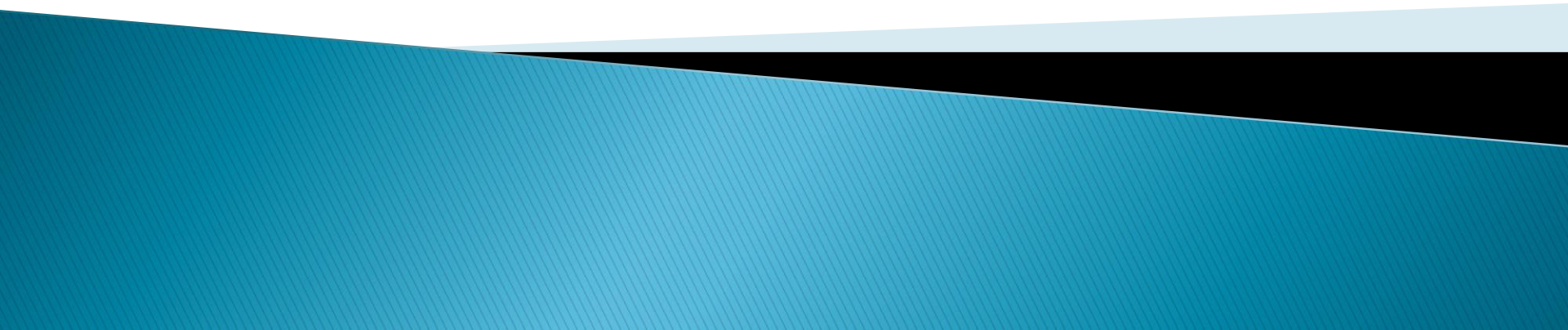


Patient Satisfaction With Health Check-Up Services : A study of a Corporate Hospital.

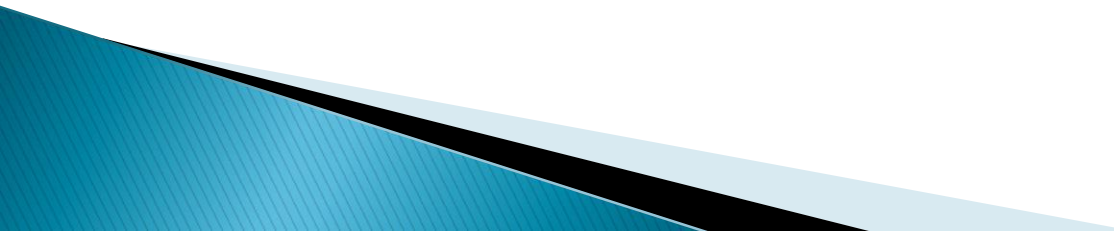
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MA(HHM) 2020–2022



INTRODUCTION

- ▶ There are people who have the good sense of realizing the importance of knowing their health status even when they are hale and healthy just to keep themselves FIT to carry on their chosen activities in life. Some have the wisdom to understand that preventing a health problems is the best way of finding a solution to it.
 - ▶ The purpose of the study is to examine the patients satisfaction with the services provided during health checkup in a corporate hospital. It is a cross-sectional study which includes qualitative questionnaires. A random sample of 200 patients was collected for the study. This study will show us the result which of the department needs to improve or modify their services for the smooth workflow of day to day health checkups.
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OBJECTIVE

- ▶ To determine quality of services provided by health checkup department.

METHODOLOGY

- ▶ Research Question: – What are the factors with the health-checkup services that affect the patient satisfaction?
- ▶
- ▶ Objective: – To determine quality of services provided by health checkup department.
- ▶
- ▶ Study Design : – The research will be cross- sectional descriptive study.
- ▶
- ▶ Setting : – The study will be done with the data and observations collected from Health Checkup department in Sterling Hospital Vadodara, Gujrat.
- ▶ Study Population
- ▶ Inclusion Criteria : – The feedback of the patients done their Health Checkup in the Hospital are included.
- ▶ Exclusion Criteria : – The feedbacks of OPD based checkups are not included.
- ▶ Study tools :– The feedbacks are being collected with the help of feedback form questionnaire.

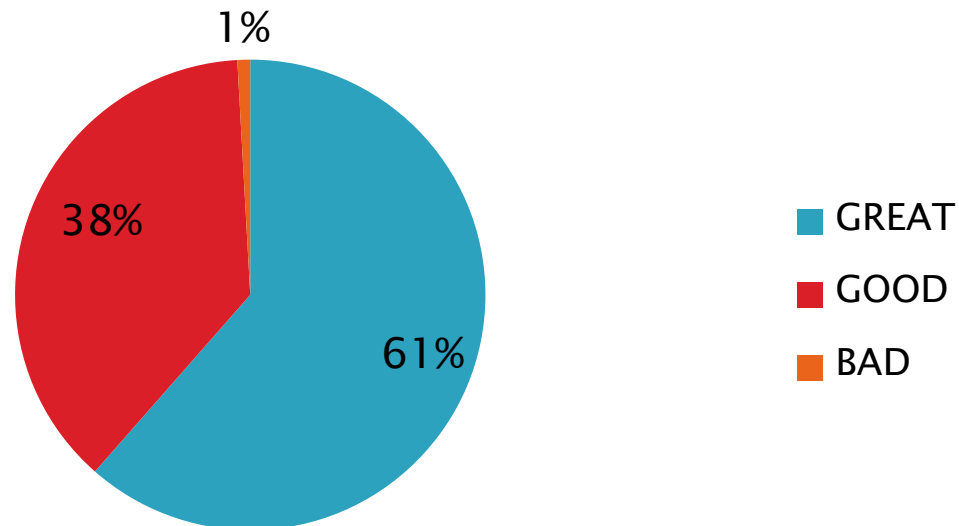
METHODOLOGY

- ▶ Duration of Study : – It will require around 8 weeks to collect data and another 4 weeks to compile and analyze data.
- ▶
- ▶
- ▶ Sample Size :– The Sample Size is taken of 200 patients those who have completed the health check up from the Hospital.
- ▶
- ▶ Sampling Technique : – Simple random sampling is used for the study.
- ▶
- ▶ Data Collection Procedure :– The data is collected from the feedback form of Health Checkup Department. Generally, after the completion of Health Checkup the Feedback form is made to fill by the patient.
- ▶
- ▶ Ethical Considerations :– Consent will be taken from the patients whose data will be used, even the permission of the Health checkup Department and Hospital will be taken.
- ▶
- ▶ Implication of Research :– The research is done for the first time for the hospital, so it will help to understand the loop-holes of the health checkup department. The research will also help to find out the necessary changes and modification needed to be done for better satisfactory responses of the patients.

ANALYSIS

- ▶ **From fig 1:-** The below diagram shows that most of the patients are satisfied with their initial assessment. The few patients those who are not satisfied, they were late from their appointment time due to which their process of assessment were done a bit fast.

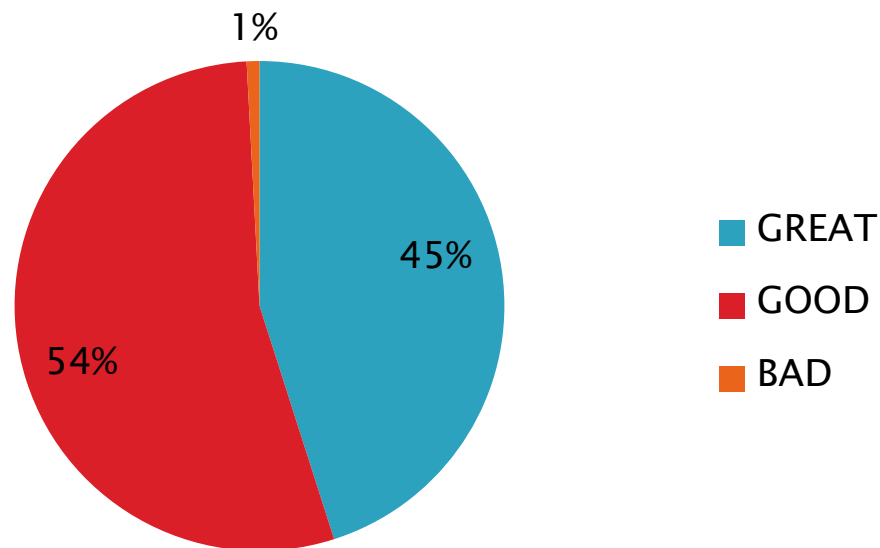
FIG 1: How would you rate your initial assessment?



ANALYSIS

- ▶ **From fig 2:** - The above diagram shows that most of the patients are satisfied with their medical consultations with the doctors. The few patients are not satisfied with the consultations as it was found there caused a miscommunication between the doctors and the patients.

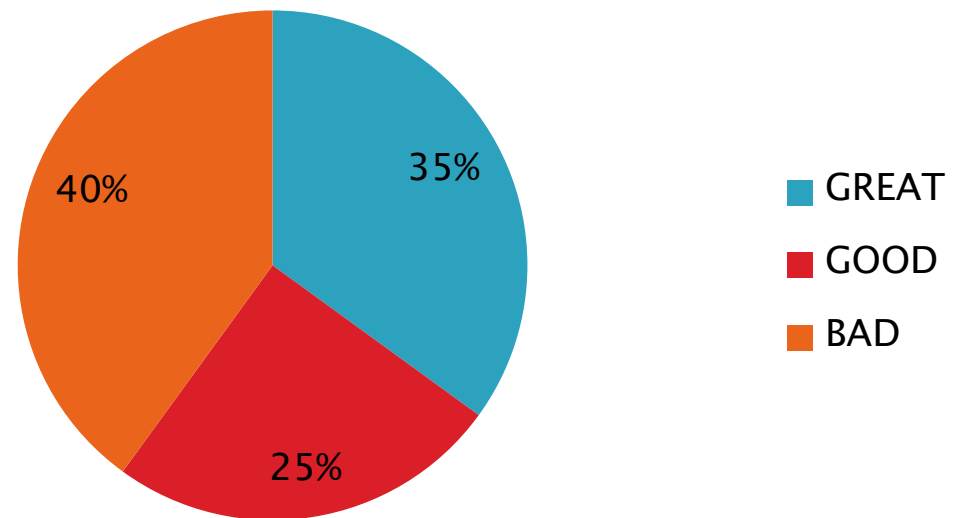
FIG 2: How would you rate your medical consultations?



ANALYSYS

- ▶ **From fig 3:** - The above diagram shows that least number of the patients is satisfied with their laboratory services. Most of the patients are not satisfied with the laboratory services which are found that lack of man power to collect the sample which results in long waiting time.

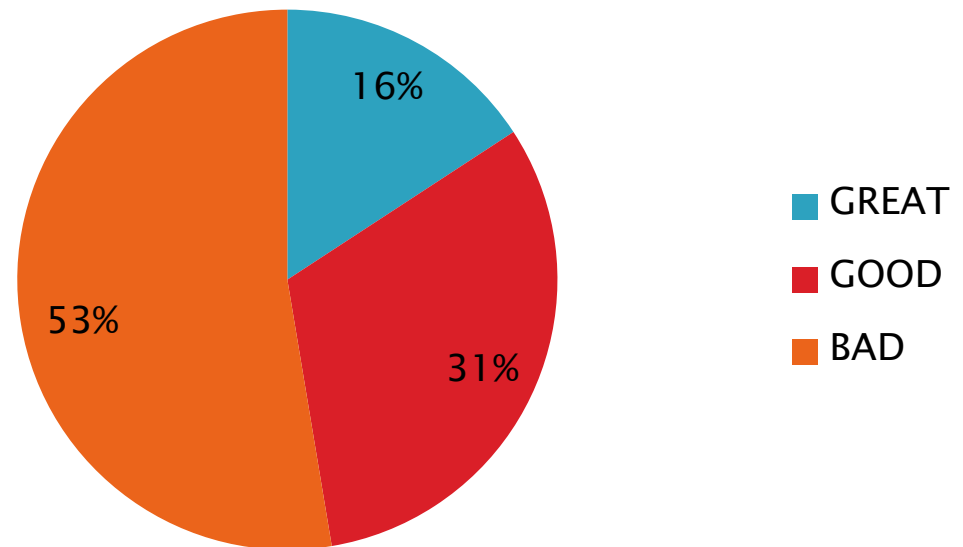
FIG 3:How would you rate laoratory Services?



ANALYSIS

- ▶ **From fig 4:** - The above diagram shows that least number of the patients is satisfied with the diagnostic services. Most of the patients are not satisfied with the diagnostic services. It is found that due to lack of sufficient number of instrument and man power the waiting time is huge.

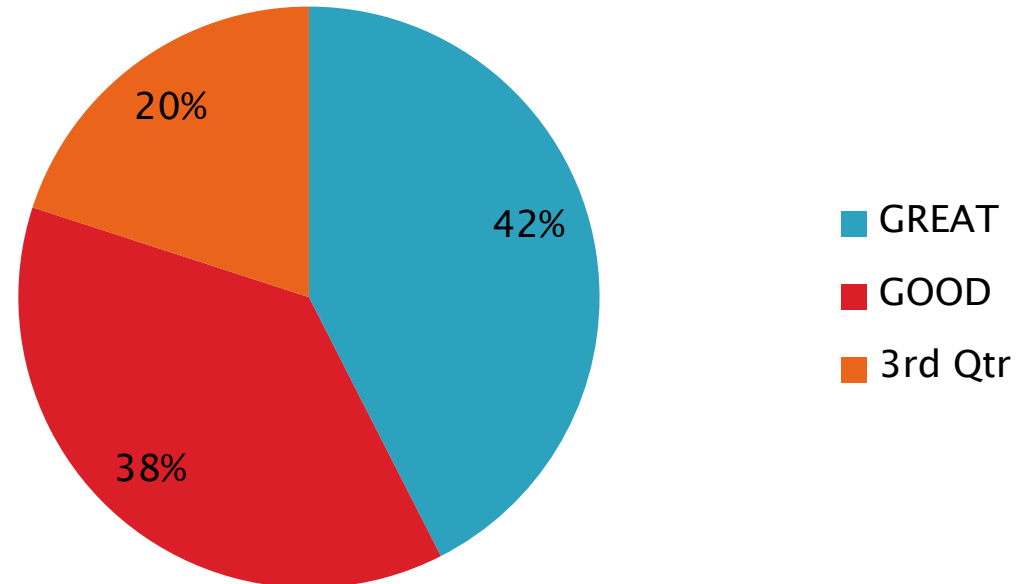
FIG 4: How do you rate your diagnostic services?



ANALYSIS

- ▶ **From fig 5:** - The above diagram shows most of the patients is satisfied with the behavior of the medical staffs. Few of the patients are not satisfied with the behavior of the medical staffs. It is found that due to gap in communication the patients are not satisfied

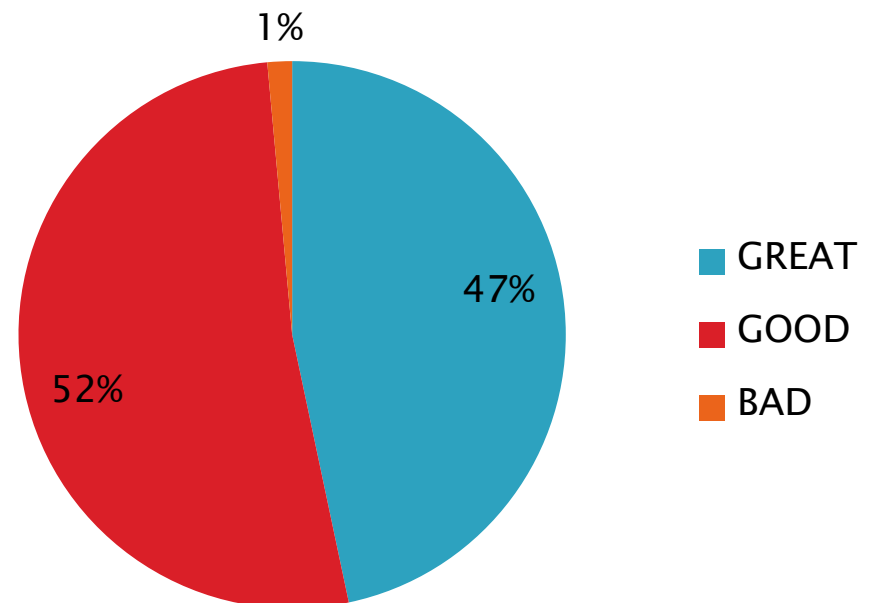
FIG 5:How would you rate the behaviour of medical staffs?



ANALYSIS

- ▶ **From fig 6:** - The above diagram shows that least number of the patients is satisfied with the behavior of the diagnostic staffs. Most of the patients are not satisfied with the behavior of diagnostic staffs. It is found that due to huge patient queue for the diagnostic services, the staffs sometimes lose their temper.

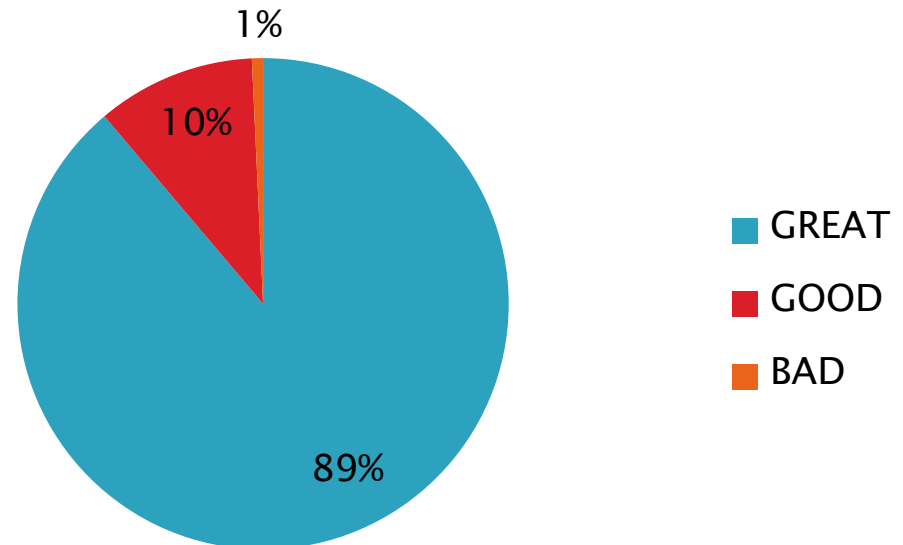
FIG 6: How would you rate the behavior of diagnostic staffs?



ANALYSIS

- ▶ **From fig 7:** - The above diagram shows that most of the patients are satisfied with the behavior of the coordinators. Very few of the patients are not satisfied. It is found that as sometimes maybe any of the coordinators are on leave which results sometimes in delay to guide the patients.

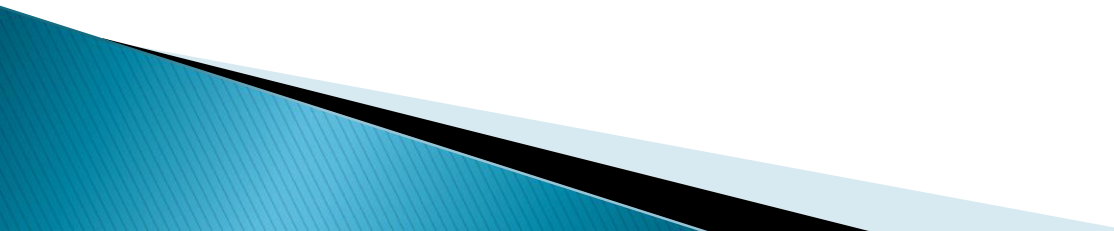
FIG 7:How would you rate the behavior of co-ordinators?



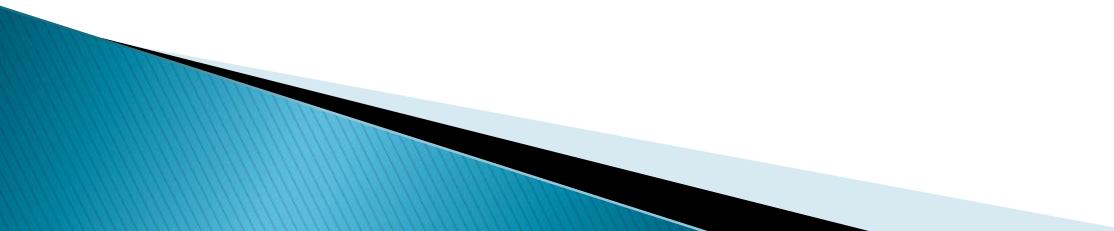
- ▶ **Limitations of the study**

- ▶
- ▶ More data could have been collected but not all patients are eager to fill the feedback form.
- ▶ Hospital authority was not eager to share the negative feedbacks.
- ▶ The collection time of the data was during the peak hours of the hospital which created hindrance.
- ▶ Various data received was incorrectly done.

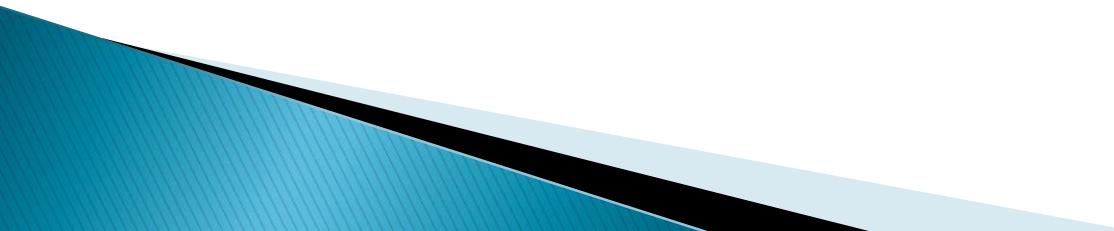
- ▶ **Strengths of the study**

- ▶
 - ▶ This is the first time such study has been conducted to understand patient satisfaction with the services provided by health-checkup department.
 - ▶ The study has cleared the strong and the weak areas of the department.
 - ▶ The study has brought up few recommendations to work on.
- 

▶ **Conclusion**

- ▶ This chapter will conclude the study by summarizing all key points related to answering the research question and objective. It will discuss implications of the study for future research.
 - ▶ The aim of the study is to find the satisfaction of patients with the services provided by health checkup department of the hospital. According to the objective it is found that the quality of health-checkup services in the hospital is good with some limitations in the department. The sub-departments like the laboratory and the diagnostic department is responsible for the loop-holes created in the services provided by the health-checkup department. The research question as it says the factors that affect health-checkup is also cleared out from the study. Overall the study shows us the health checkup services are fair with some loopholes which need to be rectified.
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▶ **Recommendation**

- ▶ More recruitment is needed for laboratory for smooth functioning of sample collection.
 - ▶ The waiting time of the sample collection lab can be reduced by arranging one more opd sample collection room dedicated for health checkup patients.
 - ▶ The number of instruments need to be increased in the diagnostic department for smooth functioning.
 - ▶ The staffs need to be in cool-tempered while dealing with the patients.
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THANK YOU