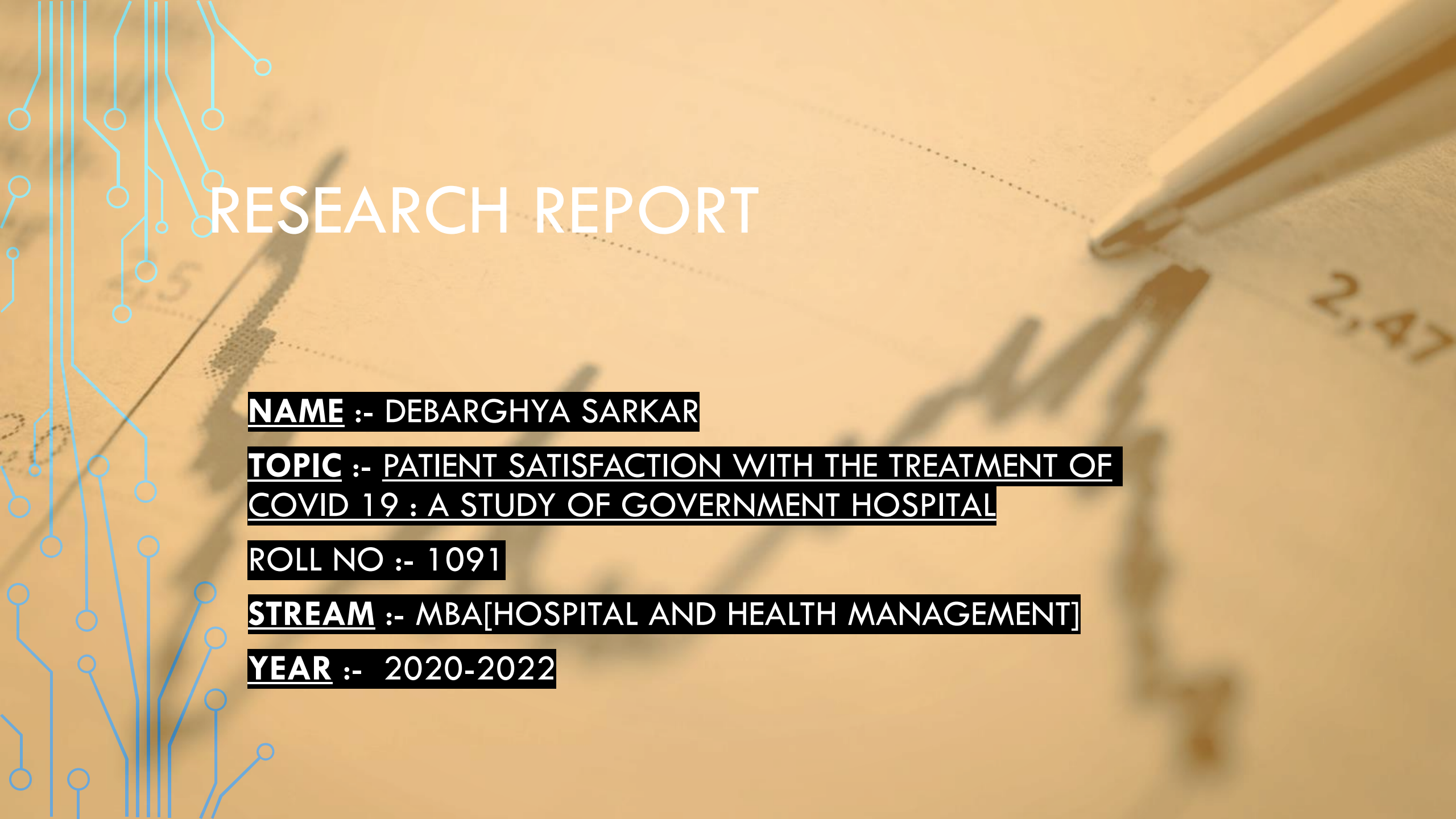




RESEARCH REPORT

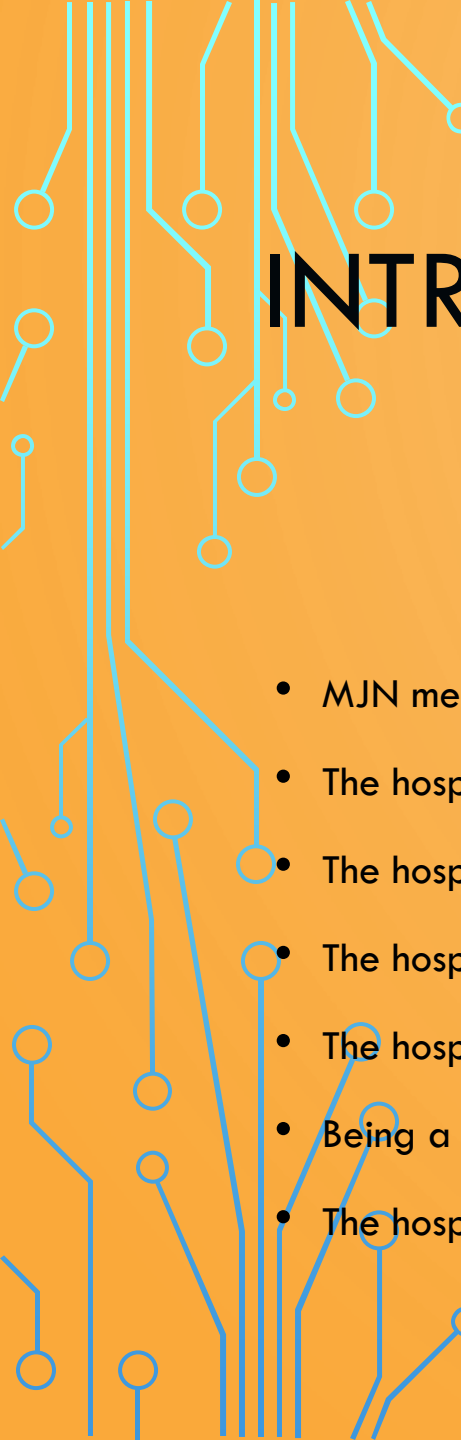
NAME :- DEBARGHYA SARKAR

TOPIC :- PATIENT SATISFACTION WITH THE TREATMENT OF COVID 19 : A STUDY OF GOVERNMENT HOSPITAL

ROLL NO :- 1091

STREAM :- MBA[HOSPITAL AND HEALTH MANAGEMENT]

YEAR :- 2020-2022

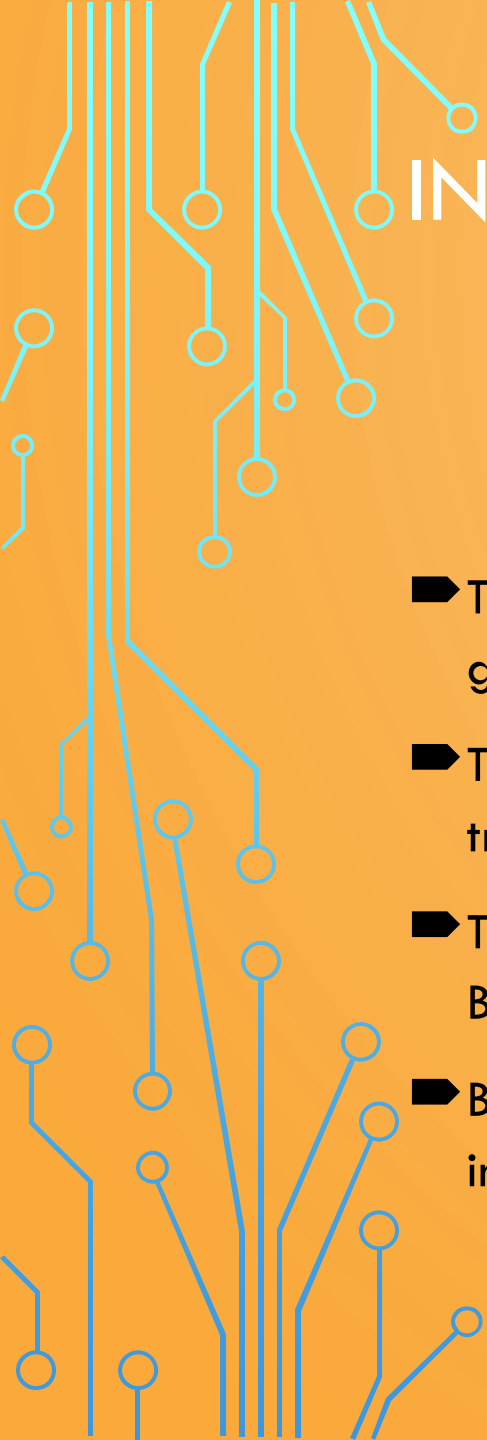
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INTRODUCTION

- MJN medical college and hospital is the only government medical college of the district.
- The hospital is 500+ bedded hospital providing completely free treatment.
- The hospital also provide covid treatment.
- The hospital provide every treatment possible from emergency services, dialysis unit, burn unit to covid unit.
- The hospital has its own x-ray and MRI centers.
- Being a medical college, it has its own bio-technology lab which carried out more than 2 lakhs covid tests till date.
- The hospital is also one of the covid vaccination center.

DUTIES & RESPONSIBILITIES

- During the time of my training, at first, I was asked to work in IT department of the covid ward.
- In the It department I had to work on CPMS (which include admission, discharge, death and patient monitoring update).
- Then i had to work on ICMS (which includes bed occupancy and oxygen update).
- I had to update the rapid and RT PCR tests done in the hospital.
- Then i had to create the checklist of every day's vaccination.
- Then I was asked to work as an assistant superintendent of covid ward along with my previous duties.
- While doing my training as an assistant superintendent I was given the chance to brush up my managerial skills.
- I had to do patient visit to check if they are facing any problem or issue.
- I had to check the doctor's roaster if they are attending their rounds.
- The housekeeping staffs were under my instruction.
- I had to do my inspection for the diets that the patients are being served.
- With all these I had to do the works given by my organization mentor.



INTRODUCTION TO THE PROJECT

- The research report is on the patient satisfaction and observation in the covid ward of a government hospital(MJN medical college and hospital)
- The report shows the satisfaction level of the patients with the facilities and the treatment of the covid ward.
- The data are taken from primary source using the satisfaction tool provided by the West Bengal health department for the hospital.
- Being the only government covid hospital of the district the satisfaction analysis plays an important role for the proper functioning of the ward.

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OBJECTIVES

- To identify the patient satisfaction WITH the quality of treatment provided in a government hospital, behaviours of the staffs to patients ,housekeeping and sanitization service.

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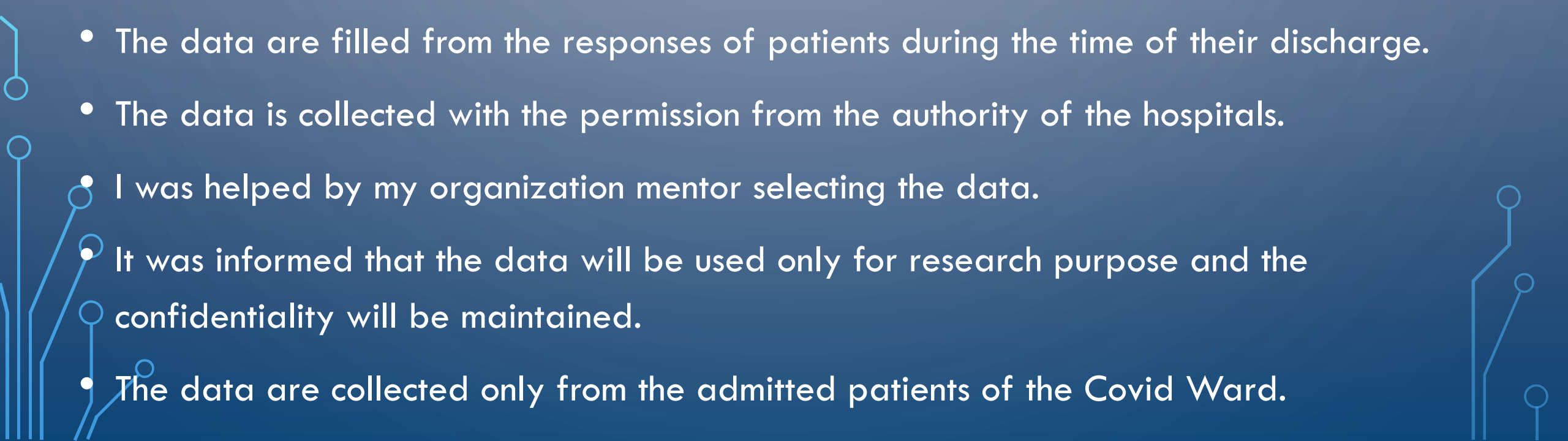
RESEARCH APPROACH

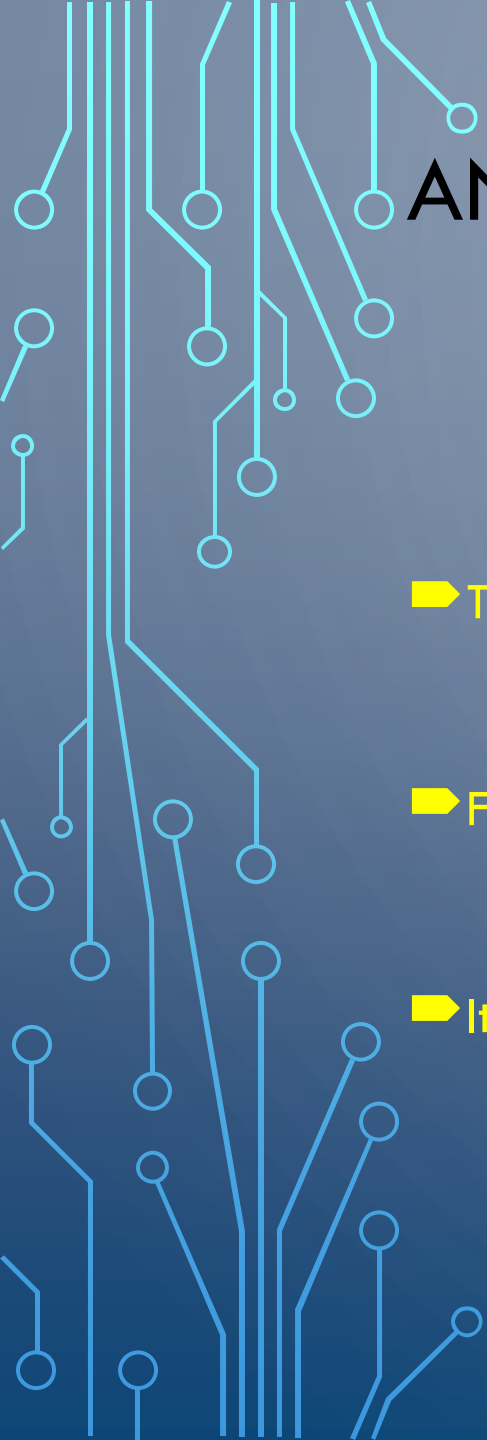
- The research will be descriptive form of study.
- The tool is the main primary source to analyze the study
- In the study we will include doctor and nurse Behaviour towards patients, housekeeping, ward sanitization and few other facilities.



METHODOLOGY

- It is a cross sectional descriptive study
- The study depends on the hospital 's satisfaction tool.
- The sample i.e., the responses are collected from 180 patients.
- Out of 180 patients 20 patients have not correctly filled the questionnaire.
- So, in total 160 responses are selected for the study.
- Out of 160 responses 80 responses are taken from male patients and 80 responses are taken from female patients.

- 
- The data is collected in digital form from the West Bengal health Portal.
 - The data are filled from the responses of patients during the time of their discharge.
 - The data is collected with the permission from the authority of the hospitals.
 - I was helped by my organization mentor selecting the data.
 - It was informed that the data will be used only for research purpose and the confidentiality will be maintained.
 - The data are collected only from the admitted patients of the Covid Ward.
- 



ANALYSIS AND INTERPRETATION

- ▶ The analysis is done in the form of a pie- chart with the help of a responses
- ▶ From the analysis a mix form of interpretation can be found.
- ▶ It is the form of questionnaire along with the table pie-chart and interpretation

Is admission process easy?

TABLE 1

OPTIONS	RESPONSES
YES	105
NO	55

Are the patients thoroughly diagnosed?

TABLE 2

OPTIONS	RESPONSES
YES	132
NO	28

Interpretation :- Table 1 shows 105 of the patients are satisfied and 55 of the patients had to face issue during the time of admission. The main reason for this problem was communication gap.

Table 2 shows 132 patients are satisfied and according to 28 of the patients they were not properly diagnosed. The main reason of this was found to be sometimes doctors are not punctual.

FIG 3 : WHAT IS THE BEHAVIOUR OF DOCTORS & NURSES TOWARDS PATIENTS

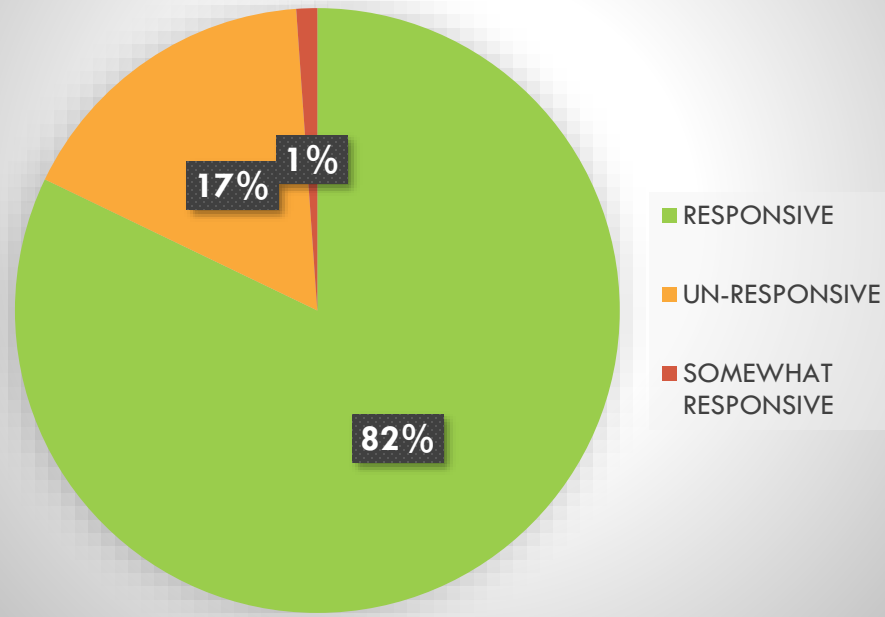
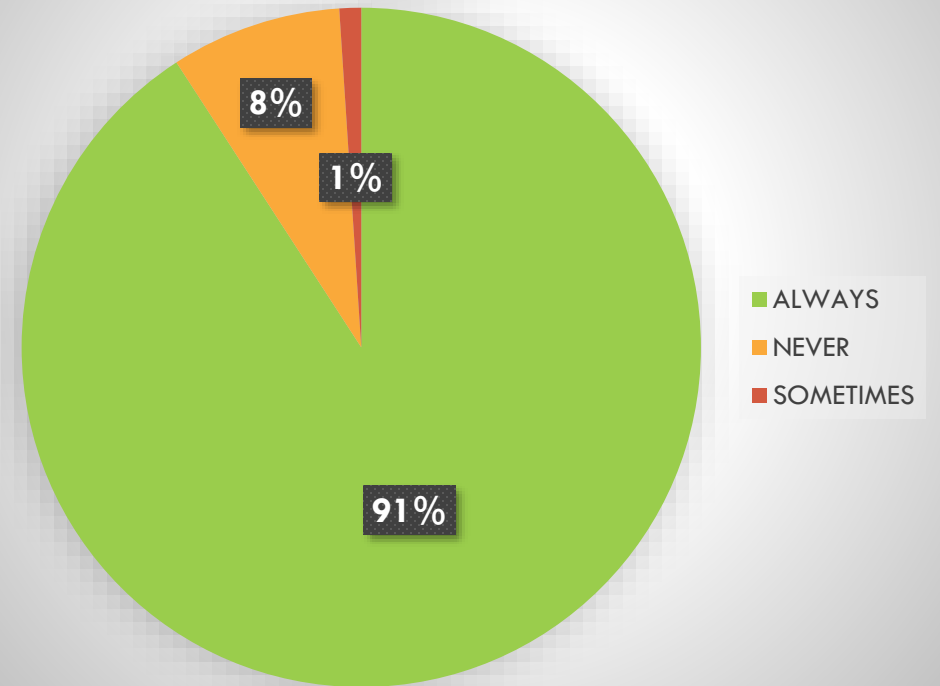


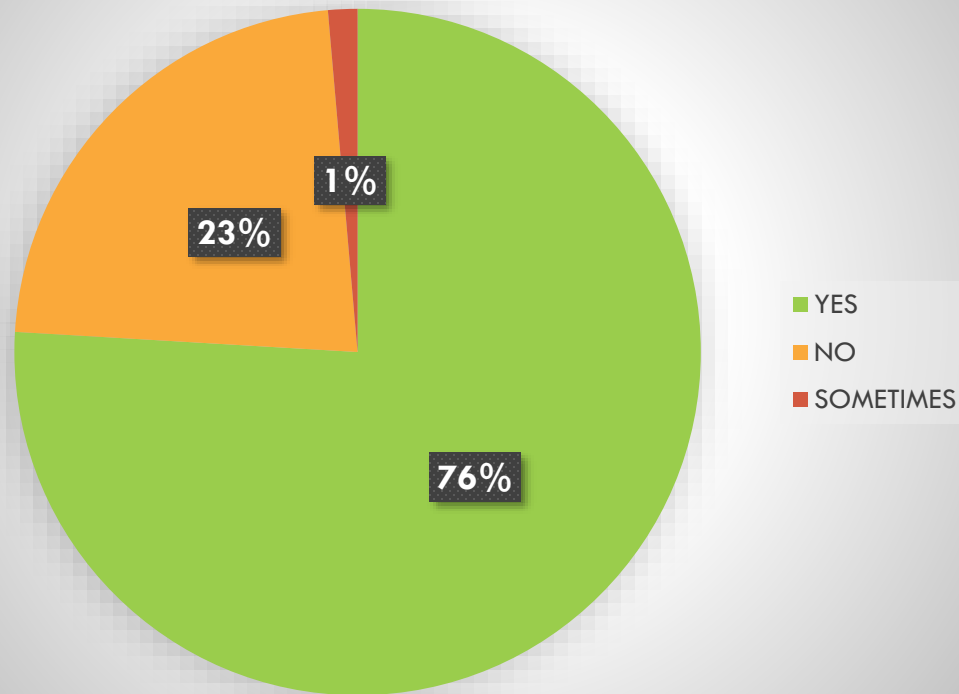
FIG 4: IS THE COVID WARD SANITIZED ?



Interpretation :- Fig 3 shows according to (82%) of the patients the doctors and nurses are responsive and according to (17%) of the patients found the doctors un-responsive, (1%) feels they are somewhat responsive. This shows that the employees are more or less responsive towards the patient .

Fig 4 shows (91%) of the patients are satisfied with the sanitization process and according to (8%) of the patients the wards are not properly sanitized. The analysis shows sanitization is taken seriously in the ward.

FIG 5: DO THE STAFFS WEAR PPE KIT ?



Are the patients provided with proper diet?

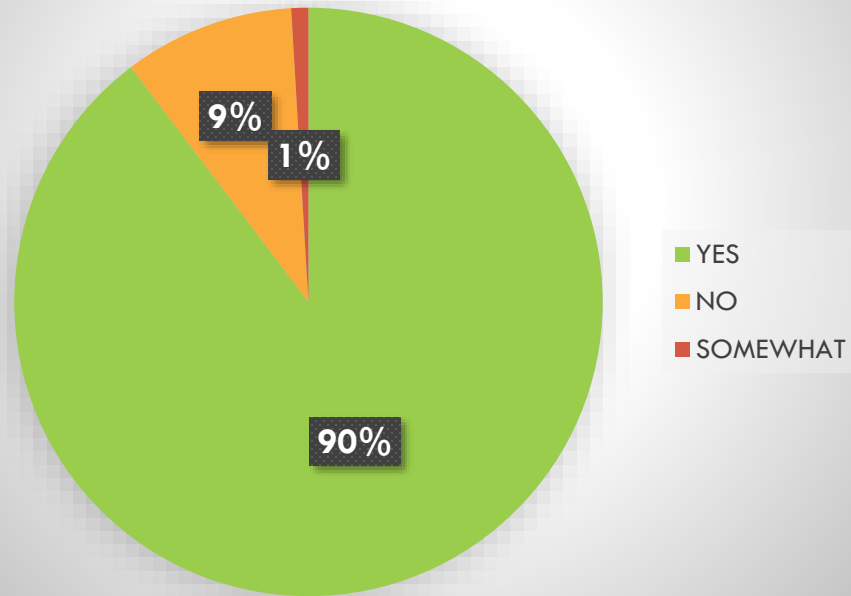
TABLE 6

OPTIONS	RESPONSES
YES	157
NO	3

Interpretation :- Fig 5 shows according to (76%) of the patients the staffs wear PPE Kit in covid ward and according to (23%) of the patients the staffs do not wear PPE Kit in covid ward, according to (1%) feels they wear sometimes. The reason they don't always wear PPE Kit s because They work tirelessly for which it not always possible to wear.

Table 6 shows 157 patients are satisfied with the quality and quantity of the diet and according to 3 patients the diets are not properly served. The analysis shows diets of the patients are taken seriously in the ward.

FIG 7: ARE THE HOUSEKEEPING STAFFS OF THE HOSPITAL HELPFUL ?



Are the housekeeping staffs of the hospital helpful?

TABLE 8

OPTIONS	RESPONSES
YES	157
NO	3

Interpretation :- Fig 7 shows according to (90%) of the patients the housekeeping staffs wear helpful in covid ward and according to (9%) of the patients the housekeeping staffs are not helpful, according to (1%) feels they are somewhat helpful. The reason is that sometimes the housekeeping staffs go under strike for their salary issues.

Fig 8 shows (98%) of the patients are satisfied with the cleanliness of the washrooms and according to (2%) of the patients the washrooms are not properly cleaned. The analysis shows cleanliness of the washrooms are taken seriously in the ward.

ARE THE LINENS OF THE WARD FREQUENTLY CHANGED?

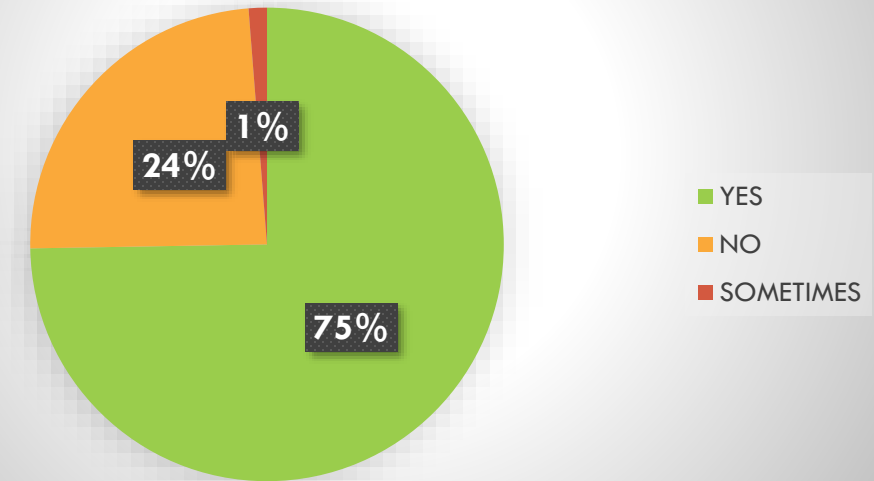
TABLE 9

OPTIONS	RESPONSES
YES	154
NO	6

Interpretation :- Table 9 shows according to 154 patients the linens of the covid ward are frequently changed and according to 6 patients the linens of the covid ward are not frequently changed. This happens sometimes when its rainy season.

Fig 10 shows (75%) of the patients are made to talk with their family through video call and according to (24%) of the patients they are not made to talk to their family members. According to (1%) they are sometimes made to talk with their family. The reasons because everyday its not possible during huge work pressure.

FIG 10: ARE THE PATIENTS MADE TO TALK TO THEIR FAMILY THROUGH VIDEO CALL ?





RECOMMENDATION

- ▶ The doctors need to be more punctual
- ▶ The admission process need to be more patient friendly.
- ▶ The house- keeping staffs need to be more sincere.
- ▶ The sanitization process need to be more frequent.

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CONCLUSION

- Overall the hospital is good for covid treatment.
- The treatment is good enough in terms of covid treatments.
- The patients are taken good care.
- The study shows several minor changes are required which can make the covid ward better.

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THANK YOU