

Summer Training at
MAHARAJA JITENDRA NARAYAN MEDICAL COLLEGE AND HOSPITAL, COOCH BEHAR

From 10-05-2021 to 02-07-2021

A REPORT

BY

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Memo No. 1568/MSVP/CGMCH/ Dtd 02-07-2021

TO WHOM IT MAY CONCERN

We are glad to inform you that Mr. Debarghya Sarkar from **IIHMR University Jaipur**, has successfully completed his summer internship at **MJN Medical College and Hospital, Cooch Behar, West Bengal** from **10th MAY, 2021 – 2nd JULY, 2021 (8 WEEKS)**.

During his internship, he was exposed to the various activities in **COVID 19 (corona) Department**.

We found him extremely inquisitive and hard working. He was very much interested to learn the functions of our core division and also willing to put his best efforts and get in to the depth of the subject to understand it better.

His association with us was very fruitful and we wish him all the best in his future endeavors.


Medical Superintendent cum Vice Principal
Maharaja Jitendra Narayan Medical College & Hospital
Cooch Behar

1) **ACKNOWLEDGEMENT**

During the making of the assignment several people helped me out. At first, I would like to thank my parents. Without their help it was impossible for me. I would like to thank Dr. PR Sodani, Dr. SD Gupta and Dr. Dharendra Sharma for providing me this opportunity. I would also like to thank my friends who has helped me to understand the format of the report. I would like to thank my mentor Mrs. Mousumi Bhattacharjee my organization mentor and Prasenjit Chatterjee for helping me out to get the sources and allowing me to use the hospital tools. At last, I would heartily thank my university mentor Dr. Seema Mehta for her guidance and help regarding the completion of the report.

2) **ABSTRACT**

i) **BACKGROUND**

The research report is on the “Patient satisfaction and observation in covid ward of MJN Medical College and Hospital”. The report shows the treatment and facilities provided by the covid ward in the hospital.

ii) **METHODS**

The survey is a cross-sectional descriptive study. Systematic sampling method is used to conduct the survey. Primary data has been used for the survey. Responses are collected from the patients admitted in the covid ward of the hospital. Total 160 responses have been collected for the research

iii) **RESULTS**

The study shows that the admission process of the hospital is somewhat hectic due to the lack of communication, and the protocol to make the patient talk to their family members is not always possible due to the pressure of work.

iv) **CONCLUSION**

Overall it seems that the covid ward do not seems to be negligent to provide quality treatment to the patient but it lacks in providing few facilities. The overall satisfaction of the admitted patients seems to be satisfactory.

3) CONTENT

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4) **ACRONYMS**

- BHT – Patient’s Admission Ticket
- CCU – Critical Care Unit
- MSVP- Medical Superintendent cum vice - Principal
- PP UNIT – Vaccination Ward
- IPD – In Patient Department
- OPD- Out Patient Department
- NRBM – Non- Rebreather Mask
- HFNC- High Flow Nasal Cannula

PART 1

OBSERVATIONAL LEARNING

1) **INTRODUCTION**

MJN Medical College and Hospital, formerly known as MJN District Hospital, is one of the most reputed hospital in Cooch Behar, which is under West Bengal Health and Family Welfare Department. The hospital was planned to renovate into a medical college in 2018. In 2019 it was established as a medical college. It is a tertiary level Hospital which has all the facilities for the

treatment of patients and the treatment in this hospital is completely free of cost.

The hospital is a 500+ bedded hospital which provide every treatment possible from Emergency service to Covid treatment. The Hospital consists of total three buildings. One of them is the OPD building which has BHT collection counter for the patient, physician chamber, hospital main store and medicine store, and pharmacy. Then there is the main building, On the entrance there is emergency department, on the right-hand side of the emergency there is burn unit, diet room, minor O.T. and many other minor departments. On the right-hand side of the emergency there is ward master office, then comes USG department, dialysis unit, Male- Medical ward, Female- Medical ward and the IT department and server room. On the outside of the Emergency there is the separate ward I.e, the **COVID WARD** which is again divided in three wards I.e the isolation ward, positive general covid ward, and covid ccu. Obviously, these units are again sub- divided based on gender. On the 1st floor there are C.C.Unit, MSVP room, Assistant superintendent room and accounts department respectively. On the opposite side of the Emergency there is x-ray department, MRI department, P.P Unit and a fair price medicine shop. On the opposite side of the main building there is labour room building where delivery are taken place, neonatal units and SNCU Unit. As, it is a govt hospital and provide complete free treatment a huge group of poor patients are treated here. As, it is the only medical college of the district a lot of patients from the nearby cities are dependent on this hospital. After entering the hospital, the patient party have to collect a ticket from the outdoor section and then a physician checks the patients, and after diagnosing the issue the patient is referred to the designated department for further treatment. The I.P.D section of the hospital for all wards are with proper infrastructure to provide proper treatment.

The hospital itself has its own pathology and blood bank, these facilities make the hospital unique, therefore, the emergency service of the hospital is one of the strong aspects. The transport system of the hospital is very prompt and completely free of cost, it has its own ambulances 24*7 in service, buses for the medical students, referring vehicles to transport the patients if referred to any other hospitals for better treatment, and even puck- up and drop vehicles for the employees. The hospital has its own X-ray and MRI units which

makes the treatment of the patients easy. The hospital is also one of the centers for covid vaccination, which makes the hospital more important. The hospital also has its own morgue.

For every hospital Covid 19 was a new concept. Similarly, for MJN Medical College and Hospital also it created a bit hustle but with every employee's hard work and dedication the ward was started on 23rd March 2020.

2) ABOUT COVID WARD

The Covid Ward was divided in three divisions i.e., at first the isolation unit, then the General positive Covid patients' units, then the Covid CCU (Critical Care Unit). In the Isolation unit the suspected patients are kept for follow up and if any complications arise then they are shifted to the General Covid Unit. The Critical patients and need for ventilator patients are admitted in Covid CCU. All the wards are separated based on genders. As, MJN Medical College is only one government Covid Hospital in the district of Cooch Behar, so most of the covid patients of the cities are dependent on this hospital. There are two more concept created for the Covid ward i.e., Safe -Home and Step-Down.

1. **Safe-Home :** - This Department is created for the patients those who get cured from CORONA but they need to stay isolated for few more days, but they are unable to stay at their home.
2. **Step-Down :** - This department is created for the patients those who are not serious but requires oxygen and few follow-ups, they are admitted in Step- Down

Though these two departments are not in the hospital but in another building which belongs to West Bengal government. In both the departments all the required facilities and manpower is available.

The admission process in the covid ward is very simple. When the patient comes to the ward, at first the nurse checks the vitals mainly saturation level, respiration, BP, blood sugar and if he/she is vaccinated or not. Then the

doctor on duty checks the patient and advises further treatment. Based on their gender the patient is shifted to the unit. The treatment process of the patients is as follows. After the admission of the patients, they are checked two times of the day by the doctor on duty. On the advice of the doctor the nurses provide the required medicine and treatment. The most important factor of the hospital is that along with normal oxygen cylinders and jumbo cylinders it has central line oxygen for which there is no problem of oxygen for the patient and also for the authority. This feature of the hospital makes the hospital unique. During the tenure of the patients in the hospital, there BHT need to be frequently updated with all the changes in advice made both times of the day. After every 4 hours the patient saturation of all the patients is being checked. The treatment is done following the Covid Protocol and guidelines as issued from the West Bengal Health Department. As, we all know proper diet is a necessary aspect for the covid patients. So, coming to the diet of the patient, the patients are provided diet three times a day. The quality of the diet is always maintained and veg, non- veg, liquid and semi-liquid are being served respectively. The items are being changed frequently for the taste buds of the patients. The diets are prepared according to the advice of the doctors.

Another aspect for every Covid Ward is its cleanliness and maintenance. In MJN Medical College and Hospital being a government hospital there are no hardcore housekeeping department. But housekeeping staffs are provided in the hospital by a private organization as known as “KARMA BANDHU”. These workers are very efficient and very prompt in their work. As, Covid ward always need to be cleaned and sanitized, these workers are always ready for their jobs. The cleanliness and sanitization of the ward and hospital as follows. In the morning and in the evening shift, each and all rooms and washrooms are thoroughly cleaned and washed, every linen goes to the laundry and new linens take over its place. The hospital is sanitized two times of the day.

One most important side of the covid ward is oxygen. The strongest factor of the hospital is that in the whole district it's the only hospital which has its own oxygen plant which has its Central Line Oxygen supply. When there was scarcity of oxygen everywhere, the hospital showed ray of hope for the patients and government. The division of oxygen are as follows; The patients those who are in Face Mask they are provided oxygen through small oxygen cylinders; some patients are provided with jumbo cylinders mostly those who are in NRBM. The critical patients and the patients those who are in ventilation they are provided oxygen from Central line directly from the

oxygen plant, through HFNC. Due to this feature the hospital never had to face major problem with the oxygen supply for the covid patients.

We all know that Covid has some of the psychological effect on the patients. In this regard the hospital played an important role, Everyday in any one of the shift a psychologist diagnose each and every patient of the hospital. Due to security reason none of the patients are allowed to keep their mobiles with them. So, to build up their morale two times of the day they are made to talk to their family members through video conference.

While mentioning of the Deaths in Covid ward, the ward has systematic process. If any patient dies in the covid ward at first patient party are being informed, then municipality is informed. In the presence of patient party (maximum of 6 persons) death bodies are taken away by the government for final rituals. The unknown death bodies are kept in morgue, and if no one claims for the body final rituals are done by government after completing the formalities.

With all these facilities the hospital is providing COVID treatment to the patients of the cities.

3) KEY LEARNINGS

Now, as I have done my training as an assistant superintendent of Covid Ward, under the guidance of my mentor who is the assistant superintendent of Covid Ward of MJN Medical College and Hospital. The data collection are done by discussion with the authorities of the hospitals and my own observations during the tenure of my internship.

On the joining day of my internship I was given the duty to update the records of new admission, Discharge, Death of Covid Ward on daily basis. Then after getting accustomed with these works, few days later I was asked to do my training as an assistant superintendent of Covid ward along with the previous works. My work during this 8 weeks tenure as follows :-

1. I had to update the ICMS and CPMS portal in Covid Ward. ICMS includes Bed occupancy and Oxygen Stock update. CPMS includes Admission, Discharge and Deaths.

2. While working as an Assistant Superintendent I had to visit patient to check if they are having any problem.
3. I had to manage the housekeeping staffs and their roaster.
4. I had to do diet inspection.
5. I had to keep the track of doctors roaster, and
6. To perform the works as asked by my mentor.

By completing the 8 weeks industrial training, I have built leadership quality, my communication skill has increased. I understood the proceedings of a covid department, I have attended few meetings which have helped me to sharpen up by decision making skills.

On aspect of the hospital, it is the only government hospital to provide covid treatment. Based on the infrastructure, it is the only hospital which can provide complete covid treatment with all high-quality facilities completely free. MSVP sir have honored every employee of the Covid department for their tireless and hard- work effort without any complain.

PART 2

PROJECT REPORT

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

2) INTRODUCTION

The Covid 19 is that aspect of healthcare which has shook the world from last two years. Corona took away numerous lives of the innocent. For every hospital it is a new concept. So, to provide quality treatment it is necessary to keep the records of patient satisfaction and do the necessary changes. Similarly, MJN Medical College and Hospital played a important role in keeping the track of the patient satisfaction. The hospital takes the patients observation and suggestion very seriously and already have done several changes according to the suggestions of the patients. For covid department the hospital has its own patient satisfaction tools as mentioned in the West Bengal Government portal. Every day its being filled and submitted in the portal. Particularly, for covid ward it has been seen that patient satisfaction plays an important role to grow the quality of the treatment of Covid 19.

3) BACKGROUND

The report is based on the patient satisfaction with the treatment of covid in a government hospital. The research is done on the covid ward of MJN Medical College and Hospital. The respondents are the admitted patients of the ward. Total of 180 responses are collected from primary sources for the survey

4) **LITERATURE REVIEW**

- **Study on Patient Satisfaction in the Government Allopathic Health Facilities of Lucknow District, India**

(Ranjeeta Kumari, MZ Idris, and SK Singh)

(<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2763650/#!po=1.31579>)

Any disease is influenced by the decision to seek care, timely arrival at appropriate diagnostic and treatment and the receipt of adequate care from service providers. Satisfaction provision is used to increase the quality treatment. For 42% patient's accessibility was difficult. The waiting time was more than 30 min for 62.5% patients attending the tertiary level health facilities.

64.6% patients are somewhat satisfied with the wait time of OPD.

46.6% patients found the wait time and presence of signboards low.

More than 60% of the patients are satisfied with doctor- patient communication. The level of patient satisfaction is severely deficient in several areas. Several areas need to improve.

- .A study of patient satisfaction level in inpatient spine department of a tertiary care multi-speciality hospital

(Narayani Srivastava, and Shakti Goel)

(<https://jmrionline.com/jmri/article/view/147>)

The study is conducted between 39 patients and their relatives. The average age is between 75.6 +- 10.2 years. 39% of study groups were female and 61% were male. The survey was conducted using structured questionnaire. The ODI score in post-operative stage was reduced as compared to pre-operative stage. The VAS score in post-operative stage was also reduced as compared to pre-operative stage. 92 % of the patient was satisfied with housekeeping department. 98% of the patient was satisfied with medical care provided.

95% of the patients were satisfied with the medical staffs.

Only 66% of the patients were satisfied with reception service.

All over satisfactory result was obtained.

5) **STATEMENT ABOUT RESEARCH PROBLEM**

The purpose of the research is to find out the patient's satisfaction and observations for the treatment of covid 19 in a government hospital (MJN Medical College and Hospital, Cooch Behar). This study will focus on the patient satisfaction and their observation and the changes they recommend in covid ward the hospital. The study is from between 10th May to 2nd July. The study will help us to show the improvement required in the ward, to know the patient's observation regarding the treatment provided and can understand the census of patient are being cured.

6) **JUSTIFICATION OF RESEARCH TOPIC**

In this survey we need to understand that covid is a new concept, and thus, the satisfaction level and the observations plays an important role. Moreover, as the hospital is a government hospital, the survey turns out to be more important to find out if it can break the stigma that government hospitals do not provide quality treatment. We need to understand the psychological and behavioral changes and characteristics of the patient while performing the study. The study also will open several loopholes which can be filled to provide better treatment.

7) **RESEARCH QUESTION**

What is the overall patient satisfaction with covid treatment and facilities in MJN Medical College and Hospital?

8) **OBJECTIVE**

- 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.

9) METHODOLOGY

i) STUDY AREA

The study is conducted with the data collected from the covid ward of MJN medical College and Hospital, Cooch Behar. The data are collected from the Satisfaction tools of the hospital.

10) RESEARCH APPROACH

i) RESEARCH DESIGN

cross-sectional descriptive research was carried out using the Hospital Satisfaction Tool to record the finding of patient satisfaction towards the treatment provided, behaviours of the staffs to patients, housekeeping service in the covid ward.

ii) TYPES OF RESPONDENTS

The primary target is the patients that are admitted in the Covid Ward of MJN Medical College and Hospital. The target is to include various kind of patients from different economic, social, and educational background to decrease bias.

iii) SAMPLE TECHNIQUE

Purposive sampling was used to survey the patients admitted in the covid ward of the hospital. The sample is collected irrespective of gender and between 160 sample 80 are taken from male and 80 are taken from female.

iv) SAMPLE SIZE

Total of 180 responses was collected using the tool, out of 180 sample 20 patients could not fill the data. So, the study is based upon 160 responses. Out of these 160, 80 data are collected from male patients and 80 data are collected from female patients.

v) DATA COLLECTION METHOD

The data is collected with the consent from the hospital authority, The data have been provided from the hospital. It is informed to the hospital that the data will be used only for survey purpose. The data was collected using the satisfaction tool of the hospital which is provided from West Bengal health government.

vi) Key contents of questionnaire

Some of the issues which I wish to find from the patients are :-

- Mentality of the patients to get admitted in a government hospital to get treated from covid.
- The cleanliness of the Covid Ward.
- Regarding the sanitization process of the ward.

- Behaviour Status of the staffs.

11) **ANALYSIS AND INTERPRETATION**

As, it is a cross-sectional descriptive study, the data are being collected from the hospital tools. The data will be recorded along with the descriptive details that we collect from the tools.

The data will be presented in the form of table and pie chart and will be mentioned in percentage.

The total sample is collected from 160 patients.

The tool and the analysis as follow: -

i) **ADMISSION PROCESS IN COVID WARD**

TABLE 1

	<u>ADMISSION</u> <u>PROCESS</u> <u>IN COVID</u> <u>WARD</u> RESPONDENTS(N=160)	
	FREQUENCY	PERCENTAGE
Is admission process easy?		
YES	105	34%
NO	55	66%

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.

ii) **DIAGNOSATION OF THE PATIENT**

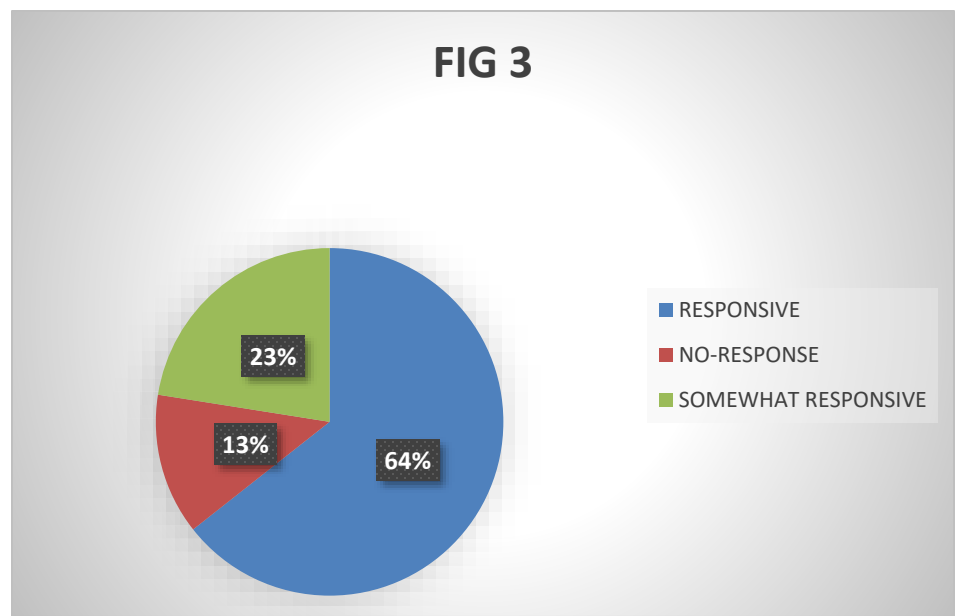
TABLE 2

	<u>DIAGNOSE</u> <u>OF THE</u> <u>PATIENT</u> RESPONDENTS(N=160)	
	FREQUENCY	PERCENTAGE
Are the patients thoroughly diagnosed?		
YES	132	82%
NO	28	18%

Interpretation: - 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.

iii) **BEHAVIOUR OF STAFFS TOWARDS PATIENT**

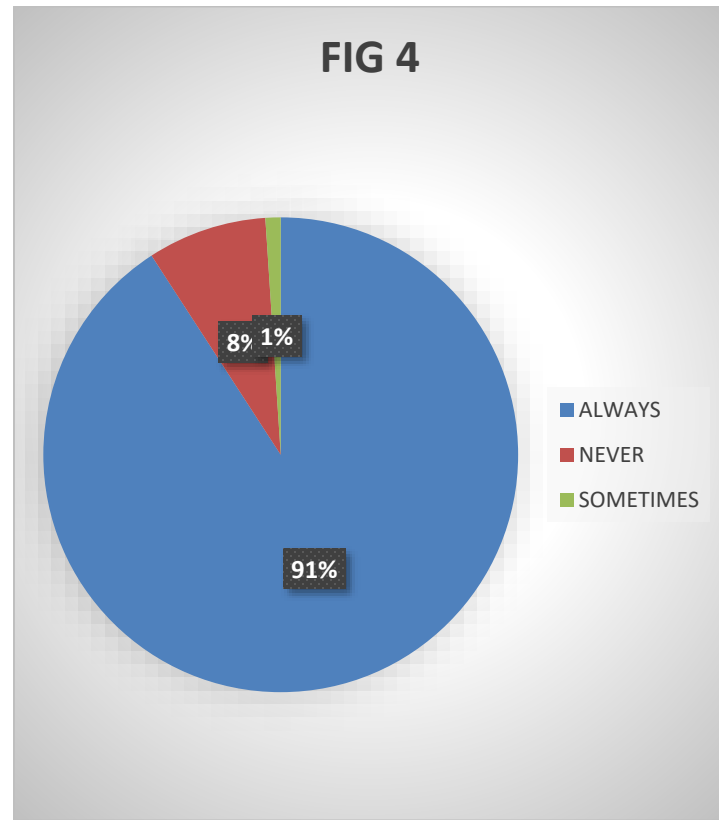
The graph shows the behavior of the doctors and nurses towards patients.



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 give no response, (1%) feels they are somewhat responsive. This shows that the employees are more or less responsive towards the patient .

iv) **SANITIZATION OF WARD**

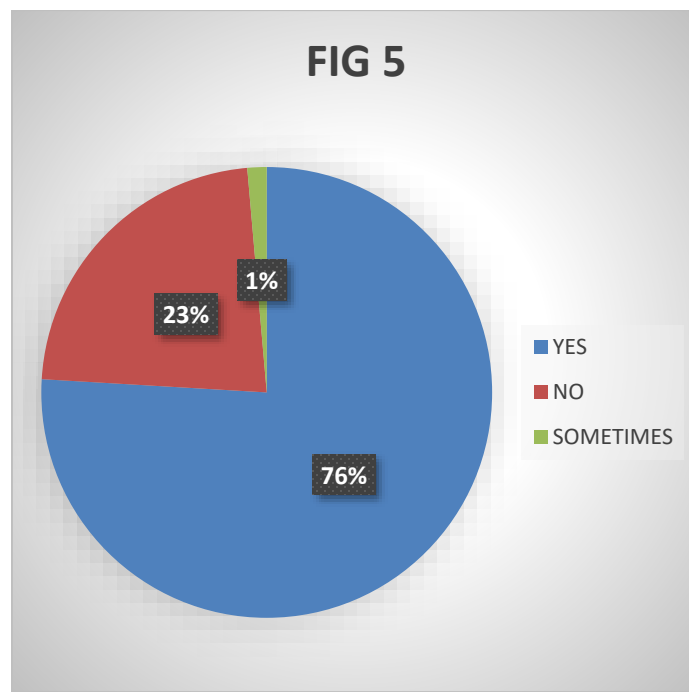
The graph shows the sanitization of the covid ward



Interpretation:- 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.

v) **USE OF PPE KIT**

This graph shows the use of PPE Kit in the covid ward.



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 is because they work tirelessly for which it is not always possible to wear.

vi) **PROPER DIET**

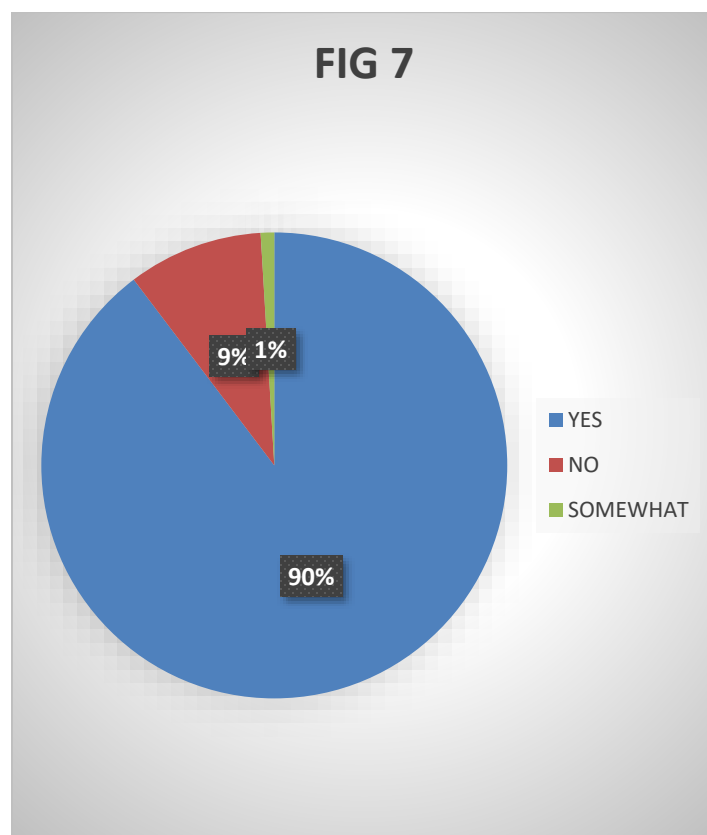
TABLE 6

	PATTIENT'S DIET RESPONDENTS(N=160)	
	FREQUENCY	PERCENTAGE
Are the patients provided with proper diet?		
YES	157	98%
NO	3	2%

Interpretation:-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.

vii) HOUSEKEEPING STAFFS OF THE WARD

This figure shows the helpfulness of the housekeeping staffs.



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.

viii) **CLEANLINESS OF WASHROOMS**

Are the housekeeping staffs of the hospital helpful?

TABLE 8

	<u>CLEANLINESS OF WASHROOMS</u> RESPONDENTS(N=160)	
	FREQUENCY	PERCENTAGE
Are the housekeeping staffs of the hospital helpful?		
YES	157	98%
NO	3	2%

Interpretation: -Table 8 shows 157 patients are

	<u>WASHING OF LINEN</u> RESPONDENTS(N=160)	
	FREQUENCY	PERCENTAGE
ARE THE LINENS OF THE WARDCHANGED?		
YES	154	96%
NO	6	4%

satisfied with the cleanliness of the washrooms and according to 3 patients the washrooms are not properly cleaned. The analysis shows cleanliness of the washrooms are taken seriously in the ward.

TABLE 9

ix) **WASHING OF LINEN**

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.

x)

VIDEO CALLING TO THE PATIENT'S FAMILY MEMBER

This graph shows if the patients are made to talk with their family members.

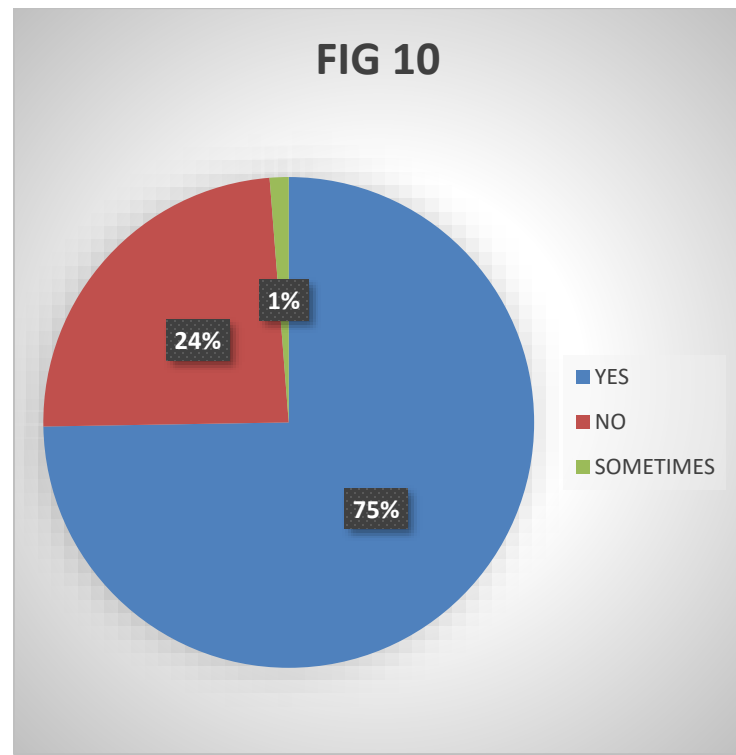


Fig 10 shows (75%) of the patients are made to talk with their family through video call and according to (24%) of the patients they are not made to talk to their family members. According to (1%) they are sometimes made to talk with their family. The reasons

because every day it's not possible during huge work pressure.

12) **Few observational outcome**

MJN Medical College and Hospital is providing quality treatment in the covid ward but as it is a new aspect few limitations are always there, The limitations (mentioning the suggestions along with it) I observed being a trainee in the covid ward are as follows: -

1. **The doctors need to be more punctual:** - The doctors are sometime not punctual mainly during the night shifts, these need to be taken care of.
2. **There should be proper communication between the departments:** - Proper communication should be there between covid ward and other departments like :- pathology, X ray, USG. Several times misunderstandings between the departments create problems.
3. **The staffs should carefully handover during shift change:** - Every staffs of the ward should handover thoroughly and clearly while change of shifts so that the proceedings can go smoothly.
4. **Roasters of the scavengers should be more systematic:** - The roasters of the scavengers i.e. the housekeeping staffs should be maintained properly, to avoid chaos between them.

5. **Security should be more active:** - The security in the gates are very weak which create a huge problem in the covid ward. Patient party comes in without permission. To avoid these situations proper security should be appointed.
6. **The ward needs to be renovated:** - As, it is a government hospital the building is a bit old. A quick renovation is necessary.
7. **An attendant should be appointed for the care of patients:** - A floor- attendant should be appointed to check if the patients are facing any issues or not.

13) **RECOMMENDATION**

Some of the recommendations are as follows: -

1. The doctors need to be more punctual in the ward.
2. The ward needs to update its admission process.
3. The house keeping staffs need to be more hard-working.
4. Security needs to be stronger.

14) **CONCLUSION**

So, I will conclude the report by mentioning that the hospital (MJN Medical College and Hospital) being the only covid hospital of the district is successfully functioning. Though a few changes are required to get more accustomed with the treatment of covid.

15) **REFERENCES**

The data of observational learnings are collected from the authorities with the help of my organization mentor and from my observation.

The data for the report are collected from the hospital's satisfaction tool.

References of literature review as follows:-

(<https://www.ncbi.nlm.nih.gov/pmc/articles/PMC2763650/#!po=1.31579>)

(<https://jmrionline.com/jmri/article/view/147>)

16) **ANNEXURE**

I have worked for few days in covid it department, Then I was asked to do my training as an assistant superintendent of covid ward.

The hospital tool are as follows: -

- i) Is admission process easy?
- ii) Are the patients thoroughly diagnosed?

- iii) What is the Behaviour of doctors & nurses towards patients?
- iv) Is the covid ward sanitized?
- v) Do the staffs wear PPEkit?
- vi) Are the patients provided with proper diet?
- vii) Are the housekeeping staffs of the hospital helpful?
- viii) Are the washrooms regularly cleaned?
- ix) Are the linens of the ward frequently changed?
- x) Are the patients made to talk to their family through video call?