



Summer Project on Patient Satisfaction in Outpatient Department in a Tertiary Care Hospital

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PART I

INTRODUCTION:

“Patient satisfaction is a measure of the extent to which a patient is concerned with the health care which he/she receives from their healthcare provider.”

- The Hospital's first point of contact with patients is the outpatient department.
- Patient satisfaction is a primary determinant of quality of care and is a multidimensional healthcare issue which is influenced by several factors.
- A minimum components are required in order to make the patient waiting experience satisfactory includes clear signage about patient pathways, information about outpatient department services, health system theme information.



AIM AND OBJECTIVES OF THE STUDY:

AIM:

The study aims at improving outpatient department services upto the level of patient satisfaction.

Objectives:

1. To review quality assurance guidelines for OPD services in 1000 bedded hospital
2. To study patient satisfaction against the outpatient department services
3. To identify scope for improvement in quality of outpatient department service

	Study Title	Author(s)	Year	Objectives	Methodology	Key Findings	Reference
	A study to assess patient satisfaction in out patient department of a tertiary care hospital in north india	Aanchal Jain, Neha Mishra, C.M. Pandey	January 2016	To check the patients satisfaction in outpatient department	200 patients, data collection was done using pretested questionnaire. Average age of patient was 40 years and all literate.	Patients found outpatient department services to be satisfactory.	Jain A, Mishra N, Pandey CM. A study to assess patient satisfaction in outpatient department of a tertiary care hospital in north India. International Journal of Community Medicine and Public Health. 2016 Jan;3(1):328-34.
	Patients' satisfaction study in the out-patient departments of the two tertiary government hospitals in manipal	Y Niveda Devi, Jalina Laisharm, T Gambhir Singh, H Sanayaim a Devi	February 2020	To check patient satisfaction level in the OPD to determine the association between the level of satisfaction with the variable of interest.	cross sectional study was done among 440 out-patients	Most patients were not satisfied with basic amenities, but satisfied with the behavior, treatment, time taken by doctors.	Y Niveda Devi, etal. "Patients' satisfaction study in the out-patient departments of the two tertiary government hospitals in Manipur." IOSR Journal of Dental and Medical Sciences (IOSR-JDMS), 19(2), 2020, pp. 05-09.

	A study on patient satisfaction in out patient department of secondary care hospital of Bhopal	Sheloh Joshi, Mahesh Kumar Joshi	April 2017	To access the patient satisfaction in OPD	cross-sectional descriptive study for two months, questionnaire for patient assessment. Accessibility, experience were classified as poor and good, satisfaction was classified as high and low. Data analysis was done through SPSS VS.20.	Maximum number of patients had good experience, good time-waiting accessibility, servicing, working, consulting time.	Joshi S, Joshi MK. A study on patient satisfaction in out patient department of secondary care hospital of Bhopal. International Journal of Community Medicine and Public Health. 2017 Apr;4(4):1141.
	A study of patient satisfaction in outpatient department of a general hospital in mexico- A questionnair e based study	Spurgeon Raj Jalem	Febura ray 2020	To analyze OPD satisfaction with the behavior & care of medical , nursing , caring workers and to find out the relationship between the attitude of the patient and the level of satisfaction with the hospital facilities	100 Samples were collected and data collected via questionnaire.	Test showed that the service satisfied 90% of patients. Increasing appointment time, improving facilities cleanliness, enhancing nursing and care staff quality and supplying medications are essential factors for patient satisfaction.	Jalem SR. Evaluation of Patient Satisfaction in Outpatient Department of a General Hospital in Mexico—A Questionnaire Based Study. International Journal of Health Sciences and Research. 2020;10(2):201-7.

Essential criteria for quality OPD services as perceived by patients in a tertiary care hospital in Faridabad City	Pooja Goyal¹, Deepak Kumar, Shivam Dixit, Suyesh Srivastav , Abhishek Singh	January 2016	how to increase the quality of services provided at tertiary care facilities by using the experience of the clients with respect to the services.	A cross-sectional descriptive research was performed and 402 patients (216 males, 184 females) were taken, and data analysis is performed using SPSS 17.0.	Result showed that 93.9 per cent of patients were pleased with service but areas such as cleanliness, behaviour of doctors, improvements in pharmacy needed.	Goyal P, Kumar D, Dixit S, Srivastav S, Singh A, Goyal P. Essential criteria for quality OPD services as perceived by patients in a tertiary care hospital in Faridabad City. Int J Res Med Sci. 2016 Feb;4(2):441-5.
The Effect of Accreditation on Patient Satisfaction in Public Healthcare Delivery: A Comparative Study of Accredited and Non-accredited Hospitals in Kerala	Sindhu Joseph	December 2018	To identify the effect of accreditation on physical infrastructure in hospital and measure its effect.	Study used quantitative approach and cross sectional study was carried out and stratified random sampling was used.	Both gave the same score for the satisfaction variables and this suggests that there should be some changes in health services based on patient outcome and everyone in administration member should be involved to make a better use of indicators	Joseph S. The Effect of Accreditation on Patient Satisfaction in Public Healthcare Delivery: A Comparative Study of Accredited and Non-accredited Hospitals in Kerala. Rajagiri Journal of Social Development. 2018;10(2):27-40.

Analysis of Patient's Satisfaction with Phlebotomy Services in NABH Accredited Neuropsychiatric Hospital: An Effective Tool for Improvement	Anshu Gupta, Tanima Dwivedi Sadhana, and Raju Chaudhary	September 2016	To assess the patient satisfaction with phlebotomy service in neuropsychiatric hospital.	1200 patients were taken for this study and questionnaire method was used and statistical analysis was done using SPSS version 16.0.	Results showed majority of patient were satisfied but area like waiting time, utility areas needs improvement and laboratory service improvement.	Gupta A, Dwivedi T, Sadhana RC. Analysis of patient's satisfaction with phlebotomy services in NABH accredited neuropsychiatric hospital: an effective tool for improvement. Journal of Clinical and Diagnostic Research: Jcdr. 2017 Sep;11(9):EC05.
Role of National Accreditation Board of Hospitals and Healthcare Providers (NABH) core indicators monitoring in quality and safety of blood transfusion	Anshu Gupta and Chhavi Gupta	Jan-jun 2016	To study the usefulness of monitoring of the NABH core indicators in blood transfusion and in the maintenance of hemovigilance.	Hemovigilance is a quality process to improve quality and increase the safety of blood transfusion. So, it covers and surveys all activities of the blood transfusion chain . A 2-year retrospective study was conducted in a blood storage unit	Monitoring of NABH core indicators results in the enhancement of quality and safety in blood transfusion services, reducing the incidence of transfusion reactions.	Gupta A, Gupta C. Role of National Accreditation Board of Hospitals and Healthcare Providers (NABH) core indicators monitoring in quality and safety of blood transfusion. Asian journal of transfusion science. 2016 Jan;10(1):37.



METHODOLOGY:

Study Design:

The cross-sectional descriptive study was undertaken for two months period to assess the quality of OPD service.

Study Setting:

GBH American Hospital is 100 bedded corporate hospital attached to GBH general hospital and college.

Sampling and Sample Size:

- (i). On an average outpatient department attendance was 150 per day in each of the five selected departments. Participants were selected based on purposive sampling.
- (ii). In case of pediatrics (12 years old) patients, the opinion of guardian or parents were taken for the satisfaction.
- (iii).A total of 100 outpatient patient patients were surveyed from the five departments, Pediatric, Gynaecology, Medicine, Neurology, Orthopedics.



Data Collection Tool and Techniques:

- (i). Interview method was used for outpatient department patients.
 - (ii). A semi-structured interview schedule was designed based on questions related to Cleanliness, Staff and Doctors-Behaviour, Public Utility Services and Waiting Time.
 - (iii). The participants informed that their participation is voluntary and therefore, oral consent was taken.
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RESULTS:

(i) Quality assurance guidelines for outpatient services:

NABH has so many indicators and in this study, 10 indicators(AAC.1, COP.1., PRE.3., PRE.4., PRE.5., ICI.1., ICI.2., CQI.1., FMS.1.,FMS.2.) are matching the expectations of quality assurance in outpatient department services.

(ii) Patient satisfaction against the outpatient department services:

Fig 1: Per cent Distribution of the Respondents by their Perception of Cleanliness

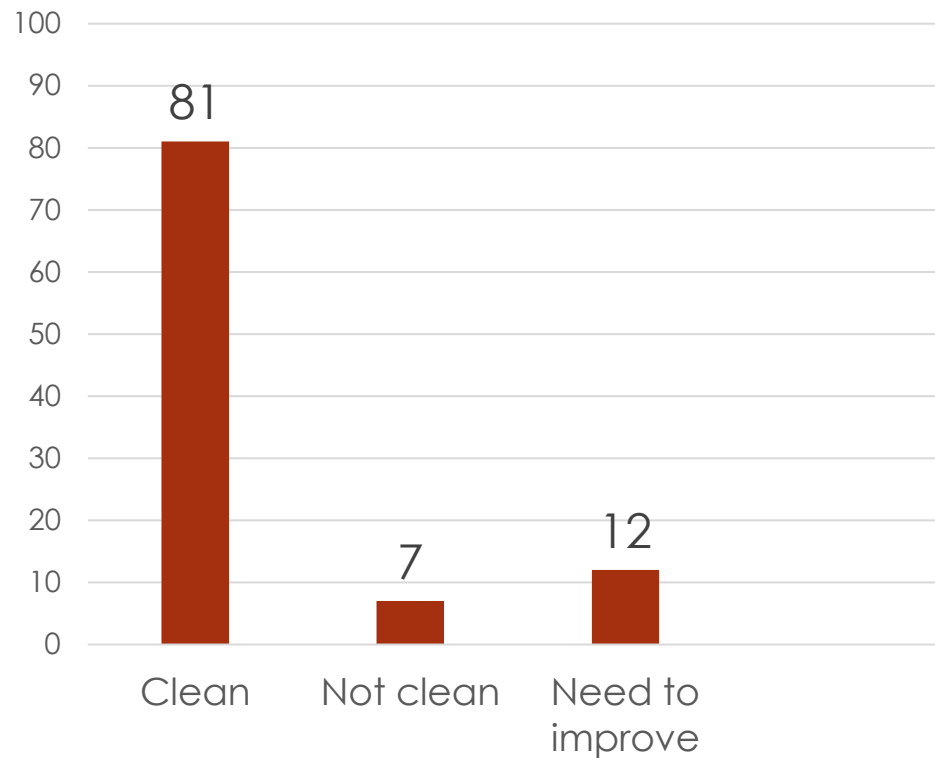


Fig 2: Per cent Distribution of Respondents by their Perception of Quality in Utility Area

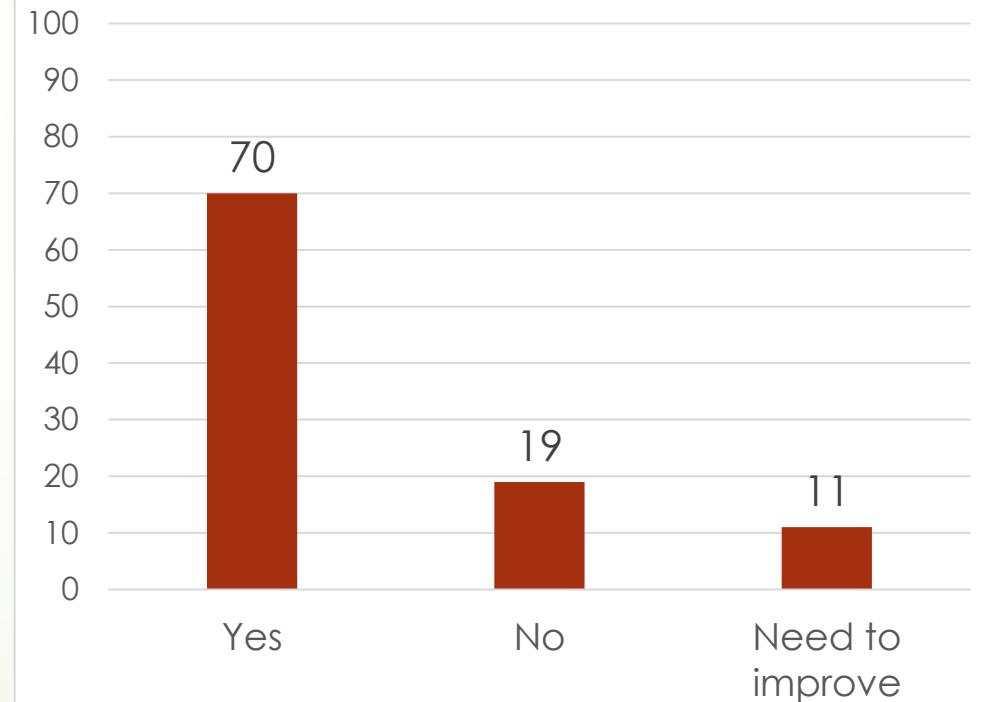


Fig 3: Per cent Distribution of Respondents by Doctors' Explanation about Tests Tequired

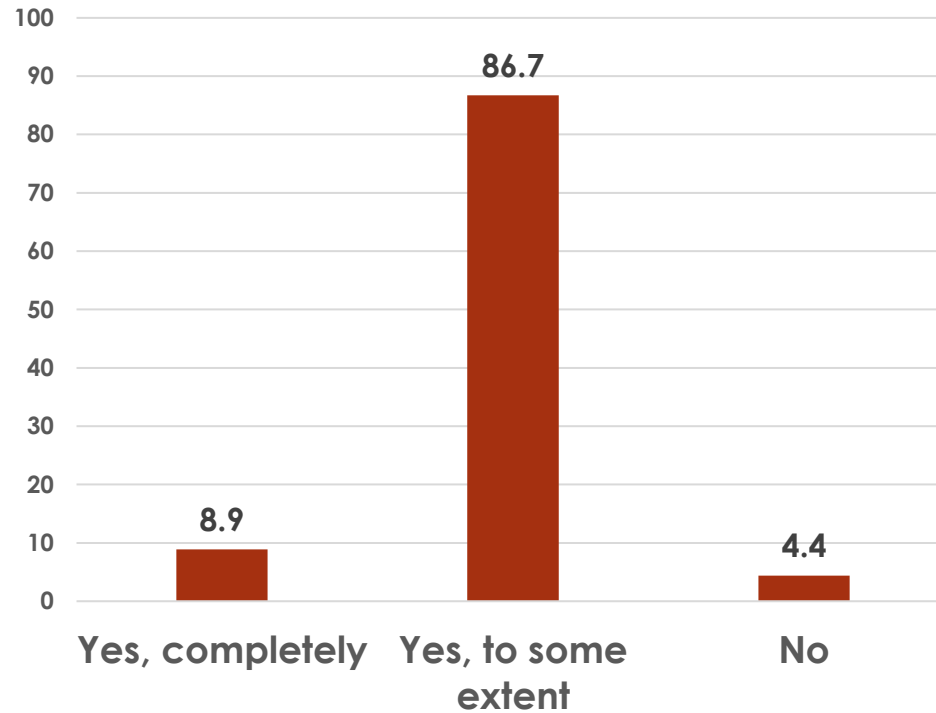


Fig 4: Per cent Distribution of the Respondents by their Perception on Staff's Courteous Behaviour

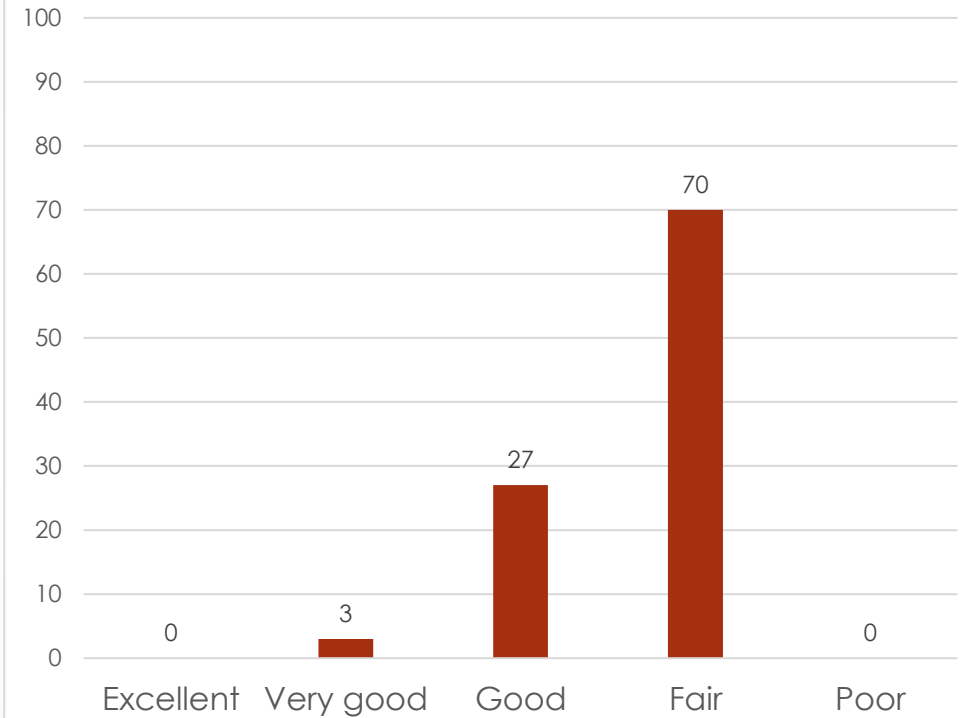


Fig 5: per cent Distribution of Respondents by their Perception on Time Adequacy

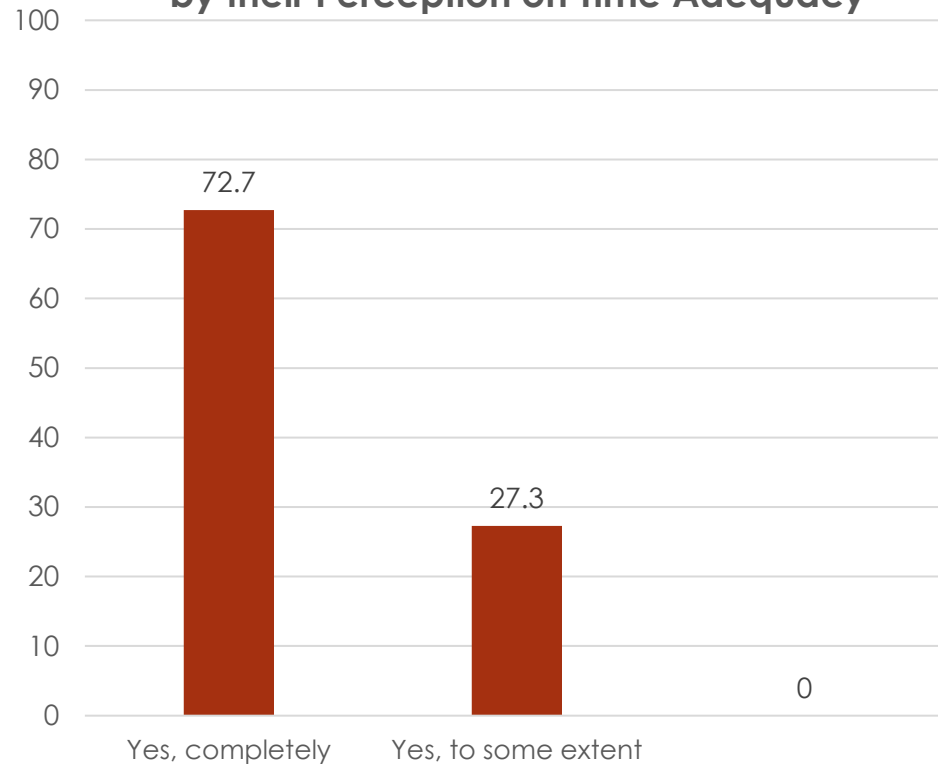
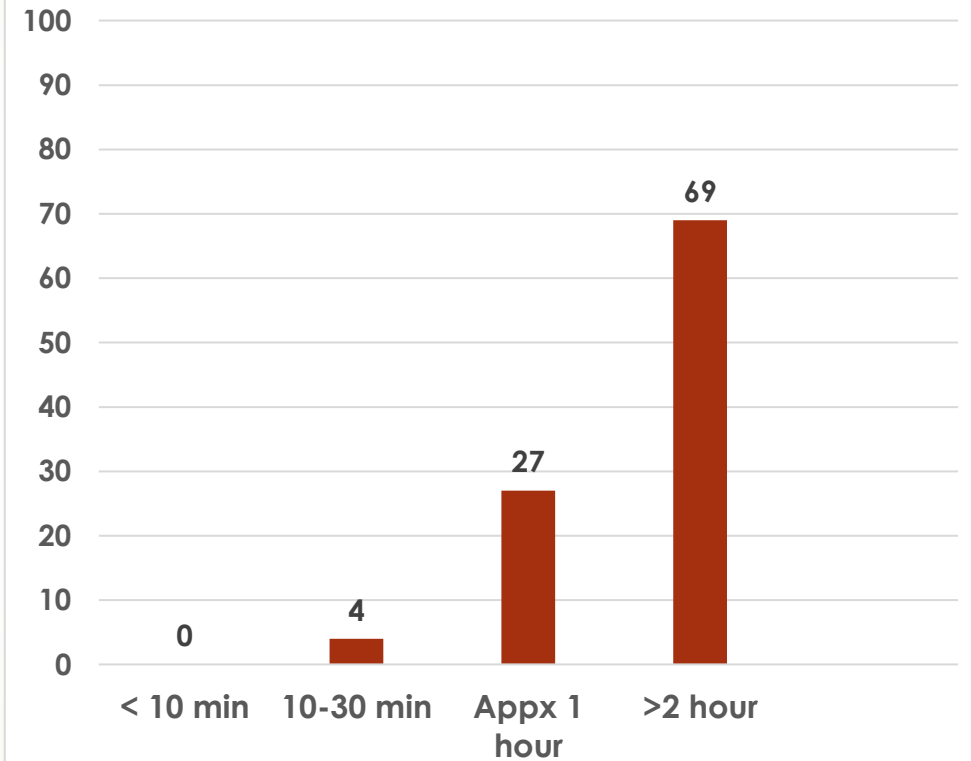


Fig 6: Per cent Distribution of Respondnets by their Waiting Time





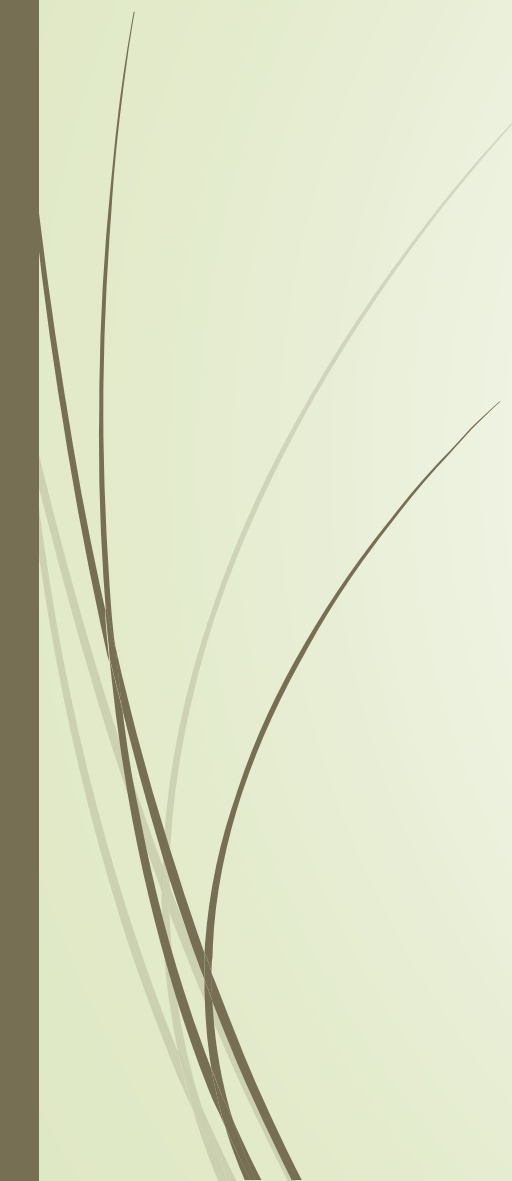
DISCUSSION:

- (i). Majority of patient were satisfied with cleanliness (81%) and public utility area (70%) of the outpatient department.
- (ii). In this study, majority of patients were satisfied with explanation of treatment (86.7%) and consulting time (72.7%) with the doctor and majority of patients were satisfied with courteousness of staff and none of them reported poor staff.
- (iii). But on the other hand, patient were dissatisfied with the waiting time in this study because they had to wait more than two hours in OPD therefore Satisfaction found to be lower with regard to other systemic variable outpatient department.



CONCLUSION:

It can be concluded that the maximum number of patients in the outpatient department were satisfied with the services they have received which includes cleanliness, doctor's consultation and their behaviour, courteous pattern of the staff, public utility services but waiting time needs the maximum improvement as maximum number of the patients had to wait more than two hours in the outpatient department to get consultation and treatment and it is impacting the overall satisfaction of the patient.





PART-II

Course: Preparing to Manage Human Resource

Website- www.coursera.com

Organization- University of Minnesota

Course instructor: John W. Budd





AIM: To write learning of the online course of Preparing Human Resource

OBJECTIVE OF COURSE:

- (i). Why is it necessary to manage people?
- (ii). Analysis of the human resources management strategies
- (iii). Assess the connection between the HR approach of an organization, the style of a manager and the business environment
- (iv). How money can get some employees inspired
- (v). Define key management issues while employees are hired for different non-monetary purposes



COURSE DESCRIPTION:

- (i). This course provides the basis for creating your own approach to skillfully managing workers by explaining techniques for alternative human resource management (HRM).
- (ii). Through this course we learn a new understanding of the variety of employee management solutions available, an understanding of what makes employees tick, and a willingness to build their own HRM skills.



COURSE CONTENT:

Module 1: Alternative Approaches to Managing Human Resources

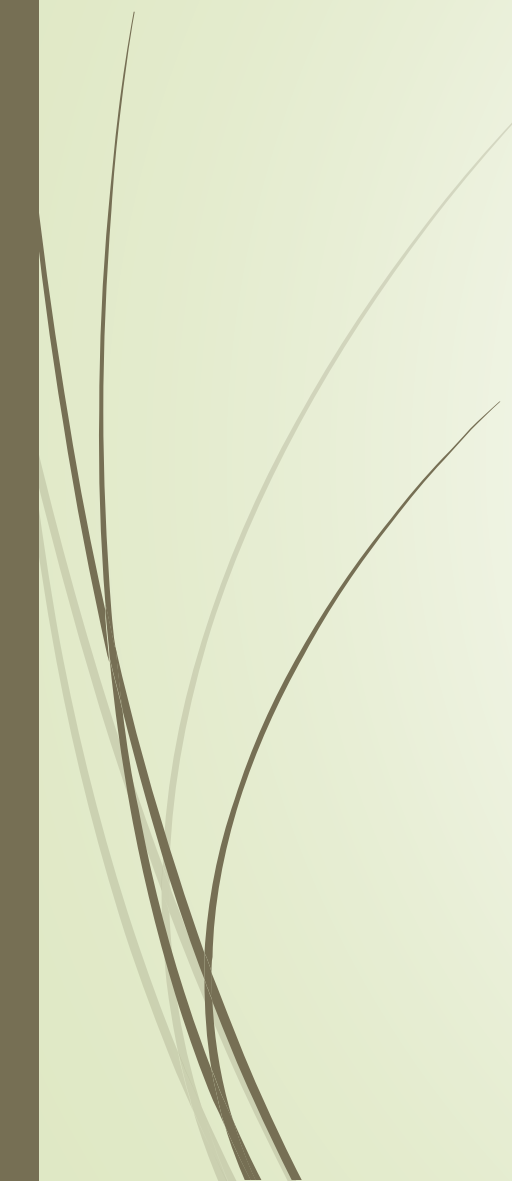
- (i). This module will introduce why it is important to manage people, compare human resource management strategies.
- (ii). HR job is Organizational Development, Job Analysis, Recruitment & selection, Performance Management, Training and development, Compensation and reward.
- (iii). Away from organization, managers have choices too about how they manage their staff and manage HR. Six managerial styles: Coercive, Authoritative, Affiliative, Democratic, Pacesetting, Coaching.



Module 2: What Makes Employees Work? Money, Of Course!

It focuses on the monetary reasons for the job, explains how money can empower some workers.

Recognize key managerial issues when workers are self-interested, and economically view work and establish strategies to resolve these key concerns using economic insights.



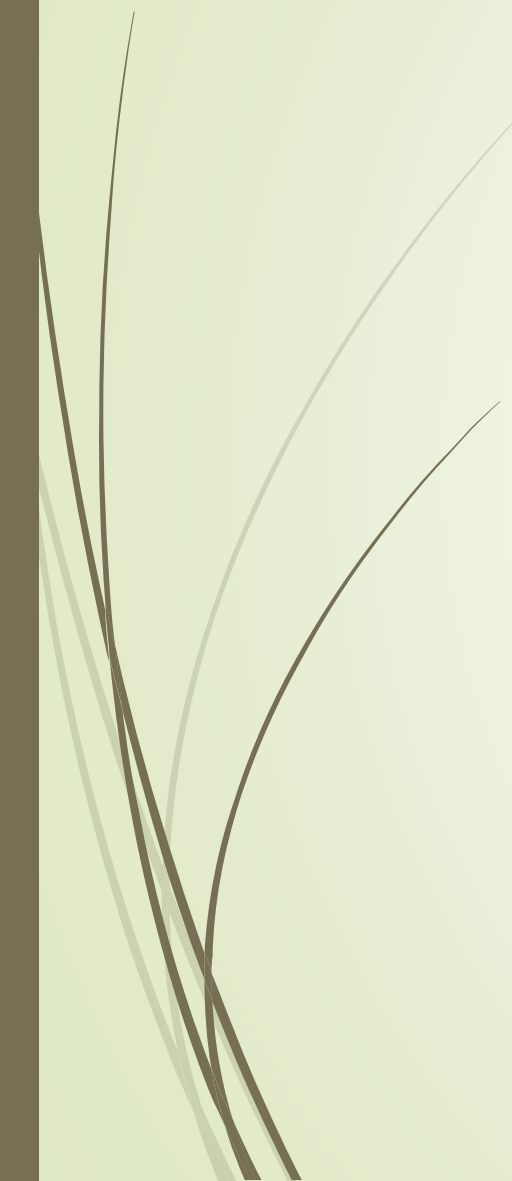


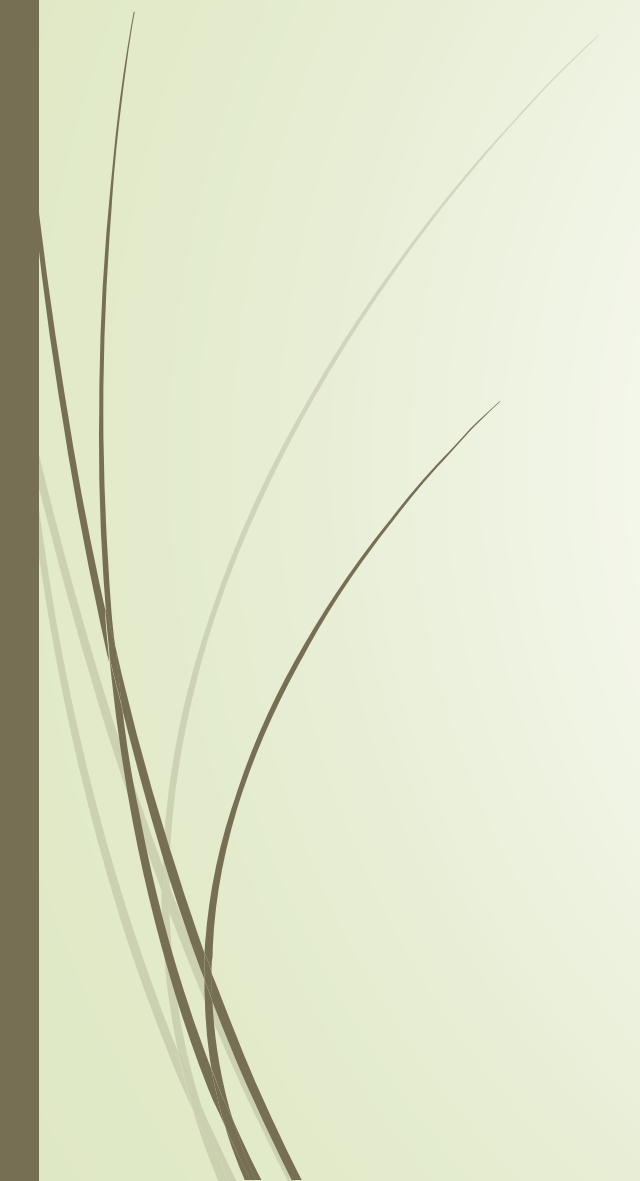
Module 3: What Makes Employees Work Revisited...Non-Monetary Motivations

- (i). This module focuses on the non-monetary motives for working, and the related lessons for managers.
- (ii). It key managerial issues when workers work for various non-monetary purposes, establish methods to resolve these key concerns using psychological and sociological insights, and justify applying insights from economics, psychology , and sociology in different circumstances.
- (iii).It refers to people who work for more than money.



Module 4: The People Manager as Part of a Complex System

- (i). This module finishes by looking at the constraints faced by managers, particularly the legal environment, and setting a framework for managing human resources.
 - (ii). It discusses constraints that affect how human resources are handled in a specific organisation, compare how the law does and does not see jobs as a traditional contractual relationship, develop a list of legal and illegal HRM activities in your country and judge when using methods to handle employees that go beyond what the law needs.
 - (iii). Employment law focuses on workers ' rights as individuals whereas the labor law focuses on the interests of workers as a group or party.
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THANK YOU