

TITLE

Measuring Patient Experience in a Super speciality hospital in Patna using the Patient Reported Experience Measure (PREM) Tool.

INTRODUCTION

Hospitals are crucial in the healthcare system due to their impact on patients, issues they encounter, and limited resources available [1]. High patient experience scores correlate with improved clinical quality, making it a crucial component in healthcare quality [2].

Patient experience encompasses interactions influenced by an organization's culture and patient perception throughout the treatment process, from initial contact to discharge [3]. There is a gap between what patient's desire, what care teams feel they want, and what the hospital environment provides [4]. Bezos suggests that improving the patient experience requires addressing patients' wants and modifying the healthcare environment to produce measurable health and well-being outcomes [5].

Improving patient experience does not mean requesting superfluous care services. Instead, it's important to communicate with patients about why the care they get is acceptable and in their best interests [6]. Hospitals can use patient-health professional communication to identify areas for improvement, make strategic decisions, manage patient expectations, and conduct assessments. Patient feedback can inform recommendations for improving healthcare quality, communication, infrastructure, and patient monitoring outside of hospitals [1]. Nurses have a significant impact on patient experience owing to their extensive caregiving experience and effective communication skills. Existing research indicates a link between nurse staffing and patient care experience [7,8].

Patient experience encompasses more than just the quality of health care. Distinguishing between satisfaction and experience is crucial since satisfaction-related questions for patients might be subjective, making it challenging to implement improvements. Unlike satisfaction surveys, experience surveys measure the frequency and occurrence of significant behaviours identified by patients. Experience surveys provide objective feedback and identify areas for development. Efforts to enhance patient-centered care are ongoing, with varying degrees of success [9].

There are several tools that have been used to assess patients' impressions of hospital treatment. Survey methods have been created to assess patients' eyesight in a variety of settings, including general hospital care, radiology, paediatrics, geriatric care, psychiatry, chronic patients, and many others. Most user-perception surveys for healthcare services contain broad questions concerning information and involvement. The issue with broad surveys is that it is impossible to disaggregate findings to discover, for example, the diverse behaviour of different units, professions, clinical conditions, and so on [1].

To identify where changes in patient experience are needed and to assess the success of efforts to modify the patient journey or operational procedures, one useful technique to capture what happens during a care episode is to analyze PREMs. PREMs are described as a measure of a patient's perception of their personal experience with the treatment they got [10].

The Picker Patient Experience Questionnaire (PPE-15) consists of fifteen items that span eight categories, including information and education, as well as care coordination. The PPE-15 was initially intended for use in inpatient settings. It is applicable to both planned and emergency inpatient settings and was designed to detect patient experiences and issues with specific health care

procedures that impact inpatient care quality. It asks precise questions regarding whether certain procedures and events occurred during the patient's care experience. This compendium contains patient-reported measures that are either designed to specifically measure aspects of Person-Centred Co-Ordinated Care, the compendium takes the form of PREM [11].

RESEARCH QUESTION

What is the level of patient experience among individuals receiving care at Jay Prabha Medanta Super Speciality Hospital, Patna, as measured by the Patient Reported Experience Measure (PREM) tool?

What factors, as measured by PPE-15, are most strongly associated with patient satisfaction in healthcare services?

OBJECTIVES

Primary Objective:

1. To assess the overall patient experience using the Picker Patient Experience Questionnaire-15 (PPE-15) in a super specialty hospital setting.

Secondary Objectives:

1. To identify key areas of patient satisfaction and dissatisfaction across domains such as communication, emotional support, physical comfort, coordination of care, and respect for privacy.
2. To analyze patient experience differences based on demographic factors like age, gender, and type of department visited (excluding ICU and neurology).
3. To provide actionable insights to hospital management for enhancing patient-centered care and service delivery.

MATERIAL AND METHODS:

STUDY DESIGN: Descriptive cross-sectional study.

SETTING: Jay Prabha Medanta Super Speciality Hospital, Patna.

STUDY POPULATION:

- **Inclusion Criteria:** Patients who received services in IPD during the study period and consented to participate.
- **Exclusion Criteria:** Critically ill patients, patients admitted in ICU, and daycare, those unwilling to participate, and patients admitted in the neurological department.

STUDY TOOLS: Structured questionnaire based on the Picker Patient Experience Questionnaire-15 tool covering dimensions like information and education, coordination of care, physical comfort, emotional support, emotional support, respect of patient privacy, involvement of friends and family, continuity and transition.

DURATION OF STUDY: 1.5 months (21st April 2025 to 7th Jun 2025).

SAMPLE SIZE: 200 patients.

SAMPLING TECHNIQUE: Purposive sampling.

DATA COLLECTION PROCEDURE: Distribution of questionnaires to patients and attendants during the day of discharge.

DATA ANALYSIS PLAN: Excel to show distribution of responses. SPSS for univariate and bivariate analysis of demographic factors and concerned dimensions. Average mean score to find out the level of patient experience.

ETHICAL CONSIDERATIONS

- Obtain informed consent from participants.
- Ensure confidentiality and anonymity of patient responses.
- Approval from the hospital's Quality, HR, and Operations department.

IMPLICATIONS OF RESEARCH

- For Hospital Management: Insight into areas needing improvement to enhance patient experience.
- For Patients: Better service delivery and patient-centered care.
- For Future Research: Establish a benchmark for measuring service quality in similar settings.

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