

“EVALUATION OF PATIENT SATISFACTION IN INPATIENT DEPARTMENT OF A TERTIARY HOSPITAL IN KOLKATA”

Organization: Manipal Hospital, Kolkata

Internship Submitted
to



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for the partial fulfillment for the award of the degree of

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INTERNSHIP REPORT

INTRODUCTION

Patient satisfaction is one of the most important indicators of quality, safety, and efficacy in health care. In tertiary care hospitals, which function as specialized care referral centers, patient satisfaction becomes an even more essential concern given the complexity of services delivered and the different need profiles of patients. The measurement and improvement of patient satisfaction increases the reputation of a hospital, enhances clinical outcomes, fosters patient loyalties and improves the efficiency of the health care system overall.

This internship focuses on carrying out a study of patient satisfaction in a tertiary hospital setting. The purpose of the study is to document the patient experience perceptions related to the process of healthcare delivery; including communicating with healthcare providers, responsiveness of hospital staff, and hospital facilities, administrative procedures, quality of services, etc.

It will help in contributing to the planning, implementation and reporting of patient satisfaction surveys, while gaining experience and knowledge of health care research practices, patient contact and interpretation of patient and family feedback surveys and public feedback. The internship will also allow the intern to work with a multidisciplinary team of health professionals, observe the inner workings and operations of a hospital and appreciate the role of patient feedback as a data source for quality improvement efforts.

The research will identify the main drivers of satisfaction and dissatisfaction to create practical recommendations to inform hospitals' management and support improving patient-centered care. The internship will help establish developing key research, data processing and analysis, which includes healthcare messaging, communication, decision-making, and quality management skills in a real-world clinical context.

OBJECTIVES:

1. To evaluate the overall level of patient satisfaction.
2. To identify key factors affecting patient satisfaction.

ORGANISATIONAL PROFILE:

MANIPAL HOSPITALS is a corporate chain of hospitals in Bengaluru, Karnataka, India.

Manipal Hospitals Broadway is a prominent multi-specialty health care organization known for its dedication to clinical excellence, the patient experience, and its ethical code of

conduct. The facility's goal is to ensure a holistic and compassionate journey for residents and expat visitors. With being a member of the powerful Manipal group, they have the advantage of accessing numerous hospitals and a diversity of professional medical experts to offer quality and economical healthcare solutions.

- **Clinical Excellence:** The hospital prioritizes clinical excellence by employing and retaining the greatest medical practitioners in their fields. The expert nursing team and paramedical team support the provision of seamless patient care.
- **Patient Centricity:** The hospital firmly believes in compassionate and supportive surroundings that include the needs and anxieties of our patients, and want accessible, affordable, safe and consistent healthcare solutions for every person.
- **Ethical Standards:** Haywood Hospital maintains ethical and professional standards of honesty, trust, and confidentiality in all interactions with patients, clinicians, colleagues and partners.

EMERGENCY CARE

The emergency department in a hospital operates 24/7. The service allows patients to enter and be admitted to a bed as soon as possible.

- 24 hour service.
- One physician experienced in emergency medicine must always be on call in the ED.
- Senior or senior level residents must always have access to internal medicine coverage for admitted medical, surgical, orthopedics, obstetric-gynecologic, and pediatric, anesthesiology services.

Reasons to Utilize CDS:

There are five primary reasons to implement CDS in hospital emergencies for clinical support:

1. Decrease the risk of medication errors. Calculating the dose of medication can be complex and especially dangerous for infants and children in emergency situations.
2. Decrease misdiagnosis. Misdiagnosis occurs because of some of the following, 10 to 20 percent of medical error is diagnostic error, Cognitive errors; Atypical presentations; Provider bias; Unusual disease processes.
3. Improving patient efficiency and performance, inaccurate and therefore also unnecessary care patient care resulting from misdiagnosis.

4. One point of access for all information. The ability to access the most up-to-date medical resources from a single source eliminates multiple registrations and spending on resources.

The ED is a perfect setting for interventions that have the potential to mitigate preventable medical errors and adverse events.

Achievements and Recognition

In partnership with the Harvard Business Review, Joint Commission International, the Mayo Clinic, the World Health Organization, and the Boston Consulting Group, Adva Hosp named MANIPAL HOSPITALS the top healthcare institution in the country's east.

The Union Ministry of Power awarded MANIPAL HOSPITALS, Mukundapur "3-Star" rating for excellence in energy conservation.

MANIPAL HOSPITALS, Mukundapur opened the first all-inclusive airway clinic in Eastern India on July 10, 2018. Children and adults with diseases affecting their airway for various causes will receive treatment at the clinic.

DEPARTMENTS

There are three buildings which includes many departments such as :

- o EMERGENCY
- o OPD
- o PHARMACY
- o INSURANCE AND TPA DESK
- o CORPORATE DESK
- o SWASTHASATHI DESK
- o FINANCIAL COUNSELING
- o RADIOLOGY
- o CARDIOLOGY
- o NEUROLOGY

- o PATHOLOGY
- o MICROBIOLOGY
- o ECHO
- o XRAY
- o USG
- o GASTROLOGY
- o CCU
- o ICU
- o ICCU
- o CATH LABH
- o NEUTO ITU
- o HDU
- o OT COMPLEX
- o GYNAECOLOGY WARDS
- o MALE WARD
- o FEMALE WARD
- o PROCEDURE ROOM
- o DENTAL
- o RICU
- o DIALYSIS

EXPERTISE

Manipal Hospitals Broadway, a leader in multi-specialty care, is shining brighter than ever thanks to their special Centres of Excellence (CoEs). These dedicated units are equipped with the latest technology and specialists who provide focused expertise on a wide range of medical needs.

Cardiac Excellence: The Cardiac COE at Manipal Hospitals, Broadway is a leader in Eastern India. We do all types of minimally invasive procedures plus complex coronary interventions, and advanced cardiac surgery, all with state-of-the-art cath labs and a dedicated cardiac ICU.

Neurosciences Expertise: Our Neurosciences COE at Manipal Hospitals Broadway deals with everything from stroke and brain tumours to epilepsy and movement disorders. We have facilities and technologies capable of precision imaging with advanced techniques such as MRI and CT scans. Advanced Imaging is complemented at the COE with renowned neurologists and neurosurgeons ensuring diagnosis is accurate and treatment optimal.

Oncology: Confronting cancer demands state-of-the-art technology, and a caring approach to care because it's a difficult trip. The Oncology CoE is able to deliver on both of these. We offer the most up-to-date targeted therapies, radiation therapy, and chemotherapy. To create individualized treatment regimens with thorough input and support our patients in their fight against cancer, the team comprises specialists in medical oncology, radiation oncology, and surgical oncology.

INTRODUCTION TO IN-PATIENT DEPARTMENT

After being evaluated by doctors or specialists and admitted based on their medical condition, all patients from the Emergency Services, Ambulatory Care, and Out Patient Departments are considered to be admitted to the In-Patient Department (IPD). Higher levels of care, including nursing services, medication availability, diagnostic facilities, physician observation, etc., are demanded by inpatients.

FEATURES:

- 24/7 Cares: Care provided in an IPD provides health care services 24/7, which include nursing, doctor visits, medications and observation etc.
- Bed facilities: The IPD has beds and medical equipment to accommodate inpatients.
- Speciality Units: Many hospitals have IPD units for the various medical specialties such as cardiology, neurology, oncology, etc.

OVERVIEW:

- Treatment: IPD is used for appropriately treating a diversity of medical conditions including, surgeries requiring inpatient stay, illnesses requiring an inpatient stay, injuries to treated inpatient.
- Monitoring: Patients admitted to the IPD require continuous monitoring of signs and overall condition.
- Recovery: Patient is in a safe and secure location for recovery from illness or injury.

KEY ACTIVITIES

As a floor coordinator, I had to coordinate everything that occurs relative to floor operations, which required making use of human resources, supplies and equipment in a safe, equitable and effective manner; having attention to how we could improve patient care and patient satisfaction in conjunction with department heads and hospital policies and, procedures, coordination with staff in other departments and the policies, procedures of the hospital floor.

RESPONSIBILITIES:

Coordination & Management

- Coordination of everyday operations on the assigned floor.
- Coordination of patient care activities, including admission, discharge and transfers.
- Management, allocating human resources, supplies and equipment properly and in a safe manner.
- Making sure that we follow-the rules and regulations of the hospital, policies, procedures and protocols.
- Coordination of care with other departments and staff of the hospital.

Staff Support, Supervision

- Provide staff with assistance with their own work and/or address any staff issues or any staff concerns
- Support and guide nursing and other health professionals.
- Supervise and assess the performance of staff on the floor.
- Confirm that staff follow protocols and provide excellent patient care.

Patient Care and Satisfaction:

- Be a patient safety champion.
- Cultivate a positive environment for the patient and family.
- Address any patient concerns and complaints as soon as possible.
- Participate in the overall improvement of patient care quality and patient satisfaction.

Compliance and Quality:

- Ensure compliance with relevant legislation, standards, and accreditation requirements.
- Participate to program-level quality improvement initiatives and data collection.
- Implement and monitor the system of quality control on the floor.

Communication and Collaboration:

- Ensure open lines of communication with staff, patients, and families.
- Collaborate with other departments in the hospital and across the continuum of care to promote patient care.
- Participate in team meetings and other relevant and applicable activities.

Additional Responsibilities:

- Manage the patient record and paperwork related to patient care.
- Assist with scheduling and staffing assignments.
- Assist with orientation of new staff to hospital policies and procedures.

Swastha sathi Desk

During my experience as a Swasthasathi Coordinator at Swasthasathi Desk my duty was to work the screens of patients on paper and process and do the admissions of patients, coordinate with the swastha bhavan for approval and do the discharge process from the government website and portal.

Manipal Broadway covers only the HEART OR CARDIO and CTVS patients under Swastha sathi.

PROCESS OF SWASTHASATHI

THE PATIENT HAS TO WALK IN TO THE HOSPITAL AND CHECK THE CARD and ADHAAR LINKED WITH PHONE NUMBER



THE PATIENT MUST SUBMITTED ALL THE PREREQUISITE DOCUMENTS FOR THE PRE-APPROVAL OF OT (THE APPROVAL CAN TAKE A MAXIMUM 72 H RS IF ALL DOCUMENTS ARE IN CORRECT FORM)



ON THE DAY OF SUBMISSION OF DOCUMENTS, THE PATIENT PARTY MUST MEET THE CAB LABH COORDINATOR FOR THE OT DATE



AFTER THE APPROVAL, THE PATIENT HAS TO COME BACK TO THE HOSPITAL FOR ADMISSION.



ONCE THE PATIENT IS ADMITTED AND THE OT DONE IF THE DOCTOR GIVES DISCHARGE TO THE PATIENT, I PROCESS THE FILES OF THE PATIENTS AND SEND TO THE SWASTHABHAVAN FOR FINAL DISCHARGE APPROVAL (THE APPROVAL FOR CAG PATIENTS MAY BE SAME DAY TO DAY BUT IN CTVS APPROVAL MAY TAKE A IDEAL)



ONCE APPROVED THE PATIENT IS DISCHARGED

KEY LEARNINGS:-

- Acquired comprehensive information about the definition, dimensions, and importance of patient satisfaction in the quality of health care and health outcomes.
- Appreciated how patient satisfaction affects hospital reputation, compliance with accreditation standards, clinical compliance and retention.
- Identified gaps between patient expectations and actual service delivery.
- Proposed evidence-based solutions and recommendations for improving patient satisfaction at the organizational level.

CONCLUSION

The Inpatient Department (IPD) of a hospital contains all the services to provide integrated, intensive treatment to inpatients during their hospitalization, including surgery, complicated treatments, and around-the-clock observation. The outpatient department (OPD) lends itself to more routine and minor health issues. Advanced uses of the IPD streamline inpatient hospital operations, improve patient care, minimize errors and overall, increase efficiency. They can help manage health care resources more effectively, reduce wait times and ultimately improve patient satisfaction.