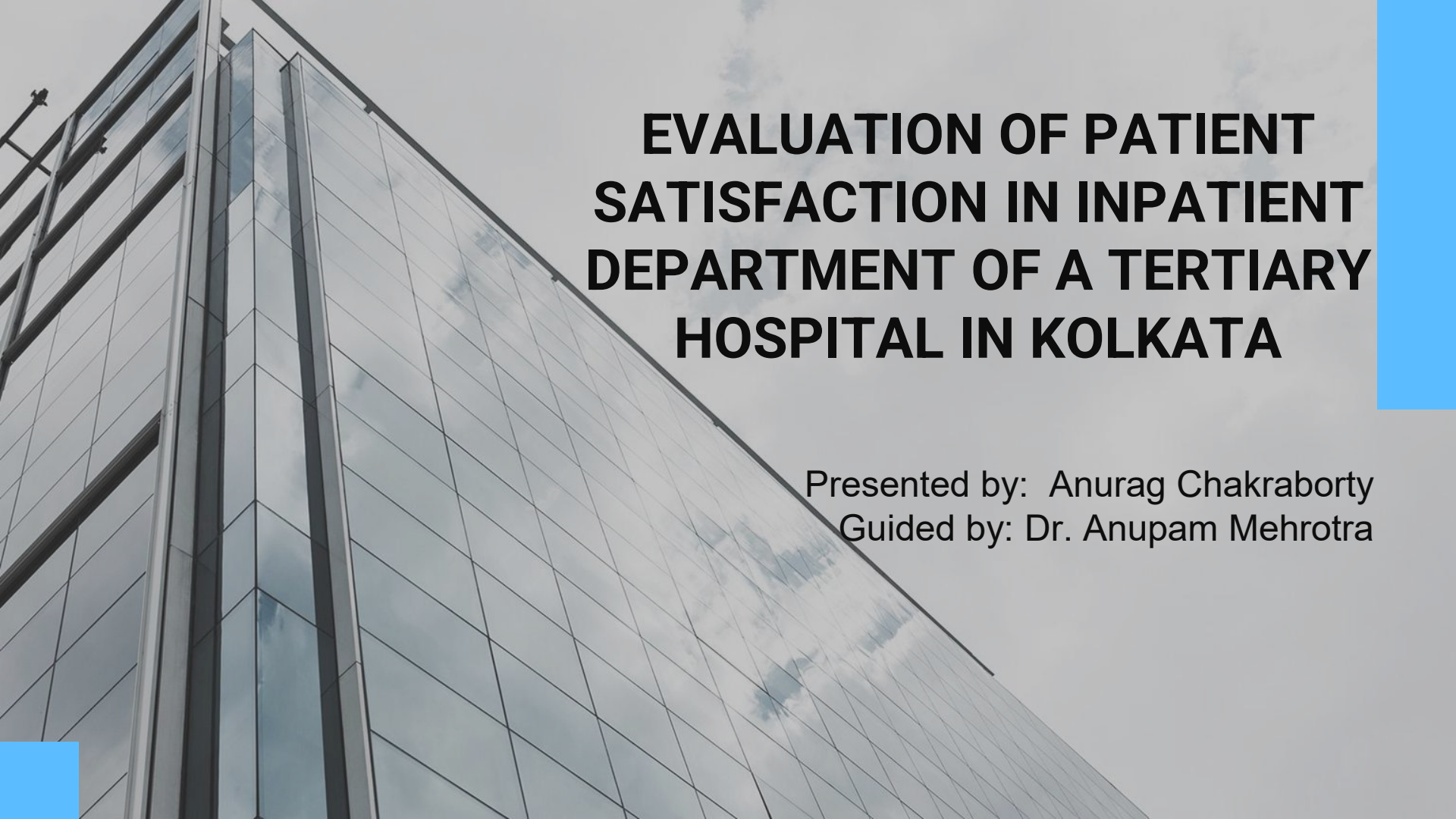
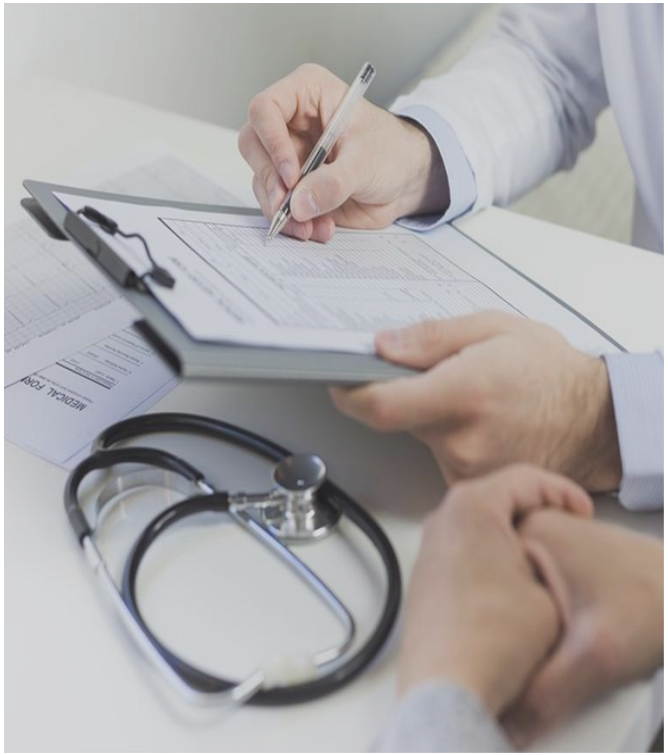


EVALUATION OF PATIENT SATISFACTION IN INPATIENT DEPARTMENT OF A TERTIARY HOSPITAL IN KOLKATA

Presented by: Anurag Chakraborty
Guided by: Dr. Anupam Mehrotra

TABLE OF CONTENTS



ManipalHospitals
LIFE'S ON

Vision

"Be the Destination of choice for the communities we serve."

Mission

"To Enhance GROWTH, DIFFERENTIATION & PEOPLE and to serve our patients with a smile."

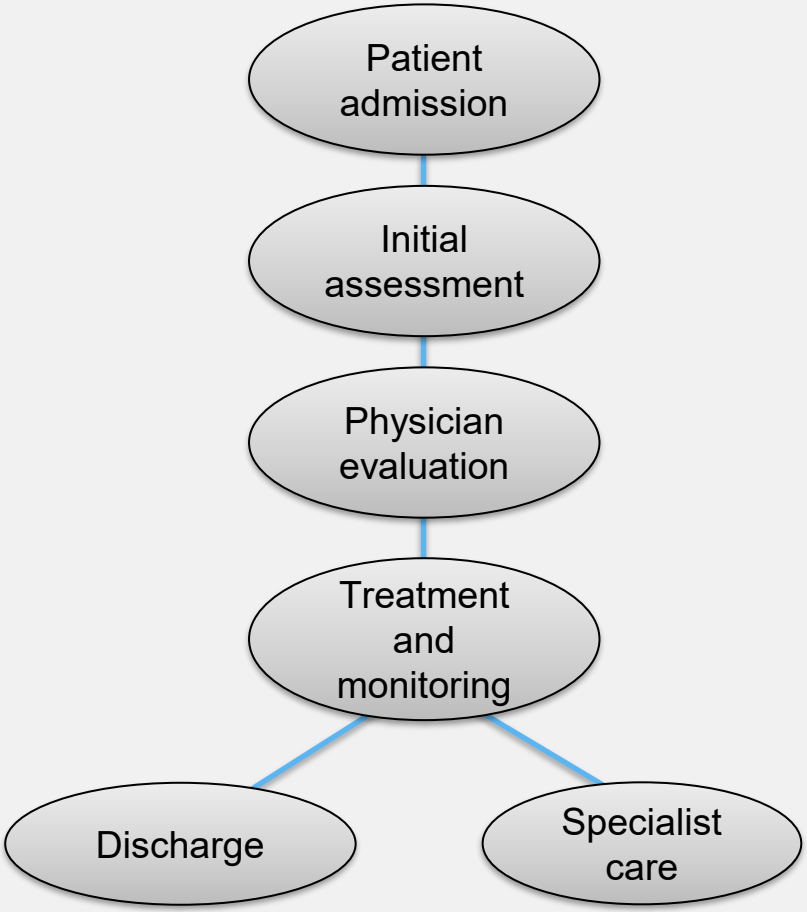
ABOUT THE HOSPITAL

1. 220 bedded, Multi-speciality hospital
2. JCI,BCG and WHO conferred it with the best hospital group in Eastern India.
3. Garnered praise for best multi-speciality, excellence in patient care and innovation.
4. In 2018, all inclusive airway clinic was established for children and adults.

INTRODUCTION

Defines quality of care	. Reflects how patients perceive the care and services provided by the hospital
Enhances patient outcomes	Higher satisfaction is often linked to better recovery and adherence to treatment.
Builds Trust and Loyalty	Satisfied patients are more likely to return and recommend the hospital.
Influences Hospital Reputation and Revenue	Patient satisfaction impacts public image and financial performance, especially in value-based care models.
Supports Accreditation and Standards Compliance	Patient feedback is often required for quality certifications and audits.
Encourages Continuous Improvement	Helps identify service gaps and areas needing enhancement in hospital operations.

PATIENT FLOW IN IPD



RESEARCH QUESTION

- What factors influence patient satisfaction in IPD in hospitals?

OBJECTIVES

- To evaluate the overall level of patient satisfaction.
- To identify key factors affecting patient satisfaction.
- To provide recommendations for enhancing patient experiences.

METHODOLOGY

STUDY DESIGN

Descriptive cross-sectional study

STUDY POPULATION

18 years and above with consent.

SAMPLING AND SAMPLE SIZE

Convenient sampling with 213 patients

DATA COLLECTION METHOD

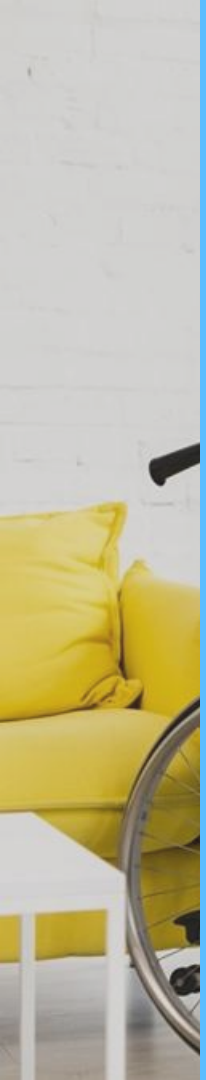
Face to face surveys, phone calls using Likert scales.

DATA ANALYSIS PLAN

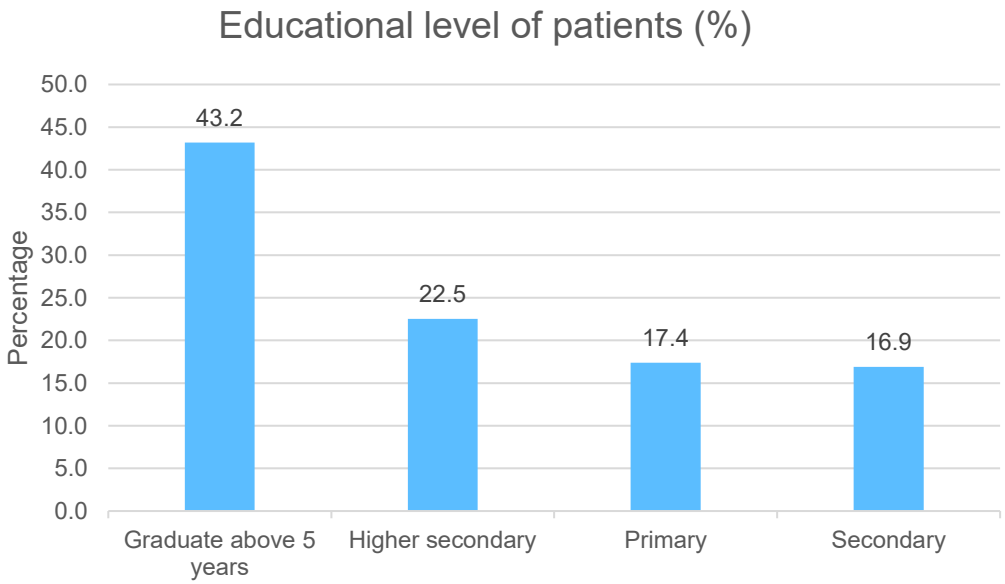
- Data analysed by Excel and SPSS.
- Descriptive statistics to summarize patient satisfaction levels.
- Chi-square tests to assess relationships between variables.

RESULTS

FINDINGS

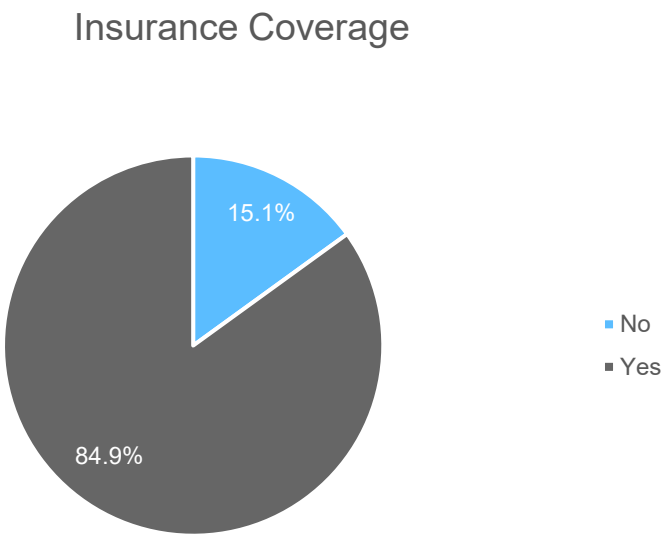


EDUCATIONAL LEVELS OF PATIENTS



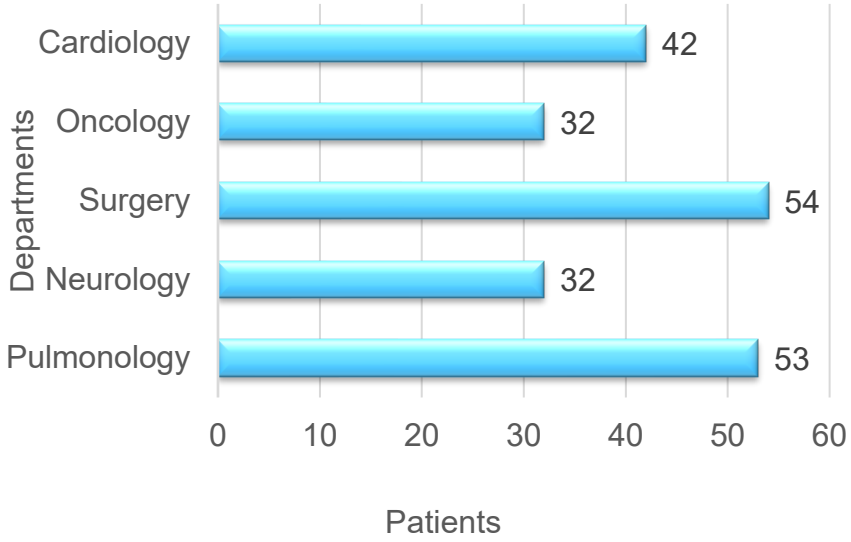
- Most patients are highly educated – A significant majority (92 patients) have completed graduation and above, indicating a well-educated patient population.
- Moderate representation in higher secondary – 48 patients have completed higher secondary education, showing a decent proportion at this level.
- Fewer patients with lower education – Primary (37) and secondary (36) educated patients form the smallest groups, suggesting lower access or preference among less-educated individuals.

INSURANCE COVERAGE OF SUBJECTS

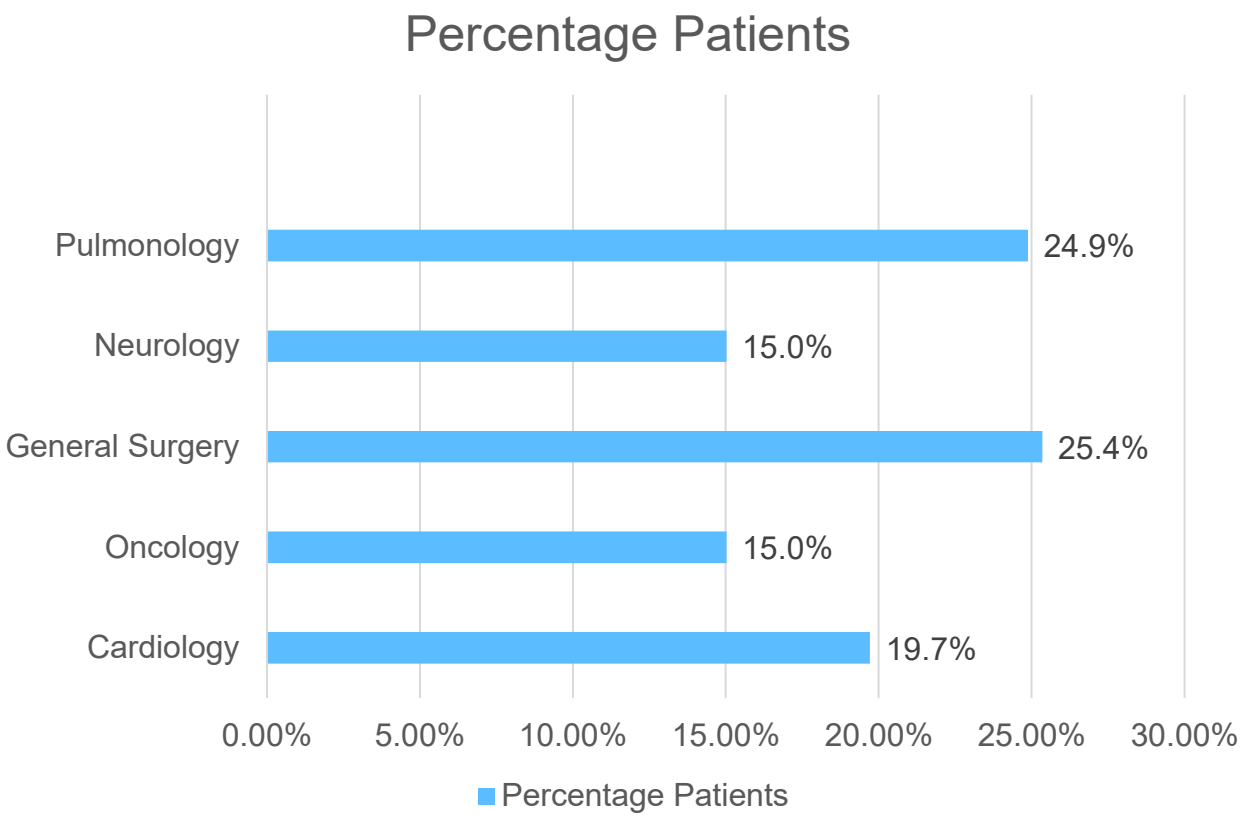


- A majority of study respondents, regardless of gender, reported they did have insurance coverage.
- Of the insured, there are 103 female respondents and 78 male respondents.
- A greater number of females in the study sample had insurance than males.

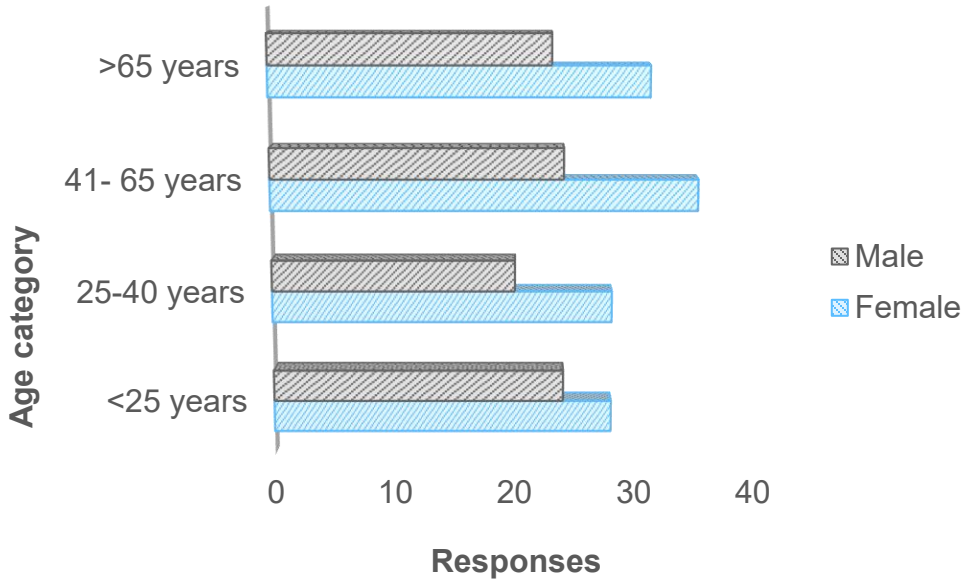
PATIENTS AS PER THE DEPARTMENTS



- Patients underwent surgery (25%)
- Whereas the least patients were from both oncology and neurology (15%)

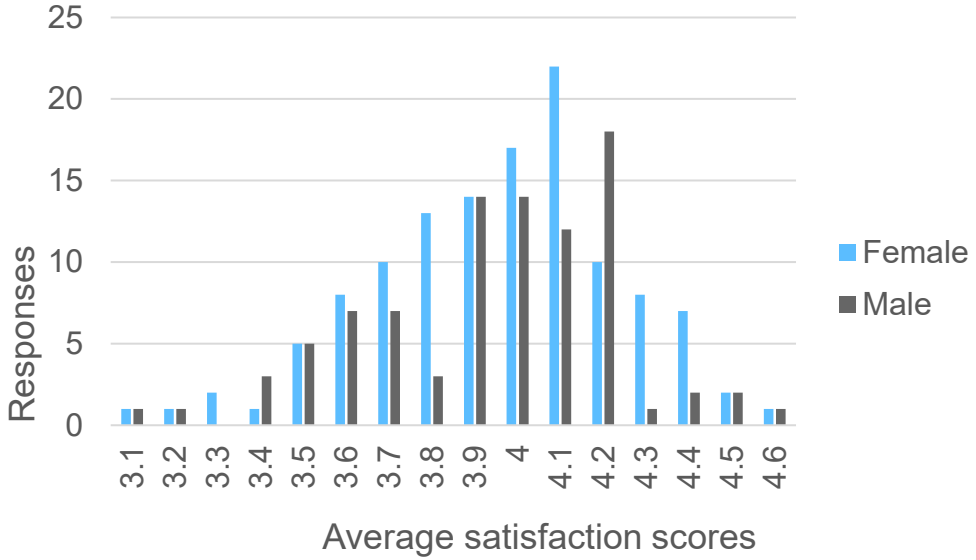

Percentage Patients
Pulmonology
Neurology
General Surgery
Oncology
Cardiology
24.9%
15.0%
25.4%
15.0%
19.7%
0.00%
5.00%
10.00%
15.00%
20.00%
25.00%
30.00%
Percentage Patients

AGE DISTRIBUTION OF THE SUBJECTS



- Mean Age: 43.5 years
- The respondents in the 41-65 years category had the largest number of participants (28%) indicating more middle-aged adult participation.
- The respondents in the <25 years category had the lowest total participation (24%)

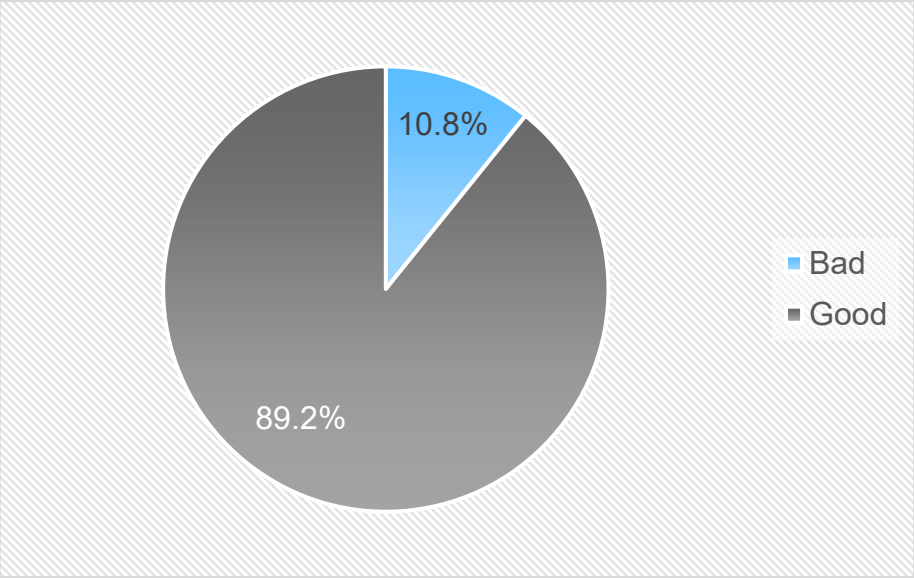
AVERAGE SATISFACTION SCORE OF SUBJECTS



- Females tended to cluster more around a score of 4.0, while males were dispersed more evenly overall, with males slightly peaked at 4.2.

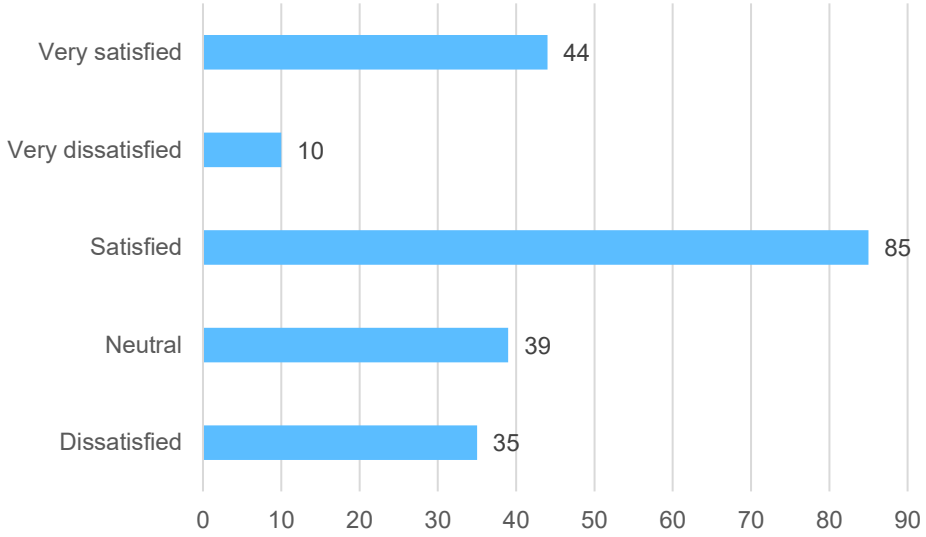
- Female Mean: ~3.94, SD: ~0.31
  Male Mean: ~3.98, SD: ~0.32

PREVIOUS EXPERIENCE WITH THE HOSPITAL



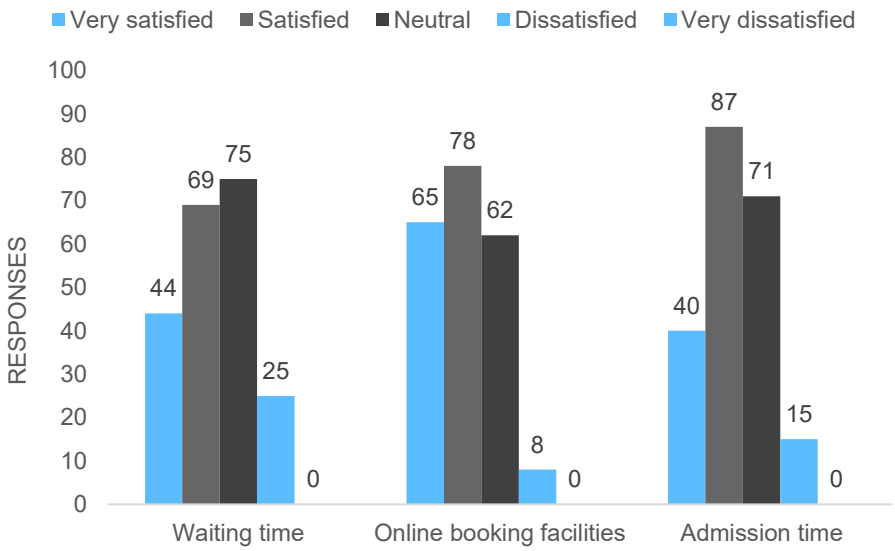
- Majority had a good experience – Out of 213 patients, 190 reported a good previous experience with the hospital, indicating overall patient satisfaction.
- Few reported bad experience – Only 23 patients expressed dissatisfaction, suggesting scope for improvement in specific areas.

SATISFACTION WITH DISCHARGE TIME – LIKERT SCALE



- Most patients were satisfied – A majority of 85 patients reported being satisfied with the discharge time, indicating overall efficiency.
- Moderate extreme satisfaction – 44 patients were very satisfied, showing a good segment of highly positive experiences.
- Some dissatisfaction exists – 35 were dissatisfied and 10 very dissatisfied, suggesting that there are still delays or gaps that need attention.

WAITING TIME, ONLINE BOOKING FACILITIES AND ADMISSION TIME –LIKERT SCALE



1.Waiting Time: Majority of respondents were either satisfied (32%) or neutral (35%).

2.Online Booking Facilities: Most participants were satisfied (37%) or very satisfied (31%), indicating positive feedback; no very dissatisfied responses were recorded.

3.Admission Time: Highest satisfaction was observed here, with 41% satisfied and 33% neutral responses; no respondents were very dissatisfied. Let me know if you'd like this turned into a visual slide format.

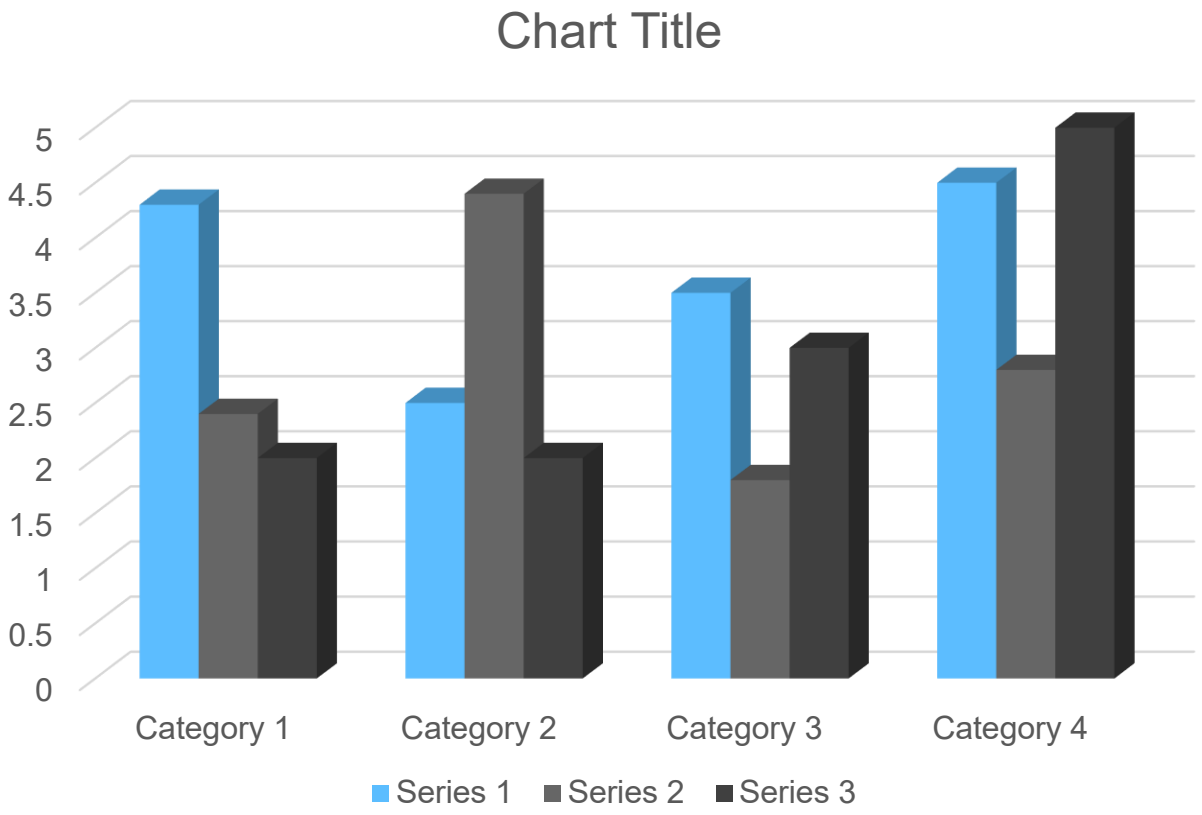
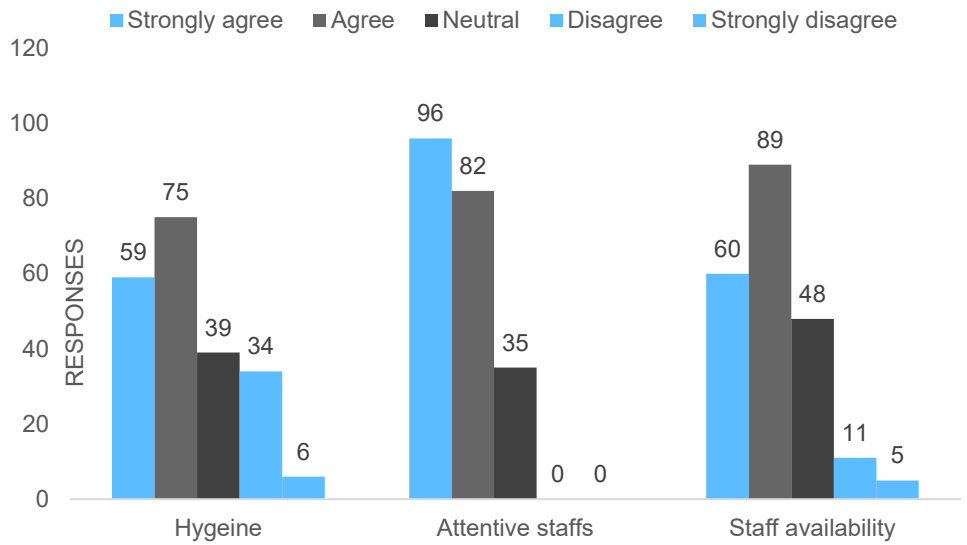


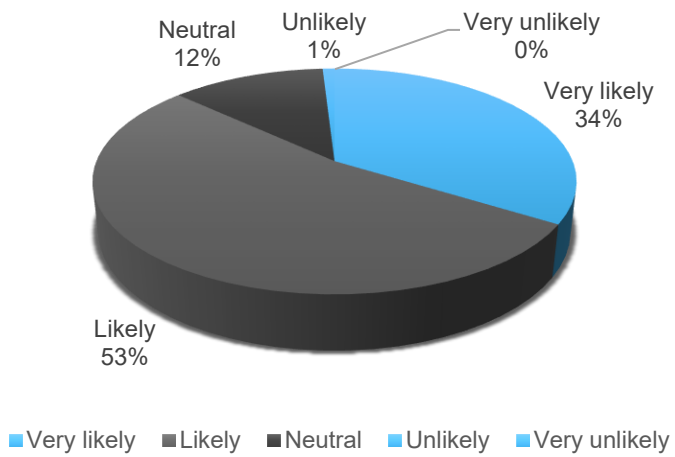
Chart Title
5
4.5
4
3.5
3
2.5
2
1.5
1
0.5
0
Category 1
Category 2
Category 3
Category 4
Series 1
Series 2
Series 3

HYGEINE,ATTENTIVE STAFFS AND STAFF AVAILABILITY –LIKERT SCALE



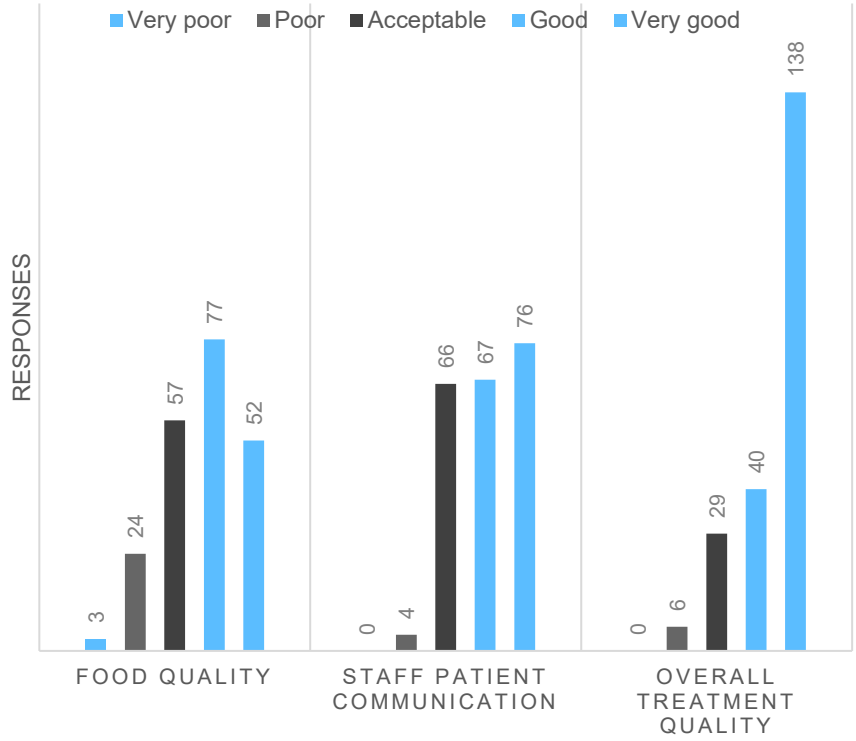
- **Hygiene** received mostly positive responses with 35% agreeing and 28% strongly agreeing.
- **Attentive staff** had the highest strong agreement 45%, with no disagreement reported.
- **Staff availability** showed mixed feedback, with 42% agreeing but 23% remaining neutral and 8% disagreeing or strongly disagreeing.

RECOMMENDATION OF HOSPITAL SERVICES- LIKERT SCALE



- **53% of respondents** are likely to recommend the service.
- **34% are very likely** to recommend, indicating high satisfaction.
- Only **1% unlikely** and **0% very unlikely**, showing minimal dissatisfaction.

FOOD QUALITY,STAFF-PATIENT COMMUNICATION, OVERALL SATISFACTION- LIKERT SCALE



- **Food Quality**: 36.2% rated it Acceptable, while only 1.4% rated it Very Poor.
- **Staff-Patient Communication**: 35.7% rated it Very Good,while the lowest was1.9%
-
- **Overall Satisfaction**: A strong 64.8% rated it Very Good, followed by 18.8% Good, 13.6% Acceptable, and 2.8% Poor.

ASSOCIATION BETWEEN OVERALL SATISFACTION AND WAITING TIME

Overall Satisfaction Level

Waiting time	Poor	Acceptable	Good	Very Good	Row Totals
Satisfied	9 (13.97)	25 (28.53)	39 (40.17)	51 (	124
Unsatisfied	2 (2.70)	7 (5.52)	11 (7.77)	4 (8.00)	24
Neutral	13 (7.32)	17 (14.95)	19 (21.06)	16 (21.67)	65
Column Totals	24	49	69	71	213 (Grand Total)

The chi-square statistic is 14.7794. The *p*-value is .022044. The result is significant at $p < .05$.

ASSOCIATION BETWEEN OVERALL SATISFACTION AND PREVIOUS EXPERIENCE

Overall Satisfaction Level

Previous experience	Poor	Acceptable	Good	Very Good	Row Totals
Good	19 (21.54)	10 (18.76)	25 (27.10)	94 (80.60)	148
Bad	12 (9.46)	17 (8.24)	14 (11.90)	22 (35.40)	65
Column Totals	31	27	39	116	213 (Grand Total)

The chi-square statistic is 22.2187. The *p*-value is .000059. The result is significant at $p < .05$.

ASSOCIATION BETWEEN OVERALL SATISFACTION AND DISCHARGE TIME

Overall Satisfaction Level

Discharge Time	Poor	Acceptable	Good	Very Good	Row Totals
Satisfied	5 (17.32)	12 (18.86)	35 (24.25)	30 (21.56)	82
Unsatisfied	28 (12.25)	16 (13.34)	10 (17.15)	4 (15.25)	58
Neutral	12 (15.42)	21 (16.79)	18 (21.59)	22 (19.19)	73
Column Totals	45	49	63	56	213 (Grand Total)

The chi-square statistic is 54.1993. The *p*-value is < 0.00001. The result is significant at $p < .05$.

RECOMMENDATIONS

- **Simplify Waiting Times and Discharge**:

Reduce patient wait times and increase discharge process speed to allay complaints and improve the overall experience.

- **Improve Staff Communication and Availability**

To enhance responsiveness and patient engagement, hire more medical personnel at busy times and spend money on communication training.

- **Uphold the highest standards of cleanliness and attentiveness**

Maintain consistent training and audits to maintain favorable comments about staff behavior and cleanliness.

- **Improve Dietary Services and Food Quality**

To improve patient happiness, hospital food services should be revised with the help of nutritionists and frequent patient feedback collection.

- **Use High Satisfaction to Drive Promotion and Ongoing Improvement**

Make use of high satisfaction and referral rates to boost the hospital's reputation and direct specific service improvements.

THANK YOU