

SYNOPSIS

TITLE: Evaluation of patient satisfaction in inpatient department of a tertiary hospital in Eastern India.

INTRODUCTION: Patient satisfaction serves as a key indicator of healthcare quality.

Understanding patient perspectives helps in identifying strengths and weaknesses in healthcare services, leading to improved patient-centered care. This study aims to assess patient satisfaction levels in a tertiary multispecialty hospital and identify areas for improvement.

RESEARCH QUESTION: What is the level of patient satisfaction in a tertiary multispecialty hospital, and what factors contribute to it?

OBJECTIVES:

1. To evaluate the overall level of patient satisfaction.
2. To identify key factors affecting patient satisfaction.
3. To provide actionable recommendations for enhancing patient experiences.

MATERIAL AND METHODS:

- **Study Design:** Cross-sectional observational study.
- **Setting:** Tertiary multispecialty hospital.
- **Study Population:**
 - **Inclusion Criteria:** Patients aged 18 years and above who received inpatient or outpatient services.
 - **Exclusion Criteria:** Critically ill patients, patients unable to provide consent, or those unwilling to participate.
- **Study Tools:** Structured questionnaires with Likert scale responses assessing communication, waiting times, facilities, and overall satisfaction.
- **Duration of Study:** 1 month.
- **Sample Size:** 213 participants using purposive sampling.
- **Data Collection Procedure:** Surveys conducted through face-to-face interviews and self-administered forms, phone calls, etc.
- **Operational Definitions:**
 - **Patient Satisfaction:** Defined as the degree to which patient expectations are met during their hospital stay.
 - **Waiting Time:** Time taken from registration to service delivery.

DATA ANALYSIS PLAN:

- Data will be analyzed using Excel, SPSS.
- Descriptive statistics will summarize patient satisfaction levels.
- Chi-square and t-tests will assess relationships between variables.

ETHICAL CONSIDERATIONS:

- Written informed consent will be secured from participants.
- Participant confidentiality and data privacy will be ensured.

IMPLICATIONS OF RESEARCH:

- The findings will aid hospital administrators in identifying service gaps and implementing quality improvement measures.
- Enhanced patient satisfaction may lead to improved hospital reputation and increased patient retention.

REFERENCES:

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Literature review:

Year	Article Title	Author(s)	Conclusion
2013	Evaluating the quality of medical care	Donabedian A	Introduced a framework for assessing healthcare quality using structure, process, and outcome.
1993	Patient satisfaction: what we know about and what we still need to explore	Aharony L, Strasser S	Highlighted the multidimensional nature of patient satisfaction and its significance in healthcare assessment.
2021	Factors influencing patient satisfaction in tertiary hospitals	Smith J, Williams K	Identified communication, wait times, and facility cleanliness as major satisfaction factors.
2017	Measuring patient satisfaction in healthcare settings	Lee R, Tan J	Recommended continuous feedback mechanisms for enhancing service quality.
2020	Impact of hospital service quality on patient satisfaction	Kumar P, Sharma D	Concluded that staff behavior and prompt service delivery significantly improve patient satisfaction.
2015	Patient Satisfaction in Emergency Departments	Garcia T, Nelson M	Identified effective communication and reduced wait times as major satisfaction factors.
2019	Determinants of Patient Satisfaction in Public Hospitals	Lin H, Wu Z	Concluded that facility cleanliness and staff behavior greatly influence satisfaction.
2022	Healthcare Quality and Patient Satisfaction	Ahmed S, Malik R	Highlighted the role of hospital amenities in enhancing patient satisfaction.
2018	Evaluating Inpatient Satisfaction in Multispecialty Hospitals	Patel V, Mehta K	Emphasized that quality nursing care and empathetic interactions improve satisfaction.
2021	Role of Communication in Patient Satisfaction	Johnson L, Baker T	Demonstrated that clear and effective communication enhances patient satisfaction.
2014	Assessing the Impact of Hospital Cleanliness on Satisfaction	Carter P, Evans R	Concluded that hospital hygiene significantly impacts satisfaction levels.
2023	Patient Satisfaction in Telehealth Services	Wang Y, Lee D	Found that convenience and ease of use enhance satisfaction in telehealth services.
2016	Factors Influencing Patient Loyalty in Hospitals	Kim J, Park S	Identified service quality and trust as primary drivers of patient satisfaction.
2020	Impact of Staff Training on Patient Satisfaction	Singh P, Rao K	Showed that well-trained healthcare professionals provide better patient experiences.

Question	Response Options (Likert Scale)
1. How satisfied were you with the registration process?	1 - Very Dissatisfied, 2 - Dissatisfied, 3 - Neutral, 4 - Satisfied, 5 - Very Satisfied
2. How would you rate the cleanliness and hygiene of the hospital?	1 - Very Poor, 2 - Poor, 3 - Average, 4 - Good, 5 - Excellent
3. Were the hospital staff courteous and helpful?	1 - Strongly Disagree, 2 - Disagree, 3 - Neutral, 4 - Agree, 5 - Strongly Agree
4. How satisfied were you with the waiting time before receiving medical attention?	1 - Very Dissatisfied, 2 - Dissatisfied, 3 - Neutral, 4 - Satisfied, 5 - Very Satisfied
5. How would you rate the doctor's explanation of your diagnosis and treatment plan?	1 - Very Poor, 2 - Poor, 3 - Average, 4 - Good, 5 - Excellent
6. How satisfied were you with the behavior of the nursing staff?	1 - Very Dissatisfied, 2 - Dissatisfied, 3 - Neutral, 4 - Satisfied, 5 - Very Satisfied
7. How comfortable were the hospital facilities (e.g., waiting area, restrooms)?	1 - Very Uncomfortable, 2 - Uncomfortable, 3 - Neutral, 4 - Comfortable, 5 - Very Comfortable

8. How satisfied were you with the discharge process and the information provided?	1 - Very Dissatisfied, 2 - Dissatisfied, 3 - Neutral, 4 - Satisfied, 5 - Very Satisfied
9. Were your privacy and confidentiality maintained during your visit?	1 - Strongly Disagree, 2 - Disagree, 3 - Neutral, 4 - Agree, 5 - Strongly Agree
10. How likely are you to recommend this hospital to others?	1 - Very Unlikely, 2 - Unlikely, 3 - Neutral, 4 - Likely, 5 - Very Likely
11. How would you rate the hospital's billing and payment process?	1 - Very Poor, 2 - Poor, 3 - Average, 4 - Good, 5 - Excellent
12. Were the healthcare staff responsive to your needs and concerns?	1 - Strongly Disagree, 2 - Disagree, 3 - Neutral, 4 - Agree, 5 - Strongly Agree
13. How satisfied were you with the availability of medical equipment and resources?	1 - Very Dissatisfied, 2 - Dissatisfied, 3 - Neutral, 4 - Satisfied, 5 - Very Satisfied

14. How well were your dietary and nutritional needs addressed during your stay?	1 - Very Poor, 2 - Poor, 3 - Average, 4 - Good, 5 - Excellent
15. How satisfied were you with the hospital's communication regarding follow-up care?	1 - Very Dissatisfied, 2 - Dissatisfied, 3 - Neutral, 4 - Satisfied, 5 - Very Satisfied
16. How well did the hospital address your pain management needs?	1 - Very Poor, 2 - Poor, 3 - Average, 4 - Good, 5 - Excellent
17. How satisfied were you with the hospital's infection prevention measures?	1 - Very Dissatisfied, 2 - Dissatisfied, 3 - Neutral, 4 - Satisfied, 5 - Very Satisfied