

**“ASSESSMENT OF PATIENT SATISFACTION AND
HEALTH SYSTEM RESPONSIVENESS AT INDIAN
DENTAL ASSOCIATION MUMBAI CLINIC”**

Internship Report Submitted to



The IIHMR University, Jaipur

for the partial fulfilment for the award of the degree of

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in

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by

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Internship Report

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Program: MBA (Hospital and Health Management)

Organization: Indian Dental Association

Period: March 2025-June 2025

Activity Title: **“ASSESSMENT OF PATIENT SATISFACTION AND HEALTH SYSTEM RESPONSIVENESS AT INDIAN DENTAL ASSOCIATION MUMBAI CLINIC”**

1. Introduction

As part of my MBA in Hospital and Health Management, I had the opportunity to intern at the Indian Dental Association (IDA) Mumbai Clinic. Coming from a dental background, this experience helped me explore patient care from both clinical and management perspectives. Understanding what patients go through during their dental visits is key to improving the quality of care. It's not just about treatment outcomes—how patients are treated, how long they wait, how clean the clinic is, and whether they feel respected also play a big role. According to WHO, responsiveness in healthcare includes dignity, clear communication, timely care, and a clean, safe environment.

In countries like India, people often value friendly staff, affordable care, and shorter waiting times over advanced technology. The COVID-19 pandemic has also made hygiene and visible safety measures even more important. IDA Mumbai Clinic, known for its reliable and accessible care,

provided a perfect setting to observe how these factors influence patient satisfaction.

2.Objectives:

- To assess patient views on staff behaviour, cleanliness, waiting time, and communication.
- To identify ways to improve patient satisfaction and strengthen clinic-patient relationships

3.Organizational profile:

The Indian Dental Association (IDA), founded in 1946 by Dr. Rafiuddin Ahmed, stands as the foremost and most respected representative body of dental professionals in India What began as the “All India Dental Association” later evolved into today’s IDA, with a membership of over 75,000 dentists spread across 29 states, 8 union territories, more than 450 local chapters. Headquartered in Mumbai, IDA serves as a crucial link between the dental community, educational institutions, governmental agencies, and the public.

Mission and Vision

- **Mission**

IDA is driven by a commitment to enhance the oral health of the nation through innovation in education, training, advocacy, and research. They support continuous professional growth and promote high standards in dental practice across India.

- **Vision**

The Association seeks to elevate national oral health and quality of life, envisioning “optimal oral health for all”—a vision deeply rooted in

supporting its members and ensuring accessible, comprehensive dental care.

- **Core Focus and Activities**

- Championing Oral Health & Prevention
- Continuous Education & Professional Development and public outreach and awareness.

4. Services Provided by the Organization

Services Provided by the Indian Dental Association (IDA)

1.Skill Development & Training for Dentists

- IDA regularly conducts hands-on workshops, clinical training, webinars, and courses to help dentists stay updated.

2.Continuing Dental Education (CDE)

- Through the R. Ahmed CDE program, dentists earn credit hours via seminars, lectures, and online modules.
- This ensures professionals are up to date with both national and global dental standards.

3.Accreditation of Dental Clinics

- IDA provides accreditation to promote ethical, safe, and standardized dental care.
- Clinics are guided on areas such as hygiene, patient safety, infrastructure, and staff competence.

4.Publications & Research Material

- It publishes journals to share the latest in dental research and trends.
- Educational magazines for students and public oral health awareness are also circulated.

5.Community Health & Awareness Programs

- IDA organizes awareness drives like tobacco cessation campaigns, school dental education, and oral cancer screenings.
- These initiatives are especially focused on underserved and rural areas.

6.Promoting Preventive Dental Care

- Initiatives such as school checkups, parent-teacher toolkits, and early diagnosis materials are shared to prevent oral diseases.

7.Policy Influence & Representation

- IDA represents Indian dentists at both state and national levels.
- It contributes to shaping policies related to dental care, education, and public health.

8.Support & Networking for Members

- Members benefit from access to training, journals, fellowships, legal and career support.
- They can also take part in leadership roles, volunteer opportunities, and national-level events.

5.Key Activities undertaken other than dissertation at IDA

- **Key Additional Contributions at IDA (Under Kotak CSR Oral Cancer Project – Nanded Focus)**
- **1.Reviewed Field Data:** Assisted in reviewing 6 months of screening records from Nanded, highlighting that although 45 suspected cases were identified, none proceeded to biopsy—pointing to possible gaps in follow-up.
- **2.Collected Community Insights:** Spoke with several women vendors post-screening to understand their experience, level of awareness, and reasons they may hesitate to pursue further treatment.
- **3.Supported Awareness Activities:** Helped distribute educational materials and engaged with local women traders to promote better oral health practices and encourage regular check-ups.
- **4.Assisted in Reporting:** Contributed to writing short field summaries and patient stories used in internal updates and donor communications.
- **5.Helped with Tools & Data:** Worked on feedback form creation using Google Forms and supported data entry and basic tracking in Excel.

6. Key Learnings from My Internship at IDA Mumbai Clinic

- **1.Patient Experience Is More Than Treatment**
- **2.Clear Communication Builds Trust**
Simple, polite explanations made patients feel heard. This reinforced the value of empathy in healthcare delivery.
- **3.Affordability Needs Clarity**
Even with low fees, many patients were unsure about total costs. I saw the importance of being transparent about pricing and follow-up costs.

- **4.Clean Environments Reassure Patients**

Hygiene and cleanliness clearly impacted patient comfort and safety, especially in a post-COVID setting.

- **5.Word-of-Mouth Is Powerful**

Most patients came through personal referrals. This showed me how good service naturally builds trust in the community.

- **6.Balancing Care and Management**

The internship helped me combine my dental background with management skills to better understand patient needs and system-level improvements.