

ASSESSMENT OF PATIENT SATISFACTION LEVELS IN INPATIENT SERVICES OF A TERTIARY CARE HOSPITAL

Dissertation Submitted to



The IIHMR University, Jaipur

for the partial fulfillment for the award of the degree of

Master of Business Administration (MBA)

in

Hospital and Health Management

by

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Under the Supervision and Guidance of

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2025



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TO WHOMSOEVER IT MAY CONCERN

This is to certify that **Mr.Pankaj Khadda** ,has successfully completed his three months internship as a trainee with us in department of quality at PIMS Hospital, from 10.03.2025 to 31.05.2025.

During this period, he was engaged in various departments, where he demonstrated sincerity, professionalism, and a keen interest in learning.

We appreciate his contribution and wish his all the best in future professional endeavors.

Authorized Signatory
Mr Komal Dashora
(Head Operations Quality)
PIMSHospital Umarda Udaipur
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Quality Manager
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Umarda, Udaipur

CERTIFICATE

This is to certify that the dissertation titled Assessment of Patient Satisfaction Levels in Inpatient Services of a Tertiary Care Hospital is a record of the research

Work under taken by Pankaj Khadda in partial fulfillment of the requirements for the award of the degree of MBA Hospital and Health Management from the IIHMR University, Jaipur, under my guidance and supervision and his approach to the research study has been sincere, scientific, and analytical.

A blue ink signature of Dr. Susmit Jain, written in a cursive style.

Faculty Guide: Dr. Susmit Jain
IIHMR University, Jaipur

A blue ink signature of Dr. Sanjay Gupta, written in a cursive style.

School Dean: Dr. Sanjay
Gupta

IIHMR University, Jaipur

Date :

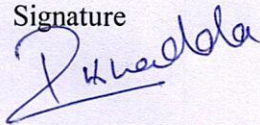
18/6/2025

Date

DECLARATION BY STUDENT

I hereby declare that this dissertation, titled **Assessment of Patient Satisfaction Levels in Inpatient Services of a Tertiary Care Hospital**, is the bonafide record of my original research work. I declare that it has not been submitted to any other university or institution for the award of any degree or diploma. Information derived from the published or unpublished work of others has been duly acknowledged in the text.

Signature



Name of the Student:

Mr. Pankaj Khadda

Date : 18/06/2025

Abstract

This research project explores the crucial topic of patient satisfaction within inpatient services at a tertiary care hospital. In today's healthcare environment, where patient-centered care is gaining prominence, understanding how patients perceive the quality of care they receive is essential. Patient satisfaction is not only a reflection of clinical effectiveness but also of the overall healthcare experience, including the quality of communication, the physical environment, and the behavior of healthcare providers.

The objective of this study is to assess the level of satisfaction among patients admitted to the inpatient department of a tertiary care hospital. By focusing on patients who have spent at least 48 hours in the hospital, the study seeks to gather meaningful insights into how they evaluate various aspects of their care. These aspects include—but are not limited to—nursing services, doctor-patient interactions, food and dietary services, cleanliness and hygiene, responsiveness of staff, and the financial counselling and billing process.

A descriptive research design was adopted, and data was collected using a structured feedback questionnaire, which was filled out by 100 inpatients. The responses were analyzed using a percentage-based approach to assess the levels of satisfaction across different service domains. The findings revealed that a substantial proportion of patients rated the overall inpatient services as “Excellent” or “Very Good.” In particular, high levels of satisfaction were observed in the areas of nursing care, medication delivery, and the responsiveness of staff to patient needs. Communication from healthcare providers and cleanliness of the hospital also received favorable feedback.

However, the study also identified specific areas that require improvement. Lower satisfaction ratings were reported in services such as food and beverages, radiology, and aspects of financial counselling and billing. These findings suggest that while the hospital performs well in many clinical and support areas, there is still scope to enhance certain operational processes that directly affect patient comfort and perception.

In conclusion, the study emphasizes the importance of regularly measuring patient satisfaction as a quality indicator. By identifying both strengths and weaknesses in service delivery, hospitals can implement targeted interventions aimed at improving patient experience. These improvements not only boost patient confidence and loyalty but also contribute to better health outcomes and institutional reputation. Therefore, the insights from this research can be valuable for hospital administrators, healthcare staff, and policymakers striving to achieve excellence in patient care within tertiary care settings.

Keywords

- ✓ Patient Satisfaction
- ✓ Inpatient Services
- ✓ Tertiary Care Hospital
- ✓ Hospital Management
- ✓ Quality of Care
- ✓ Healthcare Delivery
- ✓ Nursing Care
- ✓ Doctor-Patient Communication
- ✓ Hospital Cleanliness
- ✓ Support Services
- ✓ Financial Counselling
- ✓ Medical Services
- ✓ Hospital Administration
- ✓ Health Outcomes
- ✓ Patient-Centered Care
- ✓ Service Quality
- ✓ Feedback Mechanism
- ✓ Healthcare Infrastructure
- ✓ Hospital Environment
- ✓ Satisfaction Survey

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I extend my sincere thanks to The IIHMR University, Jaipur, for providing me with the opportunity and resources to undertake this academic endeavor as part of the MBA in Hospital and Health Management program.

I am deeply grateful to the management and staff of Pacific Institute of Medical Sciences (PIMS), Udaipur, for granting me the opportunity to conduct my internship and research within their esteemed institution. I appreciate the cooperation of the hospital administration, doctors, nurses, and support staff who assisted me in data collection and provided valuable insights into inpatient services.

A special thank you to all the patients and their families who participated in the study. Their willingness to share their experiences and feedback made this research possible and meaningful.

I would also like to thank my family and friends for their unwavering support, patience, and encouragement during the course of my studies and research work.

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2025

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Introduction to Pacific Institute of Medical Sciences (PIMS), Udaipur

Pacific Institute of Medical Sciences (PIMS), Udaipur- also known as Pacific Medical College & Hospital (PMCH) is a premier healthcare and medical education institution under the aegis of Tirupati Balaji Educational Trust. Located on a sprawling 32.14-acre campus amidst the scenic hills of Bhillo Ka Bedla, Pratappura along National Highway 27, Udaipur (Rajasthan), PIMS is committed to delivering excellence in healthcare and medical education in a serene and eco-friendly environment.

The core mission of the Trust is to make quality healthcare accessible to all while upholding the highest standards of medical excellence. With a focus on bridging the gap in the doctor-population ratio and enhancing healthcare services in the Mewar region, as well as neighboring states like Gujarat and Madhya Pradesh, PIMS has emerged as a vital centre for both education and patient care.

The hospital is a 900-bedded, tertiary-level, multispecialty facility equipped with state-of-the-art infrastructure, advanced diagnostic and therapeutic technologies, and a highly skilled team of medical professionals. It houses well-established departments across all major specialities and super specialties, supported by robust diagnostic, therapeutic, and logistic services, providing comprehensive care to patients across the region.



A total and ongoing commitment to understand patient needs and fulfill these through top of the line healthcare



To provide outstanding, yet affordable medical care in a patient friendly environment and in a spirit of compassion to all without discrimination of Age, Sex & Religion etc. And to establish a center of health care..



P ⇒ Prospective Approach-Looking towards future
I ⇒ Integrity-We always doing right things..
M ⇒ Market Growth-Increase footfall of patient through advancing medical services..
S ⇒ Service Excellancec - commitment to our standards of services excellance & dedicated to exercise the expectation of those we serve.

INPATIENT DEPARTMENT

It is a hospital department where patients are admitted on a physician's advice. The patient is sent to the IPD (Inpatient Department) when a doctor recommends that a patient be admitted to the hospital based on their healthstate so that they may provide them with the extra care and treatment that they most urgently need at the moment. When a patient is "admitted" to the hospital, they stay there overnight or for an arbitrary period, typically a few days or weeks. The IPD's spacious patient rooms offer distinct areas for the patient, caregivers, and employees.

Function of IPD

- To offer admitted patients the best possible medical and nursing care.
- To systematically arrange the supplies, medications, and other equipment needed for patient care.
- Providing the optimal setting to serve as a temporary residence for the patients
- To offer amenities to satisfy the needs of guests and staff.

Departments and Units Within IPD

- General Medicine and Surgery
- Obstetrics and Gynecology
- Pediatrics
- Orthopedics
- Intensive Care Units (ICUs)
- Post-operative Recovery Units
- Specialized Units (e.g., oncology, cardiology, neurology)

Importance of the Inpatient Department

- Patient Recovery: Provides an environment conducive to healing and recovery with expert care and facilities.
- Continuity of Care: Ensures that patients get uninterrupted medical attention.
- Emergency Support: Ready to handle any medical emergencies that may arise during the stay.
- Family Engagement: Offers support and updates to patient families about treatment progress.

Challenges Faced in IPD

- Maintaining high standards of hygiene and cleanliness.
- Ensuring effective communication between staff and patients.
- Managing wait times for services such as tests or procedures.
- Providing comfort, privacy, and emotional support.

CHAPTER-1: INTRODUCTION

STUDY ON PATIENT SATISFACTION

Patient satisfaction is a crucial metric in the healthcare industry that demonstrates how effectively patients are cared for and how much they anticipate from their care. Numerous elements make up this intricate concept, including the quality of care provided, the efficiency and accessibility of services, and the interpersonal interactions between patients and medical staff. High levels of patient satisfaction are often linked to improved patient outcomes, increased adherence to treatment regimens, and overall health status. Furthermore, considering factors like facility comfort and cleanliness, communication clarity, and the perceived respect and empathy of medical staff, patient satisfaction is not just a critical indicator of the success of medical care but also of the entire healthcare experience.

The quality of treatment received is among the main elements influencing patient satisfaction. Patients are more willing to speak up when they feel that their medical concerns are being addressed efficiently and quickly. This includes successful medical outcomes, timely diagnosis, and appropriate care. The competence and professionalism of healthcare workers have a big impact on these opinions. For instance, patients who believe their doctors and nurses are qualified, talented, and capable of providing high-quality care are typically more satisfied. Moreover, integrating evidence-based practices with state-of-the-art medical technologies can further boost patients' trust and confidence in the care they receive.

Receiving high-quality medical care is one of the main factors that determines how satisfied a patient is. When they feel that their health issues are being handled effectively and swiftly, patients are more inclined to express their happiness. This entails prompt diagnosis, suitable care, and favorable health results. The perceptions of healthcare providers are significantly influenced by their competence and professionalism. For example, when patients feel their physicians and nurses are competent, skilled, and able to deliver high-quality care, their satisfaction levels tend to be greater. Further boosting patient confidence in the care, they receive is the amalgamation of cutting-edge medical technologies and evidence-based methods.

Another crucial factor that goes a long way toward ensuring patient satisfaction is effective communication between patients and healthcare providers. Building trust, lowering fear, and ensuring that patients completely grasp their medical issues and treatment options are all facilitated by thorough, kind, and open communication. Patients are more likely to feel respected and appreciated when healthcare providers take the time to listen to them, address their concerns, and clearly explain medical information. This increases patient satisfaction. Since patients often take solace in knowing that their healthcare practitioners actually care about their well-being, empathy and emotional support are essential components of this process.

Another important factor influencing patient happiness is the physical surroundings of healthcare facilities. Adequately maintained, cozy, and clean surroundings can

improve patient satisfaction and safety by creating a more positive overall experience. Patients' impressions of the quality of treatment they receive can be influenced by elements like the facility's cleanliness, the comfort of the waiting spaces, and the availability of amenities.

1.1 BACKGROUND OF THE STUDY

Patient satisfaction has emerged as a critical measure of the quality of healthcare services, especially in the hospital setting. In recent years, there has been a growing emphasis on delivering patient-centered care, where the experiences, preferences, and expectations of patients are prioritized. In this context, assessing patient satisfaction helps healthcare institutions not only monitor the effectiveness of their services but also identify areas needing improvement.

Inpatient services form a core component of tertiary care hospitals, which deal with complex and specialized medical treatments. Unlike outpatient services, inpatients spend a significant amount of time within the hospital environment, making them more sensitive to various aspects of care such as communication with healthcare providers, nursing care, cleanliness, food quality, and overall hospital management. Their feedback thus provides valuable insights into the quality and performance of the hospital's infrastructure and clinical systems.

In India, with its diverse population and healthcare needs, patient satisfaction assessments have gained prominence in recent years as a tool for enhancing service delivery and ensuring accountability. However, despite various efforts, there remains a gap in systematically studying and addressing patient satisfaction, particularly in tertiary care settings. Most studies focus on clinical outcomes, with limited emphasis on patient perceptions and experiences during hospitalization.

This study aims to bridge this gap by assessing the satisfaction levels of inpatients in a tertiary care hospital. The findings can help hospital administrators and policymakers implement targeted interventions to improve patient experience, enhance service quality, and contribute to overall healthcare system improvement.

1.2 STATEMENT OF THE PROBLEM

Patient satisfaction is still a crucial but frequently overlooked measure of the caliber of inpatient services, even with ongoing improvements in healthcare delivery. There is a discrepancy between the services that are offered and the care that patients expect in many tertiary care institutions. Elements including poor discharge planning, filthy facilities, staff insensitivity, poor communication, and delays in care can greatly impact the entire patient experience. However, these problems can go unnoticed if patient satisfaction is not routinely evaluated. To provide insights into areas that need quality improvement, this study aims to assess the existing level of satisfaction among admitted patients and identify the major factors influencing patient satisfaction in inpatient departments.

1.3 AIMS AND OBJECTIVES

The primary focus of healthcare facilities is the patient. The most important factor influencing how well a hospital operates is patient happiness. Customer satisfaction is the hospital's main priority. Not only to please and look after patients and their families, but also to have a good effect on the health of your personnel, your community, and your company. Employee motivation, commitment, and duty to the patient determine patient happiness.

The main objective of the study is:

- To determine the degree of patient satisfaction in the hospital's INPATIENT DEPARTMENT.
- To determine the issues and make suggestions in order to better enhance the hospital's current system.
- To find out the effectiveness of various personnel policies and practices
- To investigate patient recommendations and satisfaction with a hospital, with an emphasis on how these metrics relate to patient assessments of the institution's interpersonal and technical performance.
- To evaluate the degree of patient satisfaction with the standard of nursing care.

1.4 Scope and Limitations

Scope:

- The study focuses on assessing the level of patient satisfaction among inpatients admitted to a tertiary care hospital.
- It covers various aspects of inpatient services, including nursing care, doctor-patient communication, cleanliness, food services, discharge process, and overall hospital environment.
- The research aims to identify areas of strength and areas needing improvement in patient care from the patient's perspective.
- The findings may help hospital administrators and healthcare providers develop strategies to enhance the quality of inpatient services and improve patient-centered care.
- The study targets adult patients admitted to general wards, semi-private, and private rooms who have stayed for at least 48 hours.

Limitations:

- The study is limited to one tertiary care hospital and may not be generalized to other healthcare settings or regions.
- Responses are based on patients' self-reported experiences, which may be influenced by individual expectations, moods, or recent interactions.
- Critically ill patients, pediatric patients, and those unwilling or unable to respond were excluded, which may affect the comprehensiveness of the results.
- Data collection is time-bound and may not capture fluctuations in satisfaction

levels over different periods or shifts.

- Cultural, social, and educational backgrounds of patients may influence their perception of satisfaction, which may not be fully accounted for in the analysis.

CHAPTER 2: Review of Literature

2.1 Overview of Patient Satisfaction

Patient satisfaction is a key indicator of the quality of healthcare services and is crucial for hospitals to evaluate and improve service delivery. It encompasses patients' perceptions of care, their experiences during hospitalizations, and the extent to which their expectations are met. Studies such as those by Donabedian (1988) have highlighted patient satisfaction as a reflection of both technical and interpersonal aspects of care.

2.2 Determinants of Inpatient Satisfaction

Inpatient satisfaction is influenced by several factors:

- Communication with healthcare providers: Effective communication and empathy from doctors and nurses are repeatedly cited as major determinants.
- Cleanliness and hospital environment: The physical environment, including hygiene and noise levels, directly affects satisfaction.
- Timeliness and responsiveness: Quick response to patient needs, minimal waiting times, and prompt treatment contribute to positive experiences.
- Food and accommodation: The Quality of meals and comfort of beds or rooms are also relevant factors.
- Involvement in care decisions: Patients who feel involved in their care process tend to report higher satisfaction.

Research by Bleich et al. (2009) found that patients' experiences with care processes strongly influence their satisfaction levels, sometimes even more than clinical outcomes.

2.3 Tools Used for Measuring Satisfaction

Various standardized tools are used to measure patient satisfaction:

- SERVQUAL Model: Measures service quality across five dimensions – reliability, assurance, tangibles, empathy, and responsiveness.
- HCAHPS Survey (Hospital Consumer Assessment of Healthcare Providers and Systems): Widely used in the U.S. to gauge patient satisfaction with hospital care.
- Likert-scale-based questionnaires: Customized surveys developed by hospitals for internal quality assessment.
- Interviews and focus groups: Qualitative methods that provide deeper insights into patient experiences.

Each tool has its strengths and limitations depending on the context, patient population, and objectives of the study.

2.4 Research Gap Identified

Although many studies have assessed patient satisfaction, most focus on outpatient or general services. Limited research specifically targets inpatient services in tertiary care hospitals in the Indian context. Additionally, localised factors such as cultural expectations, communication barriers, and infrastructure constraints are underexplored in existing literature. Hence, there is a need for context-specific assessments that incorporate both quantitative and qualitative dimensions of patient satisfaction in Indian tertiary care settings

2,5 Literature review

AUTHOR	DATE	TITLE	OBJECTIVE	CONCLUSION	REFERENCES
Angela Alibrandi et al.	1977–2000	Patient satisfaction and quality of hospital care	i. Understand and improve patient satisfaction as a quality indicator. ii. Identify influencing factors using patient surveys. iii. Focus on patient experience at the University Polyclinic, Sicily.	Patient satisfaction is crucial for quality care. Cleanliness and staff professionalism are key factors. Patient feedback is vital for future healthcare improvements.	Adragna S. et al. (2019); Parsons, T. (1975)
Seema Ahuja, Pramod Awasthi	2023	Patient Satisfaction and Patient Discharge Time	i. Evaluate patient satisfaction in OPD/IPD to assess hospital performance. ii. Correlate satisfaction with care quality and service factors.	Patient satisfaction is a key performance metric. Identifies need to improve discharge processes and non-clinical services.	Forster AJ et al. (2003); Makaryus AN, Friedman EA (2005)
Chandana Deka et al.	2020	A Study on Patient Satisfaction in North East India	Measure and compare patient satisfaction across	Patient satisfaction assessment is vital. Recommends	Misra P, Misra T (2014)

			departments (Medicine, OBG, Surgery, Pediatrics).	larger-scale studies for deeper insights.	
Shweta Samant, Ravinder Singh Saini	2019	An Evaluation of the In-Patient Feedback Services... Northern India	i. Assess patient satisfaction through feedback. ii. Identify gaps in clinical and non-clinical services.	Only 68% overall satisfaction. Non-clinical services (dietary, housekeeping, billing, security) need attention.	Sreenivas T, Prasad G (2003); Sodani PR et al. (2010)
Madhur Verma	2020	Assessment of Patient's Satisfaction Visiting... North India	i. Assess satisfaction with healthcare services at a tertiary care center in Haryana. ii. Investigate influencing factors.	High satisfaction reported. Suggests implementing strategies to maintain and enhance satisfaction.	Junewicz A, Youngner SJ; NEJM Catalyst (2018)

CHAPTER:3Methodology

3.1 Research objectives:

- To research how satisfied patients are.
- To investigate the various elements influencing patient satisfaction.
- To make recommendations for actions that will enhance the quality of care and increase patient satisfaction.

3.2 Research design

- This research is descriptive.

3.3 Research type

- Qualitative Method of Study: IPD patients were given a questionnaire asking about their experiences.

3.4 Method of Data Collection

- Primary Method: Patients' or their families' completion of feedback forms resulted in the collection of data.

3.5 Data Source

- Feedback form

3.6 Sampling

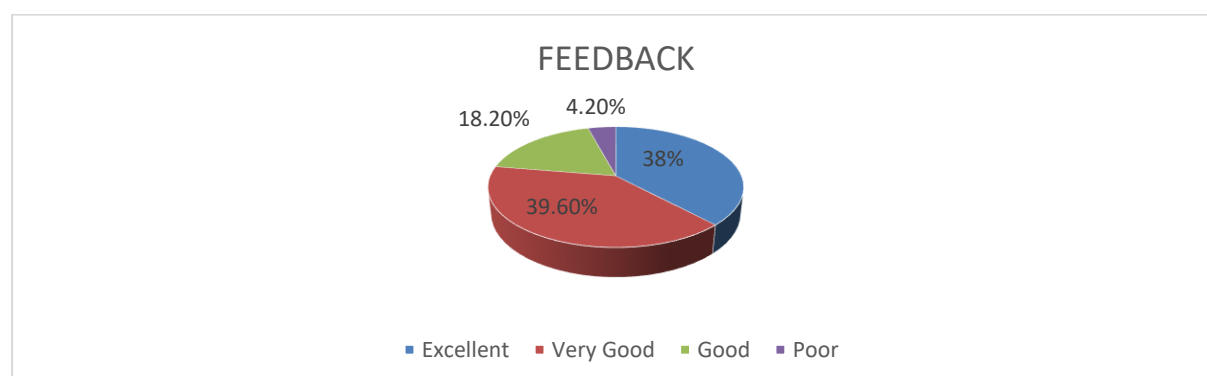
- In statistical analysis, sampling is the process of selecting a predefined number of observations from a larger population.

3.7 Sample Size

- 100 Patients

Analysis

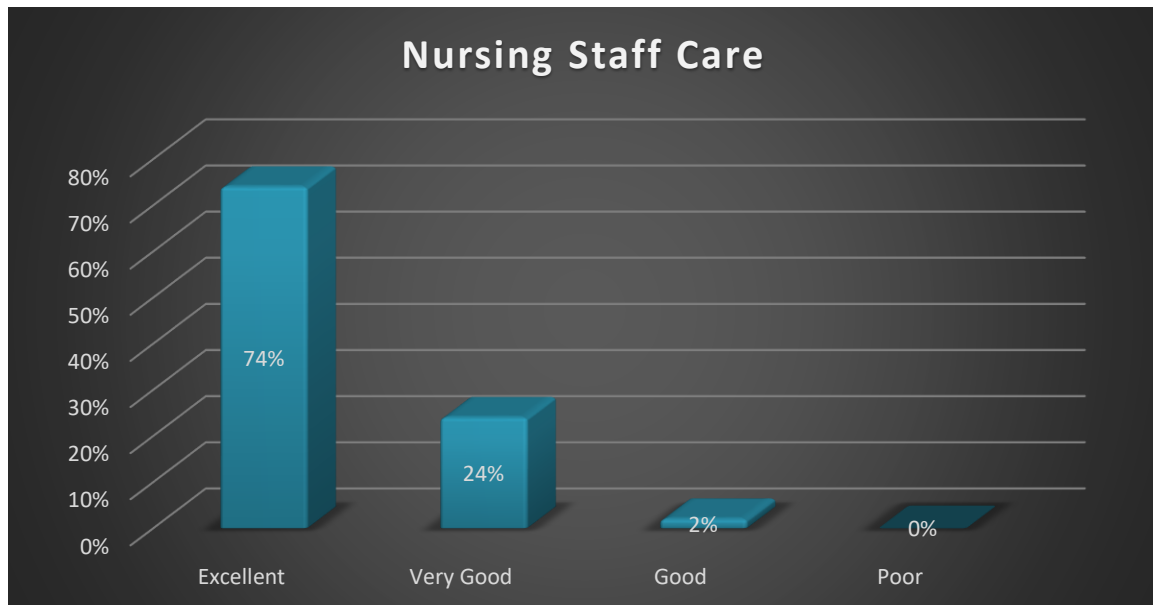
Attributes	Percentages
Excellent	38%
Very Good	39.6%
Good	18.2%
Poor	4.2%



Views of Patients Regarding the nursing staff care.

Attributes	No. of Patients	Percentages
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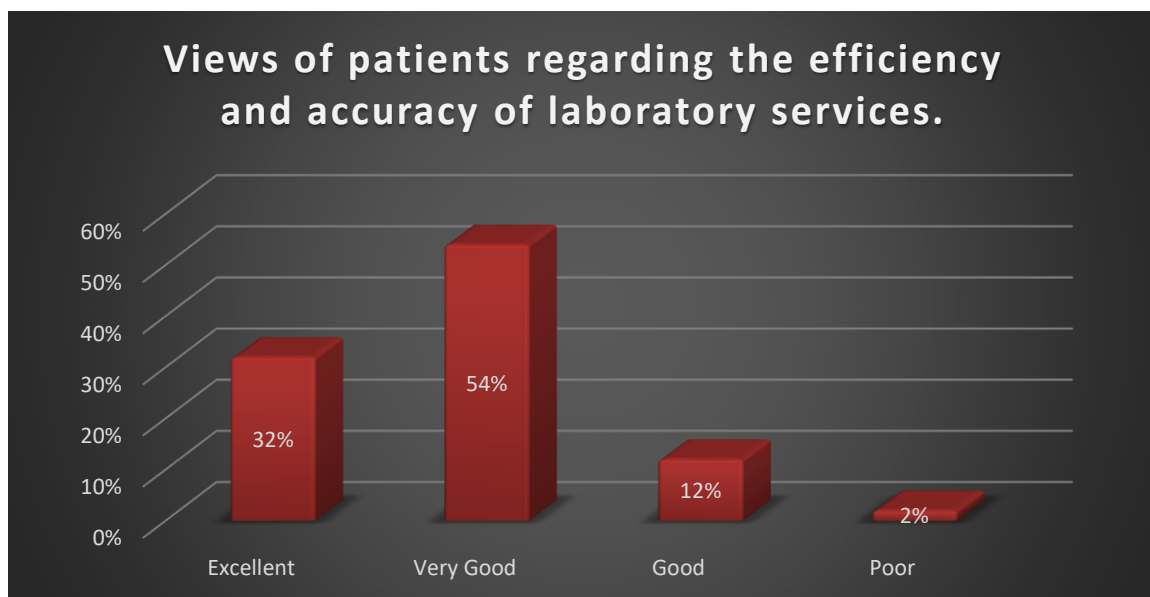
Excellent	74	74%
Very Good	24	24%
Good	2	2%
Poor	0	0%
Total	100	100%



In the above table, when it come to patients regarding the nursing staff's care provided in PIMS 74% Excellent, 24% Very Good, 2% gives Good, 0% Poor.

Views of Patients Regarding the efficiency and accuracy of laboratory services.

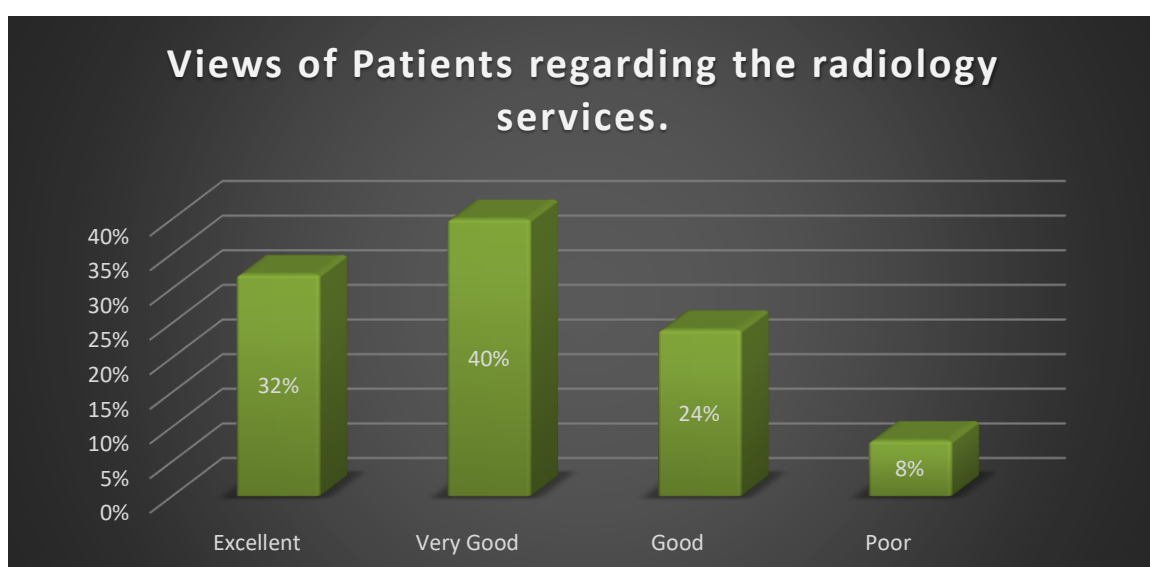
Attributes	No. of Patients	Percentages
Excellent	32	32%
Very Good	54	54%
Good	12	12%
Poor	2	2%
Total	100	100%



In the above table, when it comes to patients regarding the efficiency and accuracy of laboratory services 32% Excellent, 54% Very Good, 12% Good and 2% Poor.

Views of Patients Regarding the Radiology Service.

Attributes	No. of Patients	Percentages
Excellent	32	32%
Very Good	40	40%
Good	24	24%
Poor	8	8%
Total	100	100%

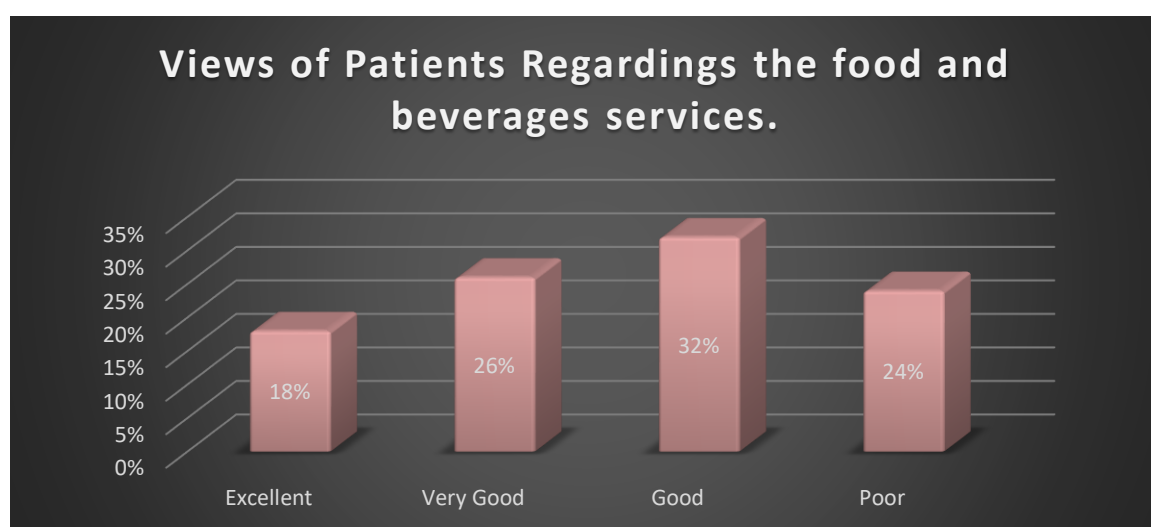


In the above table, when it comes to patients regarding the radiology services

provided in PIMS 32% Excellent, 40% Very Good, 24% Good, 8% poor.

Views of Patients Regarding the food and beverages services.

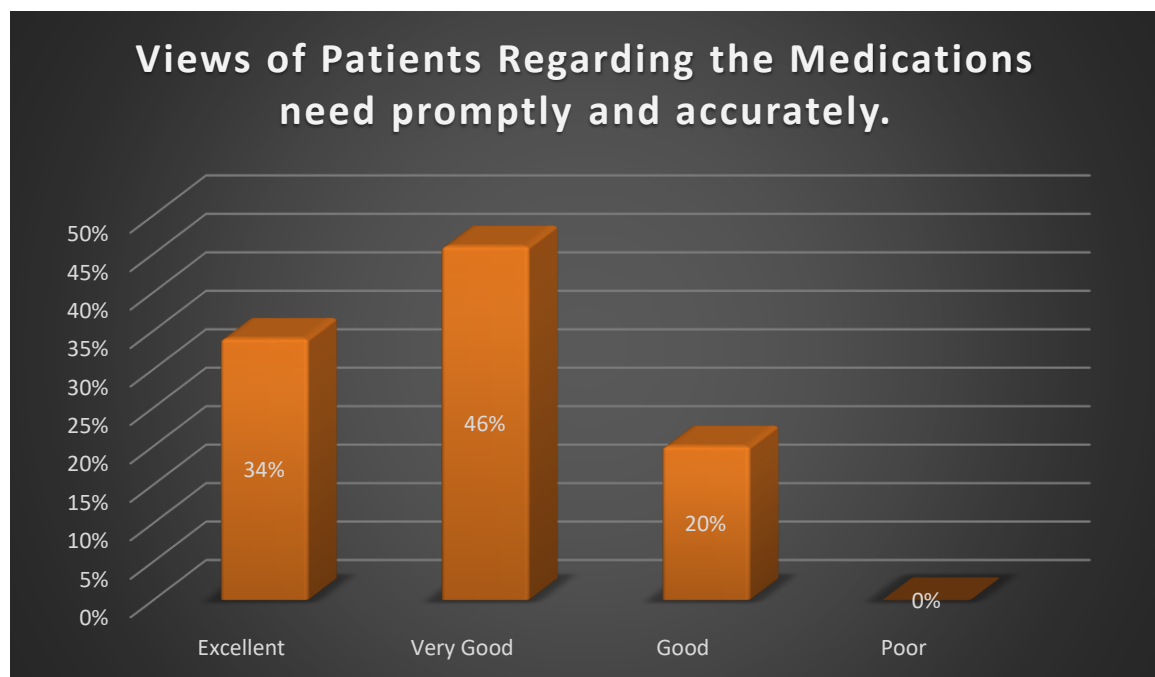
Attributes	No. of Patients	Percentages
Excellent	18	18%
Very Good	26	26%
Good	32	32%
Poor	24	24%
Total	100	100%



In the above table, when it comes to patients regarding the food and beverages services provided in PIMS 18% Excellent, 26% Very Good, 32% Good, 24% Poor.

Views of Patients Regarding the Medication need Promptly and Accurately

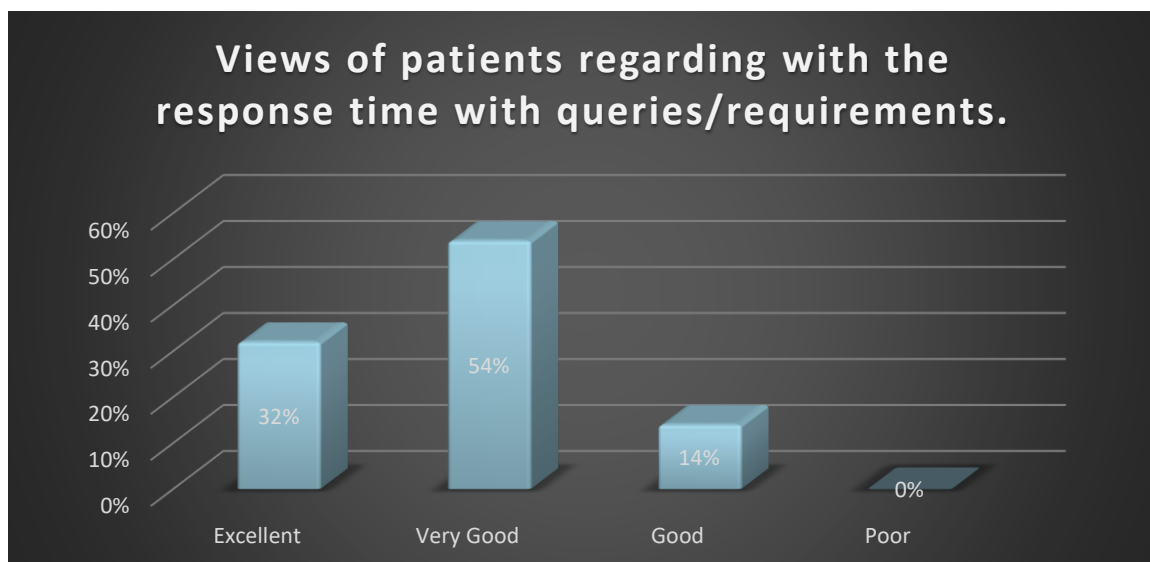
Attributes	No. of Patients	Percentages
Excellent	34	34%
Very Good	46	46%
Good	20	20%
Poor	0	0%
Total	100	100%



In the above table, when it come to patients regarding the Medications need promptly and accurately 34% Excellent, 46% Very Good, 20% Good and 0% Poor.

Views of Patients regarding the time with queries/requirements.

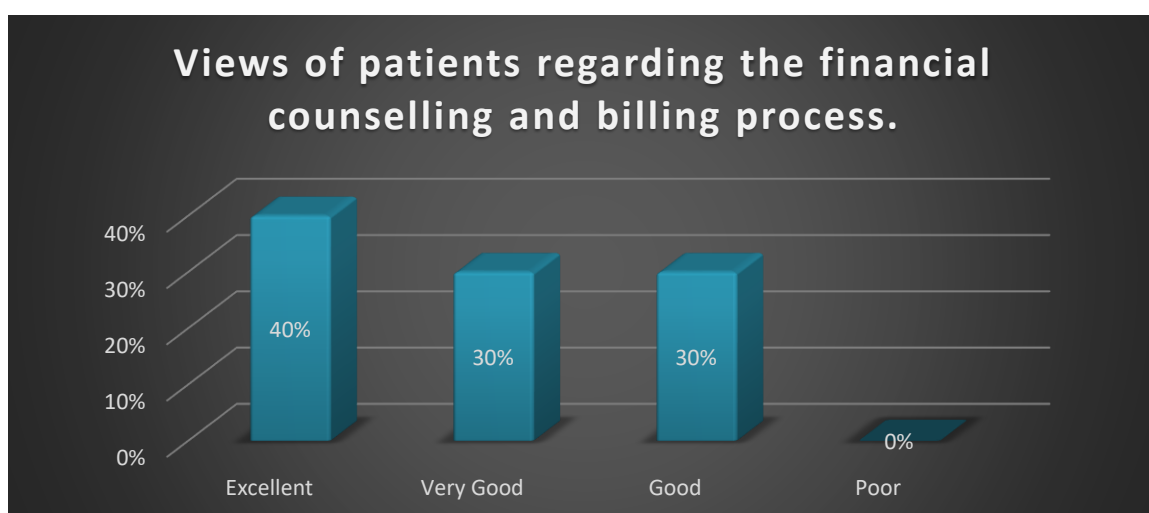
Attributes	No. of Patients	Percentages
Excellent	32	32%
Very Good	54	54%
Good	14	14%
Poor	0	0%
Total	100	100%



In the above table, when it comes to patients regarding the food and beverages services provided in PIMS 32% Excellent, 52% Very Good, 14% Good, 0% Poor.

Views of Patient regarding the financial counselling and billing process.

Attributes	No. of Patients	Percentages
Excellent	40	40%
Very Good	30	30%
Good	30	30%
Poor	0	0%
Total	100	100%

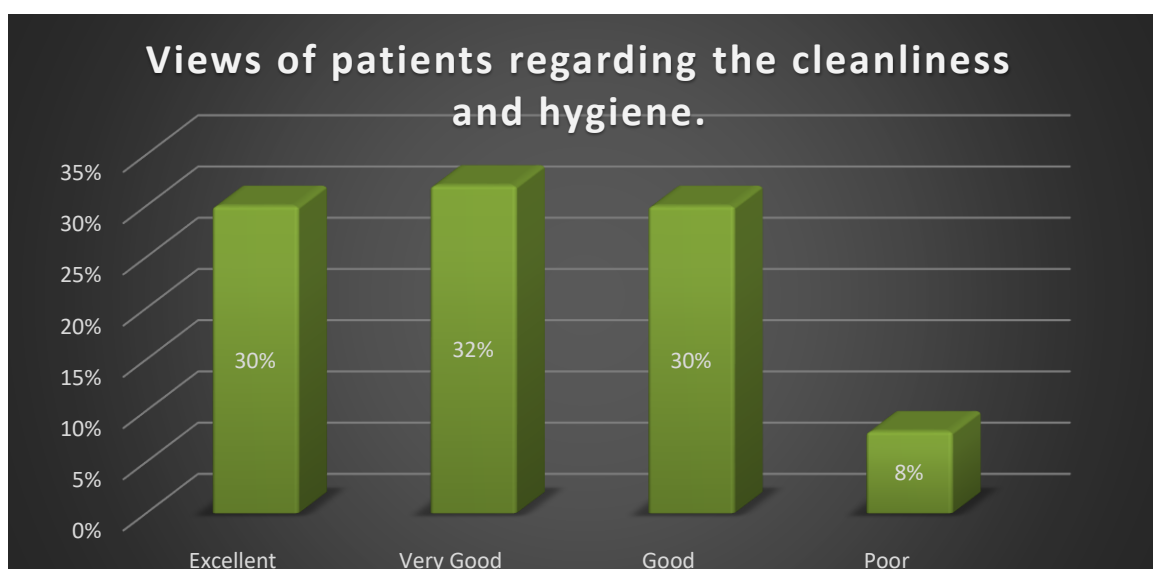


In the above table, when it come to patients regarding the financial counselling

and billing process in PIMS 40% Excellent, 30% Very Good, 30% Good, and 0% Poor.

Views of patients regarding the cleanliness and hygiene.

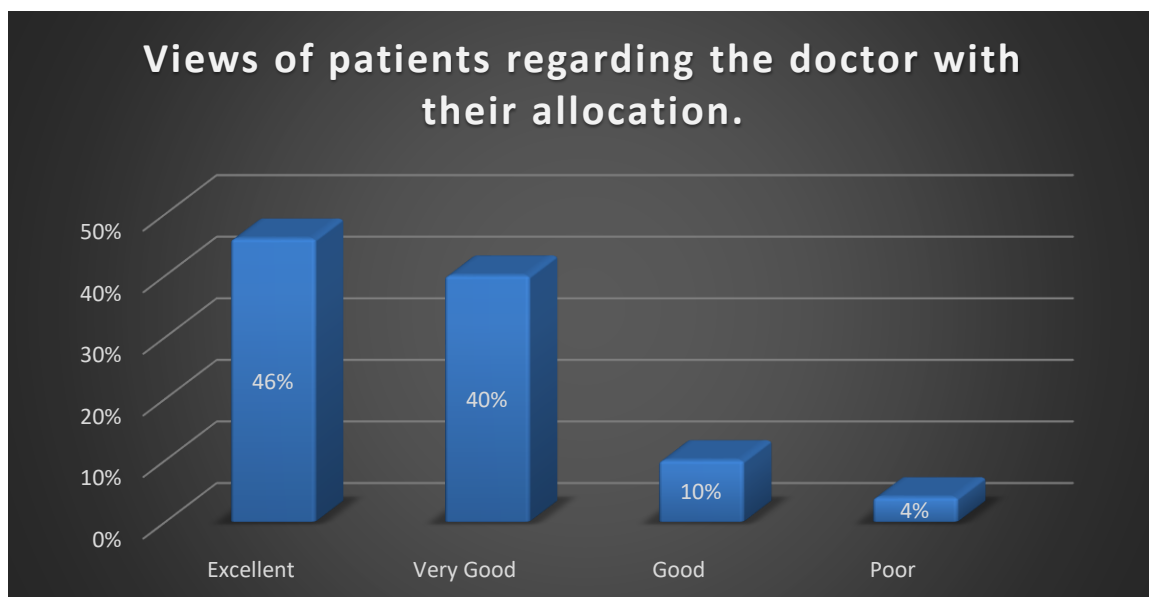
Attributes	No. of Patients	Percentages
Excellent	30	30%
Very Good	32	32%
Good	30	30%
Poor	8	8%
Total	100	100%



In the above table, when to patients regarding the cleanliness and hygiene provided in PIMS 30% Excellent, 32% Very Good, 30% Good, 8% Poor.

Views of patients regarding the doctor with their allocated.

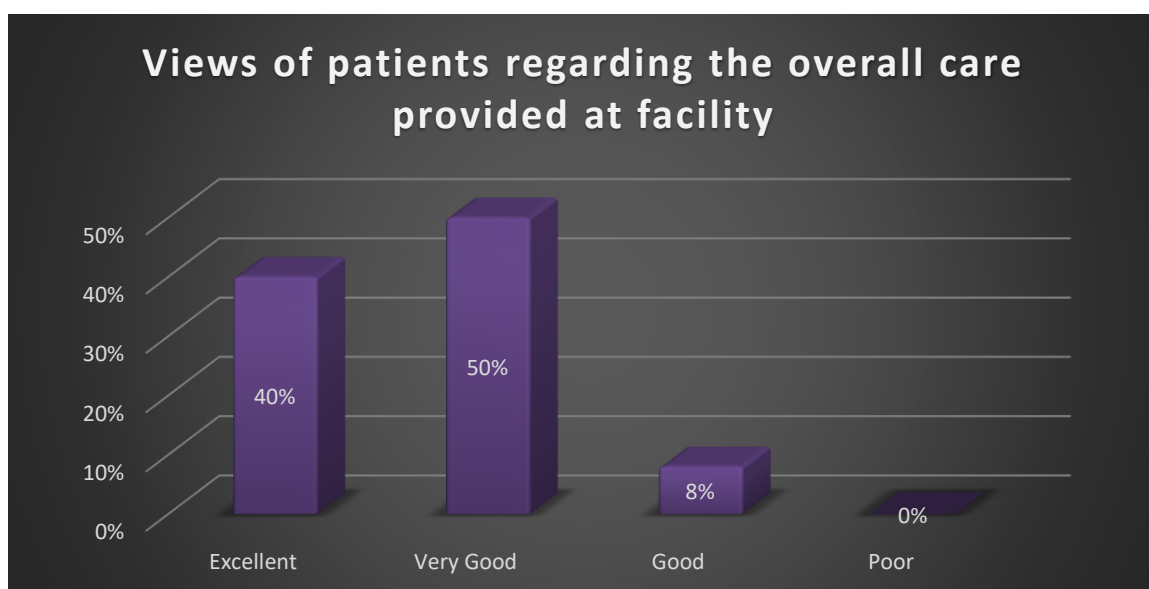
Attributes	No. of Patients	Percentages
Excellent	46	46%
Very Good	40	40%
Good	10	10%
Poor	4	4%
Total	100	100%



In the above table, when to patients regarding the cleanliness and hygiene provided in PIMS 46% Excellent, 40% Very Good, 10% Good, 4% Poor.

Views of patients regarding overall care provided at our facility.

Attributes	No. of Patients	Percentages
Excellent	42	42%
Very Good	50	50%
Good	8	8%
Poor	0	0%
Total	100	100%



In the above the table, when the it come to patients regarding the overall care provided at facility 40% Excellent, 50% Very Good, 8% Good, 0% Poor.

CHAPTER-4 RESULTS

The study was conducted with a sample size of 100 inpatients admitted to Pacific Institute of Medical Sciences (PIMS), Udaipur, to evaluate their satisfaction across various hospital service parameters. A structured questionnaire was used to collect responses, which were then analyzed using a percentage distribution method.

Overall Patient Satisfaction

Out of the total responses:

- 38% rated their overall experience as Excellent
- 39.6% as Very Good
- 18.2% as Good
- 4.2% as Poor

This indicates that over 77% of patients were highly satisfied with their stay in the hospital, suggesting that the institution provides a generally positive patient experience.

1. Nursing Care

- Excellent: 74%
- Very Good: 24%
- Good: 2%
- Poor: 0%

Interpretation: Nursing care received the highest satisfaction levels. This indicates strong interpersonal interaction, professionalism, and attentiveness from the nursing staff.

2. Laboratory Services

- Excellent: 32%
- Very Good: 54%
- Good: 12%
- Poor: 2%

Interpretation: The lab services are appreciated for accuracy and efficiency. However, there is room to improve turnaround times and result communication.

3. Radiology Services

- Excellent: 32%
- Very Good: 40%
- Good: 24%
- Poor: 8%

Interpretation: Radiology services showed comparatively lower satisfaction levels, with 8% expressing dissatisfaction. Delays in imaging appointments or result

communication may be contributing factors.

4. Food and Beverage Services

- Excellent: 18%
- Very Good: 26%
- Good: 32%
- Poor: 24%

Interpretation: This was one of the least satisfying areas, with 56% giving average or poor feedback. Factors may include food variety, taste, hygiene, or delivery timing.

5. Medication Delivery

- Excellent: 34%
- Very Good: 46%
- Good: 20%
- Poor: 0%

Interpretation: Medication was delivered promptly and accurately in most cases. This reflects a well-functioning pharmacy and nursing coordination.

6. Responsiveness to Patient Queries

- Excellent: 32%
- Very Good: 54%
- Good: 14%
- Poor: 0%

Interpretation: The hospital staff demonstrated a high degree of responsiveness, indicating that patient needs and questions were addressed efficiently.

7. Financial Counselling & Billing

- Excellent: 40%
- Very Good: 30%
- Good: 30%
- Poor: 0%

Interpretation: Although most patients were satisfied, a 30% “Good” rating suggests some issues in billing transparency, communication, or delays.

8. Cleanliness and Hygiene

- Excellent: 30%
- Very Good: 32%
- Good: 30%
- Poor: 8%

Interpretation: Cleanliness is generally appreciated, but the 8% dissatisfaction rate may be linked to inconsistent housekeeping or bathroom sanitation.

9. Doctor-Patient Interaction

- Excellent: 46%
- Very Good: 40%
- Good: 10%
- Poor: 4%

Interpretation: Doctors were mostly seen as professional and approachable. The small percentage of dissatisfaction indicates a need for better communication or more time spent with patients.

10. Overall Care Experience

- Excellent: 42%
- Very Good: 50%
- Good: 8%
- Poor: 0%

Interpretation: This metric summarizes patients' general impression of the hospital services, showing a strong majority (92%) who were highly satisfied with the complete inpatient experience.

Analysis of Key Findings

- High Correlation: Satisfaction with nursing care and medication services strongly correlated with overall satisfaction levels.
- Areas of Concern: Food quality and radiology services had the highest negative feedback and need targeted interventions.
- Zero Poor Ratings: In categories like medication delivery and responsiveness to queries, no patients rated services as poor, reflecting operational efficiency.

Chapter 5: Discussion

5.1 Interpretation of Results

The analysis of the data collected from 100 respondents regarding inpatient services reveals a generally high level of satisfaction, with most patients rating services as “Excellent” or “Very Good.” Specifically, overall feedback shows:

- 38% rated the services as Excellent
- 39.5% as Very Good
- 18.2% as Good
- 4.2% as Poor

Among various service areas, the nursing care received the highest “Excellent” rating (74%), while areas such as radiology and billing services received slightly lower satisfaction scores. Doctor visits and overall care within wards also showed strong ratings, with 42% and 40% rating them as Excellent, respectively.

This indicates a well-performing system with strong patient trust, especially in frontline care (nursing, hygiene, and medication responsiveness). Lower scores in areas such as food services, billing counselling, and radiology suggest opportunities for quality improvement in supporting services.

5.2 Strengths and Limitations of the Study

Strengths:

- The sample size (100 patients) is adequate for a focused analysis within a tertiary care hospital.
- The study covers a wide range of service areas, providing a holistic understanding of patient satisfaction.
- Use of percentage-based feedback offers clarity in interpreting satisfaction levels.

Limitations:

- The study is confined to one tertiary care institution, limiting generalizability.
- Some response options (e.g., no neutral or “fair” category) may constrain nuanced feedback.
- Subjectivity in responses can lead to variability based on individual expectations and perceptions.
- Possible non-response or response bias from patients due to courtesy or fear of repercussions.

Chapter 6: Conclusion

6.1 Summary of Findings

The study conducted at Pacific Institute of Medical Sciences (PIMS), Udaipur, provides a detailed analysis of patient satisfaction with various inpatient services. With responses from 100 inpatients, the findings demonstrate that a majority of patients are highly satisfied with their overall experience, particularly in key areas such as nursing care, medication accuracy, staff responsiveness, and doctor-patient communication.

- Nursing care emerged as the most positively rated area, with 98% of patients marking it as either “Excellent” or “Very Good,” reflecting the competency and empathy of the nursing staff.
- Cleanliness, medication delivery, and communication also scored high, reinforcing the hospital’s commitment to providing a safe, efficient, and patient-friendly environment.
- However, radiology services and food and beverage quality were identified as comparatively weaker areas, with some patients reporting delays, dissatisfaction with quality, or inconsistency in service delivery.

These findings highlight that while the hospital is successful in meeting clinical care expectations, there are operational and support service areas that require attention to ensure a uniformly high patient experience.

6.2 Implications of the Study

This study reinforces the idea that patient satisfaction is a multi-dimensional concept, influenced not only by clinical outcomes but also by how patients feel treated, heard, and supported throughout their stay.

- High satisfaction levels in clinical care (nursing, doctor interactions, medication management) indicate that core healthcare services are well-managed.
- On the other hand, dissatisfaction in non-clinical areas like food quality and radiology points to gaps in hospital operations, coordination, and support services that may impact the overall patient experience.

The study also suggests that regular assessment of patient satisfaction should be institutionalized. It provides a powerful feedback mechanism for hospitals to identify strengths, address weaknesses, and continually adapt to patient needs and expectations.

6.3 Recommendations for Improvement

Based on the findings, the following actionable steps are recommended:

- ❖ Enhance Food and Beverage Services
 - Revise the meal planning system for better taste, variety, and nutrition.
 - Ensure timely delivery and maintain hygiene standards during food

handling.

- ❖ Improve Radiology Department Efficiency
 - Reduce waiting times for scans and ensure timely reporting of results.
 - Train staff in patient communication and comfort during diagnostic procedures.
- ❖ Establish a Feedback-Based Improvement Cycle
 - Implement a real-time feedback system for continuous patient input.
 - Use data analytics to monitor trends and guide quality improvement initiatives.
- ❖ Strengthen Financial Counselling Services
 - Improve transparency in billing and provide clearer information on costs.
 - Train billing staff in communication and empathy during financial discussions.
- ❖ Conduct Staff Training on Soft Skills and Communication
 - Even in clinically strong departments, enhancing interpersonal skills can further improve patient trust and comfort.

6.4 Final Thoughts

Patient satisfaction is not just a metric—it is a reflection of the hospital's culture, values, and commitment to quality care. This study reveals that PIMS, Udaipur, is performing well in its mission to deliver compassionate and competent healthcare. However, like all healthcare institutions, there is room for continuous improvement.

As healthcare becomes increasingly patient-centered, institutions must recognize that patient experience is as vital as clinical outcomes. Through regular evaluations, transparent communication, and a culture of responsiveness, hospitals can achieve excellence in care, build lasting patient trust, and improve overall healthcare delivery in India.

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ANNEXURE

Patient's Feedback form

Patient's Name ~..... UHID-..... Date of visit-

Contact no.- E-mail ID -

Rate your experience with us

Your experience about	Excellent	Very good	Good	Poor
Were you satisfied with the care provided by the nursing staff?				
How would you rate the efficiency and accuracy of laboratory services?				
How would you rate the radiology service's ?				
How would you rate the food and Beverage service's provided?				
Were your medication need promptly and accurately?				
Were you satisfied with the response time to your queries/requirements?				
Were you satisfied with the financial counselling and billing process?				
How would you rate the cleanliness and hygiene at our facility?				
Were you satisfied with the doctor you were allocated with?				
How would you rate the overall care provided at our facility?				

The Feedback Has Been Filled By : Patient ☐ Attendant ☐