

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

UNDER THE GUIDANCE OF – DR. SUSMIT JAIN

SUBMITTED BY – PANKAJ KHADDA

● ROLL NO. - 1776

LIHMR UNIVERSITY



PACIFIC INSTITUTE OF MEDICAL SCIENCE, UDAIPUR

OVERVIEW OF HOSPITAL



Tertiary-Level Hospital: PIMS is a 900-bedded, multispecialty hospital providing advanced diagnostic and therapeutic services.



Location: Situated on a 32.14-acre campus in Bhilo Ka Bedla, Udaipur, Rajasthan, along National Highway 27.



Educational Institution: Operates under the Tirupati Balaji Educational Trust, offering quality medical education alongside healthcare services.



State-of-the-Art Infrastructure: Equipped with modern medical technologies, speciality and super-speciality departments, and robust support services.



Mission-Driven Healthcare: Focused on making high-quality healthcare accessible, especially in the Mewar region and nearby states like Gujarat and Madhya Pradesh.



MISSION 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 centre of health care'



VISION A total and ongoing commitment to understand patient needs and fulfil these through top-of-the-line healthcare.

MISSION & VISION

The background of the slide is a light gray gradient. It is decorated with numerous realistic water droplets of various sizes. Some droplets are at the top, some at the bottom, and some are clustered together. They have highlights and shadows, giving them a three-dimensional appearance.

A STUDY ON PATIENT SATISFACTION

INTRODUCTION

The satisfaction of patients coming to hospitals depends on the structure and function of the medical care system.

To Provide highest level of satisfaction to both the patients and the provider, management must control both the perception of expectation and the quality of delivery of the healthcare services.

Patient satisfaction is one of the important goals of any health system, but its is difficult to measure the satisfaction and responsiveness of health systems as not only the clinical but also the non-clinical outcomes of care do influence the customer satisfaction.

CONT.....

➤ PATIENT SATISFACTION DEPENDS UPON MANY FACTORS SUCH AS:

Quality of clinical services
provided

Cost of services

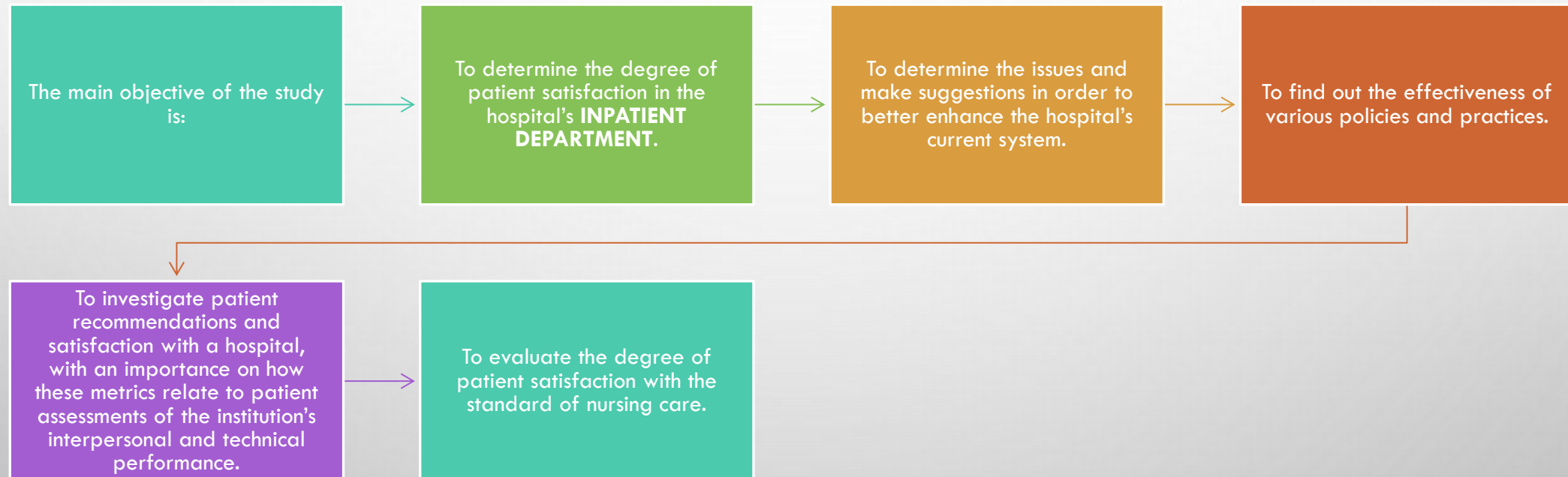
Respect for patient preferences

Hospital infrastructure

Behaviour of Doctors and other
staff

Physical comfort, Emotional
support

OBJECTIVES OF STUDY



LITERATURE REVIEW

Author	Date	Title	Objective	Conclusion	Reference
Shweta Samant, Ravinder Singh Saini	2019	Patient satisfaction and quality of hospital care	By analyzing data collected through a questionnaire administered to patients at Polyclinic hospitals, the research seeks to identify factors influencing patient satisfaction and propose strategies for enhancing healthcare quality and organizational efficiency.	the study underscores patient satisfaction's role in healthcare quality. Logistic regression models identify key factors like cleanliness and staff judgment. Acknowledging limitations, the research highlights patient feedback's importance for healthcare improvement and suggests avenues for future study..	Adragna S., Attanasio M., De Luca G., Drago A., Favitta S., Murolo G. et al. Valutazione.
Seema Ahuja ¹ , Pramod Awasthi ²	2023	PATIENT SATISFACTION AND PATIENT DISCHARGE TIME	Evaluate patient satisfaction levels in both outpatient and inpatient departments to measure hospital performance and identify areas for improvement	The study emphasizes patient satisfaction as vital for evaluating hospital performance. It identifies areas for improvement in inpatient services such as nursing care, cleanliness, and discharge processes. Overall, patient feedback informs hospital management to enhance facilities and service quality, promote a positive patient experience and recommendations for future healthcare.	Makaryus AN, Friedman EA. Patients' understanding of their treatment plans and diagnosis at discharge. Mayo Clin Proc. 2005;80:991-4.
Chandana Deka ¹ , Pranay P Sarmah ² , Ipsita Paul ² .	2020	A Study on Patient Satisfaction among the Patients Admitted in the In-Patient Departments of a Tertiary Health Care Institution in North East India	The study aims to measure patient satisfaction across Medicine, Obstetrics & Gynaecology, Surgery, and Paediatrics Departments and compare satisfaction levels.	Assessing patient satisfaction is crucial for evaluating hospital services. It's a continuous process, and further studies with larger patient samples are needed to gain a clearer understanding of satisfaction levels towards healthcare facilities and to maintain quality service	Misra P, Misra T. Study of Patient Satisfaction at a Super Specialty Tertiary Care Hospital. Indian Journal of Clinical Practice, Vol. 25, No. 7, December 2014

METHODOLOGY

- RESEAECH OBJECTIVES
- TO INVESTIGATE THE VARIOUS ELEMENTS INFLUENCING PATIENT SATISFACTION.
- TO MAKE RECOMMENDATIONS FOR ACTIONS THAT WILL ENHANCE THE QUALITY OF CARE AND INCREASE PATIENT SATISFACTION.

RESEARCH DESIGN:

This research is descriptive type.

Sample Size:
100 Patients

Data Source:
Feedback form

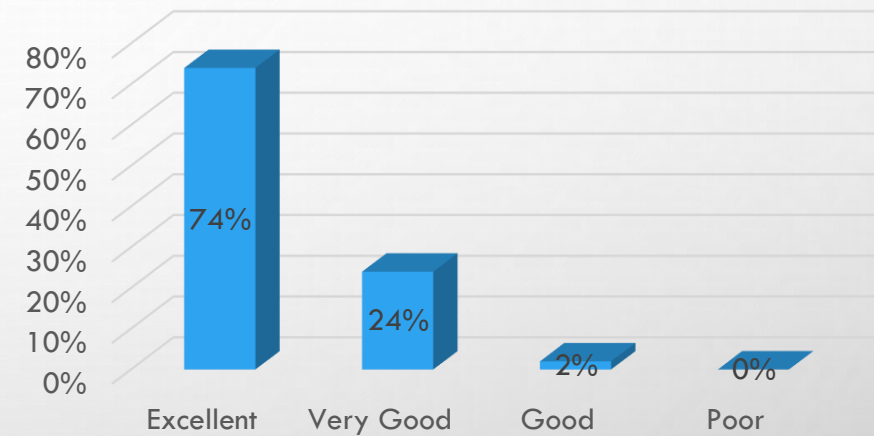
Research type - Qualitative
Method of Study – A patient
experience feedback,
questionnaire was administered
to IPD patients.

Method of Data Collection: Primary
method - data was collected by
providing feedback forms to the
patients or their family member.

ANALYSIS

- VIEWS OF PATIENTS REGARDING THE NURSING SERVICES PROVIDED BY STAFF'S**

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



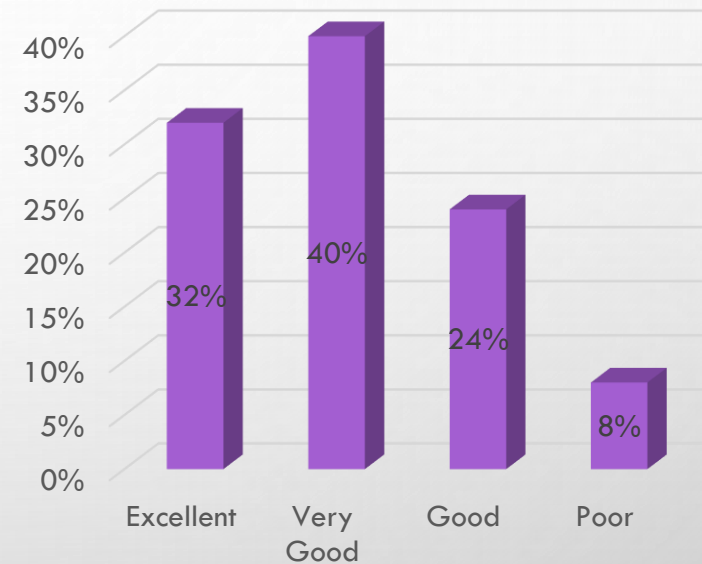
VIEWS OF PATIENTS REGARDING THE EFFICIENCY AND ACCURACY OF LABORATORY SERVICES.

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



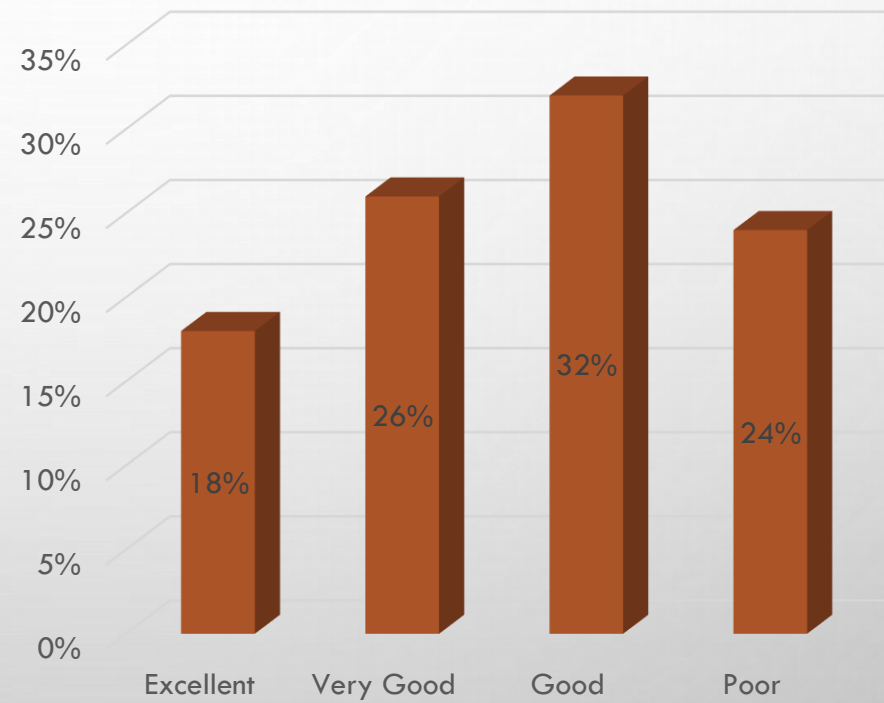
- **VIEWS OF PATIENTS REGARDING THE RADIOLOGY SERVICES.**

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



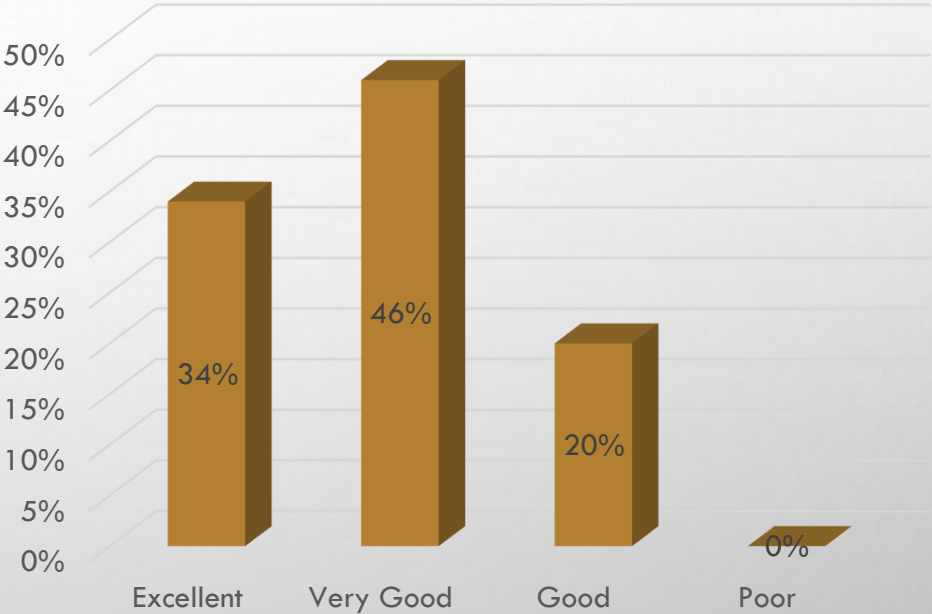
VIEWS OF PATIENTS REGARDING THE FOOD AND BEVERAGES SERVICES.

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



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%



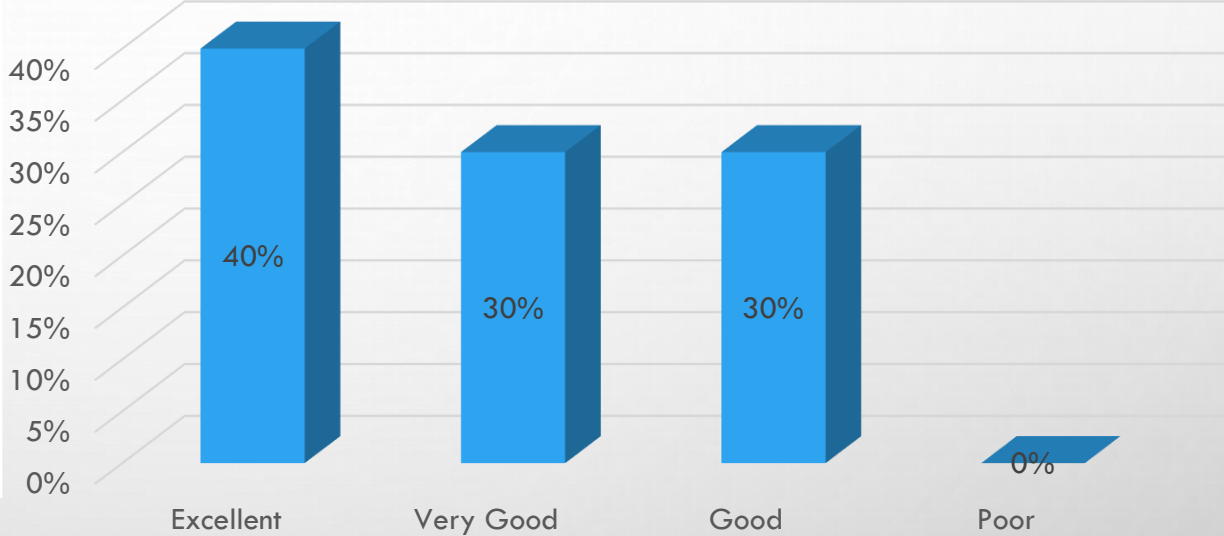
- **VIEWS OF PATIENTS REGARDING THE TIME WITH QUERIES/REQUIREMENTS.**

Attributes	No. of Patients	Percentages
Excellent	32	32%
Very Good	27	27%
Good	14	14%
Poor	0	0%
Total	100	100%



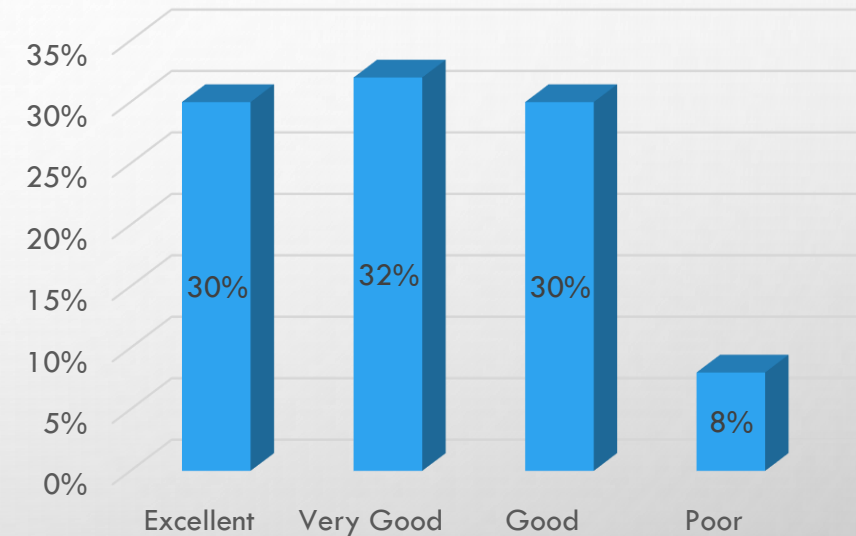
VIEWS OF PATIENT REGARDING THE FINANCIAL COUNSELLING AND BILLING PROCESS.

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



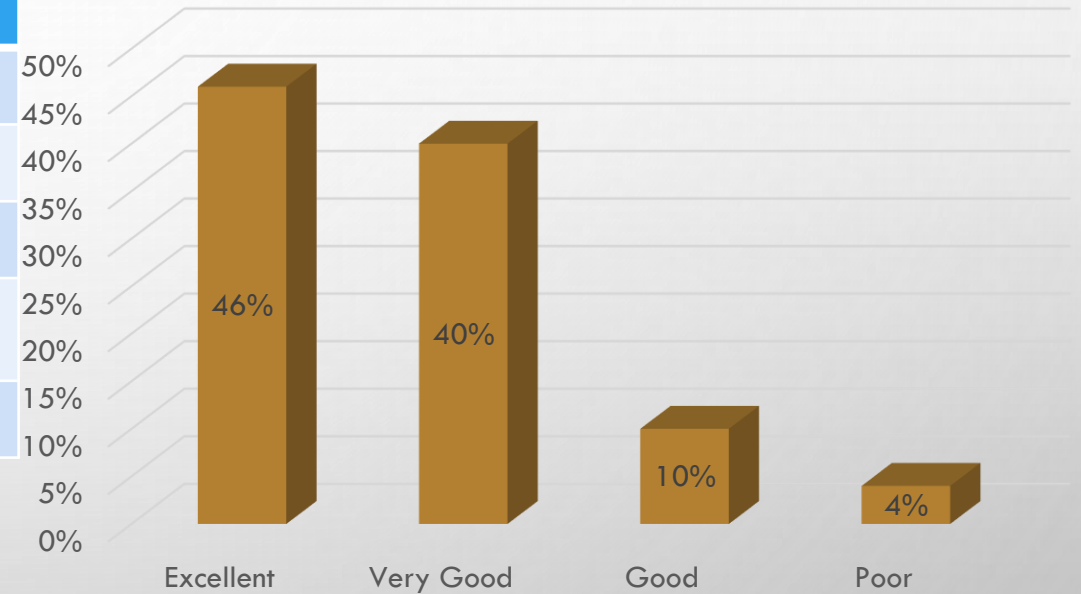
- **VIEWS OF PATIENTS REGARDING THE CLEANLINESS AND HYGIENE.**

Attributes	No. of Patients	Percentages
Excellent	15	30%
Very Good	16	32%
Good	15	30%
Poor	4	8%
Total	50	100%



- **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	10	100%



• **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%



SUMMARY & CONCLUSION



This study suggests that patients were satisfied to a larger extent with IPD services.



It shows assessing satisfaction of patients is simple, easy and cost-effective way for evaluation of hospital services and has helped finding that indoor patients admitted were more satisfied with behavior of doctors but some problem lies with the availability of basic facility more regarding cleanliness and the quality of food & beverages.



Majority of the patients were satisfied with the attitude of doctors, nurses, and paramedical staff.

RECOMMENDATION

Patient care is not considered to be of high quality unless the patient is satisfied. Improving patient satisfaction is one of the key indicators of quality of care and indicator of quality health service.

Based on this study finding, we recommend the following strategies to improve patient satisfaction in the hospital:

The hospital managers should routinely assess the patients' satisfaction status.

The hospital should improve the general facility including the meal, need of the patient and the cleanliness of the toilet.

Also, the response time to the queries of the patients should be taken care of by the healthcare staff.

ANNEXURE

- SATISFACTION LEVEL OF INDOOR PATIENTS

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 ☐



Thank
you!