

Synopsis for Dissertation



The IIHMR University, Jaipur

For the partial fulfilment of the award of the degree of

Master of Business Administration

in

Hospital and Health Management

by

Pankaj Khadda

Under the Supervision and Guidance of

Dr. Susmit Jain

2025

RESEARCH PROPOSAL SYNOPSIS

TITLE: Assessment of Patient Satisfaction Levels in Inpatient Services of a Tertiary Care Hospital

INTRODUCTION:

Patient satisfaction is a key indicator of healthcare quality and a critical determinant of clinical outcomes, patient retention, and healthcare system efficiency. In inpatient settings, satisfaction is influenced by various factors, including communication with healthcare providers, hospital environment, quality of nursing care, and administrative processes. Understanding and measuring patient satisfaction can guide quality improvement initiatives and ensure patient-centred care in tertiary care hospitals.

RESEARCH QUESTIONS:

1. What is the overall level of patient satisfaction in the inpatient services of the tertiary care hospital?
2. Which aspects of inpatient services contribute most significantly to patient satisfaction?
3. Are there demographic or clinical factors associated with varying levels of patient satisfaction?

STUDY OBJECTIVES:

Primary Objective:

- To assess the overall patient satisfaction levels in the inpatient services of a tertiary care hospital.

Secondary Objectives:

- To identify key determinants of patient satisfaction.
- To examine the association between demographic variables (age, gender, education, etc.) and satisfaction levels.
- To suggest potential areas for service improvement based on patient feedback.

HYPOTHESIS:

Null Hypothesis (H0):

No significant difference exists in patient satisfaction levels among demographic or clinical subgroups.

Alternative Hypothesis (H1):

There is a significant difference in patient satisfaction levels among different demographic or clinical subgroups.

METHODOLOGY:**STUDY DESIGN:**

- Descriptive cross-sectional study.

STUDY SETTING:

- Inpatient wards of a tertiary care hospital (e.g., medical, surgical, obstetrics, paediatrics, etc.).

STUDY POPULATION:

- Patients admitted for at least 48 hours in inpatient wards.
- Inclusion criteria: Patients aged ≥ 18 years, willing to provide informed consent, and mentally capable of responding.
- Exclusion criteria: Critically ill patients, those with psychiatric disorders affecting cognition, or those discharged against medical advice.

SAMPLE SIZE:

- Calculated based on the prevalence of satisfaction from previous studies or pilot data, with an appropriate statistical formula and confidence level (e.g., 95%).

SAMPLING METHOD:

- Stratified random sampling or systematic sampling, depending on the hospital layout and patient distribution.

ETHICAL CONSIDERATIONS:

- Ethical approval will be obtained from the Institutional Ethics Committee.
- Informed consent will be taken from each participant.
- Patient anonymity and data confidentiality will be strictly maintained.
- Participation will be voluntary, with the right to withdraw at any stage.

IMPLICATIONS OF RESEARCH:

- Findings will help hospital administrators and policymakers identify strengths and weaknesses in inpatient services.
- Will support evidence-based decision-making to enhance patient-centred care.
- Can serve as a baseline for future quality improvement initiatives and benchmarking.

CONCLUSION:

Assessing patient satisfaction in inpatient settings is essential for improving the quality of healthcare services in tertiary care hospitals. This study aims to provide actionable insights into patient perceptions and expectations, ultimately contributing to better clinical outcomes and enhanced hospital performance.