

A STUDY ON PATIENT SATISFACTION AND QUALITY OF INPATIENT HEALTHCARE SERVICES IN A TERTIARY CARE SETTING

DISSERTATION PRESENTATION

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ORGANISATION PROFILE

Max Smart Super Specialty Hospital established in 2015 in Saket, part of the Gujarmal Modi Hospital and Research Centre for Medical Sciences, is a well-respected 250-bed institution accredited by NABH. With a team of over 300 specialized doctors and a robust nursing staff, Max Smart Super Specialty Hospital is committed to delivering high-quality medical care throughout the patient journey, from admission to discharge.



MISSION

- **World-class patient care:** Strives to offer advanced and affordable medical services that meet global standards. Focusing on providing personalized treatments and excel in areas like IVF, oncology, and critical care.
- **Clinical Excellence:** Maintaining the highest standards of clinical excellence, supported by cutting-edge research and technology.
- **Patient-centered care:** Prioritizes the patient's needs and well-being, ensuring a positive and supportive experience.



VISION

The vision of Max Healthcare is to aspire to be the most well-regarded healthcare provider in India, dedicated to upholding the highest standards of clinical excellence and patient care. The commitment is driven by the integration of advanced technology and cutting-edge research.

“Everyday we come to honor a higher purpose-To serve To Excel”

-Abhay Soi

Chairman and MD of MAX Group



VALUES

- **Compassion:** Max Healthcare fosters a culture of empathy and dignity, ensuring patients feel respected and cared for at all times.
- **Excellence:** A strong commitment to continuous improvement drives the pursuit of the highest standards in clinical care and service delivery.
- **Efficiency:** Max Healthcare responds swiftly to patient needs, delivering timely, precise, and seamless care through well-coordinated systems.
- **Consistency:** Maintains reliable service standards at every stage, building patient trust through consistent care.

INTRODUCTION



Patient Satisfaction is a measure in which patients feel their expectations of healthcare are met during their hospital experience-covering clinical care, emotional support, Infrastructure, and Service Coordination. It gives the opportunity to identify the gaps in the existing services and to rectify these to ensure better Quality Care.

“A hospital’s Success is not just in healing, but in how patients feel while being healed.”

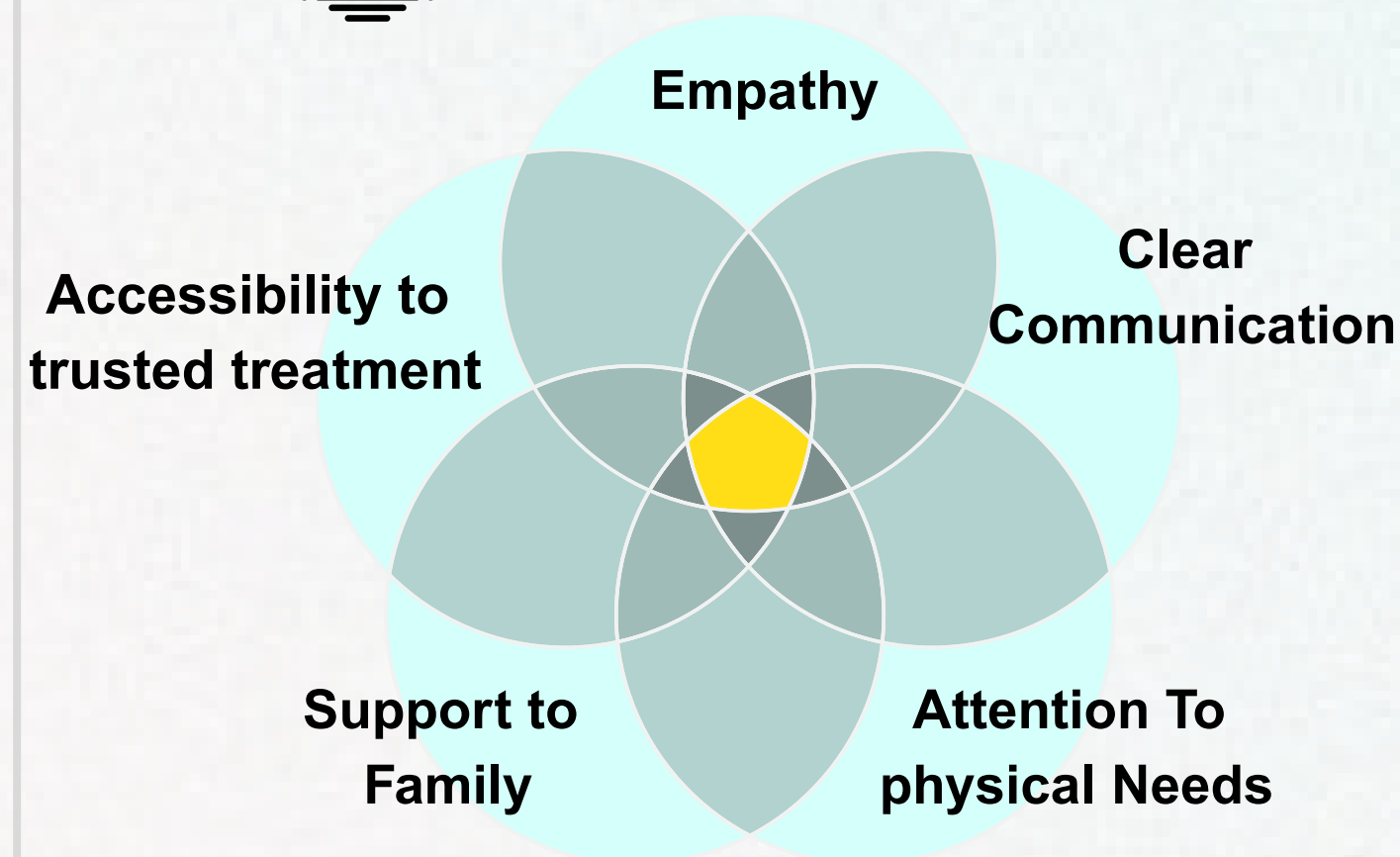


Importance

- ✓ Builds Loyal and Trust
- ✓ Measure for Quality Improvement
- ✓ Attract New patients
- ✓ Helps meeting Regulator Standards
- ✓ Enhance Financial Performance



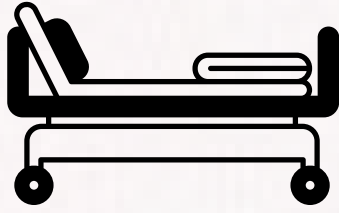
Key Pillars



Strategies to Improve

- ✓ Reducing Wait Time
- ✓ Patient-Centered Care
- ✓ Leveraging Technology
- ✓ Fostering Communication Skills
- ✓ Continuous Feedback Surveys

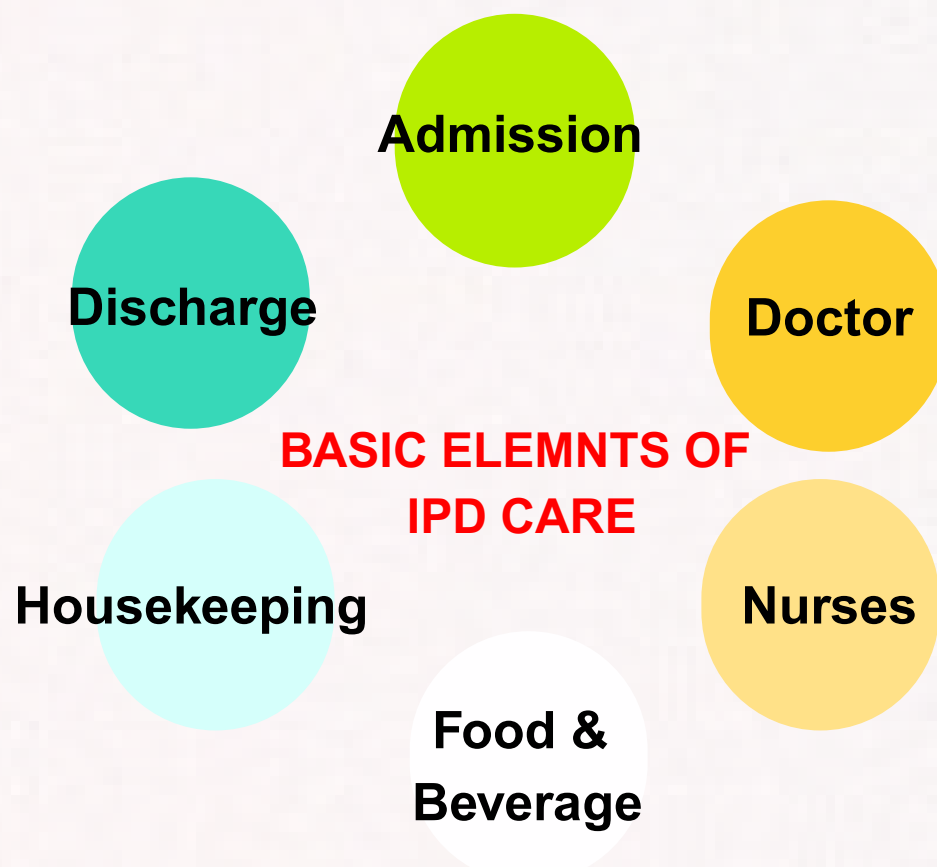
Inpatient Department



Inpatient Department

Inpatient Department refers to the hospital unit where patients are admitted for overnight under continuous medical supervision. It includes all services delivered during the patient's hospital stay from admission to discharge involving clinical treatment, nursing care, diagnostics, and supportive services.

The treatment provided to patients admitted to a hospital during the stay is Inpatient Care.



Aim: To study the level of satisfaction of Inpatient Department at Tertiary care specialty hospital and to find out the causes for dissatisfaction in hospital.



Objectives:

- To Assess the level of patient satisfaction in inpatient healthcare services.
- To Identify the patient perceptions of the Quality of inpatient healthcare services received at hospital.
- To Identify the causes of dissatisfaction if any and suggest recommendations to improve the IPD services.

REVIEW OF LITERATURE

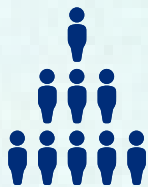
TITLE	AUTHOR	SALIENT FEATURES
“Assessment of patient’s satisfaction visiting a tertiary healthcare institute in North India”	Ankita Kankaria Ramnika Aggarwal Madhur verma Kirtan Rana	Patient satisfaction surveys emphasized that satisfaction is not only shaped by provider behavior and hospital infrastructure but also by perceived safety, fairness, and system level responsiveness giving multidimensional insights.
“Toward Patient Centered Health services in India- A scale to measure patient perceptions of Quality”	David H. Peters Karen Bandeen Roche Krishna Dipankar rao	The Article highlights the importance of developing a reliable and valid scale to measure patient perception of quality in Indian public health settings. It focuses on doctor behaviour, staff conduct, infrastructure and information.
“Patient Experience and Satisfaction with inpatient service: Development of Short Form Survey Instrument measuring the core aspect of Inpatient experience”	Carrie H.K. Yam Siu Fai Lui Wilson Annie W.L. Cheung	The development of a reliable and valid short form instrument (SF-HKIEQ) to capture essential aspects of inpatient experience. It emphasizes the importance of construct validity, item-to-total correlation, and internal reliability to simplify patient feedback tools without compromising data quality.
“Development and Validation of patient satisfaction questionnaire for outpatients attending health centres in North India.”	Deepak Sharma Amarjeet Singh Sonu Goel	The article highlights approach to developing a valid outpatient satisfaction tool but misses the continuity, depth, and complexity of patient journeys like follow up care and monitoring. The insights pointed to the inpatient setting as a richer context for exploring holistic patient experience and service integration.
“Perceived Service Quality, Repeat Use of healthcare services and inpatient satisfaction in emerging economy.	Khyati Jagani Rohit Trivedi	Inpatient Satisfaction is shaped by both technical and functional dimensions of service quality. Repeat Visits to the same doctor or hospital does not enhance satisfaction, challenging the assumptions about loyalty. Real time experience during hospitalization impact the overall patient satisfaction.

TITLE	AUTHOR	SALIENT FEATURES
“A Study on patient Satisfaction at a Multi Super Specialty Hospital”	Kalpa Sharma PR Sodani	The study assesses patient satisfaction focusing various quality dimensions. Patients were most satisfied with doctors behavior & communication, moderate satisfied with technical care & consultation time. Financial concerns, service delays , accessibility issues lowered overall satisfaction indicating targeted improvements
“Factors Determining Inpatient Satisfaction with care”	F. Empereur Phi Linh Nguyen thi S Briancon F. Guillemin	The patient satisfaction is strongly influenced by factors like age , perceived health status at admission and emotional memory of hospital stay. Patient being critically ill reported higher satisfaction suggesting emotional framing and expectations play a powerful role.
“Patient Satisfaction with Hospital Care in a Referral Institute in Manipur.”	S.Konjengbam R.Bishwalata B.S. Akoijam T.A. Singh	In a Tertiary Referral Hospital setting like RIMS Manipur factors such as inefficient admission procedures, lack of cleanliness and poor food services lowers patient satisfaction despite good physician and nursing care. The need of strengthening support services alongside clinical care can bring holistic improvements.
“A Study on Patient Satisfaction among the patients Admitted in the Inpatient Departments of a Tertiary Healthcare Institute in North East India”	Chanadana Deka Luish Ipsita Paul Borboruah Pranay P Sarmah	The article emphasizes how using multistage, stratified and systematic sampling helps capture diverse patient experiences across departments. Resource limited government hospitals with high clinical satisfaction and basic amenities impact overall patient experience.
“Patient Satisfaction in In-patient Department in a Tertiary Care Hospital in Odisha.”	Durgadatta Das	The Study highlights the importance of patient satisfaction as a key indicator of healthcare quality. It focuses on effective communication, coordinated care processes, and responsive services are essential for enhancing patient experience.

Research Methodology



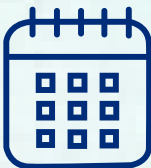
Research Design: Cross Sectional Study



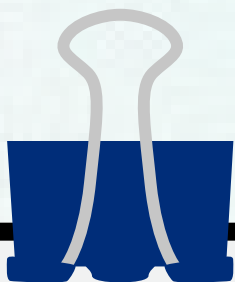
Sample Size: 200 Discharged IPD patients



Setting: MAX Smart Super Specialty Hospital



Duration: 17 March 2025 to 7 June 2025



SAMPLING METHOD: Simple Random Sampling from hospital DreamSol Feedback Management System of 24 Hours Ticket



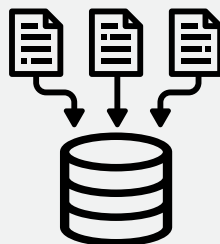
INCLUSION CRITERIA:

- IPD Patient stayed > 24 Hours
- Patient willing to give telephonic interview



EXCLUSION CRITERIA:

- IPD Patient stayed < 24 Hours
- OPD , ICU , OT , Medicolegal Case



DATA COLLECTION:

- Secondary data was collected from Hospital Feedback Viesta in DreamSol Feedback Management System, in which IPD patient submitted feedback via SMS/App within 24 hours post-discharge. To validate this, Telephonic interviews were conducted for cross-verification and to capture additional remarks.
- Observational rounds conducted with Floor Manager during routine IPD ward rounds. Patient concerns, feedback, and non-verbal cues were noted informally to support the understanding of patient experience.



DATA ANALYSIS TOOL:

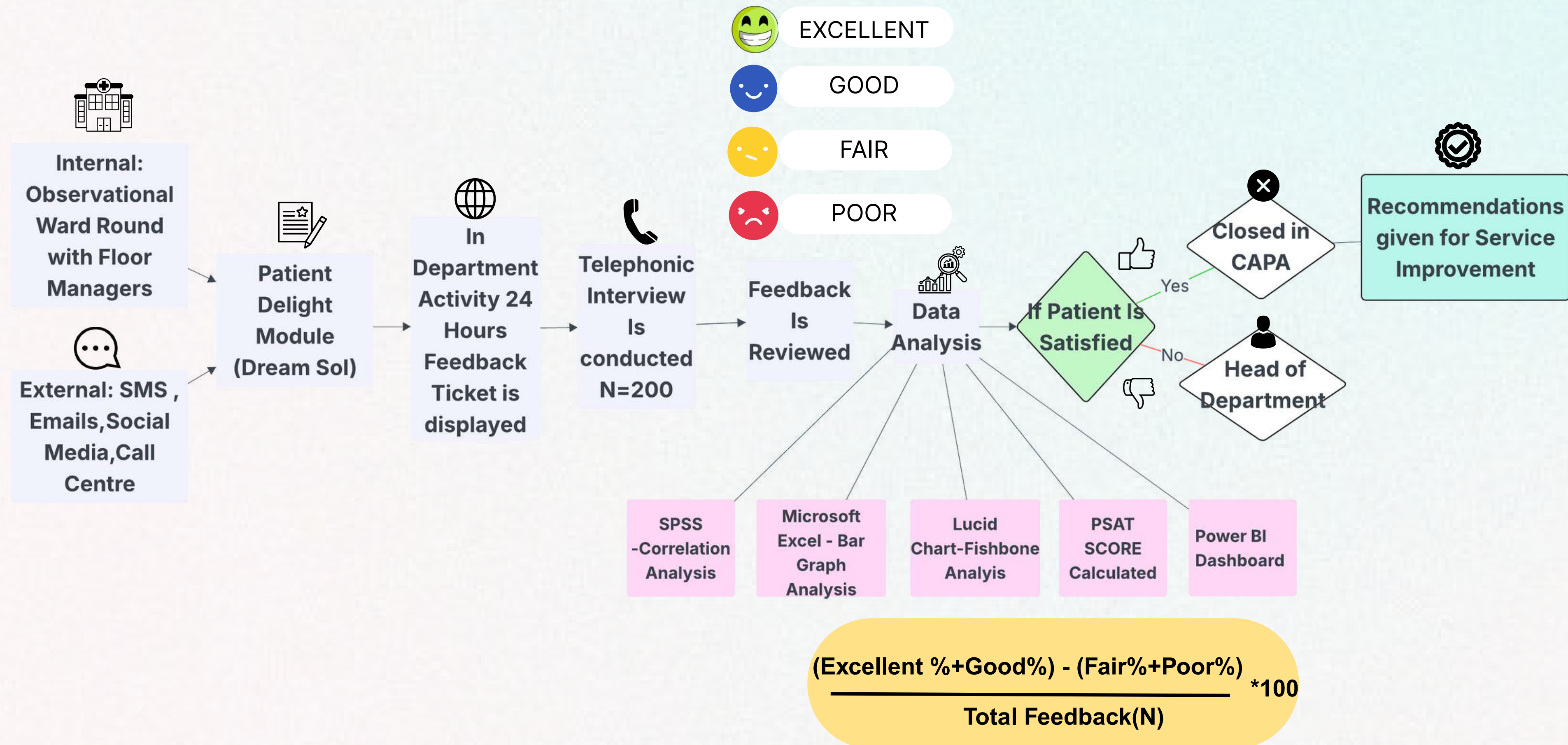
Excel-Bar Graph

Power BI-Dashboard

SPSS-Correlation Analysis

Lucid Chart-Fishbone Analysis

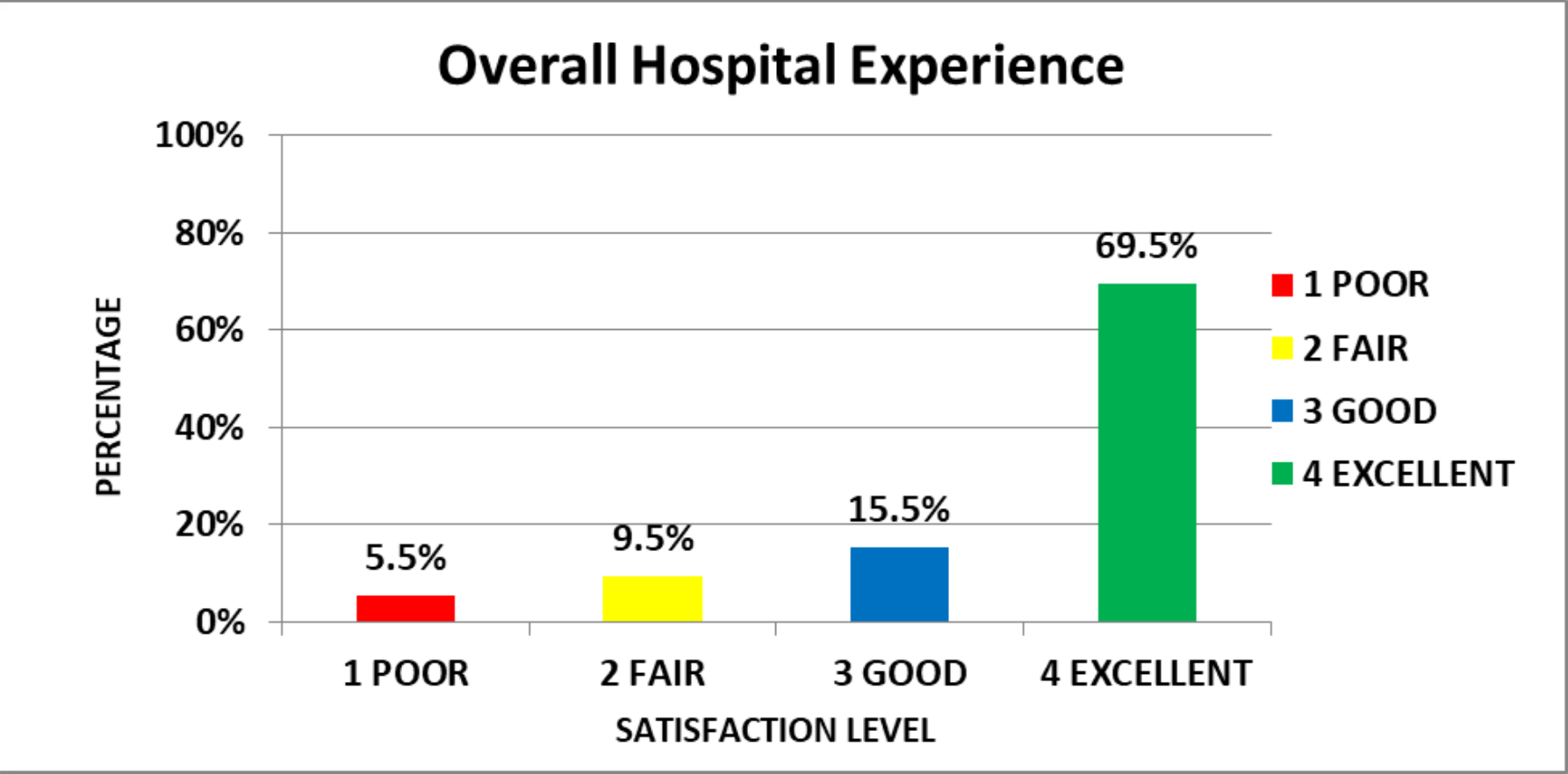
FEEDBACK MANAGEMENT PROCESS



RESULT & DISCUSSION

OBJECTIVE 1:To Assess the level of patient satisfaction in Inpatient healthcare services.

Overall Experience in Hospital (N=200)



RATING	COUNT	%
4 EXCELLENT	139	69.5%
3 GOOD	31	15.5%
2 FAIR	19	9.5%
1 POOR	11	5.5%

✔ **Overall Satisfaction:**85% of respondents rated their hospital stay as Excellent or Good, indicating a high level of overall satisfaction with inpatient services..

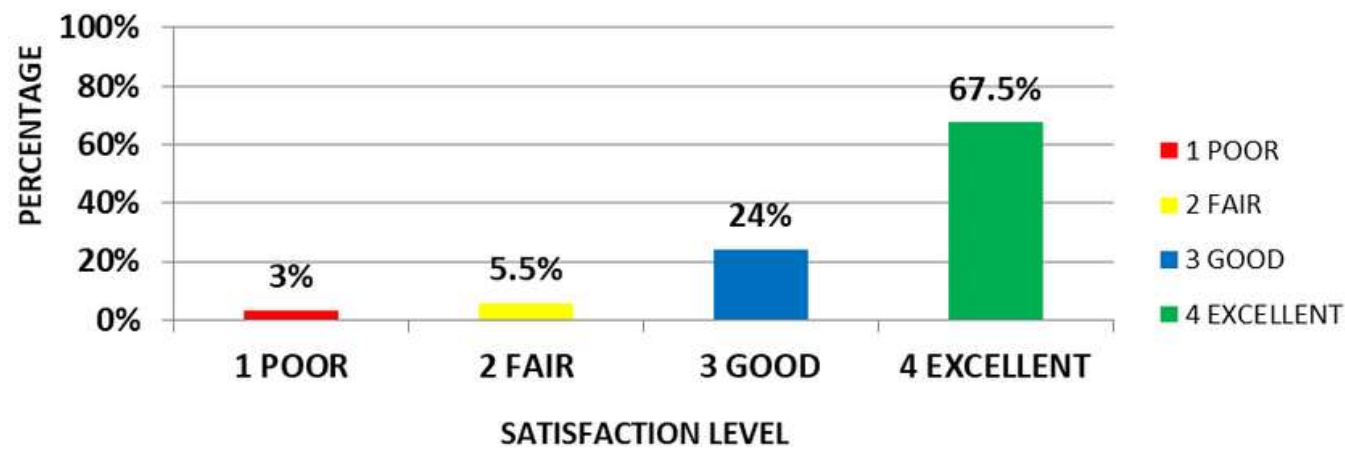
⚠ **Experience Gaps:** 15% of patients rated their experience as Fair or Poor, revealing areas of dissatisfaction requiring targeted attention.

Key Service Shortfalls: PSAT scores in the admission and discharge domains were significantly associated with lower patient satisfaction impacting the overall care experience.

Patient Perspective on Admission process



Overall Admission Experience

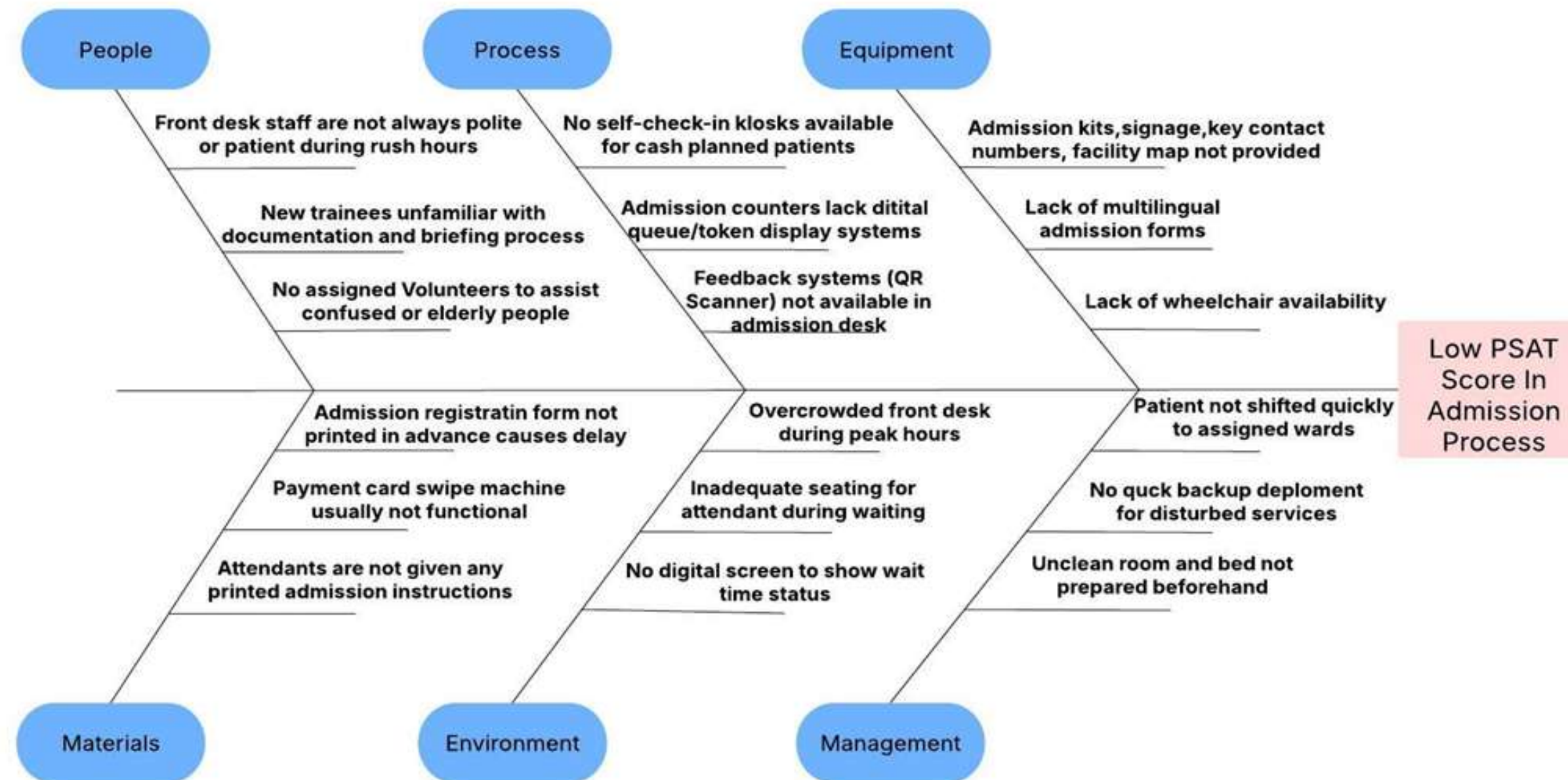
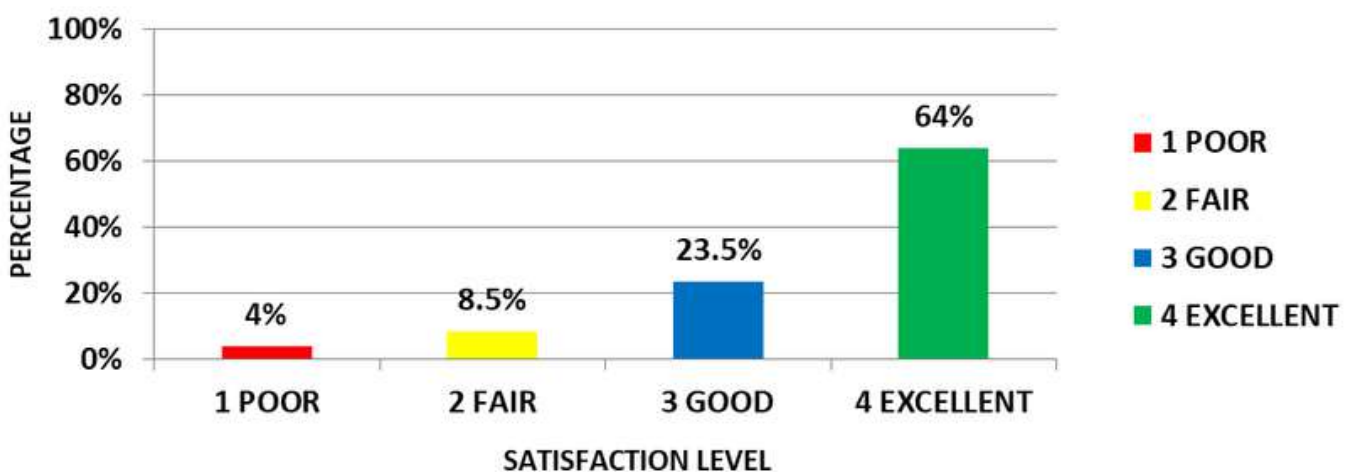


The admission process shows gaps in service efficiency, communication consistency, and staff preparedness. Despite a majority rating the experience positively, delay in admission due to lack of bed availability, unclear information, and inadequate handling of queries affected overall IPD Admission satisfaction.

Time Taken For Admission Process



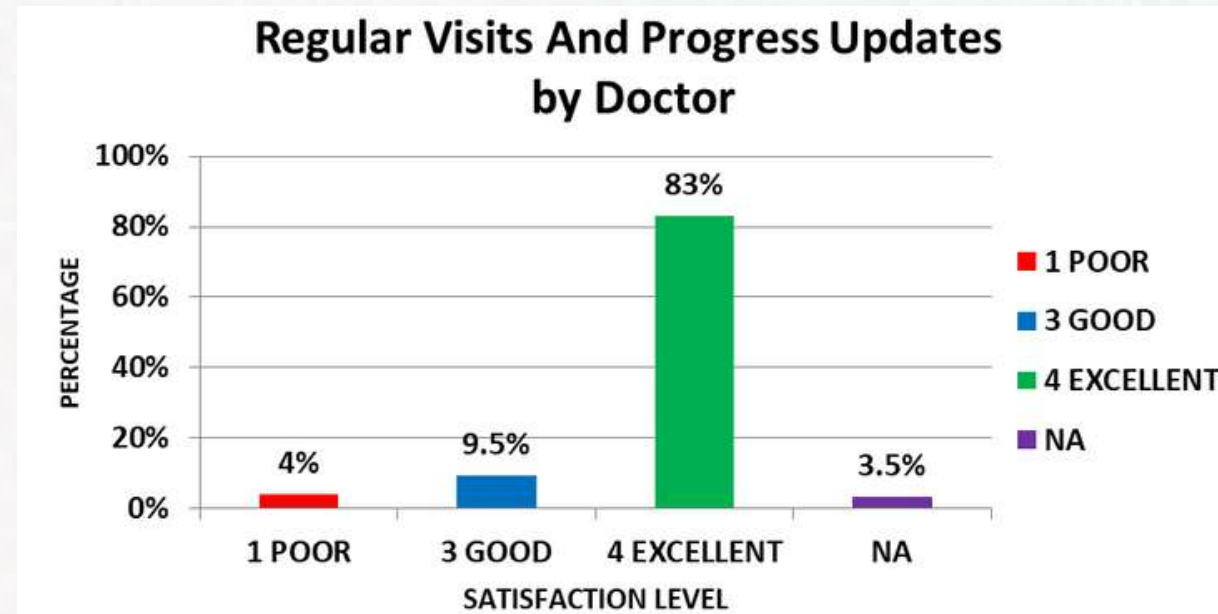
Quality & Promptness to Queries during Admission Process





Patient Perspective on Doctor's Experience

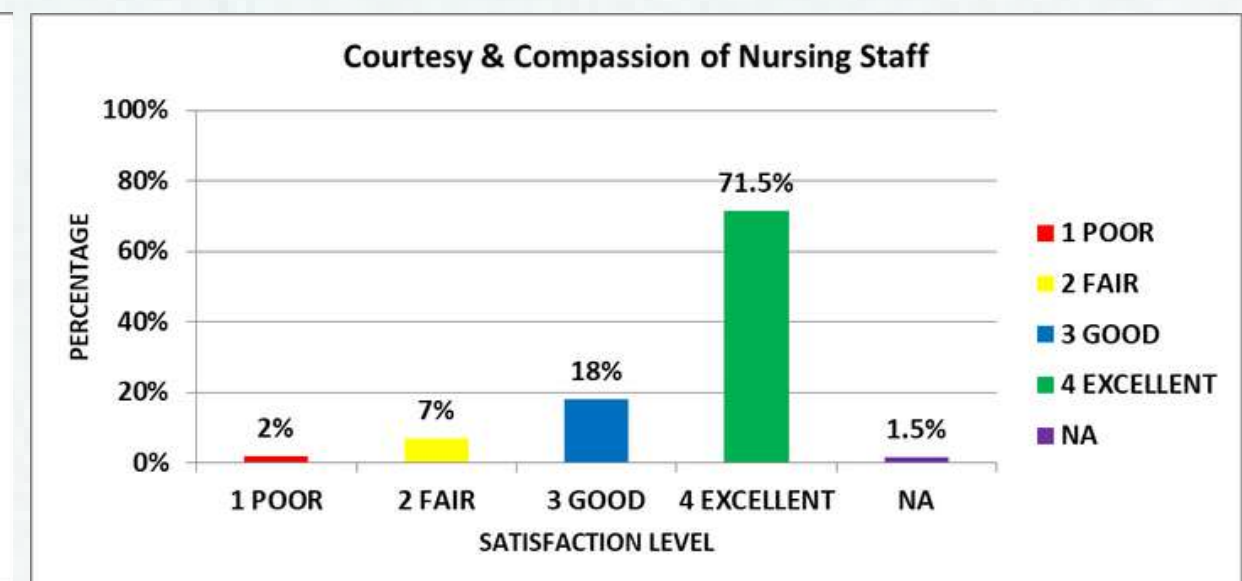
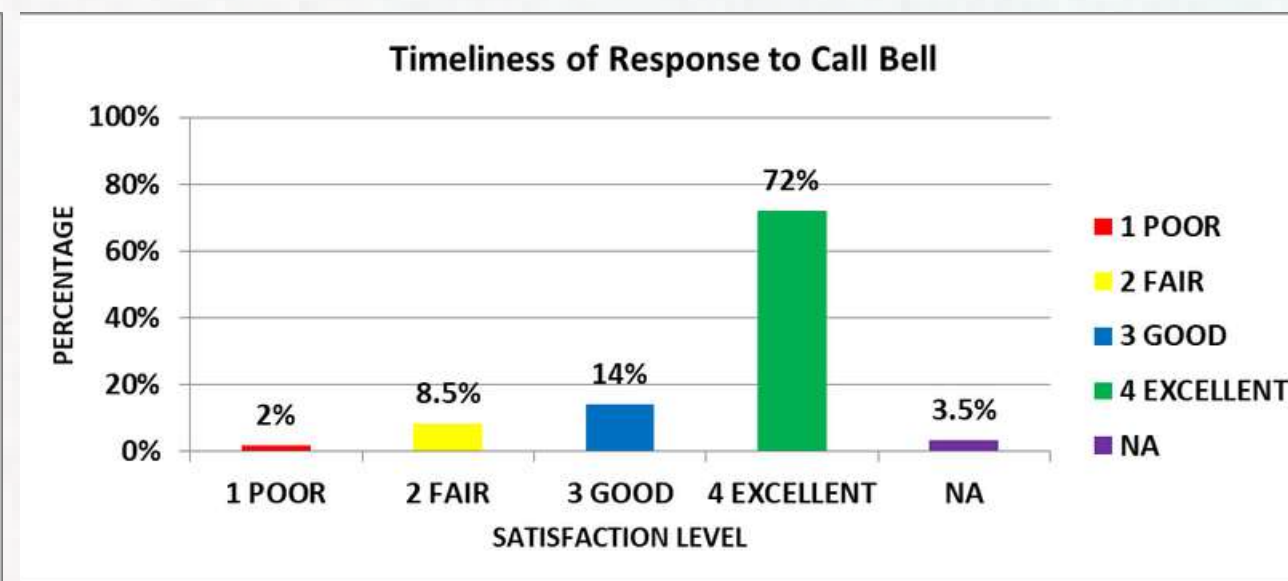
Result shows patient satisfied with doctor's clinical care services, communication, and attentiveness. However, minor gaps emerged due to inconsistent consultant rounds, reliance on junior staff for updates, and occasional delays in care delivery.



Patient Perspective on Nursing Experience

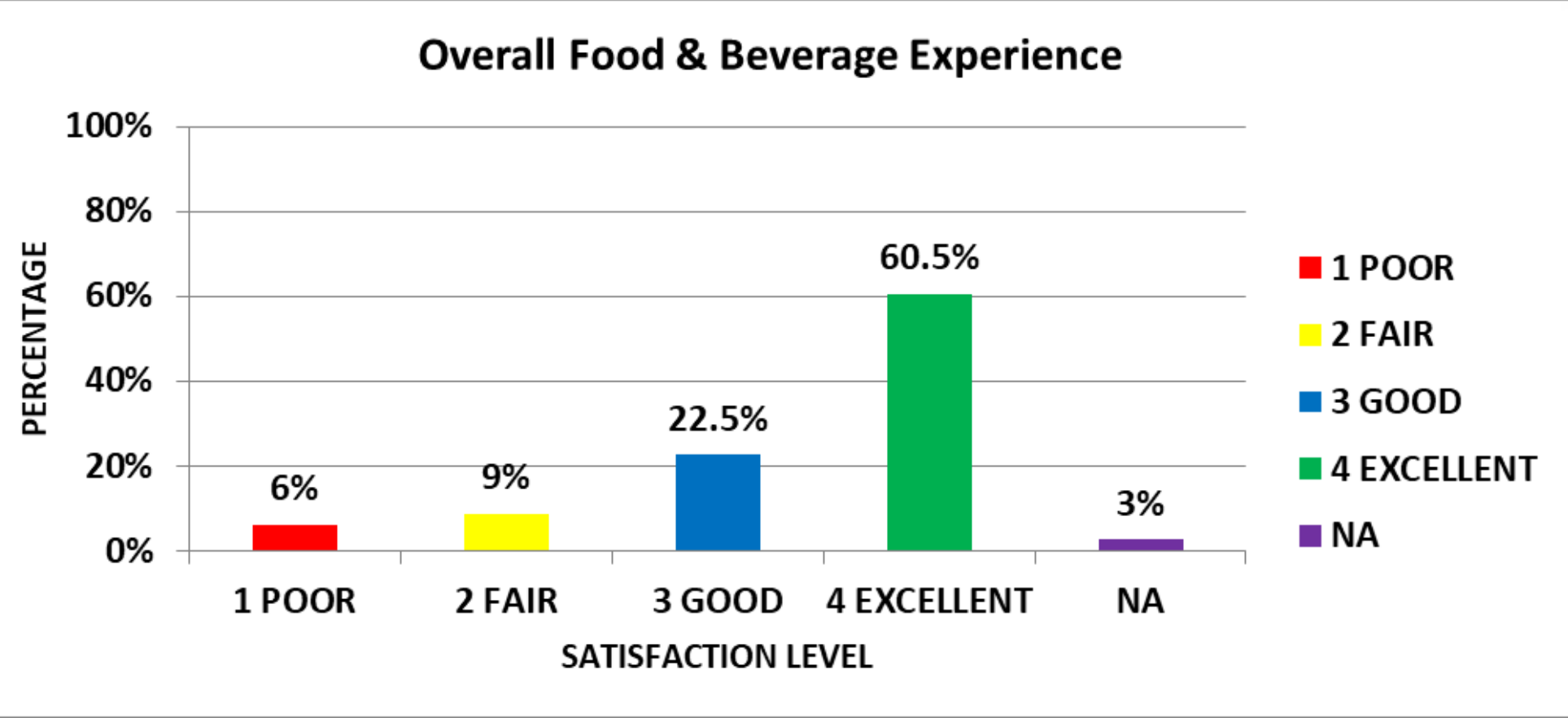


The analysis of the overall nursing experience reflects strong patient satisfaction, with most respondents appreciating the clinical competence and empathetic care provided by the nursing staff. However, a few instances of dissatisfaction were noted, inattentiveness of call bell and limited interaction during the stay. Improper assignment of GDA staff to guide patient led to delays.



Patient Perspective on Food & Beverage Experience

The result shows high patient satisfaction in food and beverage department, with most appreciating the quality, taste, and freshness of meals. However, gaps emerged due to limited variety, delayed delivery partly due to the distance between the kitchen and patient wards and the inability to accommodate all patient preferences due to therapeutic restrictions.





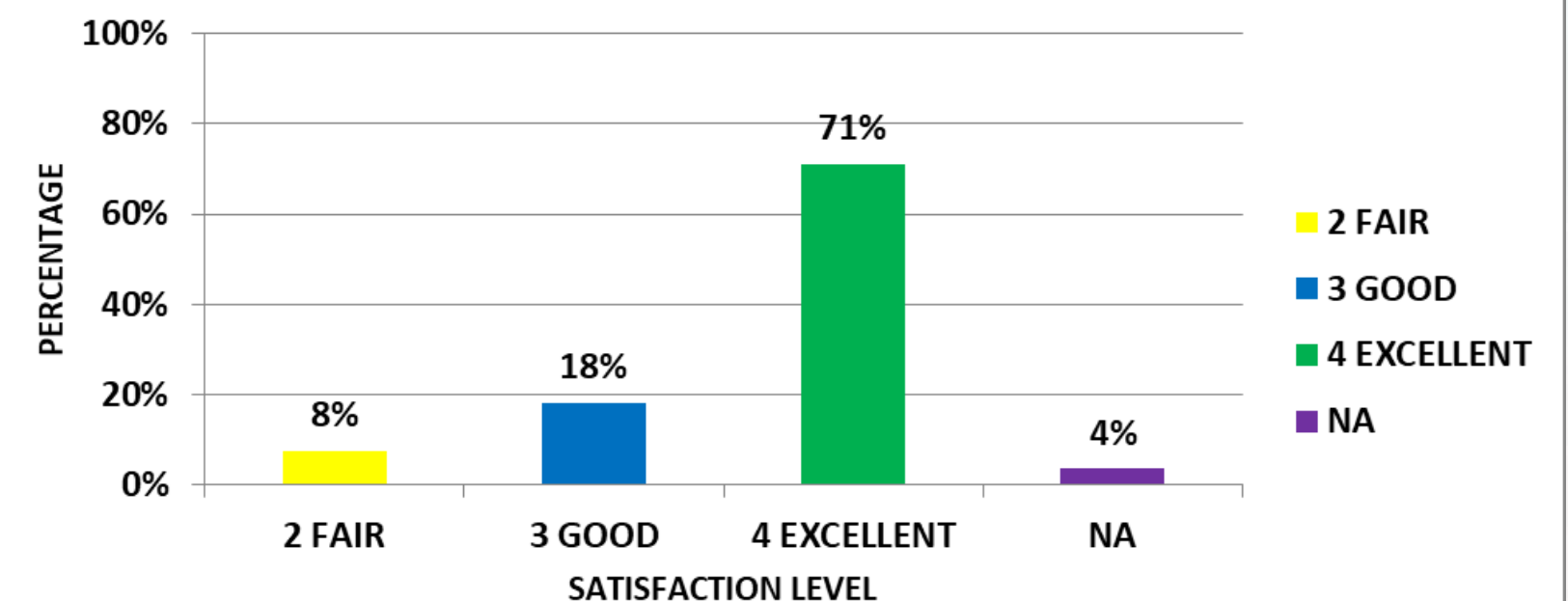
Patient Perspective on Housekeeping Experience

The analysis of housekeeping services indicates high patient satisfaction, particularly for room cleanliness and regular sanitization. However, gaps were noted in timeliness and thoroughness, with some patients reporting delays in cleaning before admission and missed areas during routine upkeep.

Overall Housekeeping Experience



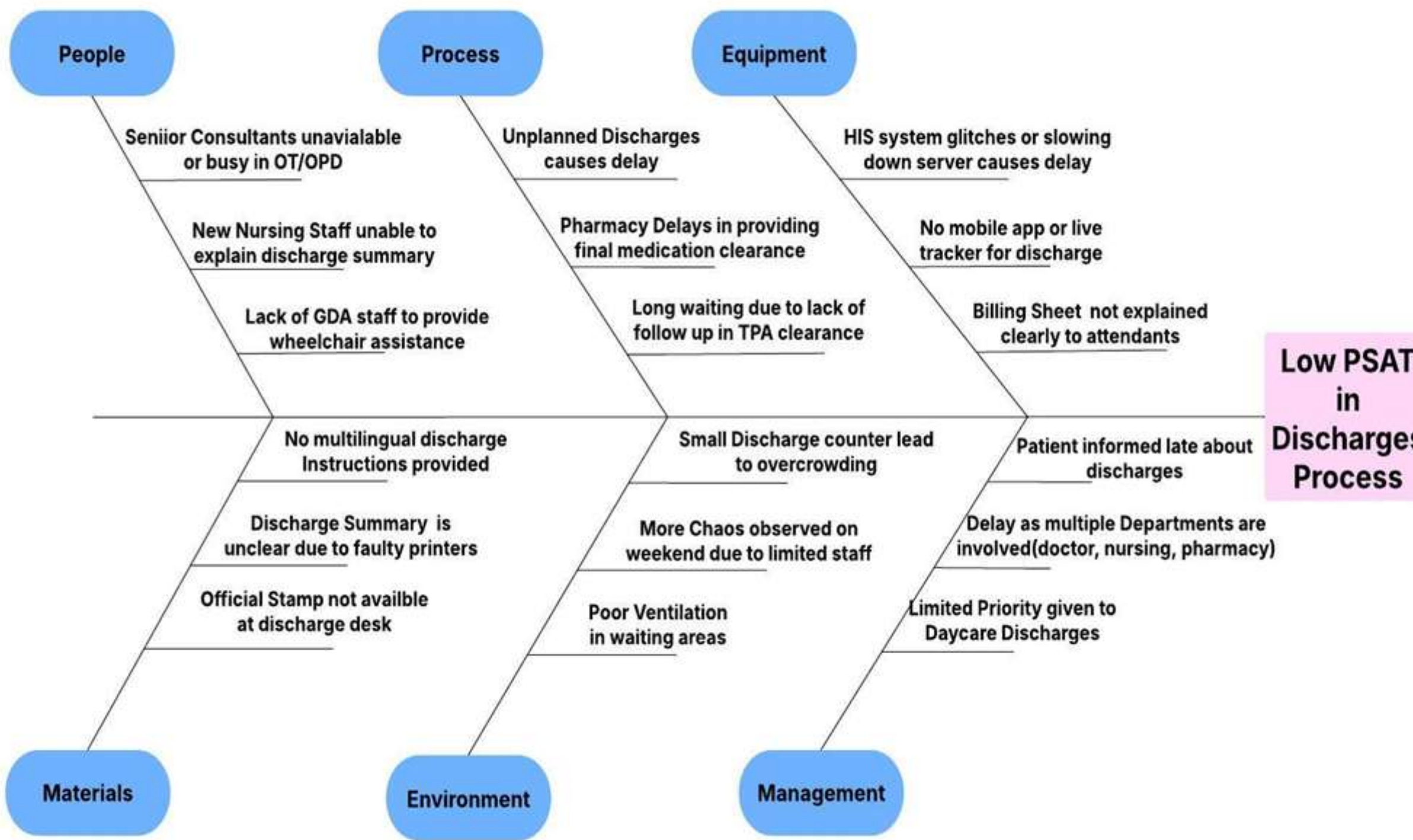
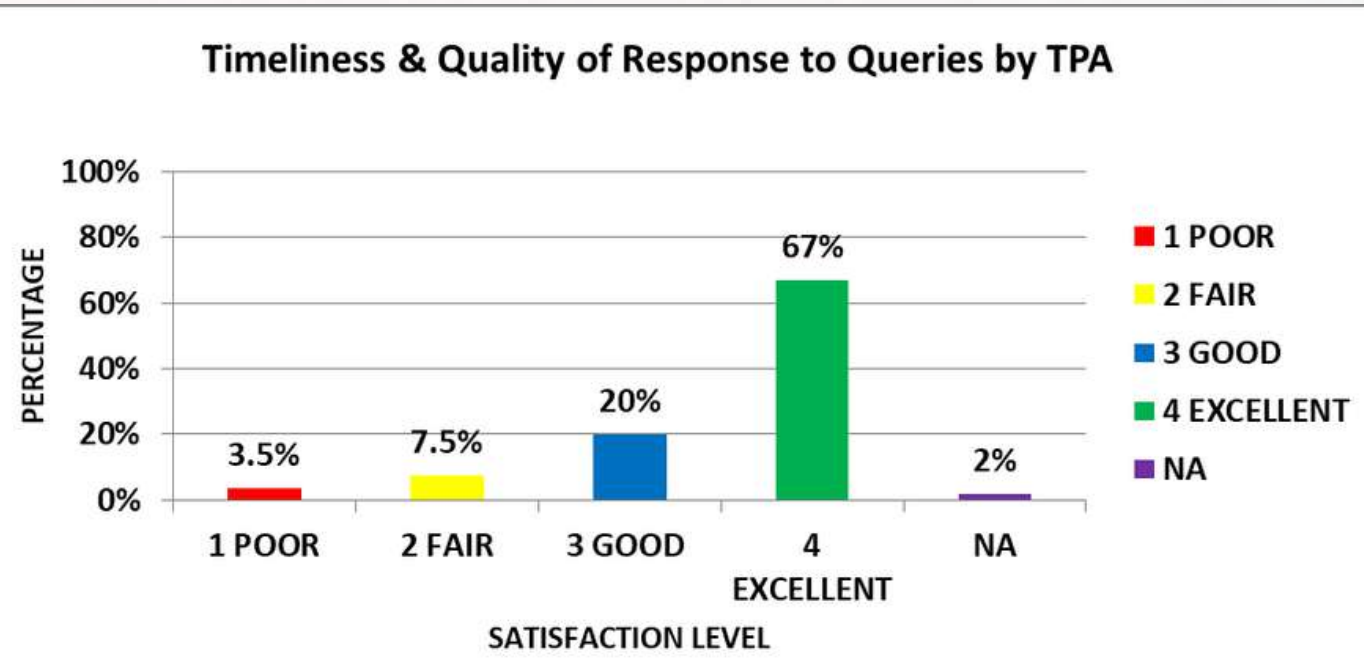
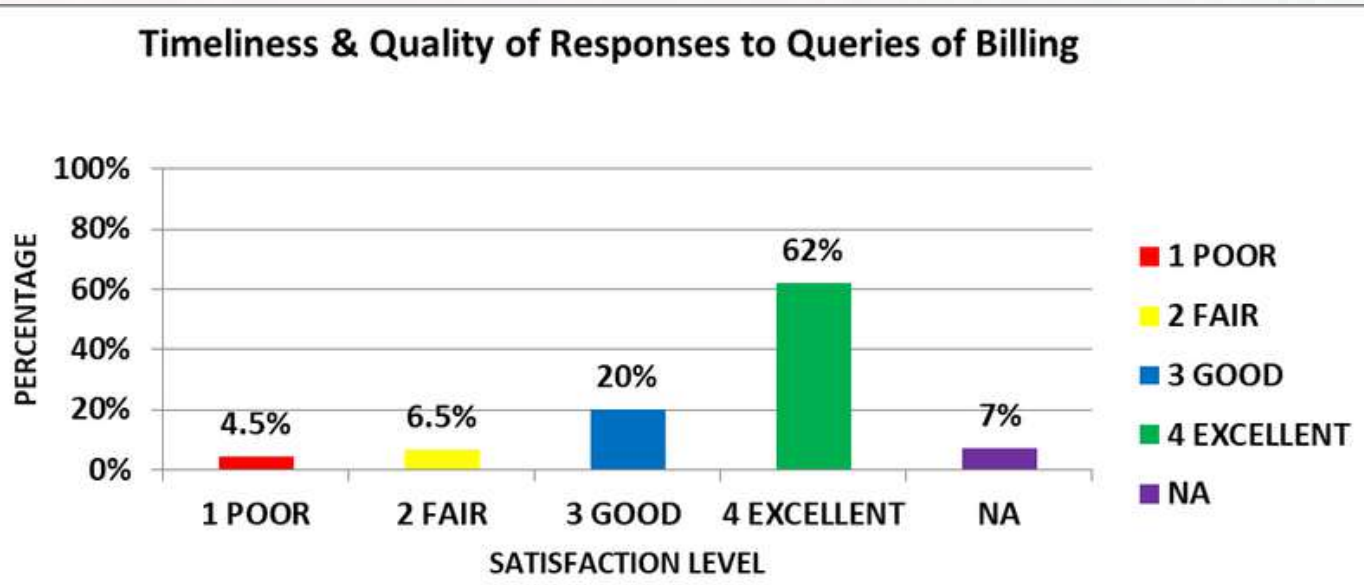
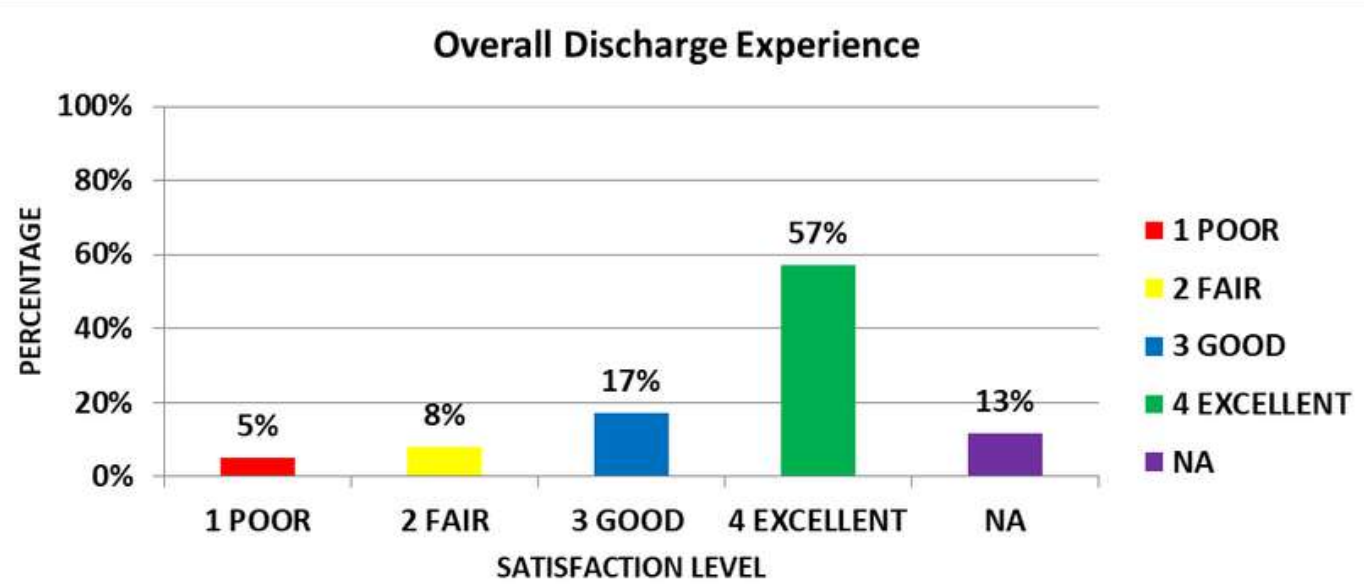
Quality of Cleanliness and Upkeep





Patient Perspective on Discharge Experience

The analysis of the discharge process reveals it as the lowest-rated domain among all attributes, highlighting significant service gaps. Patients frequently faced prolonged waiting times, especially for TPA and PSU clearances, due to inefficient coordination between floor manager and front desk staffs. Confusion, unclear instructions, and poor communication at discharge settlement desks further contributed to patient dissatisfaction.



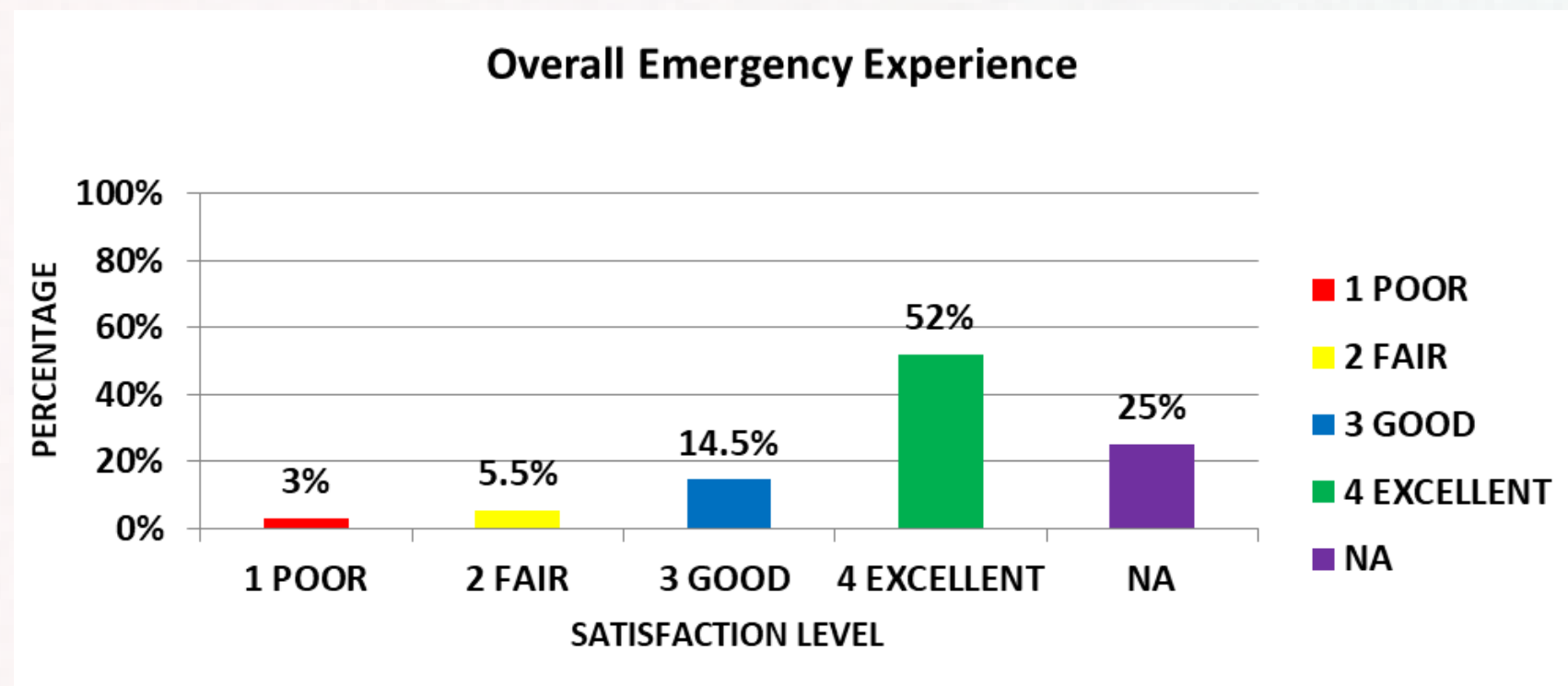
Patient Perspective on Emergency Experience

KEY FINDING:

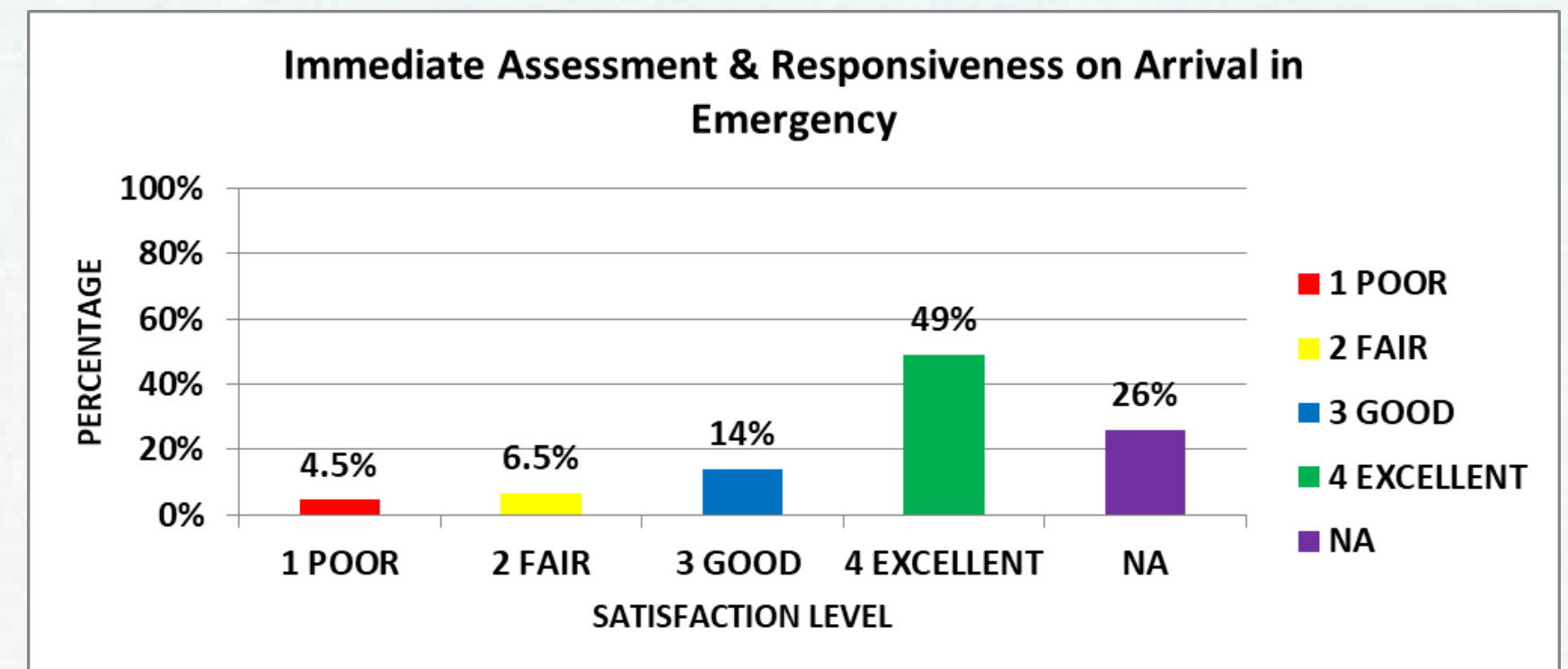
- 50% rated the service as excellent, about 8.5% (Fair + Poor) cited delays especially due to lack of wheelchair availability and slow triage during peak hours.
- 11% (Fair + Poor) respondents reported delays in immediate assessment or lack of clarity on next steps.
- A large proportion of patients did not engage with emergency services directly

RECOMMENDATION:

- **Dedicated Bed for Red Triage Patients:** Allocate standby beds to ensure immediate admission for critical cases.
- **Appoint 24/7 Emergency Coordinator:** To manage patient flow, guide attendants, and coordinate with IPD units.



PSAT SCORE =58



PSAT SCORE =51

OBJECTIVE 2: To Identify the patient perceptions of the Quality of inpatient healthcare services received at hospital								
ATTRIBUTE	SUB ATTRIBUTE	EXCELLENT %	GOOD %	FAIR %	POOR %	E+G %	F+P%	PSAT
						(0-79%)	(>10%)	
						(80-89%)	(<=10%)	
						(90 & ABOVE%)		
Admission Experience	Overall Admission Experience	68	24	6	3	92	9	83
	Time Taken for Admission Process	65	21	10	5	86	15	71
	Quality & promptness of Responses	64	24	9	4	88	13	75
Doctor Experience	Overall Doctor Experience	86	10	3	NA	96	3	93
	Attentivenessof care provided	80	11	N.A	4	91	4	87
	Regular visits and progress updates	83	10	N.A	4	93	4	89
Nursing Experience	Overall Nursing Experience	77	13	7	2	90	9	81
	Compassion of the Nursing staff	72	18	7	2	90	9	81
	Timeliness to response for Call bell	72	14	9	2	86	11	75
Food Experience	Overall Food & Beverage Experience	67	23	5	4	90	9	81
	Quality and Taste of food	71	20	6	3	91	9	76
Housekeeping Experience	Overall Housekeeping Experience	76	17	4	N.A	93	4	89
	Quality of Cleanliness and Upkeep	71	18	8	N.A	89	8	81
Dischage Experience	Overall Discharge Experience	57	17	10	5	74	15	64
	Timeliness to queries by billing	62	20	7	5	82	12	70
	Timeliness to queries by TPA	67	20	8	4	87	12	75

CORRELATION ANALYSIS

Correlation analysis was done to understand the statistical relationships between individual service parameters and the overall inpatient satisfaction score. The primary objective of this analysis was to identify which specific departments and service domains had the most significant influence on patients' overall satisfaction during their hospital stay.

		Correlations							
		Overall IPD Satisfaction	Admission Experience	Doctor Experience	Nursing Experience	Food & Beverage Experience	Housekeeping Experience	Emergency Experience	Discharge Experience
Overall IPD Satisfaction	Pearson Correlation	1	.635**	.373**	.519**	.410**	.318**	.200**	.595**
	Sig. (2-tailed)		<.001	<.001	<.001	<.001	<.001	.005	<.001
	N	200	200	200	200	200	200	200	200

Strongest Positive Correlation

- Admission Experience (r = 0.635)
- Discharge Experience (r = 0.595)
- Nursing Experience (r = 0.519)

Weakest Significant Correlation

- Emergency Experience (r = 0.200, p = 0.005)

Moderate Positive Correlation:

- Food & Beverage Experience (r = 0.410)
- Doctor Experience (r = 0.373)
- Housekeeping Experience (r = 0.318)

Recommendations

OBJECTIVE 3: To Identify the causes of dissatisfaction and suggest recommendations to improve the IPD services.



ADMISSION

- ✓ **Admission Volunteers:** Interns/trained volunteers can guide patients from front desk to allocated room.
- ✓ **Admission Queue Display Screen:** Install a digital display (TV Queue System) showing token numbers and counters being served.



DOCTOR

- ✓ **Doctor Visit Notification Alerts:** Sending SMS/WhatsApp message from nursing station to patient reduces miscommunication.
- ✓ **Daily Care Summary Sheets:** A printed one-page written note by duty doctor to keep patient informed reduces repetitive queries.



NURSES

- ✓ **Shift Handover Cards for Patients:** Nurse can leave a card mentioning the incoming nurse's name and shift timing to give clarity.
- ✓ **Fixed shifts assignment** with less rotation of permanent experienced GDA accompanied by new GDA can be done.



FOOD & BEVERAGE

- ✓ **QR Code Meal Rating System:** Simple feedback system on the tray for patients to rate instantly and understand taste concerns.
- ✓ **Printed Diet Discharge Sheet:** A post discharge diet plan to be given to patient by dietician with home based options.



HOUSEKEEPING

- ✓ **Color-Coded Cleaning Time Chart:** Posters with cleaning time slots helps staff to be prepared during admission overload.
- ✓ **QR Feedback on Cleaning Chart:** Posters with QR in bathroom/ward for instant complaint.



DISCHARGE

- ✓ **Discharge Coordination WhatsApp Group :** Creating floor-wise group (nurse, billing, TPA, floor manager) for real-time updates when bill is ready. Intern can help in coordinating between departments and follows up on pending tasks.
- ✓ **Post-Billing Discharge Token with Timestamp:** Patient can given a color-coded token with timestamp to track progress, flag delays (>45 mins), and alert floor staff to reduces chaos.



OTHERS

- ✓ **Attendant Welcome & Info Kit:** Provide printed kits with ward rules, visiting hours, meal timings, key contacts, and hospital map
- ✓ **Strict Security:** Allow one attendant policy.

Power BI Dashboard: Key Benefits for Patient Satisfaction Monitoring

PATIENT SATISFACTION IN IPD DASHBOARD

Mr. LALIT KATHURIA

Patient name

52 Years

AGE

Male

GENDER

Aditya Kumar Singh

Treating Doctor

02-04-2025 13:46:33

Admission Date Time

08-04-2025 13:23:56

Discharge Date Time

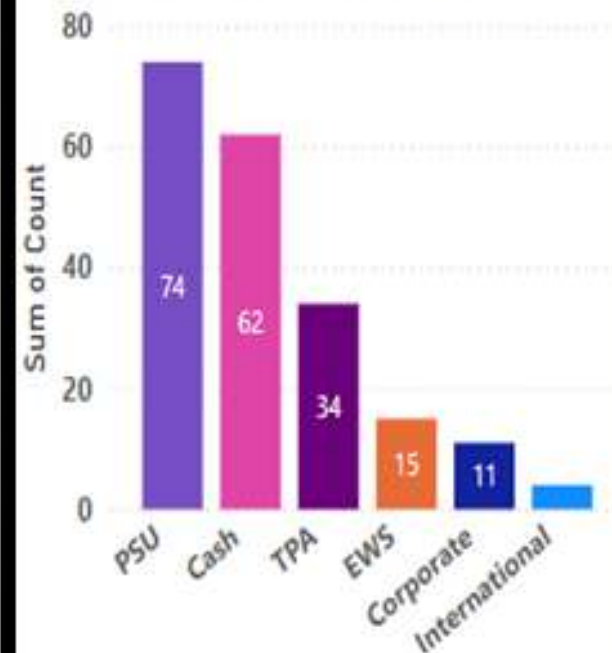
Patient name
Mr. LALIT KATHURIA

EHPG.989735

First UHID

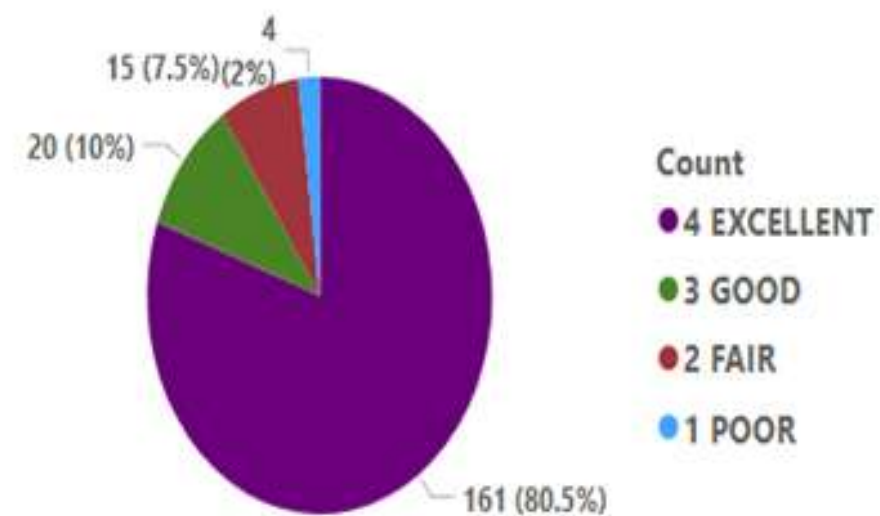
Company Type

Count 4 11 15 34 62 74



Company Type

OVERALL IPD PATIENT SATISFACTION

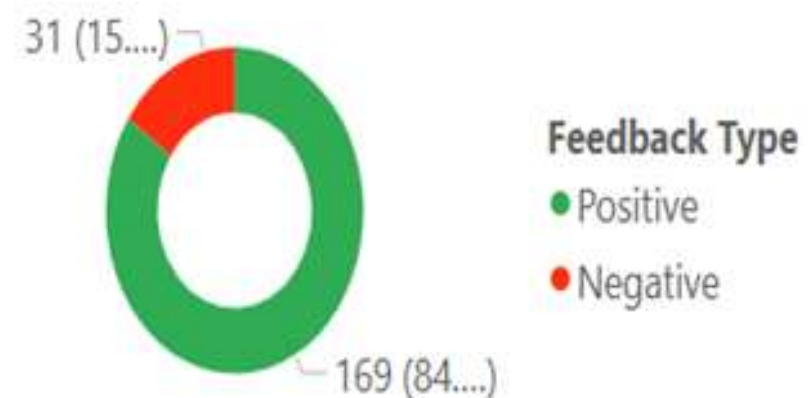


Count
4 EXCELLENT
3 GOOD
2 FAIR
1 POOR

DEPARTMENT WISE PSAT PSAT SCORE

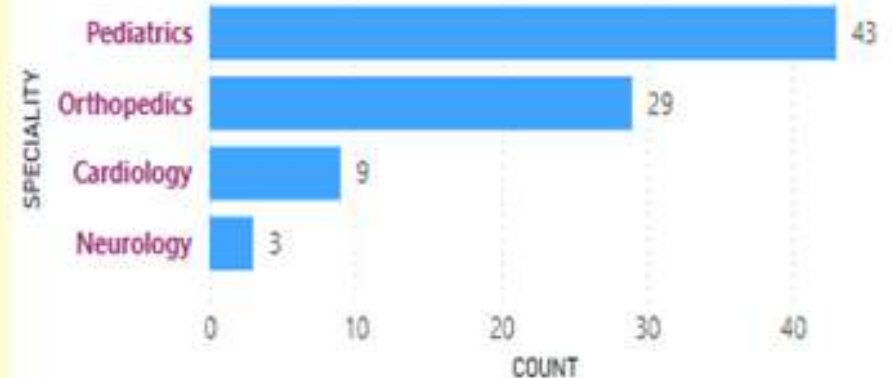
Overall Admission Experience	91.00
Overall Discharge Experience	81.00
Overall Doctor Experience	97.00
Overall Emergency Experience	68.00
Overall Food & Beverage Experience	89.50
Overall Housekeeping Experience	88.50
Overall Nursing Experience	92.50

FEEDBACK



Feedback Type
Positive
Negative

Speciality Wise



Enhanced Real-Time Performance Monitoring

Tracking of patient satisfaction scores across departments, enables quicker identification and resolution of gaps.



Holistic Overview of Satisfaction and Personal details

Highlights overall satisfaction rating along with key patient details



Centralized Feedback Analysis:

Automatically categorizes positive and negative feedback for root cause identification.



Specialty & Company-Wise Tracking:

Helps allocate resources better by showing trends by department and insurance type.



Improves Decision-Making:

Replaces Excel-based reporting with interactive dashboards for faster decisions to improve inpatient care quality.

Conclusion

KEY TAKEAWAYS

- Patient satisfaction at Max Smart Super Specialty Hospital is consistently high in core clinical services, particularly in doctor attentiveness, regular clinical rounds.
- Discharge process, admission delays, and nursing responsiveness emerged as primary pain points affecting the overall experience.
- Strong positive correlation was observed between Overall IPD satisfaction and domains like admission ($r = 0.635$) and discharge ($r = 0.595$), showing their critical influence on patient perception.
- Patient satisfaction is not only influenced by treatment outcomes but also by emotional comfort, staff interactions, amenity availability, and environmental cleanliness.
- Implementation of tech-based tools like discharge trackers, QR-coded feedback, and WhatsApp support, combined with empathy-focused training, can enhance service integration and ensure a patient-centered care model.



“Clinical excellence is expected, but emotional and operational excellence define how care is remembered.”

WAY FORWARD

- Max Healthcare is set to emerge as a leader in seamless, patient-focused service delivery.
- Implementing discharge trackers and real-time feedback alerts will boost efficiency and responsiveness.
- Regular empathy and communication training will enhance patient-provider interactions.
- Patient-centered SOPs will help streamline inpatient workflows and reduce delays.

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THANK YOU

