



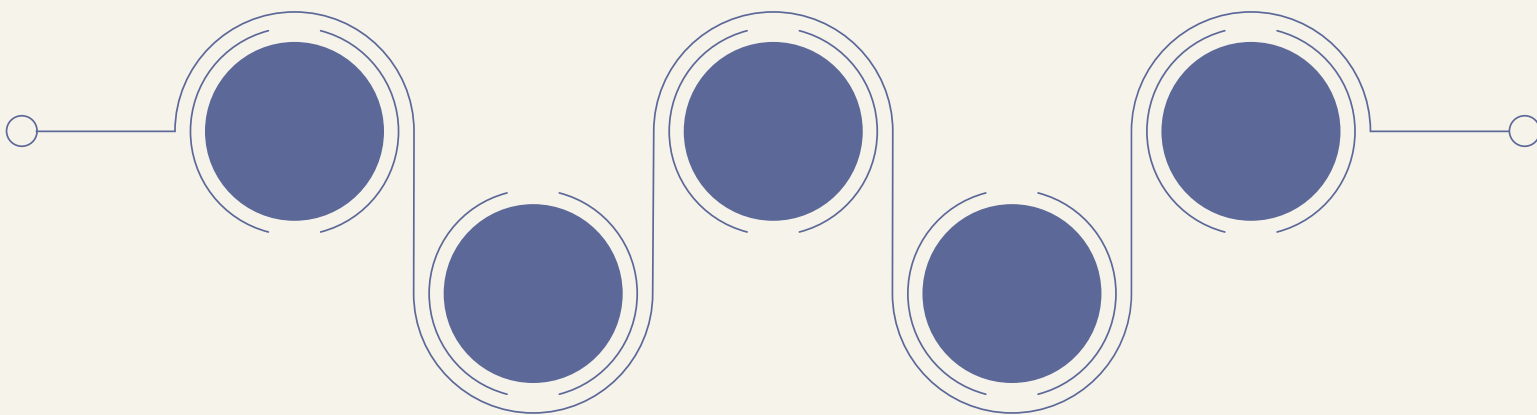
TITLE: Analysis of Patient Satisfaction in In-Patient Department.

Faculty Mentor: Dr. Anoop Khanna

**IIHMR University, Jaipur | MBA Hospital & Health Management |
2025**

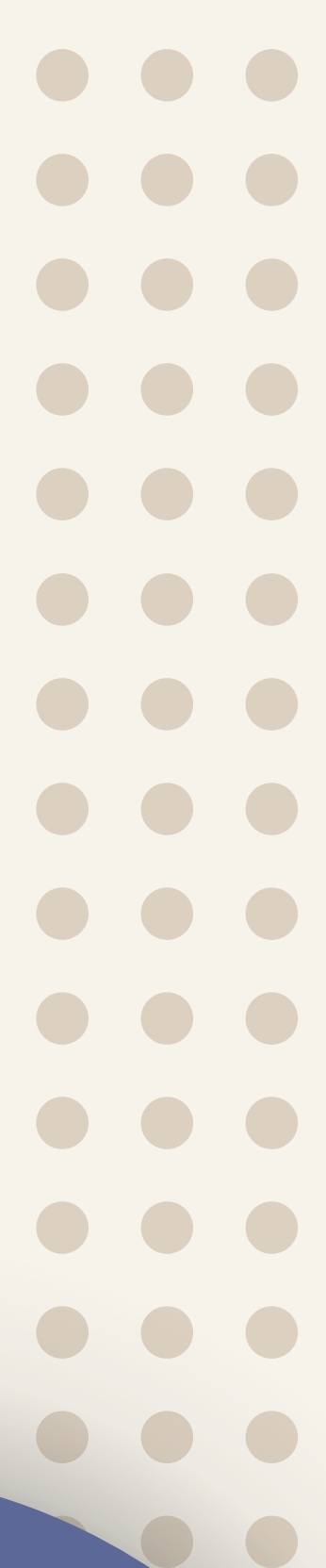
Presented by Anika Nehra

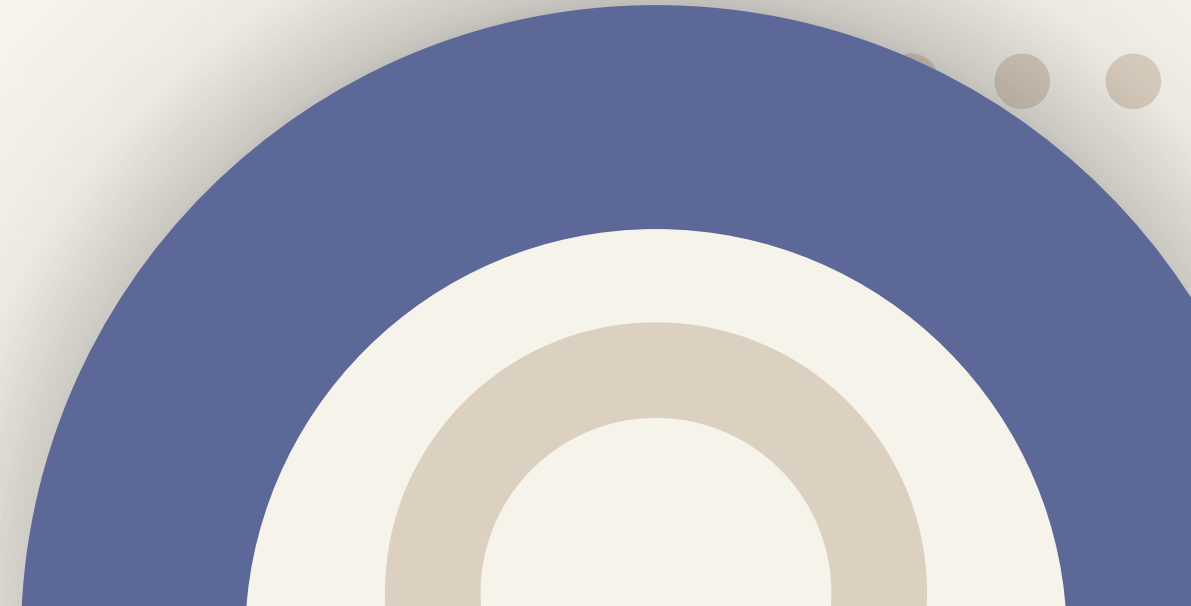
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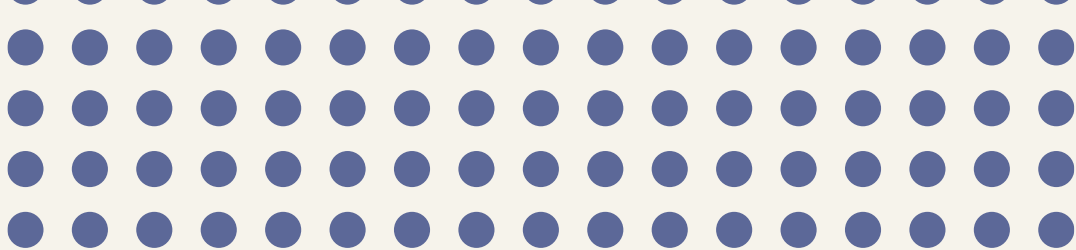




Overview



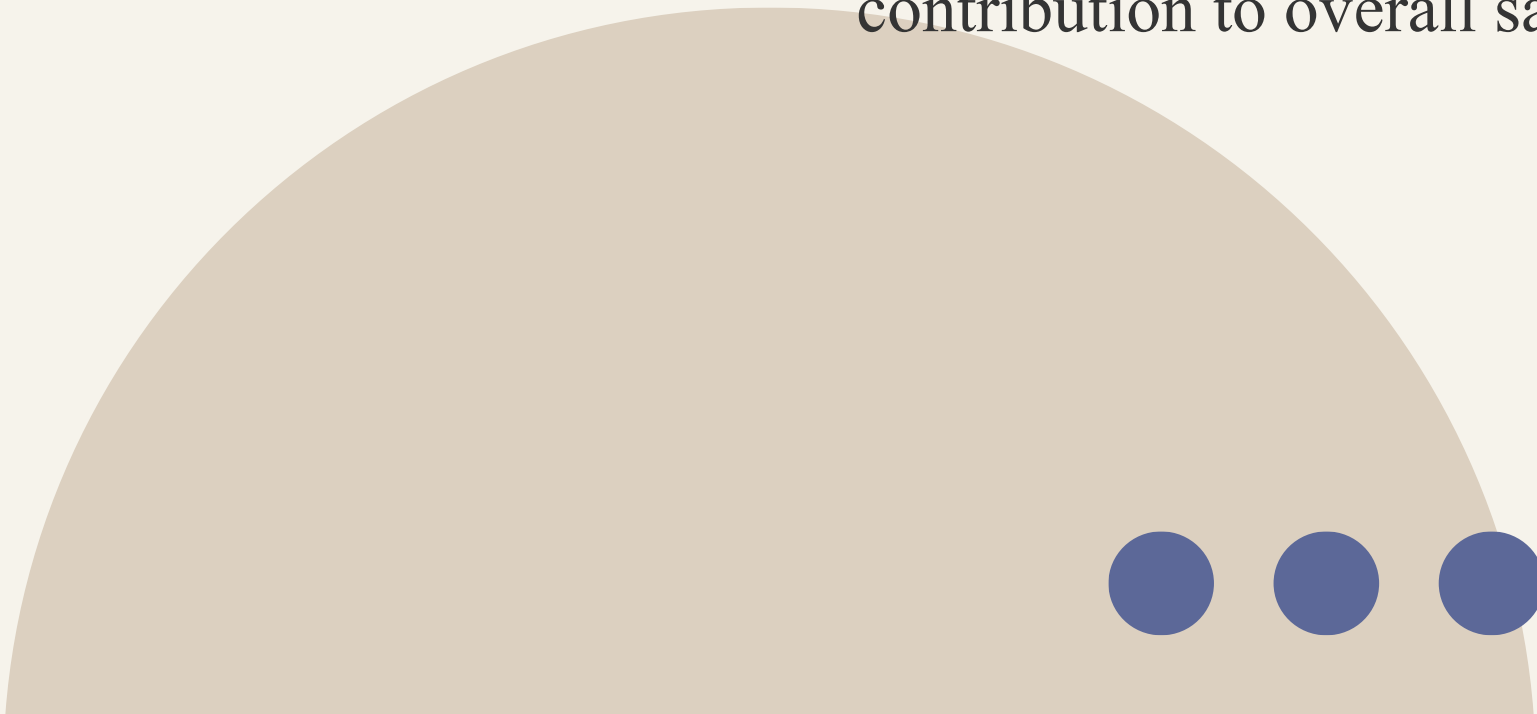
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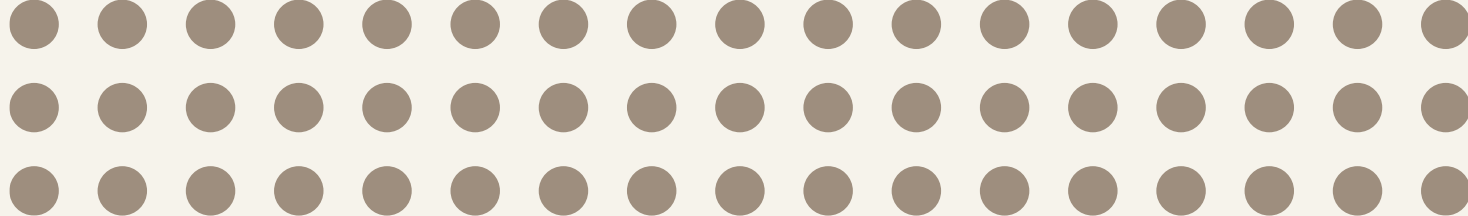


Abstract

Hospitals have evolved into sophisticated facilities, raising patient expectations beyond medical treatment to include comfort and enhanced experiences. This shift, driven by media, commercialization, and improved facilities, pushes healthcare towards a **patient-centric approach**, valuing satisfaction with both clinical and non-clinical services.

For mother and child hospitals, the **In-Patient Department (IPD)** experience is crucial. This study at Motherhood Hospital, Noida, will quantitatively examine how **non-medical services**—like staff behaviour, communication, admission/discharge, counselling, support, and dietary services impact IPD patient satisfaction, **hypothesizing a positive correlation**. This aims to quantify these factors' contribution to overall satisfaction.





Literature Review



This review of five studies reveals varied inpatient satisfaction levels, notably lower (46-57%) in Ethiopian public hospitals compared to other regions. Key satisfaction drivers include positive interactions with clinical staff, effective pain management, and access to essential services like pharmacy and lab. Non-medical factors such as staff courtesy, clear communication, privacy, a clean environment, and efficient administration also significantly impact patient experience. Areas needing improvement often involve dietary services, maintenance, convenience, and out-of-pocket costs. A hospital's reputation also positively influences satisfaction. Ultimately, these findings emphasize the necessity of a holistic, patient-centric healthcare approach, balancing clinical excellence with robust support services for improved patient experience and institutional success.





Introduction

Motherhood Hospital Noida is a leading specialised hospital focusing on comprehensive care for women and children.

Vision: To be the leading network of women & children's hospitals in India.

Mission: To deliver an exceptional healthcare experience to women, children, and their families, steered by the highest standard of competence, care, and service excellence.

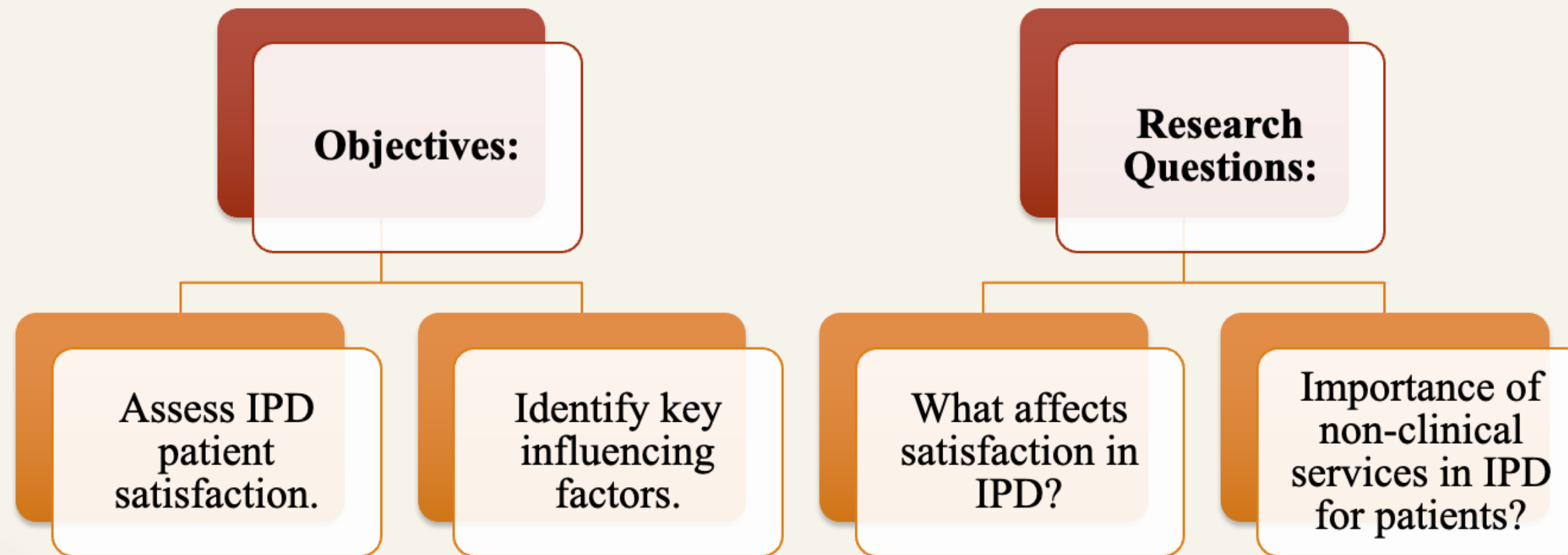
Key Highlights:

- **Capacity:** 36 beds IPD + 4 beds Triage
- **Specialties:** Gynaecology, Obstetrics, Paediatrics, Neonatology, Fetal Medicine, Fertility Services.
- **Advanced Facilities:** State-of-the-art operation theatres, adult & neonatal ICUs, advanced diagnostics (ultrasound, lab), 24/7 pharmacy & ambulance.
- **Patient Focus:** Compassionate, personalized care in a comfortable environment.

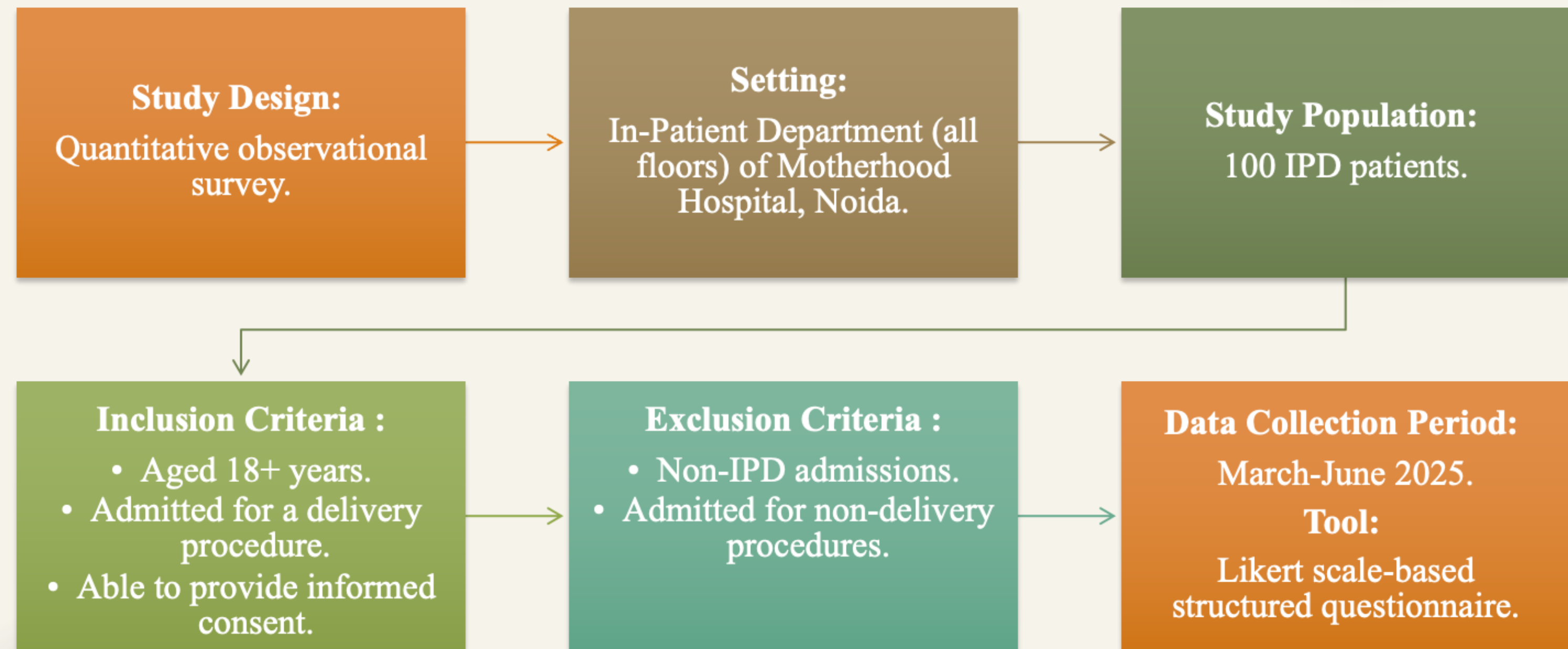
Problem

- Current hospital feedback systems typically provide only an aggregate monthly satisfaction score, which isn't granular enough to accurately reflect individual department performance or pinpoint the exact elements influencing a patient's overall experience.
- Lack of IPD-focused study in specialised mother & child care hospitals.

Objective



Methodology



Parameter	RATING 5	RATING 4	RATING 3	RATING 2	RATING 1	Key Insights	Category
MAINTENANCE SERVICES	44	32	24	0	0	Decent satisfaction but room for improvement from 3-star to 4-5.	SERVICES
HOUSEKEEPING SERVICES	15	75	8	2	0	Strong 4-star support; some dissatisfaction exists (2-star).	
FOOD AND BEVERAGE	27	62	11	0	0	Overall good satisfaction; 3-star needs improvement.	
OVERALL HYGIENE & APPEAL	32	38	29	1	0	Mixed reviews; higher variability shows an area needing more focus.	
ADMISSION EXPERIENCE	86	13	0	0	1	Excellent performance. Very high satisfaction.	PROCESS
DISCHARGE EXPERIENCE	58	36	6	0	0	Very positive; minimal dissatisfaction.	
COUNSELLING	47	46	1	5	1	While mostly positive, 5 respondents gave low ratings (2 or 1); room for counselling improvement.	
MEDICAL	100	0	0	0	0	Perfect satisfaction	STAFF BEHAVIOUR
NURSING	26	63	11	0	0	Good ratings but improvement possible in converting 3-stars to higher.	
NON MEDICAL	14	44	40	2	0	Mixed feedback highest number of 3-stars and some dissatisfaction (2-star).	
IPD CHECKLIST COMPLIANCE	2	84	14	0	0	Mostly 4-star; need to boost checklist excellence for higher satisfaction.	AMENITIES

Result

Average Rating: 4.24 / 5

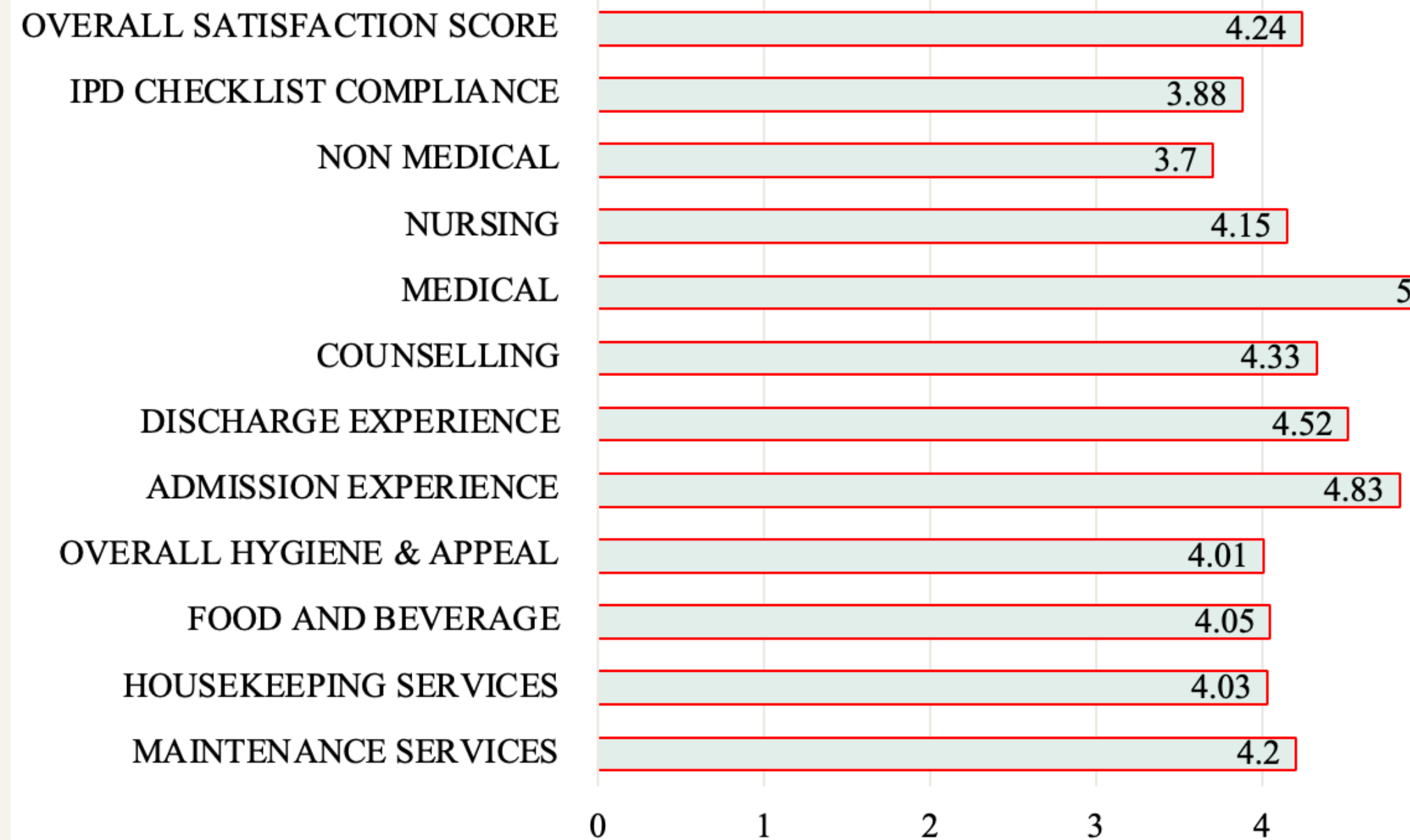
Service Evaluation:

- Satisfaction levels with Housekeeping Services is **4.03**
- Satisfaction levels with Maintenance Services is **4.20**
- Satisfaction levels with Food and Beverage Services is **4.05**
- Overall Hygiene & Appeal of hospital environment is **4.01**

Process Evaluation:

- Ratings for ease of the Admission Process is **4.83**
- Ratings for ease of the Discharge Process is **4.52**
- Ratings for the Counselling Process Experience is **4.33**

AVERAGE SATISFACTION RATINGS



Result

Staff Behaviour Evaluation:

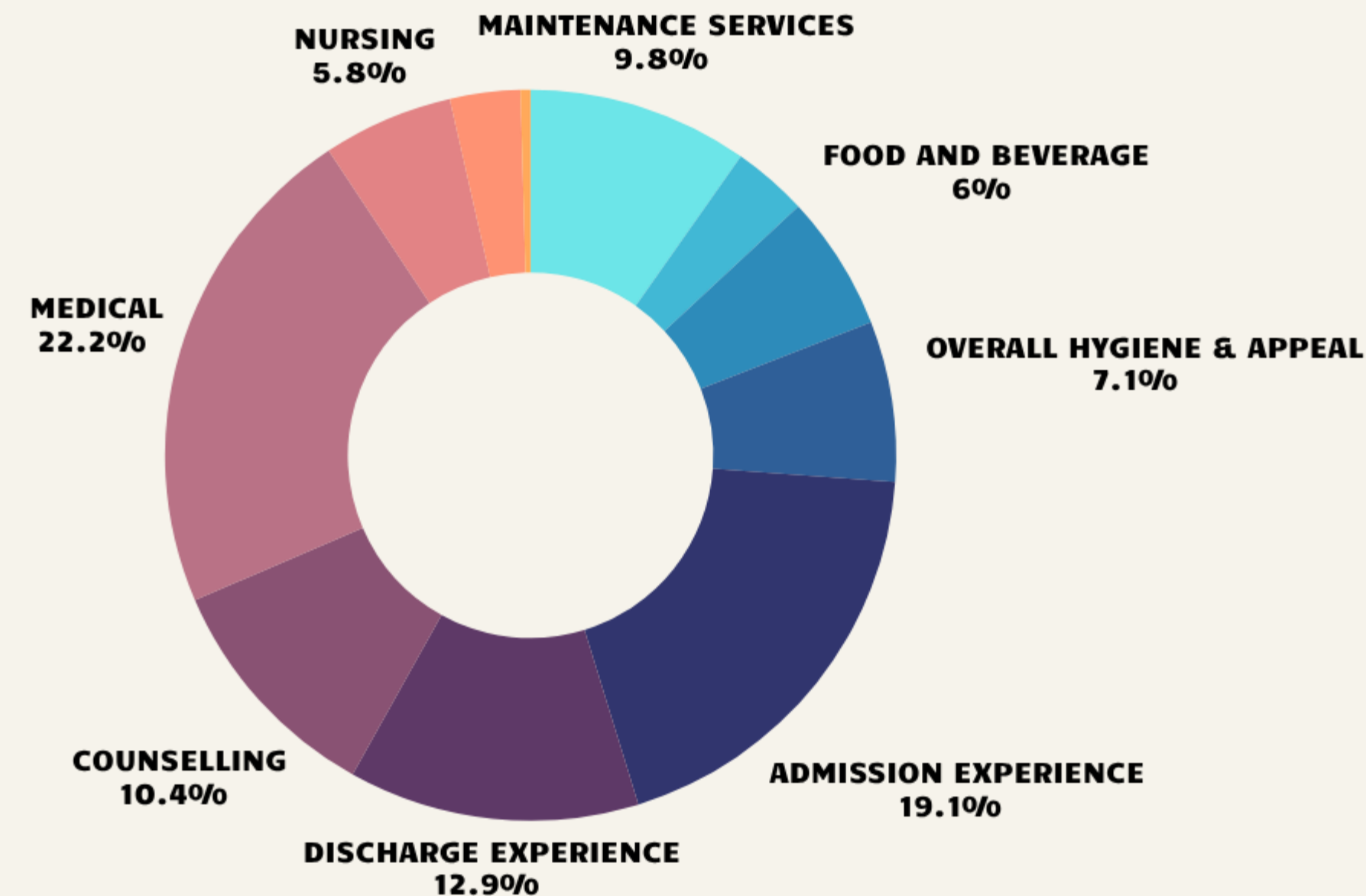
- Ratings for Medical Staff Behaviour is **5.00**
- Ratings for Nursing Staff Behaviour is **4.15**
- Ratings for Non-Medical Staff Behaviour is **3.70**

Amenities Evaluation:

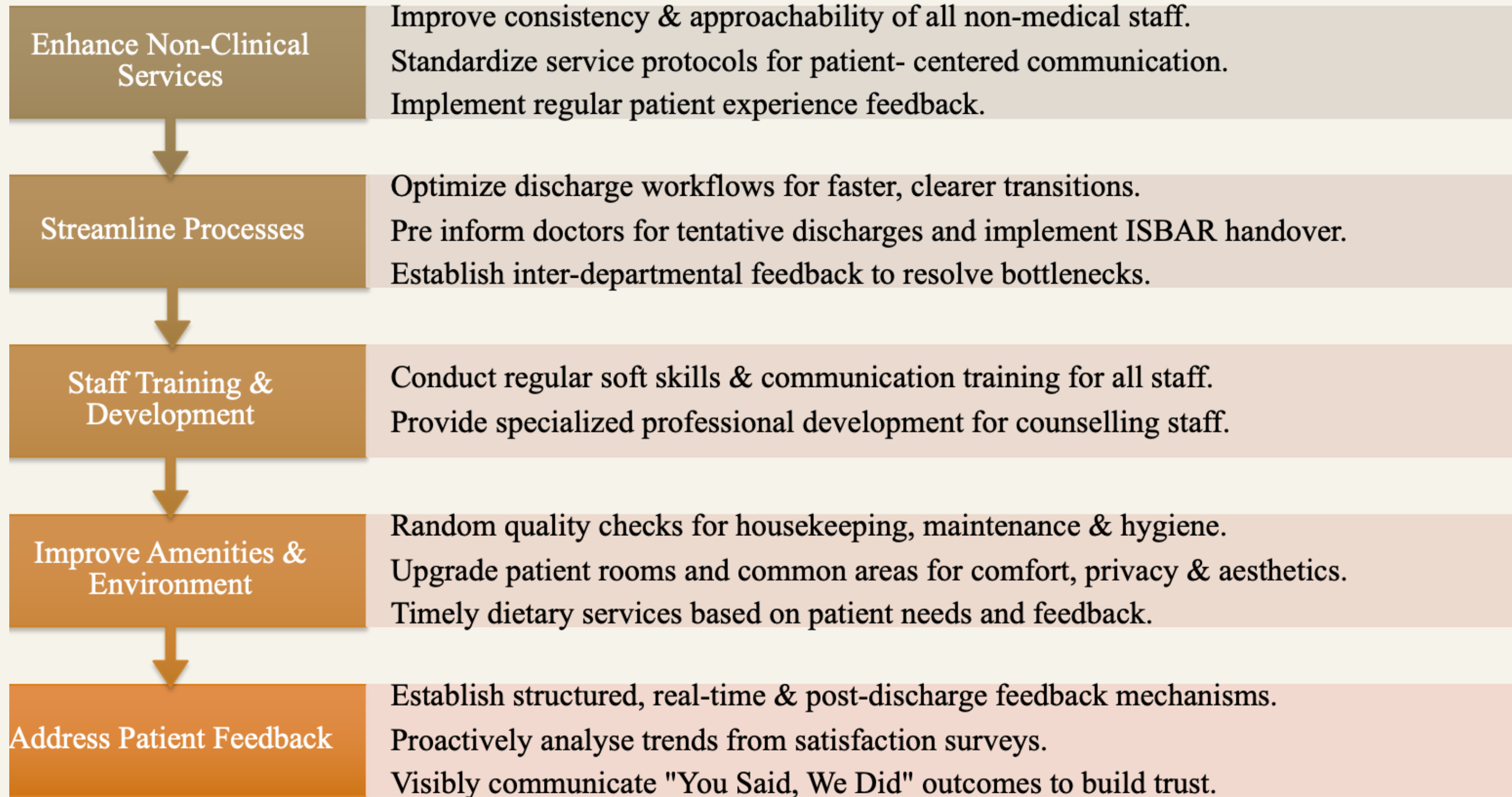
- IPD Checklist Compliance satisfaction is **3.88**

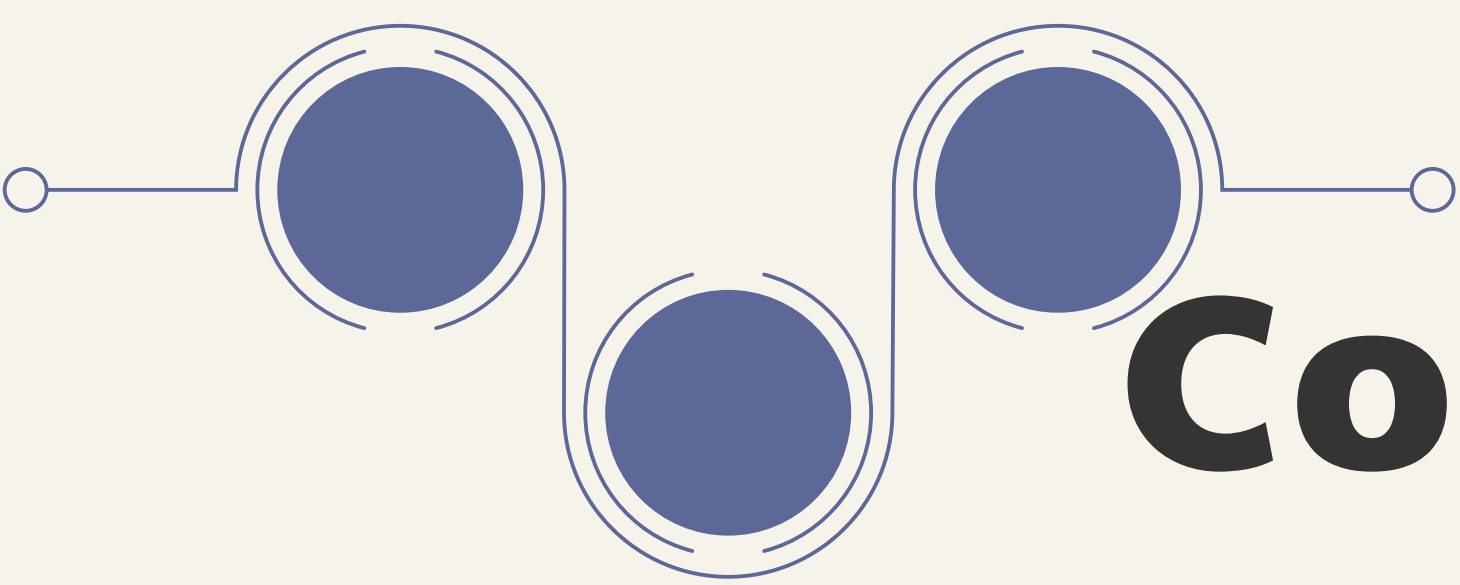
Net Promoter Score (NPS) / Recommendation:

- Would recommend (Yes): 93 patients (**93%**)
- Would not recommend (No): 7 patients (**7%**)



Recommendation





Conclusion

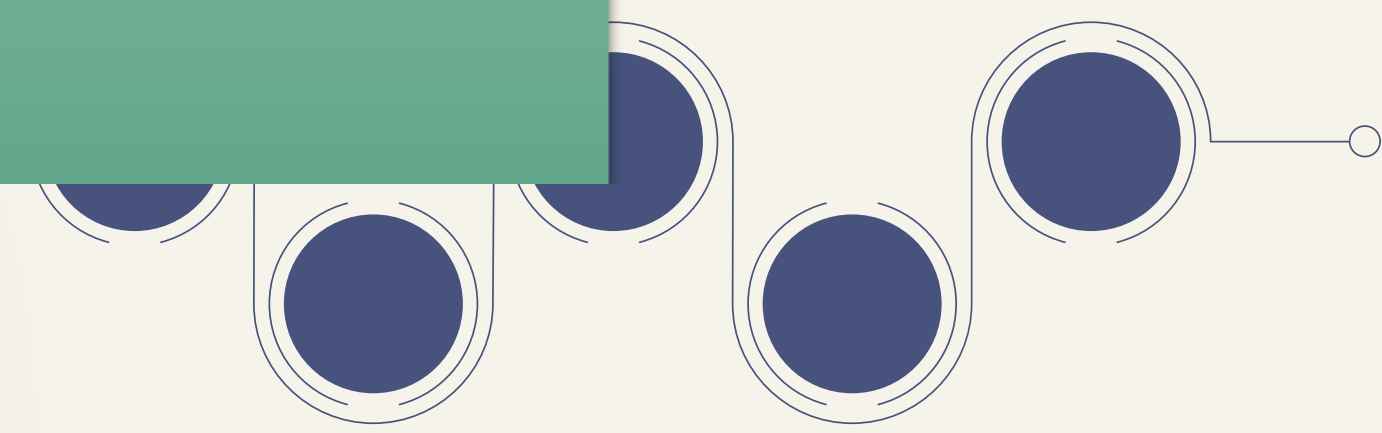
Non-medical services significantly influence patient satisfaction.

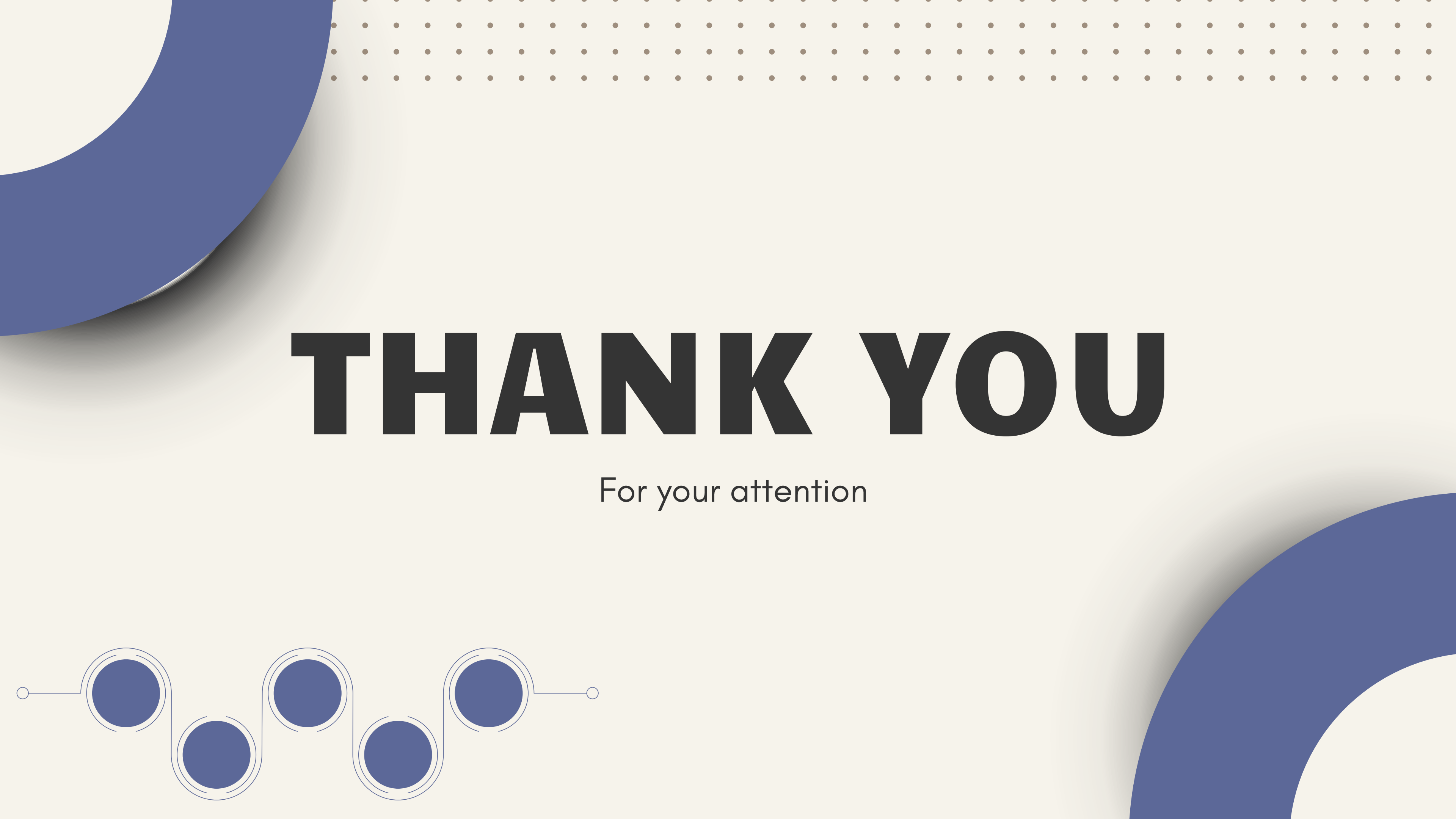
Staff behaviour, process efficiency, and environment shape patient experiences.

High satisfaction with: Medical and nursing staff behaviour, effective communication.

Areas for Improvement: Non-medical staff performance, counselling services, housekeeping, and dietary care.

High overall rating supports the hypothesis.





THANK YOU

For your attention

