

SYNOPSIS

1. TITLE: Analysis of Patient Satisfaction in the In-Patient Department of a Mother and Child Hospital in Noida.

2. INTRODUCTION:

The modern hospital has undergone a dramatic transformation, evolving from its origins as an isolated sanatorium to a sophisticated facility often boasting amenities comparable to a five-star hotel. Patients and their accompanying family members now arrive at hospitals with heightened expectations, anticipating not only cutting-edge medical treatment but also a range of supplementary services designed to enhance their comfort and overall experience during their stay. This shift in patient expectations is largely attributable to the pervasive influence of mass media, which has increased awareness of advancements in medical technology and hospitality services. Furthermore, the increasing commercialization of healthcare and the continuous improvement of facilities have contributed significantly to this evolving landscape. Consequently, the healthcare sector is increasingly adopting a patient-centric approach, prioritizing patient satisfaction with both the clinical aspects of care and the non-clinical support services provided. This focus on in-patient satisfaction as a vital metric for evaluating the overall quality of healthcare delivery.

3. RESEARCH QUESTION:

- What are the key metrics influencing in-patient satisfaction in a mother and child hospital in Noida?
- Importance of non-clinical services in IPD for patients?

4. OBJECTIVES:

- To assess the in-patient satisfaction in a mother and child hospital in Noida.
- To identify the specific factors that significantly influence patient experience with inpatient services.

5. HYPOTHESIS:

This quantitative observational study will investigate the impact of non-medical services on patient satisfaction within the Inpatient Department (IPD) of Motherhood Hospital, Noida. Data will be collected through patient feedback questionnaires and direct observation. The primary hypothesis is that optimal levels of staff behaviour and communication, admission and discharge processes, TPA processing and dietary services will positively correlate with higher patient satisfaction during hospitalization. The study aims to quantify the contribution of these factors to patient satisfaction outcomes.

6. MATERIAL AND METHODS:

- **STUDY DESIGN FOR THE ASSESSMENT:**

A survey has been conducted on 100 randomly selected patients in the In-Patient Department of Motherhood Hospital, Noida. In-Patient Satisfaction Questionnaire is the tool used for collecting data from the sample. Following a proper feedback from these 100 patients after morning rounds with management team, this questionnaire was filled in order to prevent any kind of bias.

- **SETTING:**

- Motherhood Hospital Noida - In-Patient Department all floors. To take feedback of patients using patient satisfaction questionnaire.

- **STUDY POPULATION:**

- **Inclusion criteria :**

- Patients of age 18 years and above who have been admitted to the IPD of the hospital for delivery procedure.
- Patients who are able to provide informed consent.

- **Exclusion criteria:**

- Patients other than IPD admissions.
- Patients admitted for non-delivery procedures.

- **Study tools:**

- A structured questionnaire, based on validated patient satisfaction scales, covering aspects of clinical care (e.g., doctor and nurse communication) and non-clinical services (e.g., maintenance, processes, recommendations, cleanliness, food, amenities, non-clinical staff behaviour).

- **DURATION OF STUDY:**

- 90 days (15 March 2025 – 12 June 2025).

- **SAMPLE SIZE:**

- A sample size of 100 patients will be calculated for study.

- **SAMPLING TECHNIQUE:**

- Convenience sampling will be used to recruit participants from the IPD.

- **DATA COLLECTION PROCEDURE:**

- Patient satisfaction questionnaires will be administered to patients in the IPD in person, after obtaining informed consent.

- **OPERATIONAL DEFINITIONS:**

- **Patient Satisfaction:** Measured using a Likert scale questionnaire, assessing various aspects of non-clinical services.
- **Clinical Care:** Includes doctor and nurse .
- **Non-Clinical Services:** Service excellence includes cleanliness, food, amenities, and administrative processes.

7. DATA ANALYSIS PLAN:

Using Microsoft Excel (percentages, means, graphical representation) will be used to summarize patient satisfaction scores.

8. SCALE - Likert Scale :

Likert scale refers to a rating scale that quantitatively assesses opinions, attitudes, or behaviours.

1 refers to **Very Dissatisfied (VD)**

2 refers to **Dissatisfied (D)**

3 refers to **Neutral (N)**

4 refers to **Satisfied (S)**

5 refers to **Very Satisfied (VS)**

9. ETHICAL CONSIDERATIONS:

- Informed consent to be obtained from all participants.
- Data to be anonymized and stored securely to ensure confidentiality.
- Ethical approval will be obtained from the Hospital Administration Authorities.

10. IMPLICATIONS OF RESEARCH:

- The findings will provide valuable insights into the factors influencing patient satisfaction in a mother and child hospital setting for Noida.
- The results will inform hospital management and healthcare providers about areas for improvement in service delivery.
- This study shall contribute to the development of strategies to enhance in-patient experience and service excellence.

TOPIC: ANALYSIS OF PATIENT SATISFACTION IN IN-PATIENT DEPARTMENT

Patient Satisfaction Analysis Questionnaire

Important Notes:

Scale used: Likert Scale

In-Patient Details:

1. **Patient Room Number:**
2. **Patient UHID** (Unique Hospital Identification):
3. **Patient Type:** Were you admitted as a Cash patient or a TPA (Third Party Administrator) patient?
(Please select one: Cash / TPA)
4. **Date of data collection:**

Service Evaluation:

3. **Housekeeping Services:** How satisfied were you with the housekeeping services in your room?
4. **Maintenance Services:** How satisfied were you with the maintenance services provided during your stay?
5. **Food and Beverage Services:** How satisfied were you with the food and beverage services provided?
6. **Overall Hygiene and Appeal:** How would you rate the overall hygiene and appeal of the hospital environment?

Process Evaluation:

7. **Admission Process:** How would you rate the efficiency and ease of the admission process?
8. **Discharge Process:** How would you rate the efficiency and ease of the discharge process?
9. **TPA Process Experience (if applicable):** As a TPA patient, how would you rate your experience with the TPA process?

Staff Behaviour Evaluation:

10. **Medical Staff Behaviour:** How would you rate the overall behaviour of the hospital medical staff?
11. **Nursing Staff Behaviour:** How would you rate the overall behaviour of the hospital nursing staff?
12. **Non-Medical Staff Behaviour:** How would you rate the overall behaviour of the hospital non- medical staff?

Amenities Evaluation:

13. **IPD checklist Compliance:**

NPS (Net Promoter Score):

13. **Recommendation:** Would you recommend this hospital to others? (Yes / No)
14. **Remarks:** Do you have any suggestions for improvement?

REVIEW OF LITERATURE

S.NO	AUTHOR	TITLE	STUDY LOCATION	SAMPLE SIZE AND TECHNIQUE	SALIENT FEATURES
1.	Durgadatta Das	“Patient Satisfaction in In-patient Department in a Tertiary Care Hospital in Odisha.”	Tertiary Care Hospital in Odisha.	The sample size was 332 participants. The sampling technique used was random stratified sampling, where every 5th patient admitted to the IPD was selected for the study.	This research paper investigates the factors influencing patient satisfaction in an inpatient setting to understand healthcare quality and overall patient experience. The study, conducted at Utkal Hospital and Institute of Medical Sciences between March and May 2024, surveyed 332 patients from various IPDs. Using a 26-item questionnaire, the research assessed nine core dimensions of patient satisfaction. The results showed high satisfaction in front office (96.27%), nursing procedures (96.14%), and doctor-related services (95%). Areas needing improvement were dietary services (86.28%) and maintenance services (88.27%). The study emphasizes the importance of patient feedback for enhancing healthcare quality.
2.	Muluken Takele, Getachew Teshome, and	“Patient satisfaction and factors for inpatient health	Ethiopia	3,958 participants (across 11 studies)	Low overall patient satisfaction (57.4%); positively associated with privacy, clear signage, information, and

	Esmael Ali.	services at public hospitals in Ethiopia”			timely treatment; negatively associated with prior admission; highlights need for service quality improvements in Ethiopian public hospitals.
3.	Teshome Shiferaw, Alemayehu Hailu, and Henok Mamo	“Level of Patient Satisfaction with Inpatient Services and Its Determinants : A Study of a Specialized Hospital in Ethiopia”	Ethiopia	Sample Size: 398 inpatients Technique: Facility-based cross-sectional study with random sampling and structured interview questionnaire. Data was analyzed using SPSS.	Low Overall Satisfaction : patient satisfaction was found to be low (46.2%). Positive Determinants: physician services, availability of lab , radiology services, management of pain, inpatient pharmacy services and toilet cleanliness, room availability, as well as dietary services. Significant Impact via Pharmacy Services: In-patient pharmacy services have particularly strong positive influence on overall patient satisfaction. Recommendations for Improvement: The authors suggest focusing on patient-provider interaction, facility amenities, patient-centered training for healthcare workers, and routine satisfaction assessments.
4.	“Sayed Nasir Hussain and Shams Ur Rehman”	“Patient’s satisfaction regarding hospital services: a study at umeå hospital”	The Umeå hospital.	Sampling technique used was convenience sampling to collect quantitative data. The document does	☐ The study investigated patient satisfaction in relation to the 5q model . (“quality of object, process, infrastructure, interaction, and

				not mention the sample size.	atmosphere”), as well as trust and reputation. □ two dimensions had positive effect on in-patient satisfaction at Umeå Hospital, while three dimensions showed no significant effect. □ Trust didn’t show significant effect on patient satisfaction in this study. □ Reputation of hospital had a positive effect on in-patient satisfaction.
5.	Mr. Rais Ahmad Farhat Jabeen Sameena Mufti	“A study to assess the patient satisfaction with health care services delivered at the inpatient department of general medicine wards of smhs hospital, srinagar, j&k”	SMHS Hospital Srinagar (J&K).	The study was conducted by distributing structured questionnaires amongst 100 IPD-patients of general medical wards of SMHS Hospital. Systematic random sampling was used.	□ Patients showed high satisfaction with courtesy (46%), quality of care (44%), and the physical environment (42%). □ Patients expressed lower satisfaction with convenience (25%) and out-of-pocket costs (23.5%). □ There was no significant association between predisposing factors and selected demographic variables with the level of satisfaction (t-value at 0.05 level of significance). □ Overall, mostly satisfy with services provided by the multispecialty teaching hospital. □ Courtesy received the highest satisfaction rating, followed by quality of care and the physical environment.

					□ Out-of-pocket costs and convenience were identified as factors contributing to dissatisfaction. □ Patients were generally satisfied with the hospital facilities. □ The study emphasizes the need for hospital leadership to address patient input on deficiencies to achieve universal patient satisfaction.
--	--	--	--	--	--

Reference :

1. International Journal for Multidisciplinary Research (IJFMR) : <https://www.ijfmr.com/>
2. Alemu, A.T., Bogale, E.K., Bogale, S.K. *et al.* Patient satisfaction and associated factors with inpatient health services at public hospitals in Ethiopia: a systematic review and meta-analysis. *BMC Health Serv Res* 24, 1042 (2024). <https://doi.org/10.1186/s12913-024-11552-5>
3. Shiferaw, T., Hailu, A., & Mamo, H. (2020). Level of Patient Satisfaction with Inpatient Services and Its Determinants: A Study of a Specialized Hospital in Ethiopia. *Journal of Healthcare Engineering*, 2020, 2473469. <https://doi.org/10.1155/2020/2473469>
4. Hussain, S. N., & Rehman, S. U. (2014). PATIENT SATISFACTION REGARDING HOSPITAL SERVICES: A STUDY OF UMEÅ HOSPITAL. <https://www.diva-portal.org/smash/get/diva2:545811/FULLTEXT02.pdf>
5. Ahmad, R., Jabeen, F., & Mufti, S. (2023). A STUDY TO ASSESS THE PATIENT SATISFACTION WITH HEALTH CARE SERVICES DELIVERED AT THE INPATIENT DEPARTMENT OF GENERAL MEDICINE WARDS OF SMHS HOSPITAL, SRINAGAR, J&K. *International Journal of Creative Research Thoughts (IJCRT)*, 11(1), 350-356. <https://www.ijcrt.org/papers/IJCRT2301425.pdf>