

Patient Experience in IPD

A Comprehensive Study at Krishiv Khandaka Hospital, Jaipur
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Executive Summary



Focus: IPD patient
experience at Krishiv
Khandaka Hospital, Jaipur



Aligned with NABH and
HCAHPS standards



Evaluated: Admission,
nursing, food, discharge
processes



Sample: 200 patients,
structured questionnaires
+ hospital data

Research Objectives

Primary: Develop
Patient Experience
Index (PEI)

Secondary:
Benchmarking,
inefficiency analysis,
DMAIC framework

Target: NABH
compliance,
improved
satisfaction

Methodology

Design: Descriptive cross-sectional

Sample: 200 patients (convenience sampling)

Tools: 30-item survey, SPSS/Excel, thematic analysis

Key Findings

Doctor
Communication:
4.2/5

Nursing
Responsiveness:
3.2/5

Food Services:
3.0/5

Discharge Delays:
Avg. 2.8 hrs
(NABH: 1.5 hrs)

Recommendations



5-Minute Call-Bell Protocol



RFID meal tracking system



Monthly empathy training (₹5 lakhs)



Quick Discharge Task Force

Technological Interventions



DIGITAL FEEDBACK
KIOSKS (AIIMS MODEL)



EXPECTED 15% RISE IN
SATISFACTION



10% LOWER
READMISSIONS WITH
BETTER COUNSELING

Patient Demographics

Gender: 55% Female,
45% Male

Age: 60% (40-60 yrs),
20% (>60), 20% (18-40)

Stay: 70% (2-4 days),
30% (>4 days)

Survey Scores Summary

Doctor Communication: 4.2

Nursing Responsiveness: 3.4

Food Quality: 3.0

Discharge Process: 3.1

Cleanliness: 3.9

Open-Ended Feedback Themes



Nursing delays (42%)



Cold food / late delivery
(33%)



Discharge billing confusion
(28%)



Staff behavior mixed (25%)

Challenges Identified



Slow discharge process



Non-functional ATM



Parking charges too high



Staff etiquette issues

Conclusion



Improved nurse training and discharge workflow needed



Digital tools and empathy training to enhance satisfaction



NABH compliance achievable with proposed changes

Recommendations

Faster room allocation

Better food quality
control

Nurse response training

Noise and AC
maintenance