

Proposed Title of Dissertation:**A Report on Patient Experience in IPD at Sahyadri Super Speciality Hospital, Pune****(a) Introduction:**

The issue of patient satisfaction has gained increasing attention in the healthcare industry. Measuring patient satisfaction through surveys helps organizations incorporate patient perspectives into service improvement. This study is aimed at supporting Sahyadri Super Speciality Hospital, Pune in enhancing patient satisfaction and becoming the community's first choice for medical care. It examines how both human values (like compassion and cooperation) and tangible medical services contribute significantly to patient satisfaction during hospital stays.

(b) Review of Literature:

- Nurse Burnout and Patient Satisfaction – Doris C. Vahey (2004)
- Systematic Review of Patient Satisfaction with Telemedicine – Mair & Whitten (2000)
- Patient Satisfaction: A Review of Issues and Concepts – Sitzia & Wood (1997)
- Patient Satisfaction Surveys as a Market Research Tool – Khayat & Salter (1994)
- Nursing: A Key to Patient Satisfaction – Kutney-Lee et al. (2009)
- Measuring Patient Satisfaction for Audit in General Practice – Whitfield & Baker (1992)
- Five-minute Consultation Impact – Roland et al. (1986)
- Service Quality and Patients' Emotions on Satisfaction – Vinagre & Neves (2008)
- A Systems Approach to Analyzing Patient Complaints – Watrous & Hobson (1994)
- Research on Patients' Views for Quality Evaluation – Wensing & Elwyn (2002)
- Customer Satisfaction in Hospitals – Vanderveen & Ritz (1996)
- Improving Patient Satisfaction via Multidisciplinary Teams – Triolo et al. (2002)
- Outpatient Satisfaction Study – Dr. S.K. Jawahar
- Measuring Patient Satisfaction in Madhya Pradesh – Prahlad Raj Sodani et al..

(c) Theoretical/Conceptual Framework:

The conceptual framework centers on the patient experience index developed through systematic collection and evaluation of patient feedback. The study uses structured questionnaires assessing key departments: front office, accommodation, nursing, food services, discharge process, and overall hospital behavior. Scores from different service areas are aggregated to form a comprehensive picture of inpatient experience.

(d) Research Gap:

While previous research has focused on patient satisfaction in public healthcare settings or through generic indicators, there is limited evidence-based insight into patient experiences in the IPD at Sahyadri Super Speciality Hospital, Pune. This study fills that gap by offering a detailed departmental evaluation from the patient's perspective.

(e) Research Questions:

- 1) What is the level of patient satisfaction in different departments of the IPD?
- 2) Which departments are rated highest and lowest in terms of patient experience?
- 3) What are the key concerns patients face during their hospital stay?

(f) Research Objectives:

- To assess patient experience in the In-Patient Department.
- To develop a patient experience scorecard based on feedback.
- To recommend improvements in hospital services for enhancing patient satisfaction.

(g) Methodology:

- Study Area: In-Patient Department of Sahyadri Super Speciality Hospital, Pune.
- Study Design: Descriptive cross-sectional.
- Study Period: 10 March 2025 - 31 May 2025

Population: Patients admitted in the IPD.

Sample Size: 200.

Sampling Method: Non-probability convenience sampling.

Data Collection: Observation and structured interview using feedback forms.

Analysis: Microsoft Excel.

(h) Plan of Analysis:

Quantitative analysis using rating scales (0 = No response, 1 = Poor, 2 = Average, 3 = Good, 4 = Very Good) to score patient feedback across departments. Department-wise averages are calculated to generate a Patient Experience Index. Open-ended feedback is also analyzed to identify recurring concerns and improvement areas.

(i) Tentative Chapter Plan:

- 1) Chapter 1: Introduction and Background
- 2) Chapter 2: Literature Review
- 3) Chapter 3: Methodology
- 4) Chapter 4: Data Analysis and Interpretation
- 5) Chapter 5: Findings and Discussion
- 6) Chapter 6: Recommendations and Conclusion
- 7) Annexures: Questionnaire, Raw Data, Graphs