
SYNOPSIS

Dissertation Topic:

**Enhancing Patient Experience in the Inpatient
Department (IPD) at Max Super Speciality Hospital,
Shalimar Bagh**

Guided By:

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TITLE

Enhancing Patient Experience in the Inpatient Department (IPD) at Max Super Speciality Hospital, Shalimar Bagh

Introduction:

1. Introduction

In the contemporary healthcare landscape, patient experience has emerged as a pivotal determinant of healthcare quality and organizational success. It encompasses the range of interactions that patients have with the healthcare system, including their care from health plans, doctors, nurses, and staff in hospitals, physician practices, and other healthcare facilities.

Max Super Speciality Hospital, Shalimar Bagh, a flagship facility under Max Healthcare, epitomizes excellence in patient-centered care. Established in 2011, this 280-bedded tertiary care hospital offers comprehensive services across various medical disciplines, including Cardiac Sciences, Neurosciences, Oncology, Orthopaedics, and Urology . The hospital is equipped with state-of-the-art medical technology, such as PET CT, MRI 1.5 Tesla, and a 16-Slice CT Scanner, ensuring accurate diagnostics and effective treatment plans .

The hospital's design emphasizes patient comfort and efficient service delivery. With a layout adhering to Vaastu principles, the facility ensures seamless navigation for patients and visitors. The segregation of inpatient and outpatient services, strategic placement of diagnostic and therapeutic units, and incorporation of healing environments contribute to an enhanced patient experience .

Despite these advancements, continuous evaluation and enhancement of patient experience remain imperative. Factors such as communication with healthcare providers, responsiveness of hospital staff, cleanliness, and the overall environment significantly influence patient satisfaction. This study aims to assess these dimensions within the IPD of Max Super Speciality Hospital, Shalimar Bagh, to identify areas of excellence and opportunities for improvement.

Review of Literature

Author(s)	Year	Title	Purpose	Source
Centers for Medicare & Medicaid Services (CMS)	n.d.	HCAHPS: Patients' Perspectives of Care Survey	Standardized tool to measure patients' perspectives on hospital care across communication, cleanliness, and responsiveness.	https://www.cms.gov/Research-Statistics-Data-and-Systems/Research/HCAHPS
NABH (India)	n.d.	NABH 5th Edition Standards for Hospitals	Accreditation framework promoting patient-centered care and regular assessment of patient satisfaction.	https://nabh.co/
Max Healthcare	n.d.	Max Super Speciality Hospital – Patient-Centric Approach	Highlights infrastructure and service excellence, designed for comfort, safety, and quality care.	https://www.maxhealthcare.in/hospital-network/max-super-speciality-hospital-shalimar-bagh
Architect Magazine	2021	Max Super Speciality Hospital, Shalimar Bagh	Discusses hospital design enhancing healing and service delivery experience for inpatients.	https://www.architectmagazine.com/project-gallery/max-super-speciality-hospital-shalimar-bagh
WHO	2016	Framework on Integrated People-Centered Health Services	Encourages health systems to design services that are respectful of and responsive to individual preferences.	https://www.who.int/publications/i/item/9789241564977

Research Questions:

- What are the key areas of strength and weakness in patient experience in the IPD?
- Which factors most influence patient satisfaction and likelihood to recommend?
- What improvements can be implemented to enhance overall experience?

Objective:

To evaluate the patient experience and satisfaction in the IPD and recommend strategic improvements based on feedback collected through structured surveys.

Hypothesis:

Null Hypothesis (H_0): There is no significant dissatisfaction in the patient experience in the IPD.

Alternative Hypothesis (H_1): There are identifiable service gaps that contribute to dissatisfaction in patient experience.

Material and Methods:

Study Design: Cross-sectional descriptive study.

Setting: Max Super Speciality Hospital, Shalimar Bagh.

Study Population: Adult inpatients excluding pediatric, ICU and daycare patients.

Duration of Study: 2 months of dissertation

Sample Size: 281

Sampling Technique: Non-probability convenience sampling.

Data Collection Procedure: Feedback was collected from patients daily using a structured HCAHPS-based survey form. Parameters included communication, cleanliness, responsiveness, food, and discharge process. Responses were recorded using Likert scales and open-ended inputs.

Operational Definitions:

Patient Experience: Sum of all interactions shaping patient perception during hospitalization.

Satisfaction Score: Aggregated mean score of patient responses on predefined service domains.

Data Analysis Plan:

Quantitative data will be analyzed using descriptive statistics such as frequency and percentage. Thematic analysis will be applied to open-ended responses. Satisfaction scores will be used to categorize service domains needing improvement.

Ethical Considerations:

Participation was voluntary and informed consent was obtained. Responses were kept confidential and used only for academic purposes. No personal identifiers were recorded. The study adhered to institutional ethics and patient rights guidelines.

Implications of Research:

The findings will help hospital administrators identify areas of improvement in the IPD. The proposed interventions can help enhance the overall patient experience and support continuous quality improvement initiatives aligned with NABH standards.

References:

- HCAHPS Survey Guidelines, CMS
- NABH 5th Edition: Standards for Hospitals
- WHO Framework on Integrated People-Centered Health Services
- Institute for Healthcare Improvement (IHI): What Matters to Patients