

SYNOPSIS REPORT

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TITLE:

**ASSESSING PATIENT SATISFACTION WITH RESPECT TO MEDICAL
SERVICE IN IPD DEPARTMENT AT CKS HOSPITAL, JAIPUR.**

A Cross-sectional study to assess the patient satisfaction Investigate how patient satisfaction correlates with the quality of care provided by doctors and nurses. Explore factors such as communication skills, empathy, and professionalism in healthcare interactions and follow up care given to patients when they are in their home environment if needed.

INTRODUCTION:

Assessing patient satisfaction is a critical component of ensuring high-quality healthcare delivery in any medical setting, including the In-Patient Department (IPD) at CKS Hospital in Jaipur. As a premier healthcare facility, Jaipur Hospital is committed to providing compassionate, evidence-based care to all patients admitted to its IPD department. This evaluation aims to assess various aspects of patient wellness within the IPD department, focusing on the experiences and outcomes of patients receiving medical services at CKS Hospital. The aim of the study is to identify specific areas within the IPD where there may be gaps or deficiencies in patient care, communication, or service delivery.

The patient satisfaction within the In-Patient Department (IPD) at CKS Hospital, encompasses a comprehensive assessment of the medical services provided to hospitalized patients. With a focus on promoting holistic wellness and ensuring optimal patient care, this evaluation examines various aspects such as communication effectiveness between healthcare providers and patients, quality of clinical care, accessibility of services, patient satisfaction levels, and coordination of care among multidisciplinary teams, cultural competence, safety measures, and follow-up care protocols. By meticulously analysing these components, CKS Hospital endeavours to continually enhance the patient experience, uphold clinical excellence, and foster an environment conducive to healing and well-being within its IPD department.

RESEARCH QUESTION:

What is the overall satisfaction level of patients admitted to the IPD at CKS Hospital? How do patients rate their overall experience during their stay in the IPD?

How do patients perceive the quality of medical care provided by doctors and nurses in the IPD? Are patients satisfied with the timeliness and effectiveness of medical treatments and interventions?

Are patients satisfied with the timeliness and effectiveness of medical treatments and interventions? Are patients satisfied with the availability of medical staff, amenities, and support services in the IPD?

How culturally sensitive are the medical services provided to patients from diverse backgrounds in the IPD?

OBJECTIVES:

The objective of study is to assess patient satisfaction in IPD at CKS Hospital.

HYPOTHESIS:

Patients receiving medical services in the IPD department at CKS Hospital, Jaipur, is a qualitative study through observational basis through feedback collection from patients experience higher levels of wellness when there is effective communication, quality of care, accessibility, patient satisfaction, coordination of care, cultural competence. The hypothesis in this study suggests that if the mentioned factors are present and functioning optimally within the IPD department, patients are likely to experience improved wellness outcomes during their hospitalization. The study would aim to investigate whether these factors significantly contribute to patient wellness within the IPD department at CKS

Hospital, Jaipur. It would involve collecting data through surveys, interviews, observation.

MATERIAL AND METHODS:

STUDY DESIGN:

A survey was conducted on 100 randomly selected populations in the In-Patient Department of CKS Hospital, Jaipur. Patient Satisfaction Questionnaire is used as tool for collecting data from the randomly selected sample. The questionnaire was filled by proper feedback taken from these 100 patients every morning by rounds in floors to prevent any kind of bias.

SETTINGS:

Apex Hospitals - IPD all floors in the hospital. To access patient wellness with respect to medical services, particularly focusing on doctors and nurses and other general questions during stay in hospital.

STUDY POPULATION

Inclusion criteria: The Patient satisfaction questionnaire was filled up by taking appropriate data during feedback collection rounds in floors from the 50 randomly selected patients from the IPD at CKS Hospital, Jaipur.

Study tools: Tools used are interviews with patients regarding the general issues faced in the ward. I gathered feedback from patients regarding their overall satisfaction with the care received. This can include surveys, interviews, and online reviews and questioners regarding doctors, nurses and other general questions during stays. Data were collected through patient satisfaction questionnaire. (CROSS-SECTIONAL STUDY)

DURATION OF STUDY:

1-2 months duration of sample data collected.

SAMPLE SIZE:

100 sample of patients in the in wards on every floor (both from new and old wing).

DATA COLLECTION PROCEDURE:

The data will be collected through Data which were collected through a set of patient satisfaction questionnaire and the IP sheets of the patients both from morning feedback rounds daily from the floors and entered in the excel sheet for final data basis. (patient interviews).

ETHICAL CONSIDERATIONS:

Informed consent is to be taken from CKS Hospital, Jaipur. Privacy of data is regularly maintained in wards and interviews are taken with the consent of patients, their relatives and from nurses as well in the wards.

IMPLICATIONS OF RESEARCH:

This research will be useful for the hospital to keep an account of the assessing patient wellness with respect to medical services, particularly focusing on doctors and nurses, involves evaluating various aspects of care delivery and patient experience. By identifying strengths and weaknesses in current practices.

GAP ANALYSIS:

A gap analysis of patient satisfaction in the Inpatient Department (IPD) at CKS Hospital, Jaipur through a set of patient satisfaction questionnaire (given above) which involves identifying areas where current practices may fall short of meeting patient needs and expectations. Key aspects to consider include communication between medical staff and patients, quality of care provided during hospital stays, accessibility to medical services and information, coordination of care among different healthcare professionals, and patient satisfaction with their overall experience. By assessing these areas, any gaps between current practices and desired standards can be identified, allowing for targeted interventions and improvements to enhance patient wellness and satisfaction in the IPD department at CKS Hospital, Jaipur.

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