

Dissertation on Patient Based Assessment and Evaluation of
Service Quality (OPD)

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Introduction

Since May 19, 2017 Shri Ram Trauma and Super Speciality Hospital has the team of competent doctors and employees has been able to save the lives of a large number of patients. The hospital also has the majority of the TPA with the Rajasthan state government employee scheme, as well as ECHS patient care services.

- Hospital also provides the facilities for covid-19. At the time of surge in the cases of covid patient the hospital played the big role for the treatment of the patients, providing oxygen, ventilators, ICU, and it was also approved by ICMR for covid testing. Hospital is well-known for joint replacement and complex orthopaedic procedures such as joint reconstruction, ligament repair with Arthroscopy, ilizarov surgeries, and other paediatric procedures
- **MISSION:** Shri Ram Trauma Hospital provides high-quality, low-cost medical care in a safe and compassionate environment.
- **VISION:** To be the best managed healthcare organisation in the Shekhawati region.
- **MOTTO:** Patient comes first
- **STRENGTH:** Collaborative efforts and high-performing personnel.
- **AIM:** To study the gaps and to know the level of satisfaction provided by the hospital.

Objectives of the training:

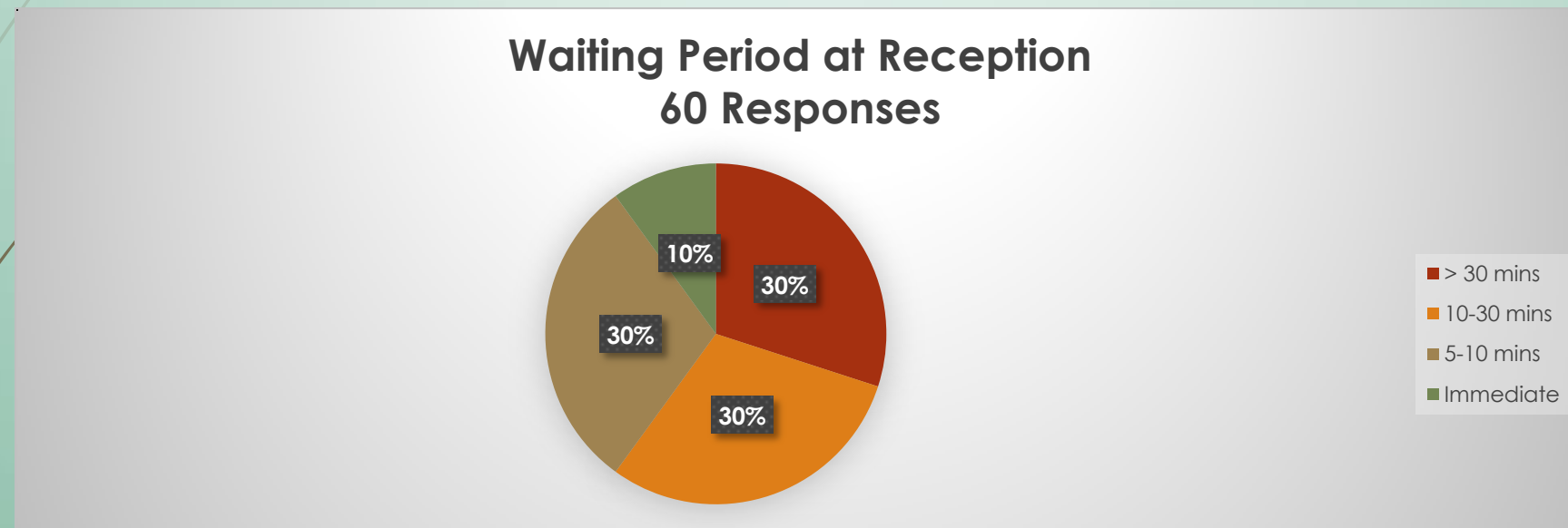
- To study about the different services in the hospital and process of functionality in various department.
- To do a patient satisfaction survey of OPD.
- To identify issue and suggest recommendation to improve the function.

➡ MATERIAL AND METHODS

- **Study Design:** Descriptive Cross Sectional Study
- **Setting:** Shri Ram Trauma and Super Speciality Hospital
- **Study population**
 1. **INCLUSION CRITERIA:** All those patients are taken, who are coming to the hospital for OPD services are included in the study.
 2. **EXCLUSION CRITERIA:** IPD patients are excluded in the study.
- **Duration of study:** 23rd March 2022 to 25th June 2022
- **Sample Size:** 60 patients are taken as a sample size.
- **Sampling technique:** Random Sampling Method

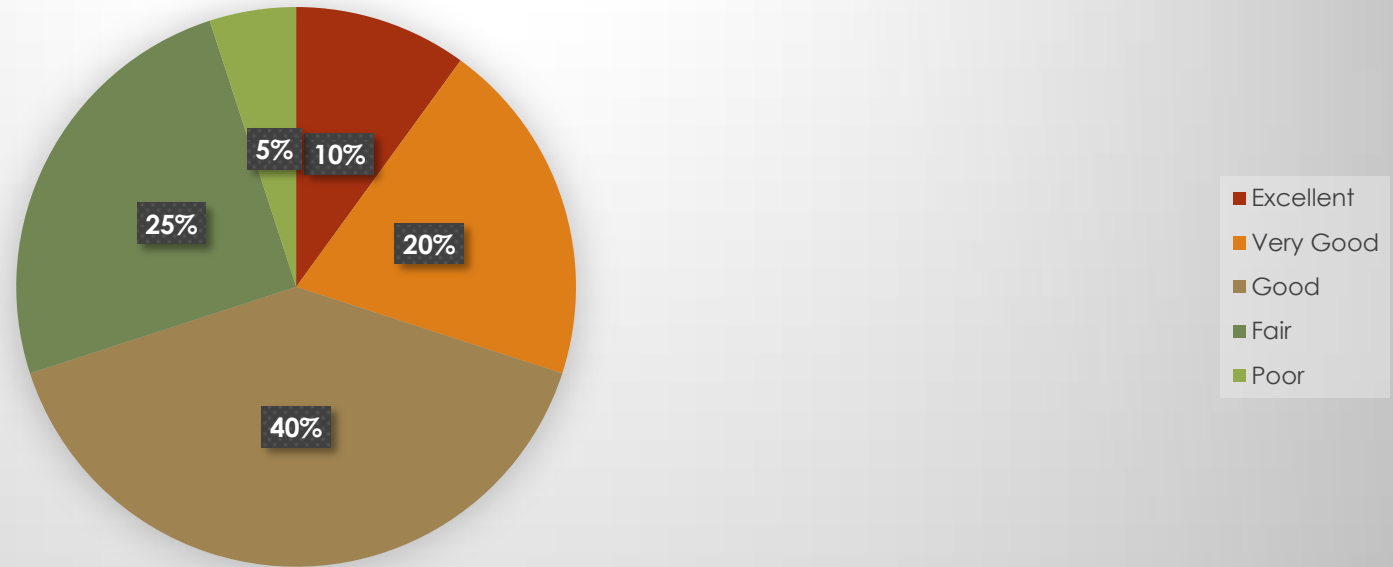
PROJECT TOPIC: PATIENT-BASED ASSESMENT AND EVALUATION OF SERVICE QUALITY.

Cross-sectional survey was conducted for 60 patients to determine the difficulties they had during their hospital visit. The study age group was above 18 years of age.



INTERPRETATION: 30% of the patients in 60 responses spent more than 30 minutes at the reception, 30% of patients spent 10 to 30 minutes at reception, 30% of patients spent 5 to 10 minutes at the reception for billing or registration and only 10% patients got the immediate response from the reception

Hospital personnel behaviour 60 Responses



INTERPRETATION: In this category only 10% of the patients out of 60 responses found excellent behaviour of hospital personnel, 20% felt very good behaviour, 40% felt good, 25% fair and 5% found it very poor.

Diagnosis Services Waiting Time 60 Responses



INTERPRETATION: Out of 60 responses 35% of patients spent 0 to 10 minutes as waiting time for diagnosis, 50% waits for 10-30 minutes and 15% spent more than 30 minutes for the diagnosis services.

Sanitation 60 Responses



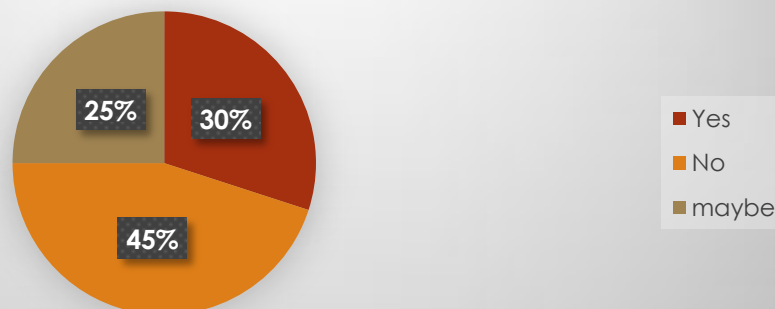
INTERPRETATION: 50% patients out of 60 responses were satisfied with the level of sanitation, 15% were dissatisfied and 35% were neutral.

Time spent waiting for Consultation, tests and Counselling 60 Responses



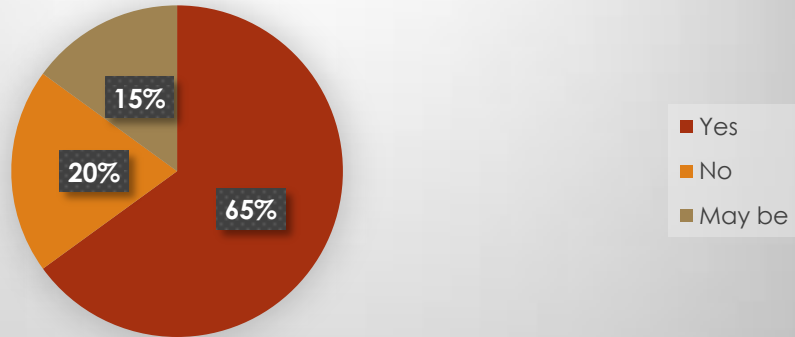
INTERPRETATION: Out of 60 responses 35% of patients spent 0 to 10 minutes as waiting time for consultation, 50% waits for 10-30 minutes and 15% spent more than 30 minutes for the consultation and counselling.

Availability of Drugs at Hospital Pharmacy 60 Responses



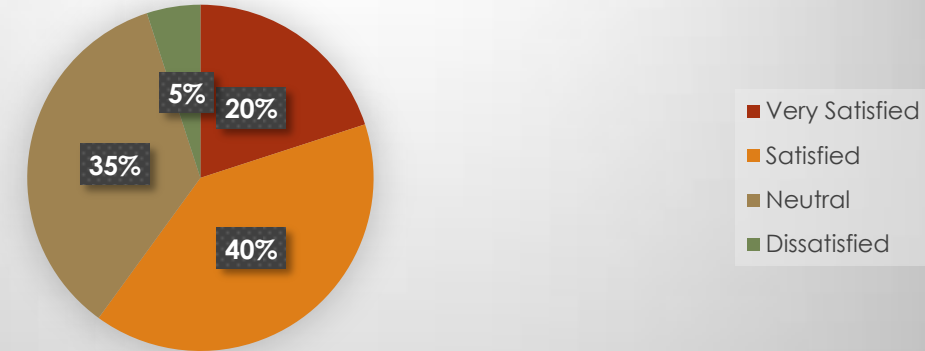
INTERPRETATION: 30% patients get all the drugs at hospital pharmacy, 45% patients do not get all the prescribed drugs, and 25% patients sometimes get all the drugs and sometimes do not.

Hospital Recommendation 60 Responses



INTERPRETAION: 65% patients would recommend the hospital, 20% patients will not recommend and 15% were neutral for the hospital recommendation.

Satisfaction Level 60 Responses



INTERPRETATION: 60% of the patients were satisfied with the hospital service quality, 35% were neutral and 5% were dissatisfied with the hospital.



DISCUSSION

- The registration and billing counters took a long time to process.
- There is a lack of housekeeping personnel.
- The notice board does not prominently display public holidays.
- Payment and laboratory specimen collection delays.
- A lack of communication among the staff members.
- There is no separate women's changing area close to the procedure room.
- Parking spaces are solely available for only doctors, not patients.
- There isn't a separate counter for report delivery.



RECOMMENDATIONS AND SUGGESTIONS:

- **In order to reduce patient wait times at the registration desk, the OPD reception system should be expanded in some areas, and the personnel should receive the appropriate training.**
- **The hospital staff's behavior needs to be addressed in order to conduct this meeting by the OPD supervisor.**
- **In this COVID condition, bathrooms and toilets need to be cleaned correctly and frequently.**
- **The Housekeeping Department is responsible for keeping them up to date.**
- **It's important to note that several medications are not available in the hospital pharmacy.**
- **Emergency take care should be prompt.**
- **Housekeeping personnel should be more in number to take proper care of sanitation and hygiene.**
- **Parking should be available for patients also to manage the patients in proper order.**



CONCLUSION

In order to capture the "Voice of the Consumer" and comprehend patients' perspectives on the services being offered, patient satisfaction surveys have developed into a potent management and marketing tool that is frequently employed by numerous hospitals. Despite some structural limitations, approx. 60 to 65% of all patients reported being overall satisfied with OPD Services, which attests to the hospital management's attempts to improve the services offered at the hospital OPD.

The doctor's overall performance is satisfactory. Some people might wait to get a hospital bed.

The hospital personnel generally behaves well and amiably.

Nursing care of the hospital is very much satisfactory, still there is a scope for improvement.

Cleanliness of ward/room is good and patients are satisfied with it sometimes.

In some waiting hours for discharge caused patient dissatisfaction.

Overall outcome of patient treatment is found to be excellent.

Most of patient would like to recommend this hospital to other and also would like to come for future health care.

All hospitals should be required to regularly assess patient satisfaction, and the hospital administration should make ongoing efforts to enhance specific areas of the service depending on the degree of satisfaction with the dimensions examined in this patient satisfaction study. The increased level of patient satisfaction was a result of improvements made to the facilities and atmosphere, the quality of customer service, and the impact of a dedicated work force.



Thank
you!