



APEX HOSPITALS

A Study on IPD Patient Satisfaction Survey in a Private Hospital

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Introduction

- Patient satisfaction is a core indicator of healthcare quality.
- Influenced by doctor-patient communication, nursing care, cleanliness, food, etc.
- Private hospitals face pressure to improve both care and experience.
- Structured surveys help in aligning services with patient expectations.

Review of Literature

- Donabedian's model: Structure, Process, Outcome.
- Prakash (210): Satisfaction depends on quality and expectations.
- Williams (2002): Subjective patient evaluations drive improvement.
- Mishra, Aiken, Oyvind: Emphasis on non-clinical and interpersonal aspects.
- Batbaatar (2017): Seven domains of satisfaction identified.

Methodology

- Study Area: APEX Hospital, Jaipur.
- Design: Cross-sectional with 150 IPD patients (April–June 2025).
- Tool: Structured feedback form (5-point Likert scale).
- Analysis: CSI calculated using weighted scores in Excel.

Data Analysis

- CUSTOMER SATISFACTION INDEX
- $CSI (\%) = [(\sum (\text{Rating} \times \text{Frequency})) / (\text{Max Score} \times \text{Total Responses})] \times 100$
- Emoji to Score Mapping:
-  = 5 |  = 4 |  = 3 |  = 2 |  = 1

Data Sheet

Timestamp	Patient Name	Doctor Name	Bed No./Daycare	In hospital	कृपाया शीतल/आपात	Process	Counseling	Staffing	सामान्य	Drage Services	हड्डन की	Safety	Process	किताबत	महामारी	अन्य	Suggestions and Appreciations	आपक वरसा
2025-04-01 14:04:32	Mr Ikrani	Dr B.M.Goyal	Ctv3														10	
2025-05-01 12:15:21	Mrs.nirmila	Dr.amit sharan	Ctv3														10	Best hospital best staff
2025-09-01 13:43:00	Inder singh	Dr Amit saran		2													10	
2025-10-01 14:42:57	Madan singh	BM Goyal		1													10	Good staff and best treatment Dr BM goyal
2025-11-01 11:01:52	Nihal Singh	Dr Aditi mittal		130													10	Everything was good here also the treatment and treating dr, nursing staff, support staff was very good 🍌
2025-11-01 11:04:58	Shashi bala	Dr vijayant solanki	HDU bed no. 16														10	Excellent services. Keep it up.
2025-11-01 14:51:47	Rakesh Kumar	Dr. Vijayant solanki	HDU-12														8	All services are good.
2025-11-01 14:53:41	Navab singh	Dr. Ashish	Deluxe-13														10	Satisfied with the treatment. All services are good
2025-11-01 14:55:10	Ram singh	Dr. B.M. goyal	CTVS-2														9	All good
2025-11-01 14:56:44	Sheesh ram	Dr. Sachin jhawar	Private Room-124														9	All services are good
2025-11-01 14:57:54	Gopal Ram	Dr. Aditi mittal	MICU-10														9	All services are good
2025-11-01 14:59:21	Kailash shah	Dr. Vipin ola	HDU-18														8	I'm happy with the treatment and service, facility also good.
2025-11-01 15:01:02	Prem lata	Dr. Vipul	Premier Wing-523														10	Services and facilities are excellent
2025-11-01 15:04:03	Kamlesh	Dr. Vipin ola	HDU-6														7	Good
2025-11-01 15:05:55	Jannat	Dr. Pulkit naag	Semi-pvt-135														10	Excellent
2025-11-01 15:07:57	Prabhad	Dr.	MICU-2														10	Excellent
2025-11-01 15:09:22	Gita Devi	Dr. B.M.goyal	MICU-2														8	All services, facilities are good
2025-11-01 15:12:00	Roor singh	Dr. Kuldeep singh	Premier Wing-518														7	Good
2025-12-01 11:34:59	Mr.ganesh lal jat	Dr.amit sharan	Ctv3														10	All best
1/14/2025 12:40:05	Mr.sukhran	Dr.b.m.goyal	Ctv3														10	This hospital is good for heart and sugar
1/15/2025 10:43:24	Chandani	Dr.Sachin	Dlx ward bed no.12														8	All good 🍌
1/15/2025 10:47:13	Karan Singh	Dr.mukul gupta	HDU bed no. 01/echs														7	No suggestion just improve your services.
1/15/2025 10:50:16	Hansraj singh	Dr.b.m.goyal	Micu bed no. 13/echs														6	Some Service are good like dr treatment and clinical but need to improve and trained your front office staff
1/15/2025 10:56:27	Neeta yadav	Dr.Sachin	HDU bed no. 7														6	Kumilakar thoda or sudhar hospital mein ho jaye to best hoga.
1/17/2025 12:39:07	SANTOSH KUMAR	BM Goyal	BM Goyal	519													10	Thanks for services
1/17/2025 14:11:28	Ram singh	Dr.b.m.		11													6	Good
1/18/2025 14:28:55	Gheesa lal meena	Dr.ajay pal	134/a railway														10	All services and care was best. And Dr.ajay pal singh is best.
1/18/2025 14:45:09	Rajnish machiwal	Dr.dew.kumar.jain	525/pf														9	All good.
1/18/2025 14:47:21	Hansraj verma	Dr.kuldeep.singh	Micu bed no. 12 /echs														9	Everything is good 🍌
1/18/2025 14:51:02	Bhuri devi	Dr.b.m.goyal	General ward bed no. 1/ CGHS														10	APEX hospital and working staff was very good in patient care. Thankyou
1/18/2025 14:53:58	Ram Singh	Dr.b.m.goyal	Ctv3 bed no. 11/ railway														7	Not satisfy with the staff behaviour they cannot communicate the proper plan.
1/30/2025 11:31:41	Lakman das lakhani	Dr.vipul	ICU 1 bed no. 8														7	Behaviour of nursing staff was not good in ICU 1. Please improve this
1/30/2025 11:35:30	Divya shree jangid	Dr.kuldeep sharma	Room no. 133														6	Good at all
2025-11-02 16:08:20	Mrs.sajida begum	Dr.b.m.goyal	Ctv3														10	Best
2025-12-02 14:40:49	Mr.mohd jakir	Dr.amit sharan	Ctv3														10	All best and staff very good
2/16/2025 16:21:34	Aatmaram	Dr.Amit sharan	Ctv3														10	Your services is better nd nursing staff is so good
2/19/2025 16:12:18	Mr.gopi lal saini	Dr.b.m.goyal	Ctv7														4	
2/19/2025 16:12:20	Harikesh meena	B.m goyal	Cctv 10														1	
2/20/2025 14:50:59	Mahendra Singh	Amit Sharan		7													1	
2/23/2025 12:08:21	Guddi devi	Amit ji sharan	Ctv3														10	Goog
2/24/2025 14:23:19	Mr. ramprasad	Dr. B.M.Goyal	CTVS-11														8	Best apex hospital and doctor nursing staff behaviour very good
2/24/2025 14:54:46	Govind ram	Dr. Bm goyal	Ctv3														10	
2/25/2025 13:24:02	MIR GYANI RAM	Dr.amit sharan	Ctv3														10	Ggod department ctvs and all nag staff good
2/27/2025 14:08:42	ghasi lal sharma	dr.b.m.goyal		1													10	
2/27/2025 21:50:38	Maina devi	Dr.Amit Sharan		5													10	सुभाग मैं तो क्या दु सुभाग के बिसे तो अस्पताल प्रशासन को स्वयं व्यवस्था कर प्रिनिक्षण करके उन व्यवस्था को सुधार करें।
2/28/2025 11:59:40	Anil Kumar sharma	B L goyal		7													10	
2/28/2025 13:17:56	MIR TULSI RAM	Dr.Amit sharan	Ctv3														10	Good behaviour all ctvs staff
2025-01-03 17:32:51	amritpal	dr.amit sharan	ctvs														10	best caring and hospitality by staff
2025-02-03 11:59:49	Brjilal meena	B.M.Goyal		7													10	Patient care was done well, staff iv very helpful, Dr.BM.Goyal is very nice doctor, overalli good experience.
2025-04-03 13:55:33	धनराम	Dr.bm goyal	Ctv3														10	
2025-06-03 15:19:35	Mrs.kailashi divi	Dr.bm goyal	Ctv3														10	
2025-10-03 18:42:44	Jagdeesh	Ajay pal singh		9													1	Very nice
3/15/2025 16:03:06	Tarachand	Amit sharan		7													1	I kindly increase your staff strength so that patient related facility like admission discharge housekeeping nursing
																	10	Shi hai

Findings and Interpretation

Top-Performing Service Dimensions

1. **Emergency Ward Experience (4.69/5)**
 - Patients reported high satisfaction with the responsiveness and efficiency of the emergency care team. This score reflects timely intervention and empathetic handling during high-stress situations.
2. **Consultant Doctors' Care & Behaviour (4.61/5)**
 - The high rating for consultants indicates patient appreciation for the expertise, professionalism, and communication of doctors during treatment.
3. **Security and Safety (4.55/5)**
 - Ensuring patient safety—both physical and emotional—has been clearly prioritized, as reflected in this strong score.
4. **Confidentiality of Treatment (4.55/5)**
 - Patients felt confident that their personal health information was handled discreetly and respectfully.
5. **Admission Process (4.55/5)**
 - Smooth onboarding processes and courteous staff likely contributed to a positive first impression and satisfaction here.

Findings and Interpretation

Moderate Satisfaction Areas

6. Overall Hospital Experience (4.49/5)

- This represents an aggregate of the entire inpatient journey, suggesting a generally favourable perception, albeit with scope for refinement.

7. Financial Counselling (4.47/5)

- Although clear billing and financial transparency were appreciated, minor issues like delays or clarity in pricing may need addressing.

8. Housekeeping Services (4.45/5)

- Cleanliness and room hygiene scored well, reflecting regular maintenance and effective infection control measures.

9. Food and Beverage Services (4.43/5)

- Nutritional adequacy and meal variety were likely acceptable, though patient taste preferences or meal timings could be improved.

10. Nursing Staff Behaviour (4.42/5)

- Nurses were largely viewed as kind and diligent, but isolated incidents may have impacted consistency in patient perception.

Findings and Interpretation

Area Requiring Attention

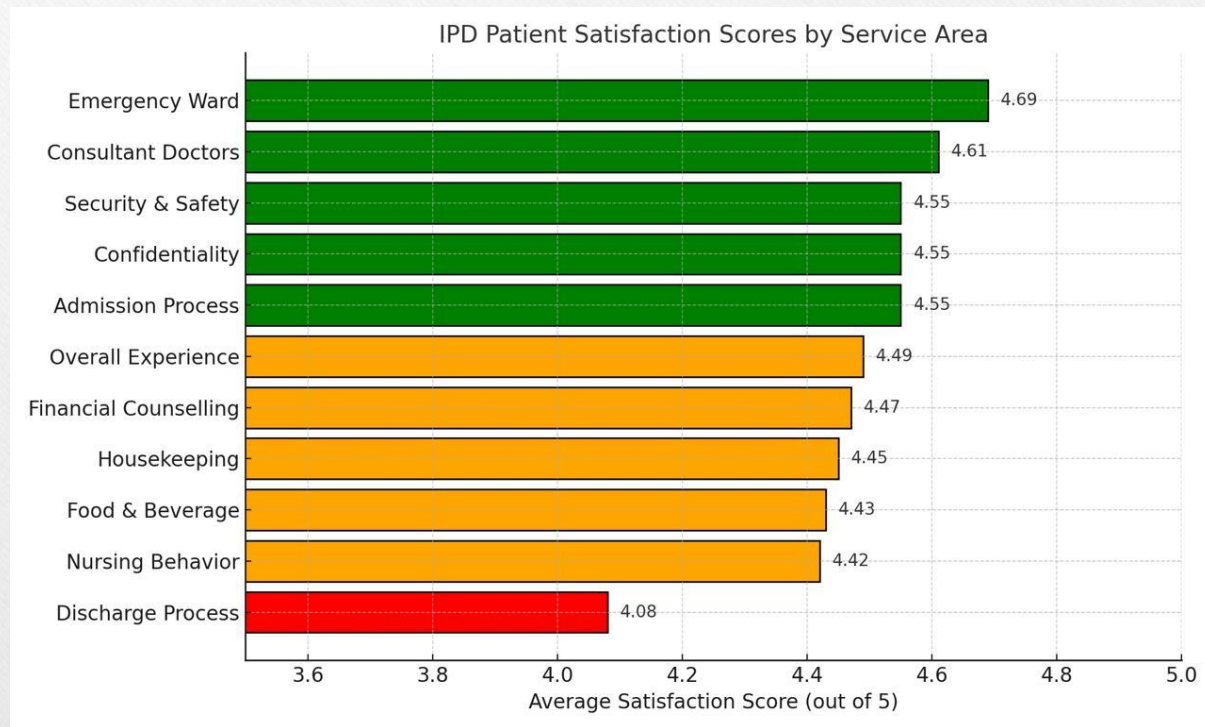
- Discharge Process (4.08/5)
- This was the lowest-rated parameter, often linked to delays, miscommunication, or administrative backlogs. Streamlining documentation and better coordination could significantly boost patient satisfaction in this phase.

Findings and Interpretation

Patient Loyalty Indicator

- Recommendation Score – 8.66/10
- This strong figure shows high patient confidence in the hospital. It suggests not only current satisfaction but also a willingness to recommend the facility to friends and family—a critical component of reputation and long-term success.

Graphical Representation



Conclusion

- High satisfaction with doctors and nurses.
- Discharge and billing require process optimization.
- Insights used to drive patient-centric improvements.

Recommendations

- Train non-clinical staff in communication and empathy.
- Streamline discharge planning with clear instructions.
- Enhance inter-departmental communication.
- Introduce multilingual feedback forms.

Limitations

- Convenience sampling – may not reflect all patients.
- Single hospital site – limits generalizability.
- Possible response bias during discharge.
- Language limitations in survey design.

References

- Prakash (2010), Williams (2002), Mishra (2012), Aiken (2011), Oyvind (2011), Hammermeister (1995)

THANK YOU