

# **SYNOPSIS REPORT**

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**TITLE:**

**A STUDY ON IPD PATIENT SATISFACTION SURVEY IN A PRIVATE HOSPITAL**

A cross-sectional study to assess IPD patient satisfaction in a Apex hospital using a structured feedback questionnaire. The study explores how satisfaction correlates with the quality of care provided by doctors, nurses, and hospital systems. Key focus areas include communication, professionalism, hospital processes (admission, discharge, billing), general amenities, and staff behaviour.

## **INTRODUCTION:**

Patient satisfaction is a vital indicator of healthcare service quality and patient-centred care, especially in the Inpatient Department (IPD). It reflects patients' perspectives and expectations, influencing their loyalty and overall treatment outcomes. This study focuses on identifying the strengths and areas of improvement in the IPD services of a private hospital based on patient feedback.

In today's healthcare environment, patients expect not only effective treatment but also compassionate care, efficient systems, and clear communication. The evaluation includes key components such as doctor and nurse interactions, admission and billing experience, food services, hospital cleanliness, and discharge procedures. Assessing these elements helps develop a continuous improvement strategy and enhance patient satisfaction.

## **RESEARCH QUESTIONS:**

1. What is the overall satisfaction of patients admitted to the IPD?
2. How do patients perceive the quality of care provided by doctors and nurses?
3. Are patients satisfied with the hospital's administrative processes like admission, billing, and discharge?
4. What aspects of the IPD environment impact patient satisfaction most?

## **OBJECTIVES:**

1. To assess the overall satisfaction of patients in the IPD.
2. To identify key service areas contributing to high or low satisfaction.
3. To suggest measures for improving patient satisfaction based on the findings.

## **HYPOTHESIS:**

Higher patient satisfaction is associated with effective communication, professional clinical care, responsive services, and efficient administrative procedures in the IPD. The presence of these factors significantly enhances patient wellness and satisfaction during hospitalization.

## **MATERIAL AND METHODS:**

### **STUDY DESIGN:**

Descriptive cross-sectional study conducted in the IPD of a private hospital in Jaipur.

### **SETTINGS:**

All floors of the Inpatient Department in the hospital.

### **STUDY POPULATION:**

Patients admitted in the IPD who provided feedback during the data collection period.

### **INCLUSION CRITERIA:**

All IPD patients discharged during the study period who were willing to provide feedback.

### **SAMPLE SIZE:**

150 patients from the IPD who filled out the structured satisfaction questionnaire.

### **DATA COLLECTION PROCEDURE:**

A structured patient satisfaction questionnaire was used to collect feedback during discharge. The responses were collected on a 5-point Likert scale and analysed using Microsoft Excel.

## **ETHICAL CONSIDERATIONS:**

Informed consent was obtained from all participants. Data confidentiality and anonymity were maintained throughout the study.

## **IMPLICATIONS OF RESEARCH:**

The study findings can help hospital administrators identify and address gaps in service delivery and improve quality care in the IPD. Patient satisfaction metrics will serve as a basis for continuous improvement and strategic planning.

## **GAP ANALYSIS:**

Areas like discharge communication, billing clarity, and staff responsiveness showed scope for improvement. Targeted interventions in these domains can help bridge the service gaps and raise satisfaction scores further.

## **REFERENCES:**

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