

SYNOPSIS

1. Title

Enhancing Patient Satisfaction Through Feedback Mechanisms in the Outpatient Department (OPD)

2. Introduction

Patient satisfaction is a critical indicator of healthcare quality, especially in outpatient departments (OPDs) where patient volume is high and time for interaction is limited. Gathering and analysing patient feedback helps identify service gaps, improve communication, and enhance the overall experience. Implementing structured feedback mechanisms can lead to targeted interventions and improved patient-centred care in OPDs.

3. Research Question

How can Net Promoter Score (NPS), Patient Satisfaction Index (PSI), and complaint rates be employed to conduct a gap analysis for identifying deficiencies in outpatient department (OPD) services and improving overall patient satisfaction in a tertiary care hospital.

4. Objectives

- To assess the current level of patient satisfaction in the OPD.
- To identify key factors affecting patient satisfaction in the OPD.
- To evaluate the effectiveness of existing feedback systems.
- To implement and assess structured feedback tools (e.g., suggestion boxes, digital surveys, QR code forms).
- To provide recommendations for improving OPD services based on patient feedback.

5. Materials and Methods

a. Study Design - Prospective observational study.

b. Settings - Outpatient Department, Eternal hospital, Sanganer.

c. Study Population

Inclusion Criteria:

- Patients aged ≥ 18 years visiting the OPD
- Patients willing to provide feedback.

Exclusion Criteria:

- Emergency cases or patients in distress.
- Patients unable to understand the feedback form.

Study Tools:

- Structured Feedback Form (paper-based)..
- Observation checklist for OPD service delivery.

6. Duration of Study - 2 months

7. Sample Size - 200 patients

8. Sampling Technique - Convenience sampling of patients visiting the OPD during the study period.

10. Data Collection Procedure

- Consent will be taken from patients after OPD consultation.
- Feedback forms will be distributed and/or QR codes will be made available.
- Data will be collected, categorized, and analysed weekly.

Operational Definitions:

Patient Satisfaction: The level of contentment expressed by patients about their experience in the OPD.

Feedback Mechanism: Tools used to gather patient opinions and experiences about healthcare services.

10. Data Analysis Plan

- Descriptive statistics for quantitative data (mean, frequency, percentages).
- Thematic analysis for open-ended responses.
- Use of graphs (bar/pie charts) to present satisfaction trends.

11. Ethical Consideration

- Informed consent will be obtained from all participants
- Data confidentiality and participant anonymity will be maintained.
- Ethical approval will be obtained from the Institutional Ethics Committee.

14. Implications of Research

- Improves understanding of patient expectations and experience in OPD.
- Facilitates data-driven decisions for service improvement.
- Strengthens patient-provider relationships.
- Contributes to hospital quality assurance and accreditation processes.

13ss. References

- WHO Guidelines on Patient Experience and Satisfaction
- NABH Guidelines for OPD Services
- Journal articles on healthcare quality improvement and patient feedback models
- CAHO standards for outpatient care quality