

**A Study on Patient Satisfaction level at Yatharth
Hospital, Greater Noida: A Cross Sectional Study**

Internship report Submitted to



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in

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by

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TITLE- Study on Patient Satisfaction level at Yatharth Hospital, Greater Noida

INTRODUCTION

Operations Management is the overall coordination of processes required for the creation and distribution of products and services. For example, in the case of healthcare, managing costs while delivering quality services is a major component of healthcare operations management.

- Operations management is essential for the provision of health services, a rapidly changing field during reform.
- Prominent examples of operations management in healthcare include controlling costs and improving the quality of services provided to patients.
- The goal of operations managers in healthcare is to streamline costs and to obtain funding to maintain adequate levels and quality of services offered.

Healthcare is composed of primary, secondary, and tertiary care. Social and economic conditions largely affect access to health care as do the policies and management of services. For a healthcare system to function efficiently, necessary aspects include generous financing, a well-trained and well-paid workforce, credible information on which policies can be structured, and health facilities that are well-maintained and reliably managed.

Operations Managers and Cost Controls-

One of the first areas of focus for operations managers is cost control. The current health-care system overuses expensive, technological, and emergency-based treatment. High costs from care often remain uncompensated due to uninsured patients. A prevalence of services in expensive settings creates a burden on taxpayers, health insurance holders, and health-care institutions themselves.

The goal for operations managers is to strike a balance between necessary high-tech treatment and community centres that offer preventative services. Primary care institutions help to avoid the need for expensive emergency services.

Cost controls affect the levels and quality of services provided to clients. Inefficiently managed costs usurp budgets, limiting the technology and equipment that can be purchased

and used to provide necessary services. Operations managers attempt to streamline costs and raise the necessary funding to maintain adequate levels of care and quality of services.

Operations management is the strategic implementation of programmes, techniques, and tools for reducing costs and improving quality. It focuses on the effective management of the resources and activities that produce and deliver goods and services of a business. In healthcare, effective use of operative management tools outcomes into improved quality of care, reduction in bottlenecks and waiting times, reduction in medical errors, better utilisation of existing beds, reduction in staff overtime and increase in staff satisfaction and finally improves the financial performance of the hospital.

The Planning for healthcare delivery centres would be incomplete without suitable and sufficient application of the five objectives of Operations Performance objectives:

- Cost: The ability to produce at low cost
- Quality: The ability to produce in accordance with specification and without error.
- Speed: The ability to do things quickly in response to customer demands and thereby offer short lead times between when ordering a product or service and when they receive it.
- Dependability: The ability to deliver products and services in accordance with promises made to customers.
- Flexibility: The ability to change operations. At the core of operations management are the topics of process flow and capacity management, process design and layout, technology choice and management, quality management, lean manufacturing, supply chain management and operations strategy.

Operational and Management Challenges

- Type of treatment and rationale
- Healthcare infrastructure/ resources provided
- Cost of the treatment (can include consulting, prescriptions, medication, hospital care)
- Time of recovery
- Post-treatment follow-up/ medical care

- Insurance coverage; out-of-pocket expenses
- Claim settlement time and procedure

OBJECTIVES OF INTERNSHIP

- To understand day to day operations management of various Department of Hospital.
- To assist patients with any queries admitted in IPD Department of hospital.
- Developing strong teamwork and mentoring relationship.
- To know about various mode of payment at hospital.
- To know Reason Behind delay in Discharge Process
- To Observe work Culture of the Organization

ORGANIZATION PROFILE



Yatharth Super Speciality Hospitals are the most trusted healthcare providers in the region with 1200 beds across 3 hospitals. With three super speciality hospitals of 300 bed, 400 bed, and 500 bed established in Noida, Greater Noida & Greater Noida West respectively, we have the world class infrastructure and advanced technology to deliver holistic care to patients.

With the belief that healthcare requires utmost care and responsibility, Yatharth Super Speciality Hospitals have brought together a team of medical specialists -doctors and para medical staff, who represent and uphold the Group's philosophy of transparency, dedication, and honesty. The medical professionals are highly qualified from the best medical institutes and have vast experience in their fields.

YATHARTH Super Speciality Hospital Greater Noida and Noida have also been accredited by National Accreditation Board for Hospitals and Healthcare Providers for its processes and high-quality patient care.

BOARD OF DIRECTORS

DR. AJAY KUMAR TYAGI
CHAIRMAN

DR. KAPIL KUMAR
MANAGING DIRECTOR

MR. YATHARTH TYAGI
DIRECTOR

The hospital has been planned with international quality specifications and is equipped with state-of-the-art equipment in all specialties. Some of the leading-edge healthcare services that will be provided are:

- Comprehensive Cardiac Department supported 1st & only Cath Lab (Innova IGS530, GE-USA) in North India with wide detector & tilt table suitable for both Cardio-Vascular & Neuro Interventional procedures with advanced 3D imaging & CT like images.
- 1.5 tesla whole body MRI (Optima MR360, GE-USA) with optical digital broadband & embedded express coil technology for minimal patient repositioning & advanced non-contrast MR Angiography
- 128 slice CT scan (Optima CT660, GE-USA) with multiple organ perfusion & Radiotherapy Simulation for Oncology Care & latest ASiR technology for lower dose to patient.
- Imaging department equipped with state-of-the-art equipment including Mammography, Bone Densitometer, High end ECHO, 4D Ultrasound & Digital X-Ray (600 mA), TMT, EEG, EMG, DEXA-scan, Denta-scan, RVG, OPG.
- Advanced Dental Care & Physiotherapy units.
- The Emergency and Critical care department has ultra-modern patient-friendly facilities. The high-end Emergency Care has 8 beds with an integrated minor operation theatre dedicated to the ER.
- State-of-the-art Neonatal, Paediatric, Medical, Surgical & Cardiac ICUs & HDUs (90 Beds) equipped with latest technology monitors and Ventilators.
- 9 Modular Operation Theatres equipped with HEPA Filters and Laminar flow, operating microscopes, image intensifiers, laparoscopic equipment's etc.
- Comprehensive and State of the art Laboratory with availability of reports online.

VISION

To evolve as the most preferred destination for quality healthcare that provides a comprehensive range of services and is trusted for personalized care with compassion.

MISSION

Committed to deliver quality & personalized care to improve the well-being of patients and communities we serve.

QUALITY POLICY

To constantly upgrade ourselves to keep pace with what is new in the field to deliver healthcare, recruit highly qualified doctors and further improve clinical outcomes, patient safety & patient satisfaction.

YATHARTH Super Speciality Hospital Greater Noida and Noida have also been accredited by National Accreditation Board for Hospitals and Healthcare Providers for its processes and high-quality patient care.

BASEMENT 2 ➤ Parking ➤ GROUND FLOOR ➤ Reception ➤ Pharmacy ➤ Toilet ➤ Emergency Department ➤ Admission Desk ➤ IP/TPA/Corporate Billing	BASEMENT 1 ➤ OPD Area ➤ Pharmacy ➤ Lab ➤ Baby Feeding Room ➤ Play Area ➤ Executive Health ➤ Check Up ➤ PFT/EEG/NCB/EMG ➤ Dental Department ➤ Physiotherapy Dept. ➤ Cafeteria ➤ Radiology Dept. ➤ Blood Bank ➤ MRD ➤ Store Department ➤ Canteen.
FIRST FLOOR ➤ Administrative Block ➤ IT Room ➤ Conference Room ➤ Executive Room ➤ Chairman's Room ➤ Finance Department ➤ HR Department ➤ Marketing Department ➤ Nursing Superintendent ➤ CGHS/ECHS Billing	SECOND FLOOR ➤ Ophthalmology ➤ (Eye Department) ➤ Optical Shop
THIRD FLOOR ➤ OPD (Gastroenterology, Urology, Nephrology & Pulmonology)	FOURTH FLOOR ➤ Modular OT(1,2,3 &4) ➤ Pre/Post ICU

- Endoscopy
- Colonoscopy
- Bronchoscopy
- Dialysis Unit

FIFTH FLOOR

- Conference Room
- ICU(Bed No. 501-515)
- CCU (Bed No.516-528)

SEVENTH FLOOR

- Suite Room (701)
- Pvt. Room (702& 703)
- ICU (Bed No. 704-719)
- HDU(Bed No. 720-729)

NINTH FLOOR

- Suite Room (901)
- Pvt. Rooms (902-908)
- Semi Pvt. Rooms (Bed Nos.909-929)

- CTVS/KTU

SIXTH FLOOR

- Department of Cardiology & Cardiothoracic Surgery
- Cardiac OPD
- Sample Collection
- ECHO & TMT
- Private Rooms (601-604)
- Day Care Unit (605-606)
- CCU (607-620)
- Cath Lab

EIGHT FLOORS

- Suite Room (801)
- Pvt. Rooms (802-808)
- Semi Pvt. Rooms
- (Bed Nos-909-929)

TENTH FLOOR

- Economy Ward-1(Bed Nos. 1001-1006)
- Economy Ward-2(Bed Nos. 1007-1011)
- Economy Ward-3(Bed Nos. 1012-1016)
- Economy Ward-4(Bed Nos. 1017-1022)
- Semi Private Room (Bed Nos.1023 &1024)

ELEVENTH FLOOR

- Economy Ward-1 (Bed Nos. 1101-1106)
- Economy Ward-2 (Bed Nos 1107-1111)
- Economy Ward-3 (Bed Nos 1112-1116)
- Economy Ward- 4 (Bed Nos 1117-1122)
- Semi- Private Room (Bed Nos.1125 &1126)
- Economy Ward- 5 (Bed Nos 1127-1134)
- Economy Ward- 5 (Bed Nos 1135-1138)

THIRTEENTH FLOOR

- Suite Room(1301)
- Pvt. Rooms(1302-1308)
- Semi Pvt. Room(Bed Nos. 1309-1329)

- Semi Private Room (Bed Nos.1025 & 1026)
- Economy Ward -5 (Bed Nos. 1027 & 1034)
- Economy Ward-6 (Bed Nos. 1035-1038)

TWELTH FLOOR

- Department of Mother & Child Care
- Suite Room (1201)
- Pvt. Room (1202-1205)
- IVF Unit
- Labour Room (1&2)
- Modular OT
- OPD- Gynaecology
- NICU (Bed No.1206-1218)
- PICU (Bed No. 1219-1228)
- Semi Pvt. Rooms (Bed Nos.1229& 1230)

FOURTEENTH FLOOR

- Suite Room (1401)
- Pvt. Rooms (1402-1408)
- Hall

SPECIALITIES AT HOSPITAL-

- Centre of medicine
- Centre of IVF.
- Centre of cardiology
- Centre of neurosciences
- Centre of general surgery
- Centre of nephrology and urology
- Centre of Paediatrics
- Centre of gastro enterology
- Centre of pulmonology
- Centre of gynaecology
- Centre of orthopaedics and spine and rheumatology
- ENT
- Dermatology Ophthalmology
- Dentistry
- Physiology and psychiatry
- Anaesthesiology
- Physiotherapy and rehab
- Radiology
- Pathology and laboratory medicine
- Nutrition and health
- Interventional spine and pain medicine

Key Activities/ Projects Undertaken Other than Dissertation

- To take rounds in morning on daily basis and meeting patient admitted in the IPD and assisting them with any queries and issues, collecting Patients feedback and reporting to departmental heads.
- Informing all the patients transfer in-out-shifting to the treatment consultant.
- To coordinate ,direct and supervise activities of the floor.
- Smooth Admission of Patients into wards by meeting them within half an hour and counselling them whenever required.
- Tracking the Patient complaints and reaching out to patient on call, maintaining

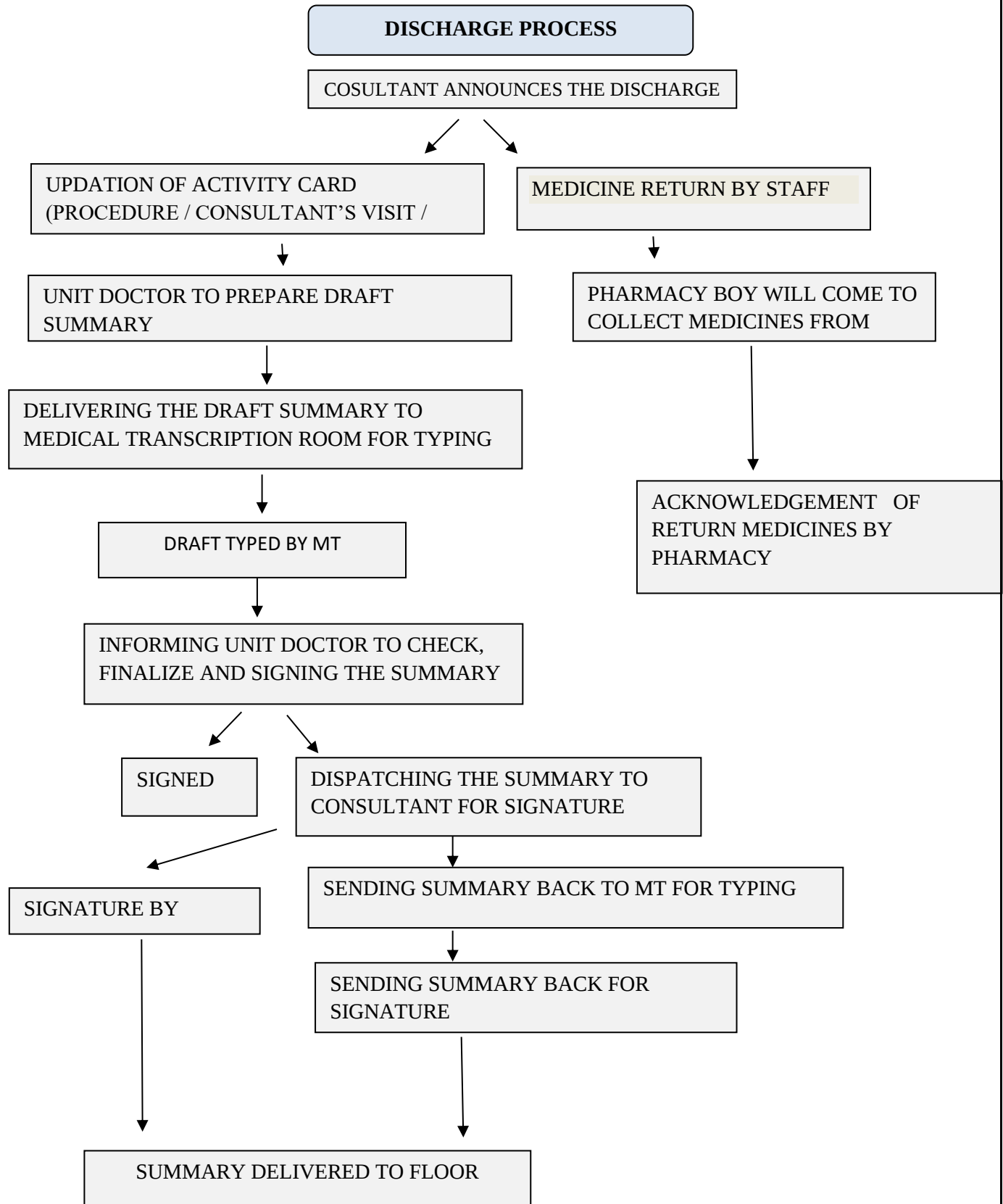
records for the same

- To ensure preparation of bed/rooms before new admission/internal transfers.
- Cleanliness of the wards/floor and to ensure availability of housekeeping services/GDA services so patient do not have to wait for long.
- To monitor the stock level of inventory such as linen inventory management and to ensure availability of right size of dress so that patient feel good and comfortable.
- To inform patients if there is any delay in consultation round and to ensure the consultant rounds is carried out on daily basis for all the patients.
- To address any complains related to quality of food, and to ensure food served is on time keeping in record the dietary habits.
- To make sure patients knows about the extension number and their rights and responsibility.
- To ensue Urgent cross referrals to be treated like a Critical CRE and to be treated within an hour. Cross referrals are carried out within the same day with stipulated time.
- To seriously adhere to Organizational regulations and policy especially related to infection control and patients' safety and NABH.
- To ensure that file for discharge summary preparation should be send on time, pharmacy clearance is carried out for every planned discharge.
- Support Continuous Quality Improvement and participates in all quality assurance pursuits of the services.
- To know about the obstacles which leads to delay in discharge process and ensuring to reduce those to increase patient satisfaction, maintain discharge TAT of cash patients of 30 min-1 hour and 2-3 hours for sponsor patients.
- To assist patient with issues related to insurance denial and minimize their movement in hospital premises to fulfill formalities like discharge and billing unless the settlements is required.
- Calculation of TAT for radiology, pathology, pharmacy, and F&B Department.
- To educate and train housekeeping/ GDA staff.

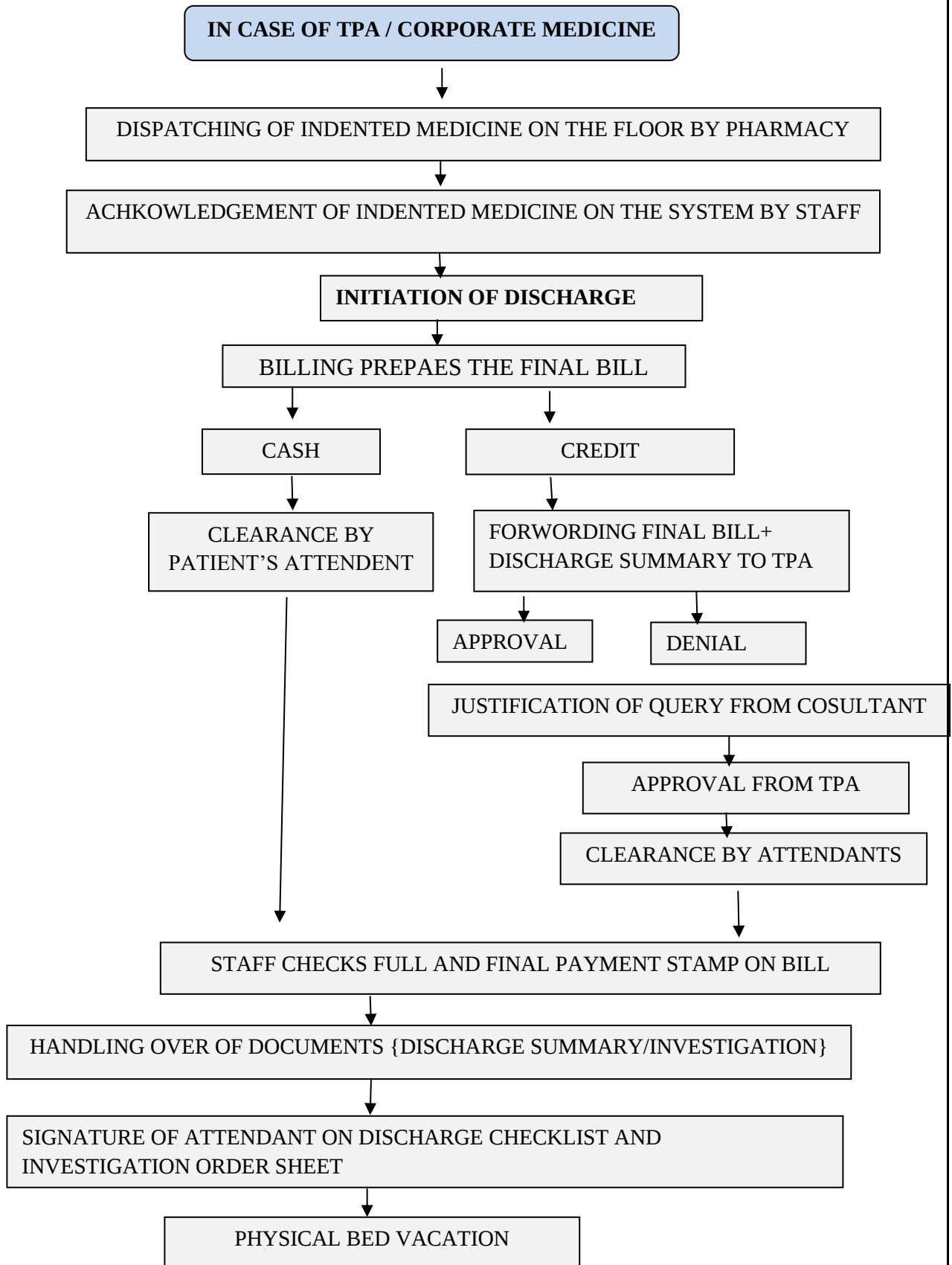
ONLINE CERIFICATION COUSRE-

- Advanced Certificate in NABH Edition II
- Health Care Delivery in Healthcare Organization
- COVID-19 Certificate on Awareness and Management.

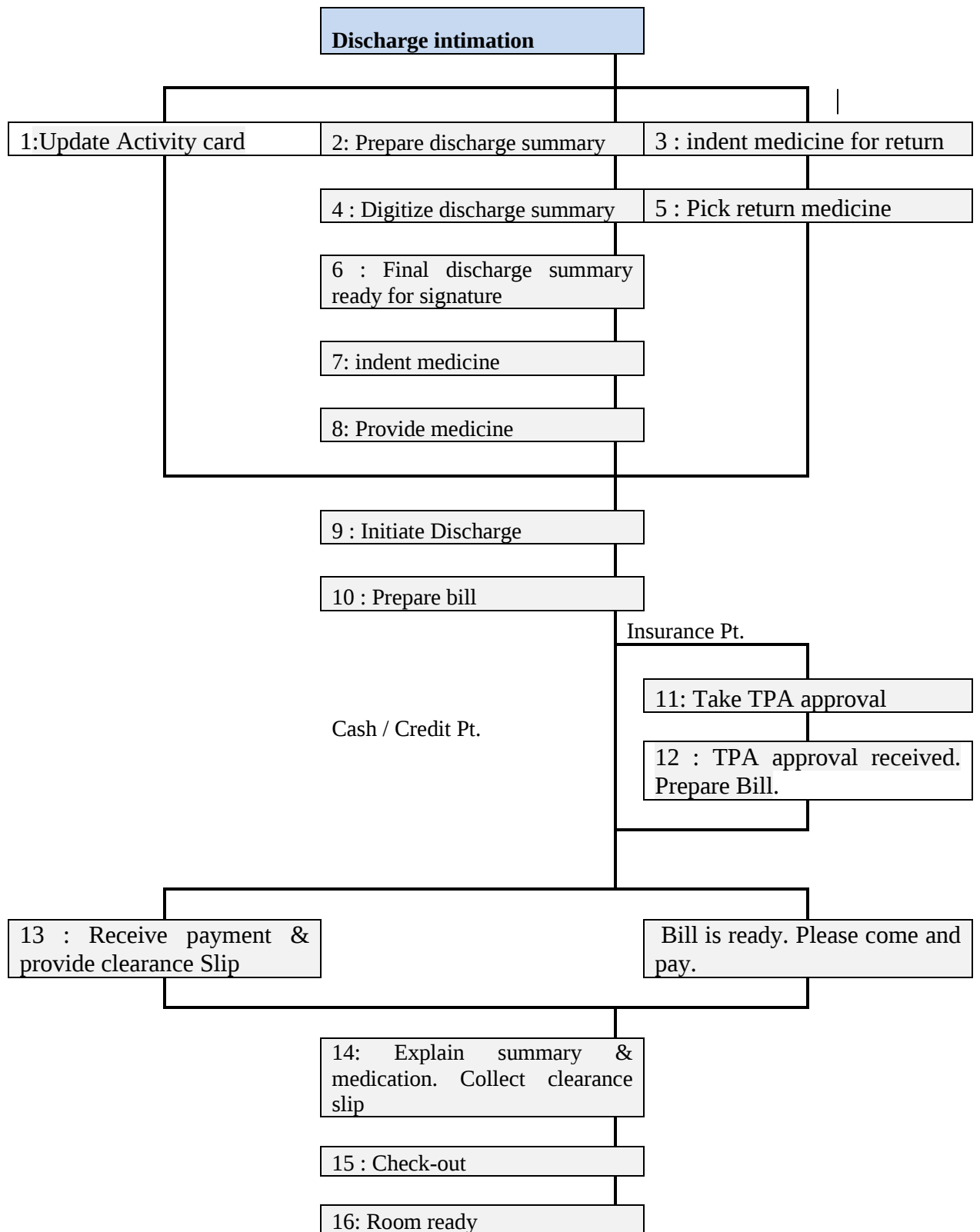
PROCESS FLOW OF DISCHARGE PROCESS:



IN CASE OF TPA/CORPORATE INDENT MEDICINE PATIENT:



IMPLEMENTED MODULE FOR IMPROVEMENT OF DISCHARGE PROCESSES:



KEY LEARNING

- To track data of patient from discharge intimation to room vacant and to calculate the Discharge TAT of patients which includes Discharge Intimation by consultant, Medicine return, summary preparation, pharmacy clearance, billing clearance, and room vacant.
- Assisting TPA patients with any queries till the discharge is approved and clearance is obtained. Collecting feedback from the discharged patients to know about their experience and their suggestions regarding hospital services which can be improved.
- To maintain and analyse record of the patient who left against medical advice (LAMA) and Discharge against medical advice (DAMA), finding the reason for the same whether it was due to personal issue, financial or something else.
- How the internal audits conducted before NABH assessment for example Code Blue from pre-preparedness to Code blue checklist, post Code. To know about various code like CODE ORANGE, CODE VIOLET, CODE BLACK, CODE YELLOW, CODE PINK, CODE RED, CODE GREEN, how to announce over a public address system of a hospital to alert staff to various classes of on-site emergencies.
- To educate patients about their rights and responsibility, infection control, fall prevention and to track any complaints of patients, helping departmental head to recommend solutions for the same.
- Medical Audit of the Patients files, checking files compliance like completion of admission order, medicine card, history and physical examination sheet, doctor progress notes with proper date, time, and signature of the concerned authority (doctor/nurse/attendant in case of informed consent).
- To manage inventory and training of staff to perform allocated work.
- To find the reasons which lead to delay in discharge process and categorize planned and unplanned discharges and reporting the same to DGM, to maintain the data of long stay patients, the re-admitted patients. To be updated regarding their current medical condition and assisting patients related to any kind of issue they are facing.
- To work in coordination with various departments of the hospital for smooth functioning of the hospital, teamwork.