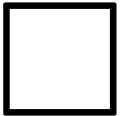
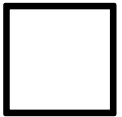


A Study on Patient Satisfaction on IPD Patients at Greater Noida: A Cross Sectional Study



Presented By:
Shikha Shah
Roll Number:1197
MBA Hospital and Health Management
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Under the Guidance Of:
Dr. Kanika Jindal
Assistant Professor
IIHMR University, Jaipur

INTRODUCTION

- Patient Satisfaction is defined as meeting the expectations or fulfilment of a patient from a product or services. Patient arrives with the present image of the hospital as per the cost evolved and reputation of the hospital.
- Whenever a patient visits any hospital there follows a series of events which a patient goes through like, attentiveness, respect decision making, effective information.
- When patients visit the hospital they interact with various departments, Factors associated with the different departments are critical to assess the patient satisfaction like, parking facilities, Ease of admission, staff response, behavioural aspect of doctors, food services and so on. The measurement provides insights of various aspects which includes the effectiveness of care and empathy level. It is a multidimensional construct which relies on various aspects like technical, functional, infrastructural, environmental, and inter-personal components of health care services.

Cont'd...

- Patient satisfaction assessment gives the opportunity to analyse and identify the gaps in existing services provided by the hospital and to rectify these gaps to provide quality care to the patients.

Some patients may emphasis more on technical competence, while others on comfort, dignity, fulfilment of personal needs and supportive services will be of high importance.

National Accreditation board of hospitals and Healthcare providers (NABH) has predetermined and defined quality standards with the significance of testing the services quality, in those pre-set quality indicators is the patient satisfaction index which is helpful in tracking the score of satisfaction of each patient, which helps in setting benchmarks by quality team and marketing teams to commercialize accordingly.

IMPORTANCE OF STUDY-

Identification of the potential problem and resolving it before they become serious

Identification of those procedures and operations that require better explanation to patients

Helps in increasing patient loyalty by demonstrating you care about patients' perceptions and are continually striving hard in finding ways to improve

AIM

- The aim of this study is to measure the level of healthcare services in hospital by identifying the factors which contributes to gap in patients' perception and expectations which they encounter during their hospital stay.
- This paper also attempts to plan a strategic approach to help the hospital to develop and deliver higher level of quality services which leads to high patient satisfaction.

OBJECTIVES

- To study the level of satisfaction of IPD patients
- To recognize areas with low satisfaction level in the IPD.
- To provide some suggestions for the improvement of patient's satisfaction admitted in hospital
- To identify significant factors that can influence patient satisfaction

ETHICAL CONSIDERATION

An informed verbal consent was taken from all patients. All patients were given chance to ask questions before starting to respond to the Questionnaire. Confidentiality of the data will be maintained, and the data is only taken for purpose of study and no information about various hospital services would be disclosed elsewhere other than for academic purpose. Supporting staff and doctors were largely kept unaware of this survey except in circumstances which are unavoidable, this step was taken to avoid any bias in their behaviour with patients.

RESPONSES COLLECTED-103

Urology	Gynecology	General Surgery	Orthopedics	Medicine
30	22	20	20	11

METHADODOLOGY

RESEARCH DESIGN

- An Observational Cross-Sectional Study.
- 103 Patients admitted at Hospital.
- 5 Likert scale rating was used.

SAMPLING TECHNIQUE

Non- probabilistic
Convenience
Sampling/Random
Sampling.

MODE OF DATA COLLECTION

- Structured Questionnaire survey
- Questionnaires were administered to each patient and gathered necessary information.
- Informal interviews were conducted.
- Observation techniques were used.

DATA ANALYSIS

The responses from the questionnaire were collected and analysed with excel. Frequency and percentage analysis was done, and findings are then be tabulated in MS Word.

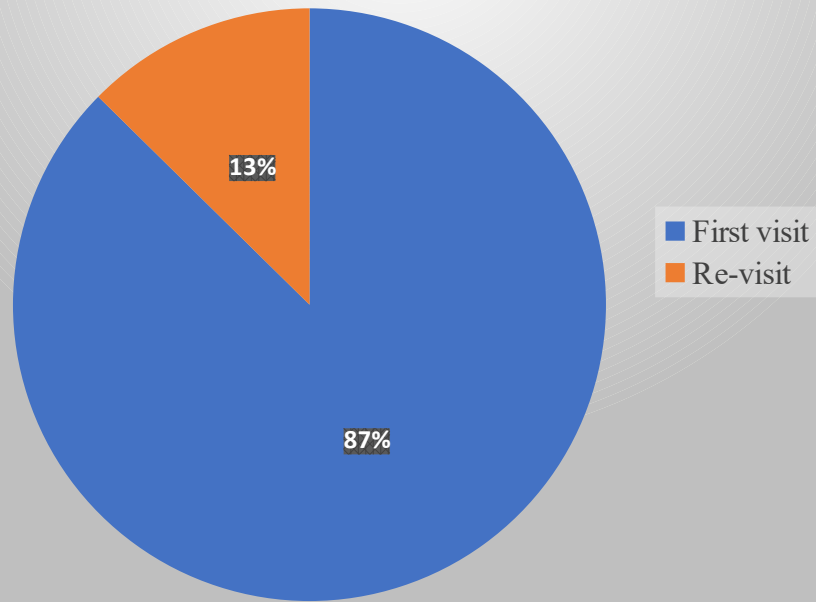
RESULTS

DEMOGRAPHICS CHARACTERISTICS

Age	Frequency	Percentage
18-27	21	20
28-37	28	27
38-47	21	20
48-57	12	12
58-67	14	14
68-77	7	7
Gender	Frequency	Percentage
F	54	52
M	49	48
Background	Frequency	Percentage
Rural	60	42
Urban	43	58

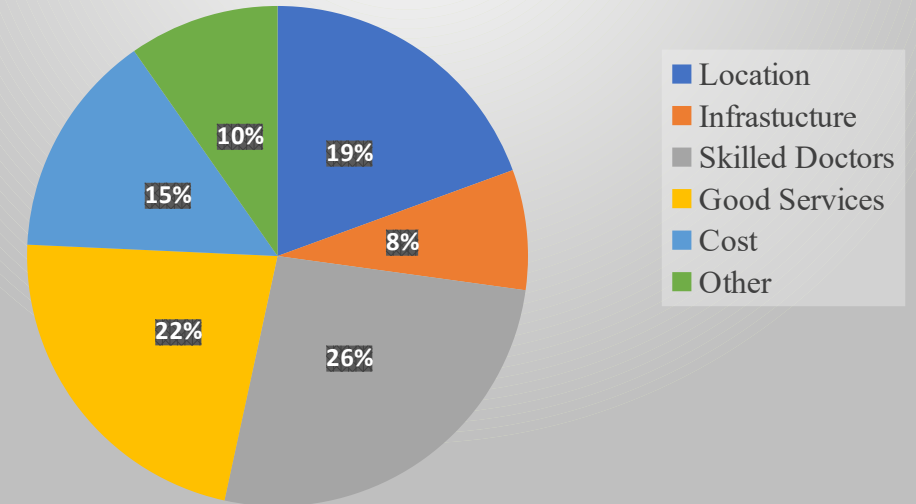
No Of Days Stay	Frequency	Percentage
1-2	28	27
3-4	43	42
5-6	17	16
7-8	6	6
9-10	4	4
13-14	1	1
17-18	1	1
19-20	2	2
21-22	1	1

Hospital visit



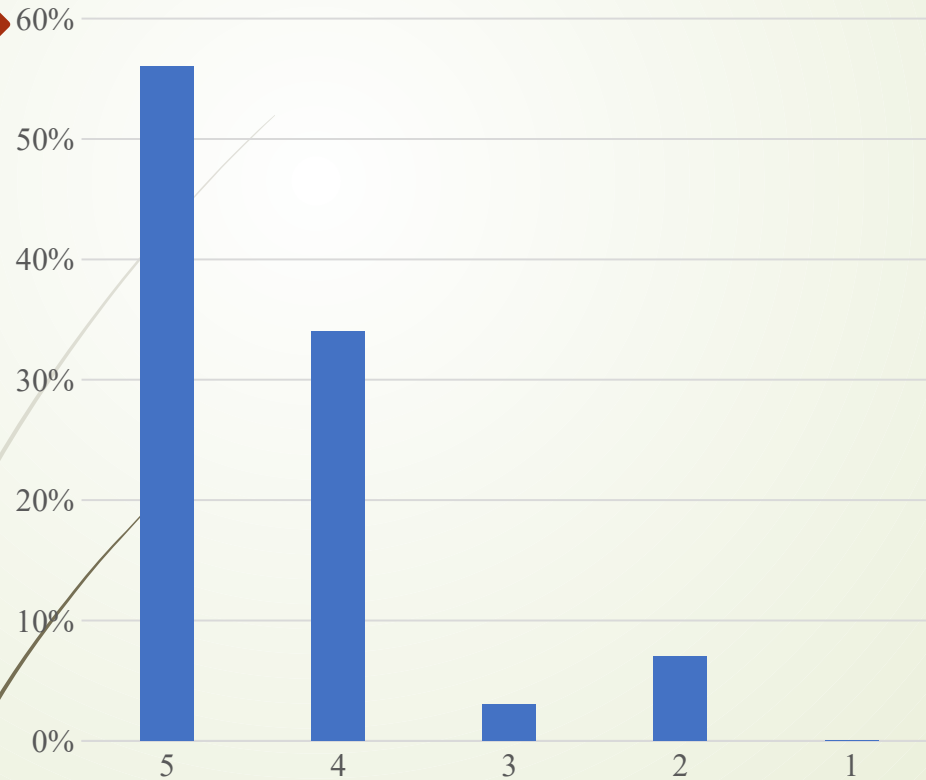
Interpretation: Out of 103 patients, 90(87%) visited the hospital for the first time so it is important that patients should be satisfied with the quality of healthcare services and 13(13%) patients re-visited the hospital.

Reasons for selecting Yatharth Hospital



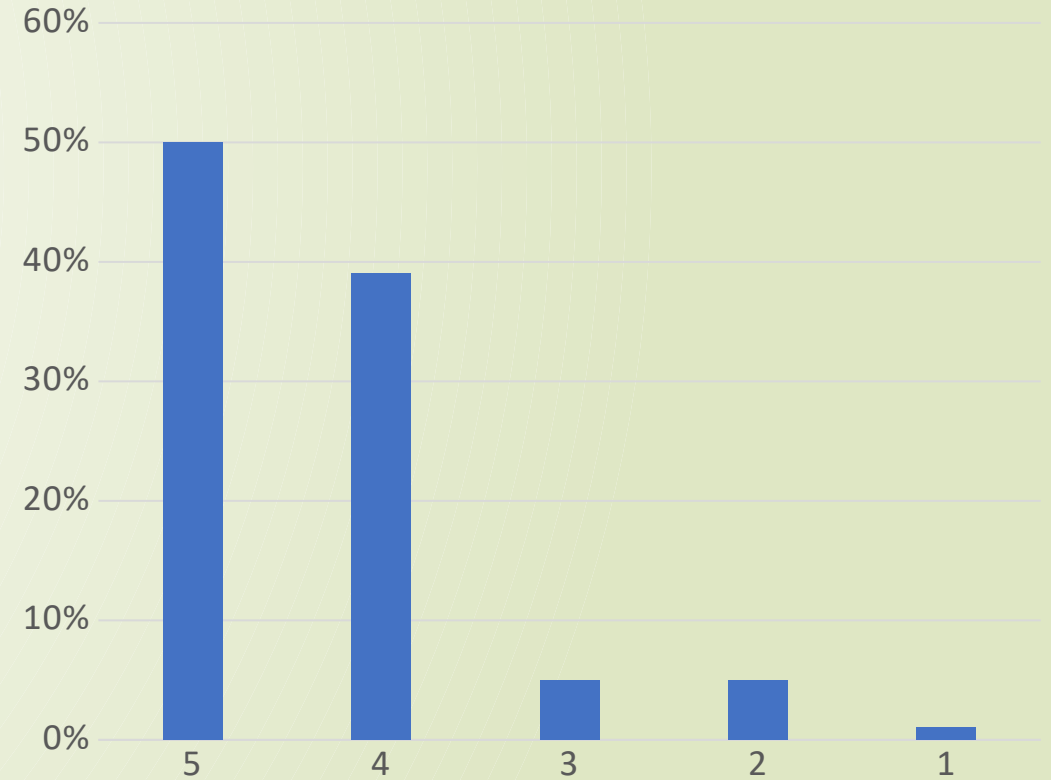
Interpretation: Out of 103 patients, 27(26%) of the patients selected Yatharth because of skilled doctors so it is very important to have experienced and highly skilled doctors, followed by good quality of services 23(22%) to create a hospital loyalty which will result in more fame, name, and reputation of the hospital which in turn leads to good perception about the hospital.

Behavioural aspects of doctors



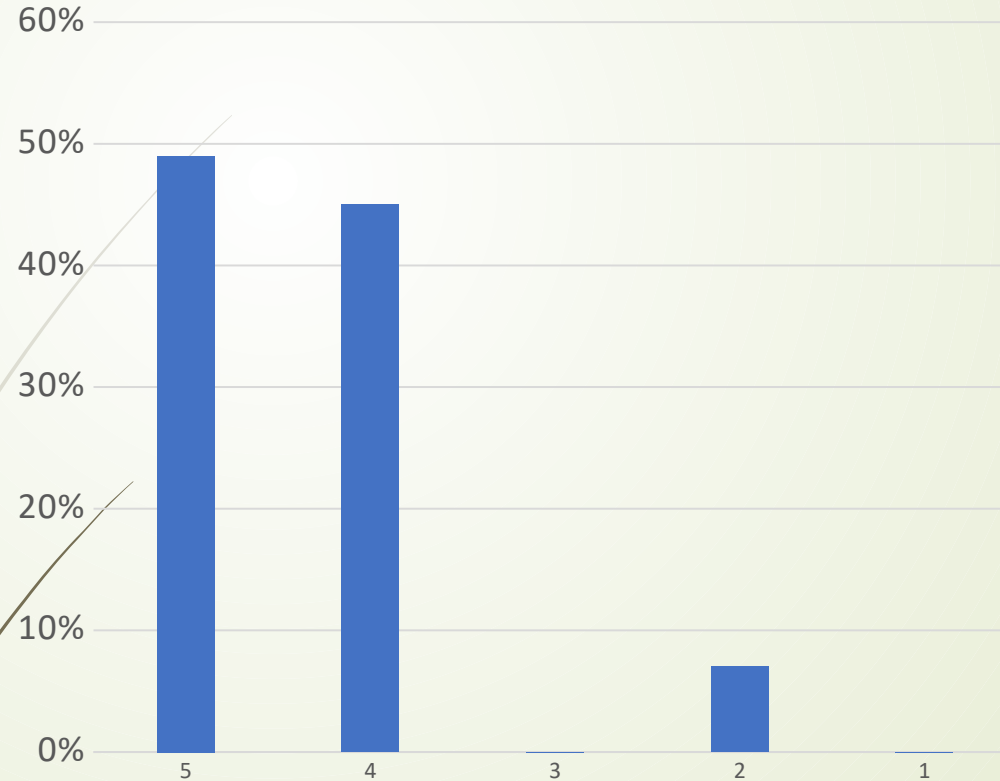
Interpretation: Out of 103 respondents, 56% patients were highly satisfied with the doctor's behavior, whereas 7% of patients were dissatisfied with the behavioral attitude of doctors.

Promptness of nurses and sub-ordinates



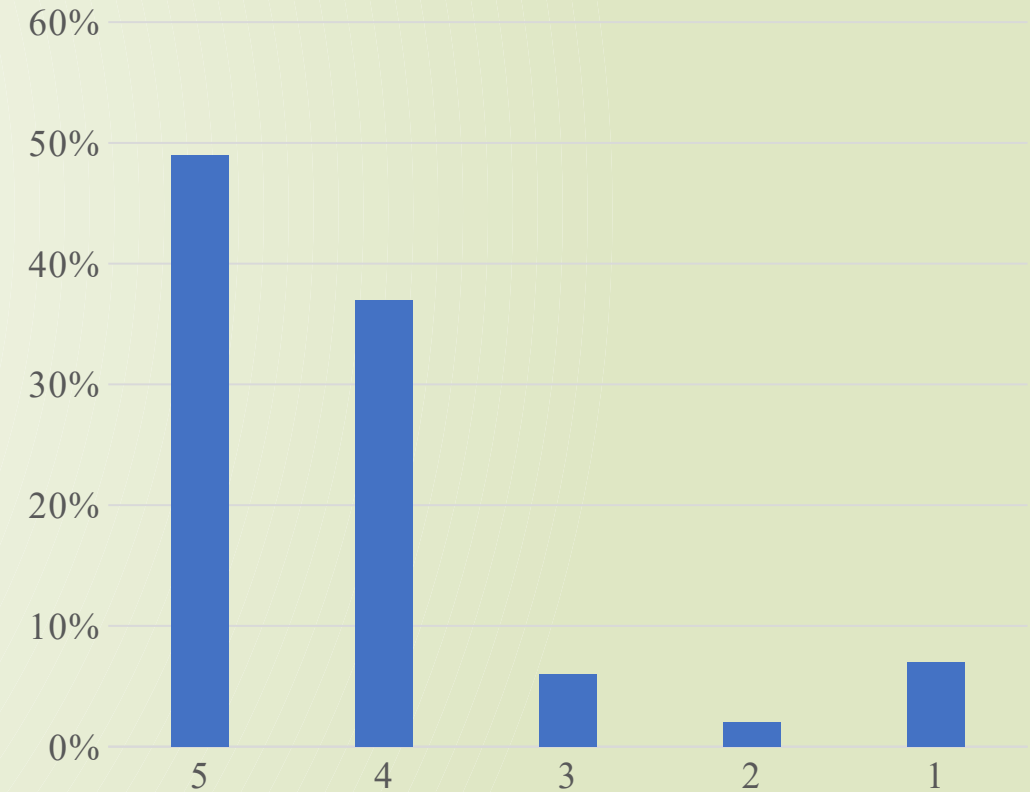
Out of 103 patients, 50% were highly satisfied with the promptness of nurses and sub-ordinates, 5% were dissatisfied with the promptness of nurses, this is due to untrained and new staff.

Waiting time at diagnostic area



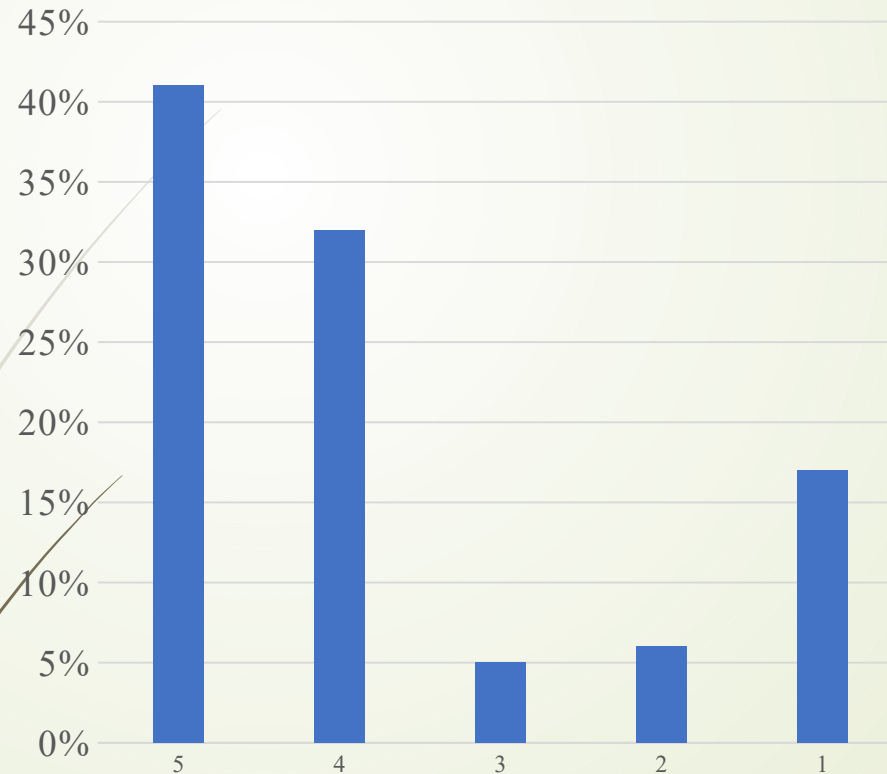
Interpretation: Out of 103 patient's majority of the patients are satisfied with the short waiting hours at diagnostic area, 7% are dissatisfied with the long waiting hours(>25min) .

Timely delivery of foods to wards.



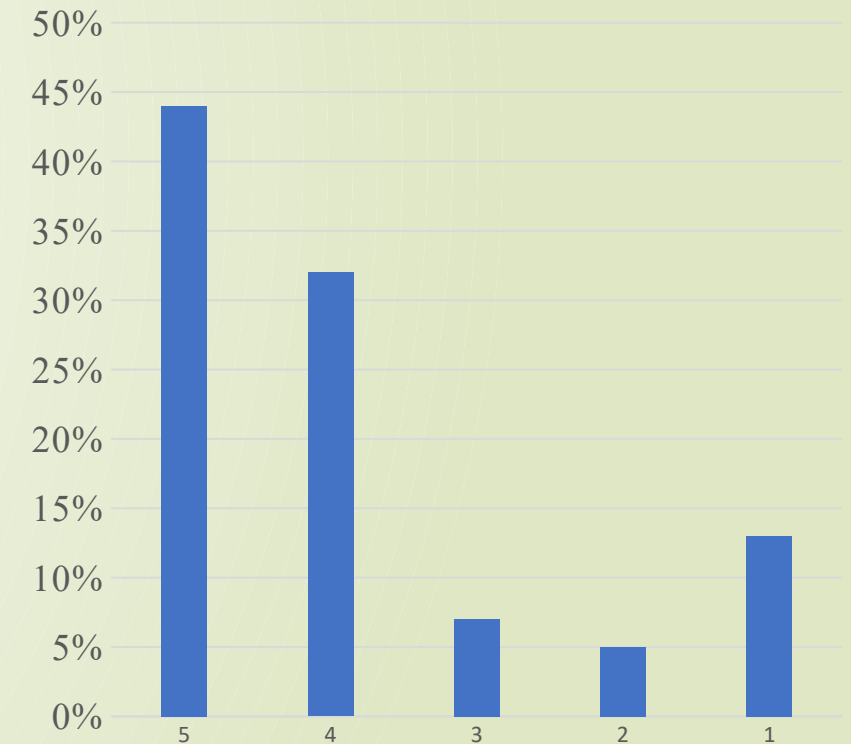
Interpretation: Majority of the patients are satisfied with the timely delivery of foods in wards and with the quality of food. 7% patients were highly dissatisfied.

Cleanliness of rooms



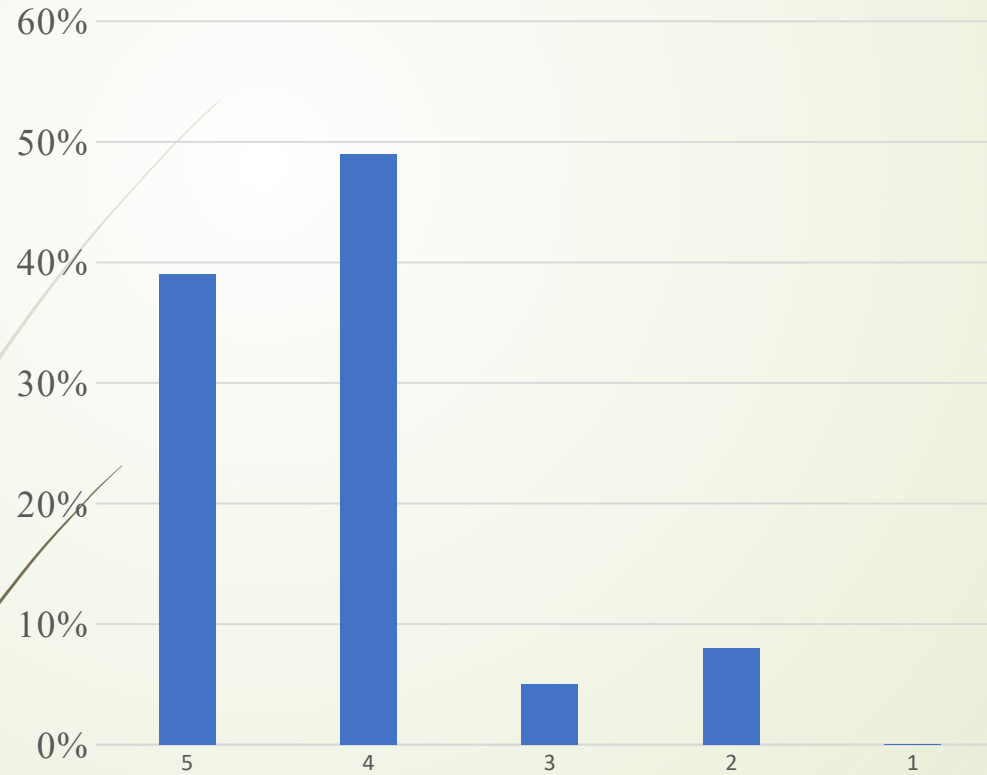
Interpretation: Out of 103 patients 41% are highly satisfied with the cleanliness of wards and rooms, 17% patients are highly dissatisfied with the housekeeping services.

Speed of Discharge



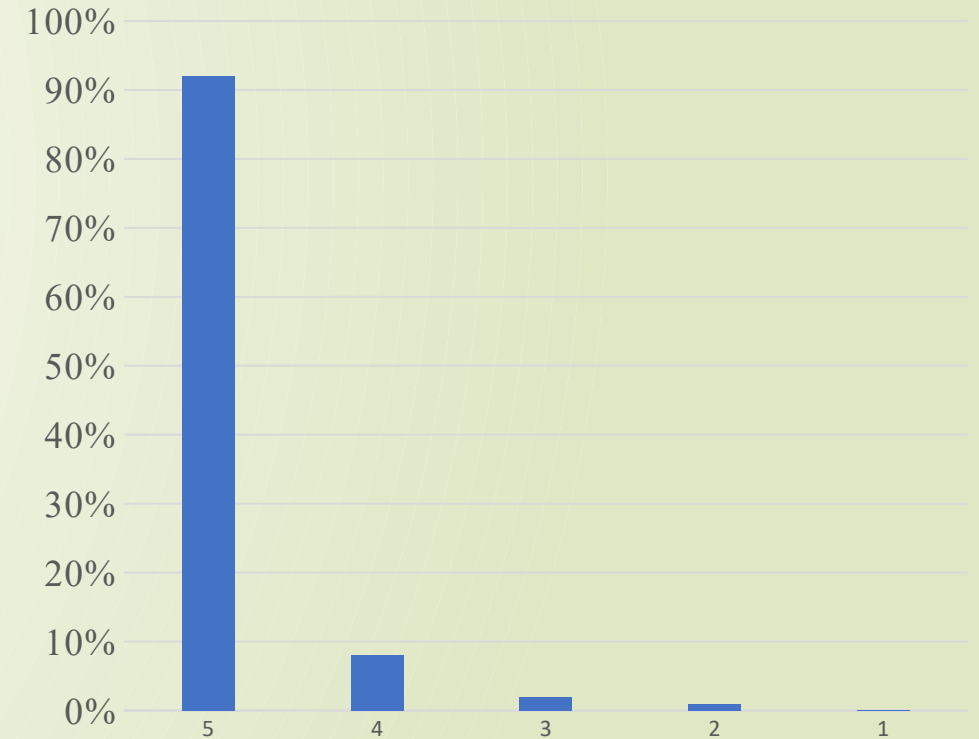
Interpretation: Only 44% rated the speed of the discharge process as excellent whereas 13% revealed that discharge process is slow, and reason and are highly dissatisfied by speed of Discharge process.

Complaint timely addressed



Interpretation: 39% of the patients are highly satisfied , 49% were satisfied with the timely addressal of their complains, whereas 8% responded that their complains are not addressed properly.

Overall Experience



Interpretation: The Graph shows the satisfaction level of the patients for overall experience in their accommodation in the hospital, 92% said they overall experience as excellent.

DISCUSSION

- Patient Satisfaction is one of the important domains of the healthcare system research and this was conducted as an attempt to get an insight on the patient's satisfaction level with the hospital services in IPD Department of Yatharth Super Specialty Hospital, Greater Noida. Patients had satisfactory level with most of the services, but for medical services, the highest satisfaction was noted which is like the reported results in the study Conducted in Jaipur by BantiKumar and Sudhinder Singh Chowhan, 2019.
- Admission services(8%) results lower to the study conducted in Jaipur which states that 20% patients are dissatisfied with the admission services. Overall satisfaction is 92% which is higher than study conducted in tertiary care hospital in North India which was 80%.
- In absence of tool for measuring patient satisfaction in COVID-19 Patients, there is need to develop new tools for objective assessment for COVID-19 hospitalized patients.

RECOMMENDATION

- Patient counselling and health education cell must be developed nearby the registration counters where the attendants and patients can solve their queries.
- “Charges should be reduced” was a very common suggestion given by most of the patients.
- Proper signages system for use of drinking water and toilets should be there.
- Nursing staff should be educated through on the job training program.
- More of privacy can be provided to patients at the time of examination by putting curtailing and unnecessary staff movement in and outside the chamber.
- Behavior of front office can be further improved by educating them towards a more polite attitude with patients and their attendants as front office is the first point of contact the patients come into.
- Improve employee engagement and adopt latest innovative technology.

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- Training to hospital professionals in the facility to enhance their skill and to improve patient satisfaction.
 - Periodic assessment should be done for health services and more study in various dimensions of patient's satisfaction for example facility design dimension is recommended as important initiative in the performance improvement of health care delivery system.
 - Improvement in basic amenities like cleanliness of toilets and quality of gowns.
 - Hospital should develop process for addressing complaints of patients and their grievances to comply with accreditation standards and federal regulations.
 - Implement procedures, policies and processes for resolution and investigation of patients complains.
 - Extend the time with the IPD Patients, can improve the satisfaction of patients and helps in building physician Patient relationship



LIMITATIONS

- One of the limitations of the Likert scale is that the respondents can either lean towards selecting the most extreme or express no option at all. This may cause clustering of results at each scale end.
- Time constraints.
- High level of satisfaction with high level of ceiling effect due to patients “fear of proving negative evaluation”
- Though the selection of patient was done using random sampling, they were interviewed through their will, resulting in self-selection bias.
- Communication Barrier.

CONCLUSION

The services provided by the hospital are satisfactory to major extent, which is motivating but efforts should be made to improve the existing policies to achieve the satisfaction to 100%. It is seen that satisfied patients promote referrals. Effectiveness of the health system can be seen from the level of satisfaction of patients by pointing towards the poor services area, assisting in improvement of healthcare services. So, the continuous assessment of patient's satisfaction level needs to be done on regular interval to continuously improve the quality of hospital services. To solve the queries of patients and attendants, a patient counselling and health education cell should be developed.

“ Each Hospital should strive to provide good quality of healthcare services and soar above every and each patients expectation”.

A satisfied and happy patient is a practice builder

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