

PATIENT SATISFACTION INDEX – OPD SERVICES OF ALCHEMIST HOSPITAL

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INTRODUCTION

Patient satisfaction can be defined as fulfillment or meeting of expectations of a person from a service or product when a patient comes to a hospital. It is a parameter for assessing the quality of patient care services.

OBJECTIVES

- ▶To measure the level of patient satisfaction through feedback forms.
- ▶To determine major causes of dissatisfaction.
- ▶To take remedial actions wherever possible.

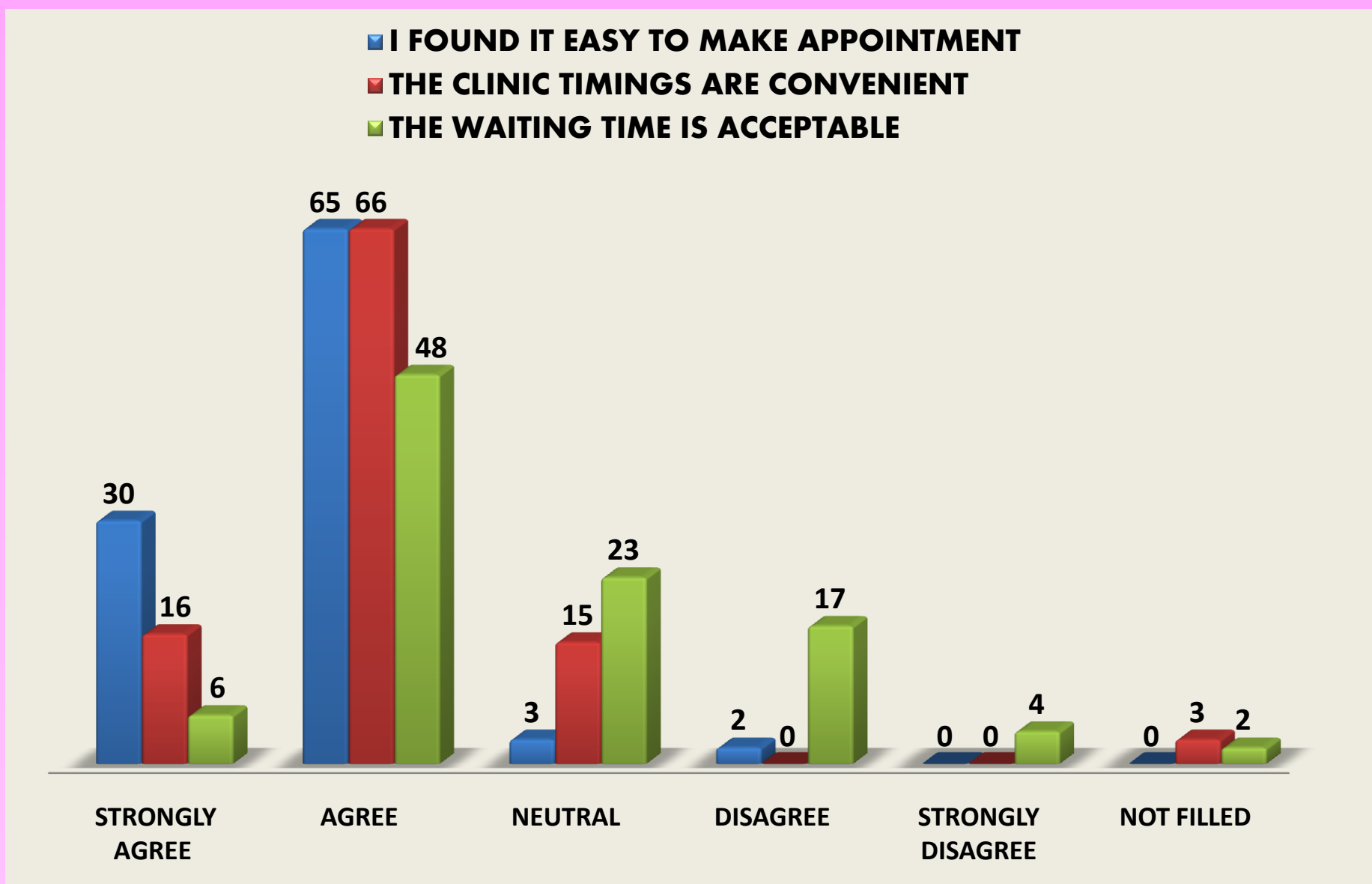
METHODOLOGY

SAMPLE SIZE – 100 AND TIMINGS 09:20 AM TO 4:30 PM

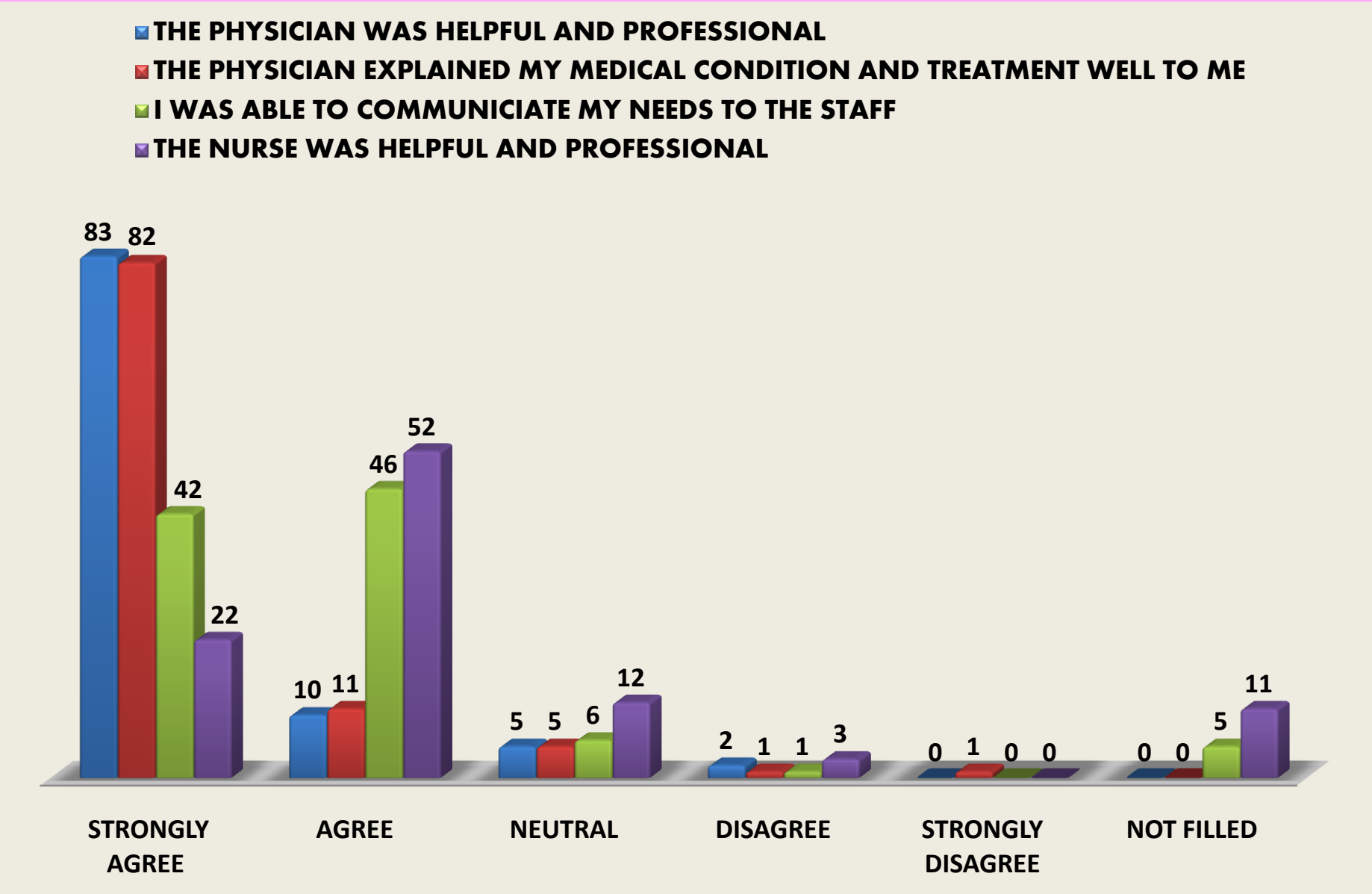
STUDY TYPE	Cross sectional and analytical
SAMPLING TECHNIQUE	Convenient
STUDY AREAS	General OPD LIFESTYLE OPD CARDIAC OPD ENT AND DENTAL OPD
STUDY TOOL	FEEDBACK FORMS
METHOD USED	Questionnaire that consisted of 18 questions covering all the important aspects. The data was collected during OPD hours.

FINDINGS

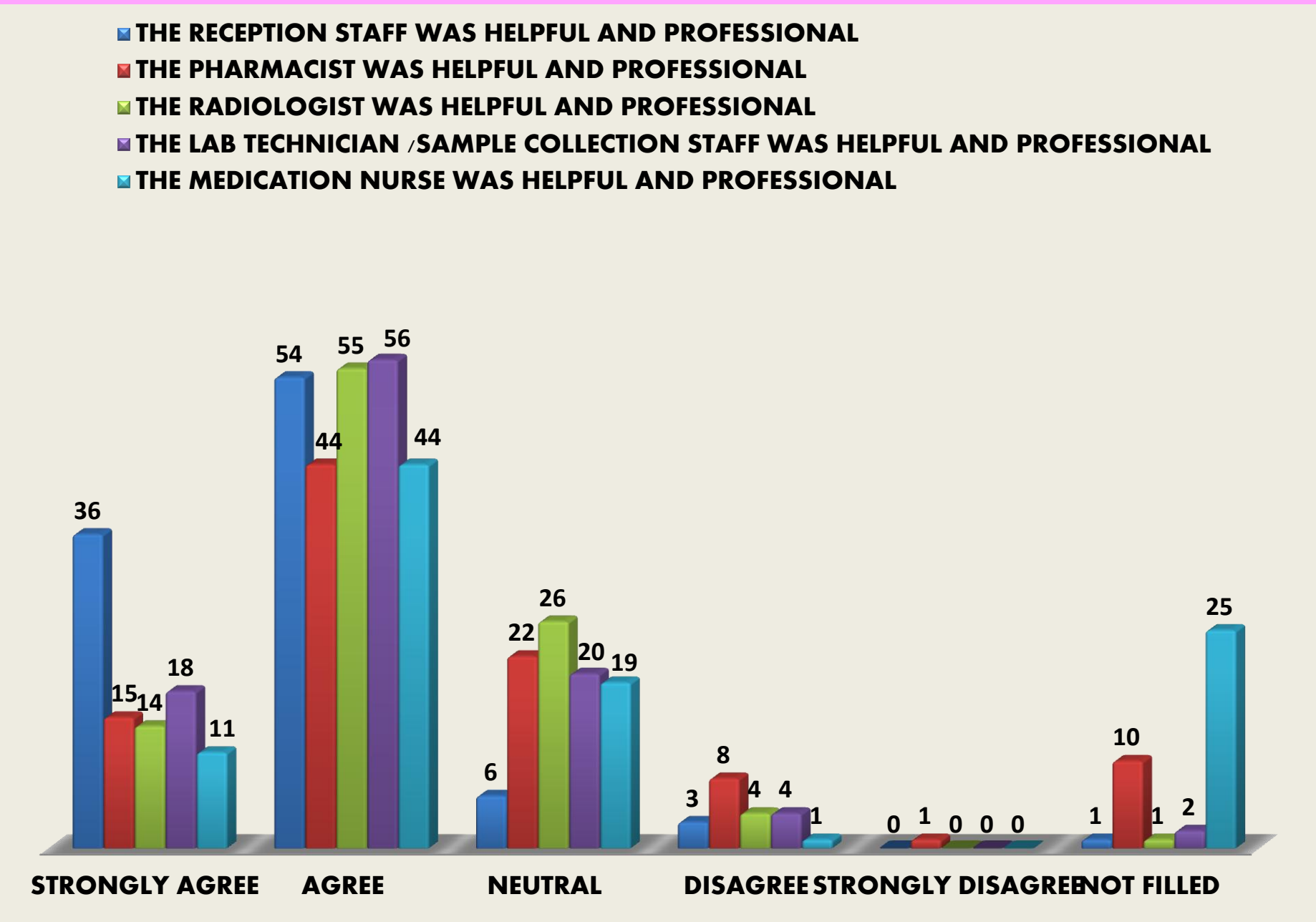
1. APPOINTMENTS AND WAITING TIME



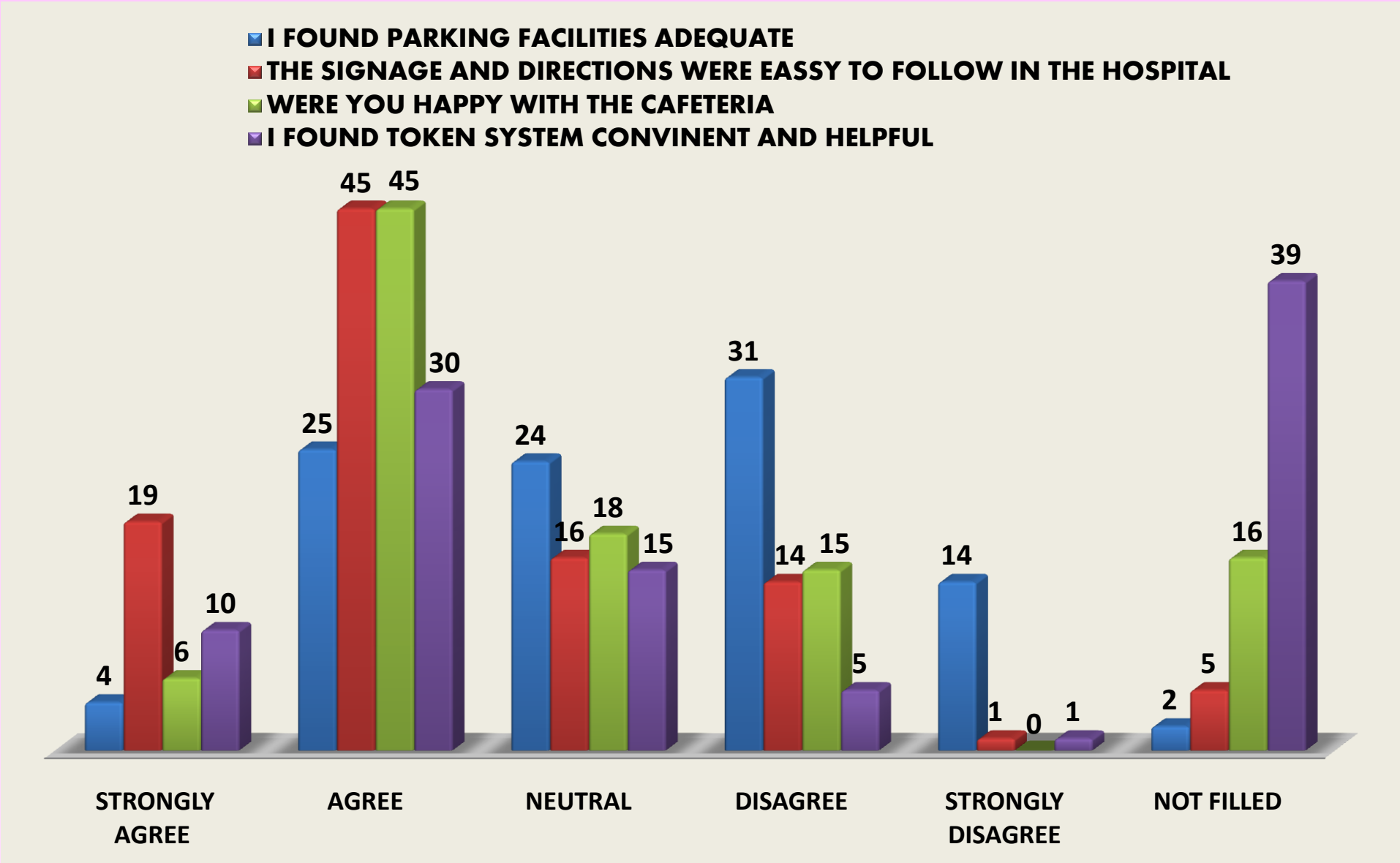
2. PHYSICIANS AND NURSES



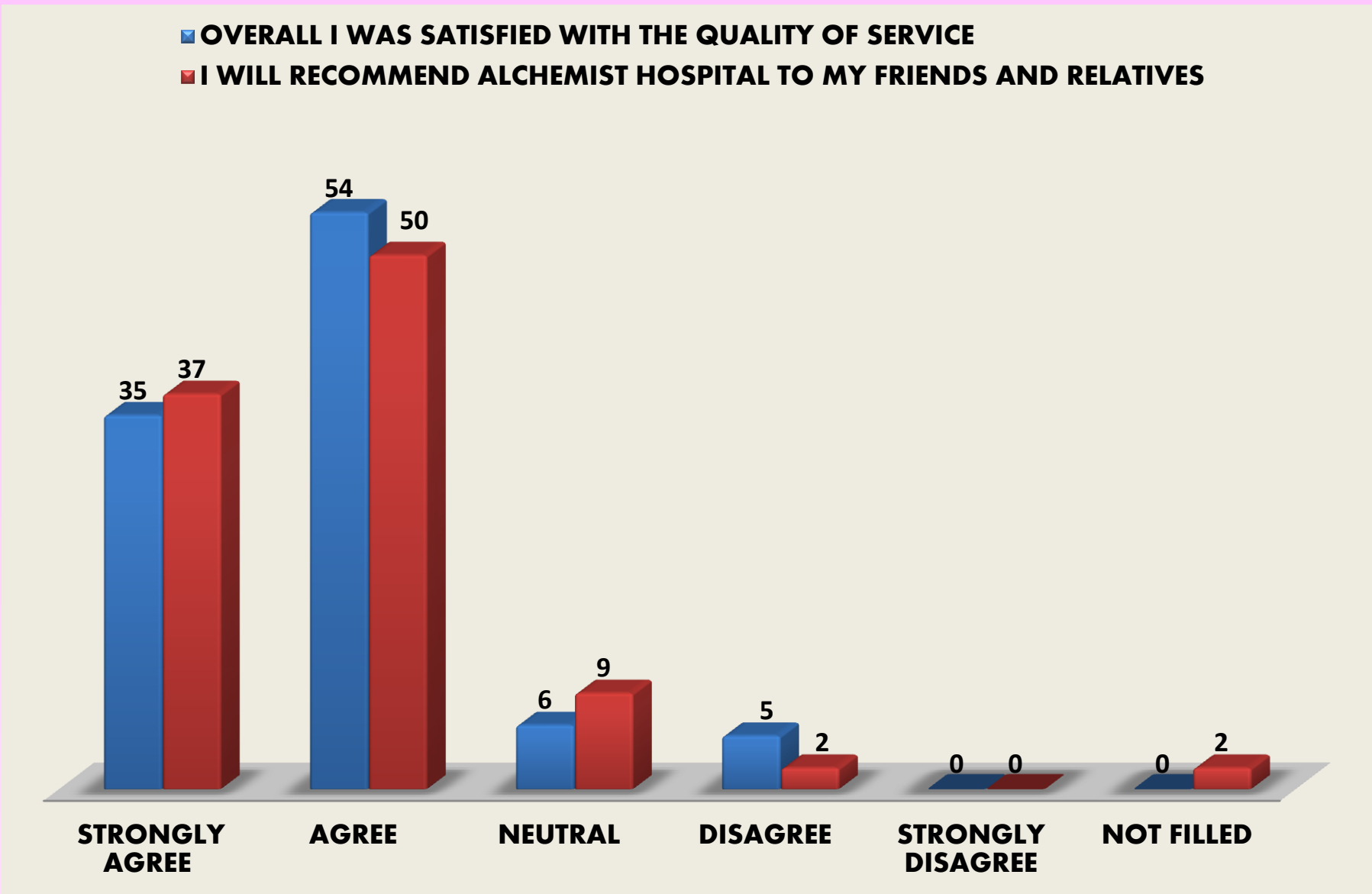
3. CONTACT PERSONNELS



4. FACILITIES AND SERVICES



5. OVERALL



Reasons for dissatisfaction:

- ▶Limited space for parking.
- ▶Less number of sign boards.
- ▶High rates of medicines and tests.

RECOMMENDATIONS

- ☑People to be made aware of token system and valet parking.
- ☑Innovative parking solutions.
- ☑Signage to be improved.
- ☑Medicines, tests and cafeteria to be made cost effective.

STUDY OF HOSPITAL INFECTION CONTROL (HIC)

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ABOUT ALCHEMIST HOSPITAL launched in 2008 in Panchkula (Haryana). Multi-speciality tertiary care hospital committed to principles of accountability, compassion, excellence and respect.

- Alchemist forayed into provision of healthcare with the acquisition of 114 bedded hospital at Panchkula.
- NABH accredited (National Accreditation Board for Hospitals & Healthcare).

INTRODUCTION

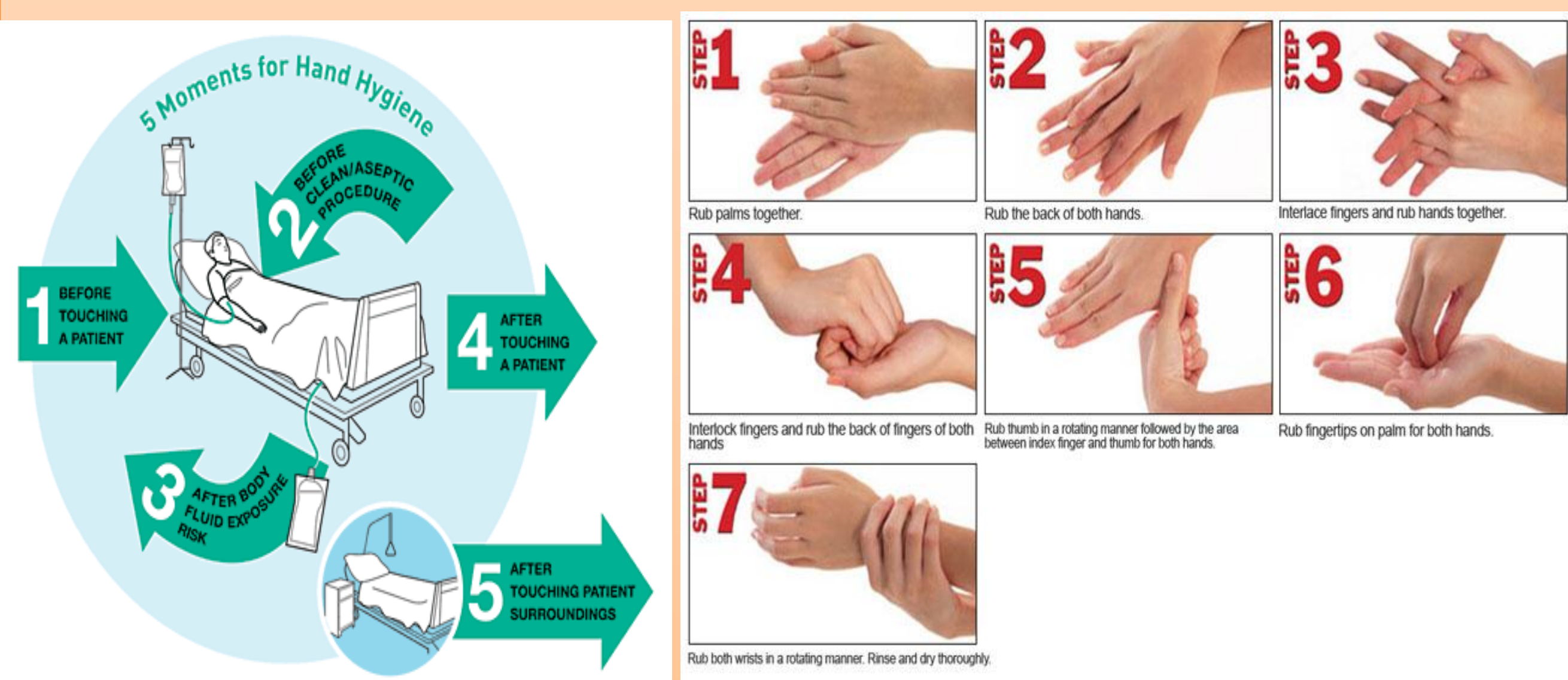
HIC is the discipline concerned with preventing nosocomial or healthcare-associated infection (HAI).

STANDARD PRECAUTIONS

- ▶ Hand hygiene
- ▶ Personal protective equipment
- ▶ Biomedical waste management
- ▶ Needle stick injury
- ▶ Spill management
- ▶ Cough etiquettes

HAND HYGIENE

- ▶ It is a quality indicator of safe healthcare system.
- ▶ Health-care problems, like HAI's which are often invisible but nevertheless still occur, are political and social challenges that we must address now.
- ▶ The social epidemic has already begun to spread with SAVE LIVES : Clean your hands, a successful global campaign promoting hand hygiene action at the point of patient care.



OBJECTIVES

- ▶ To minimize the risk of infection to patients, staff and visitors.
- ▶ To identify the roles and responsibilities of key personnel involved in the prevention and control of infection.

METHODOLOGY

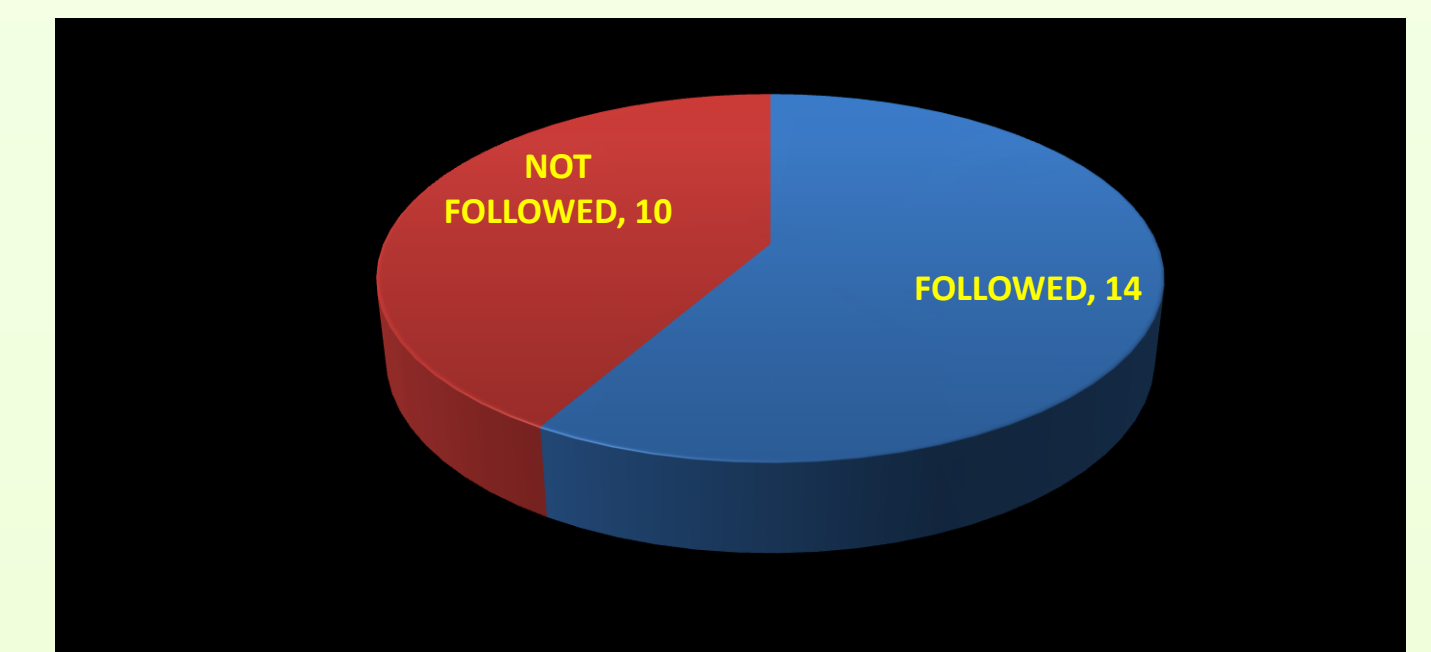
- ▶ **Study area** – ICU, CCU, GENERAL WARD
- ▶ **Study timings** – 10:00AM to 12:00 noon & 2:30PM to 4:00PM
- ▶ **Study technique** – observation of doctors and staff

FINDINGS (3 Days in each department)

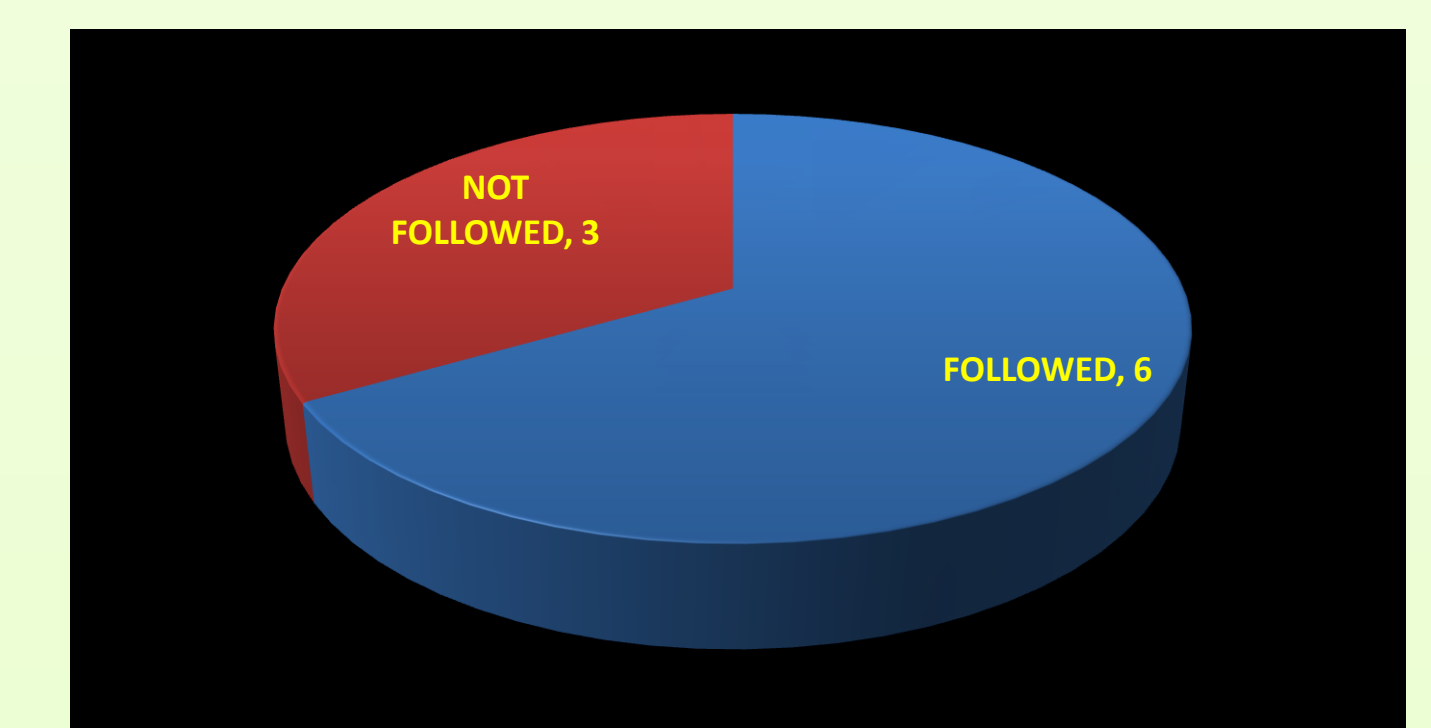
DEPARTMENT STAFF

ICU

NURSES-24

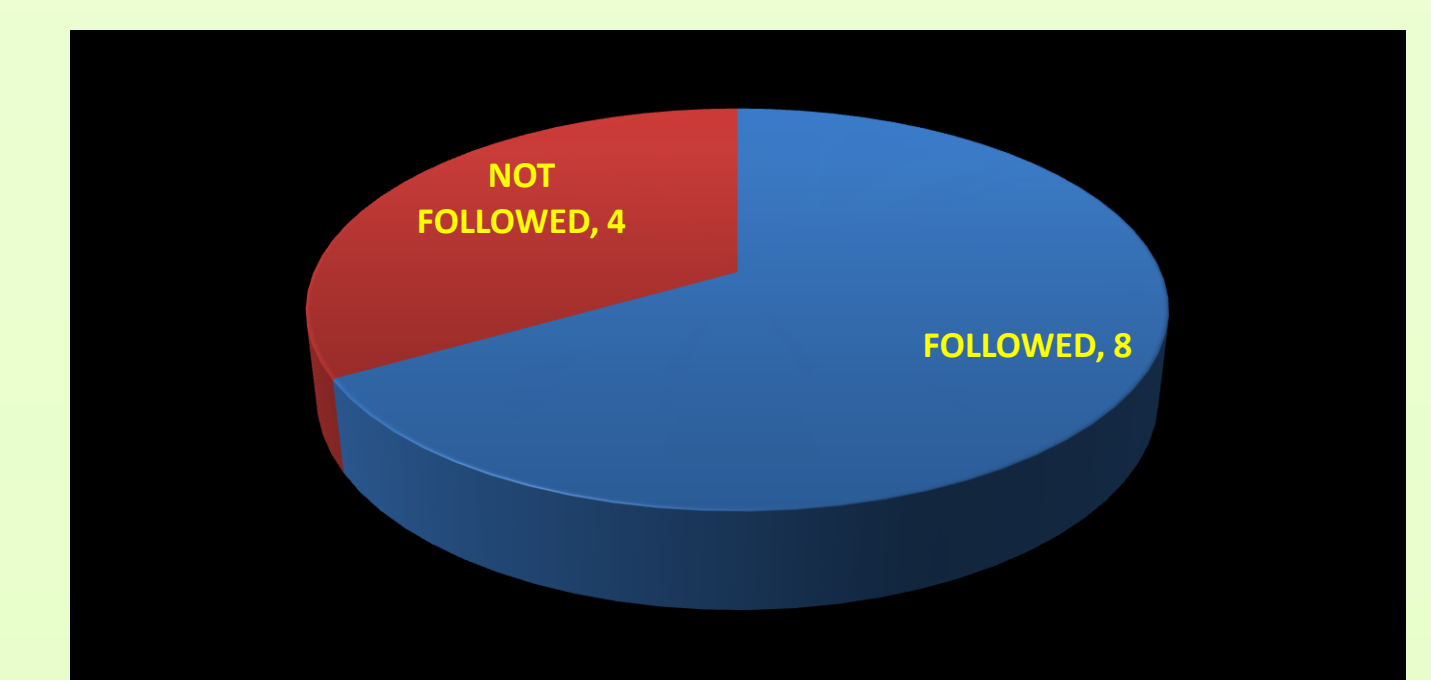


DOCTORS-9

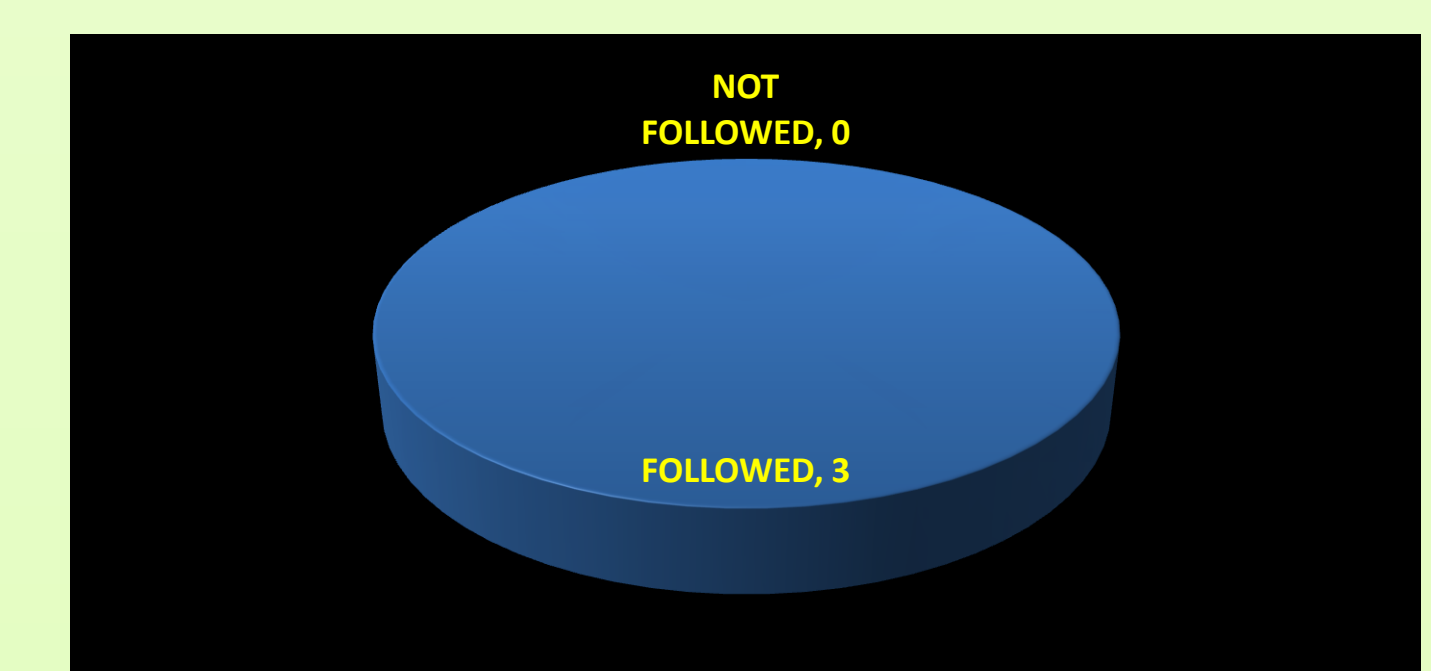


CCU

NURSES- 12

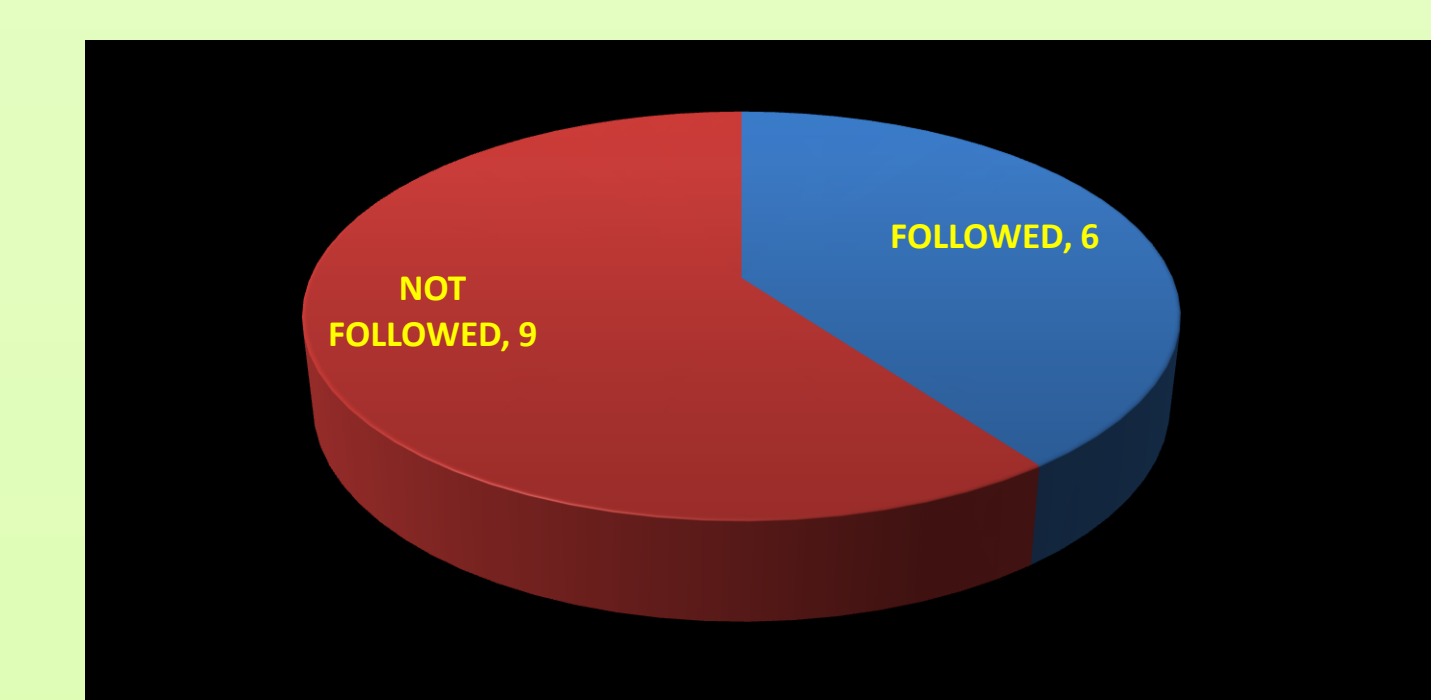


DOCTORS-3

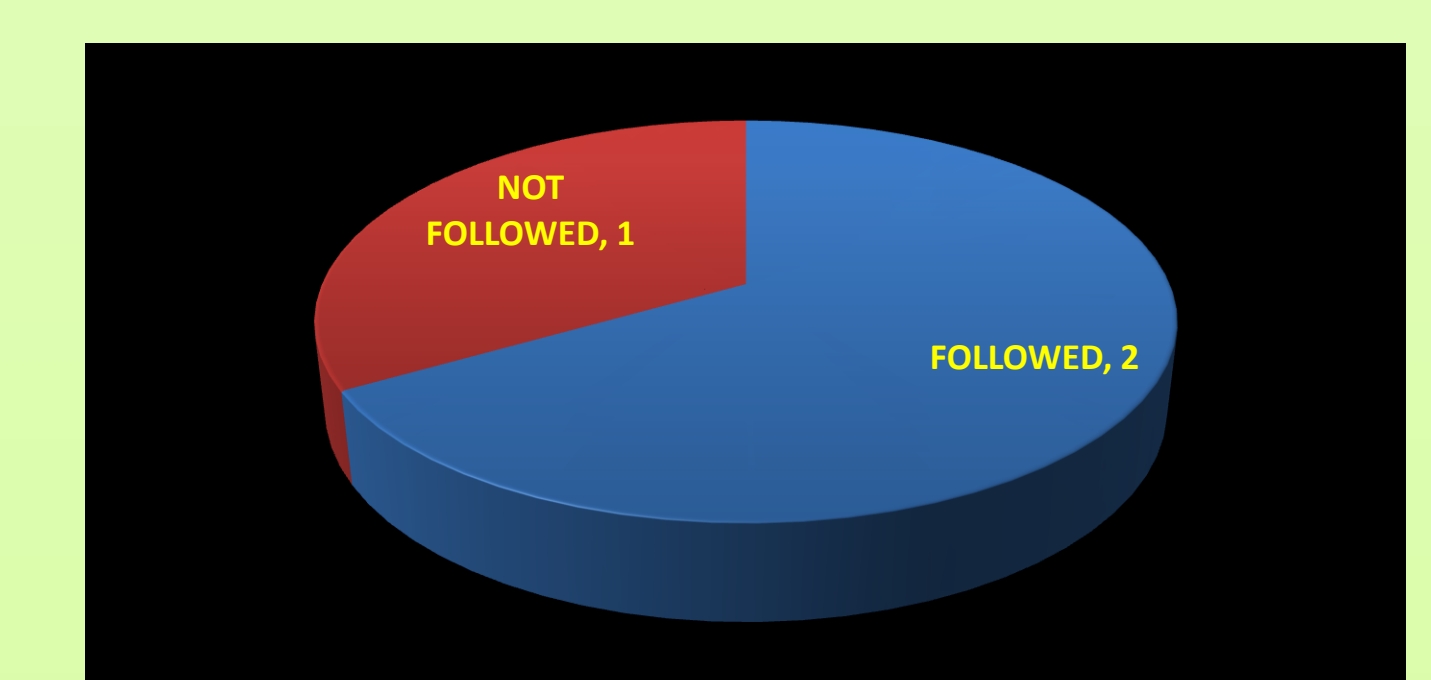


GENERAL WARD

NURSES-15



DOCTORS-3



RECOMMENDATION-

Doctors and nurses should strictly follow hand hygiene practices in order to prevent hospital acquired infections.