

TO STUDY PATIENT SATISFACTION OF THE OUTDOOR AS WELL AS THE INDOOR PATIENTS AT FORTIS ESCORTS HEART INSTITUTE (FEHI), NEW DELHI.

INTRODUCTION

Patient Satisfaction is a multidimensional aspect, represents a vital key marker for the quality of health care delivery and this is an internationally accepted factor which needs to be studied repeatedly for smooth functioning of the health care systems. It has been an important issue for health care managers. The client here does not technically assess their own health status after receiving care but the degree of satisfaction with the services delivered.

OBJECTIVES OF STUDY

General

To determine the patient satisfaction in the In-Patient and Out- Patient Department by developing a patient satisfaction score card after evaluating the collected feedback forms of a tertiary care hospital.

Specific

- To measure level of satisfaction with medical and nursing services.
- To measure level of satisfaction with support services of the hospital namely diet and nutrition, Housekeeping, food & beverage and security.
- To recommend strategies for improving the level of patient satisfaction and services of the IPD and OPD.

METHODOLOGY

- Study Area-** In-Patient Department and out-patient department of Fortis Escorts Heart Institute, Okhla, New Delhi.
- Study Design-** Descriptive Cross-sectional
- Study Period-** 01st April- 31st May, 2016
- Study Population-** Patients admitted in the In-Patient Department and in the Out Patient Department.
- Sample Size-** 400
200 patients in IPD + 200 patients in OPD
- Sampling Method-** Non-probability convenience sampling.
- Data Collection-** Direct Observation; Interviews with patients/kin; Hospital records
- Study Tool-** Questionnaires (Open-ended and Close-ended questions) through feedback forms

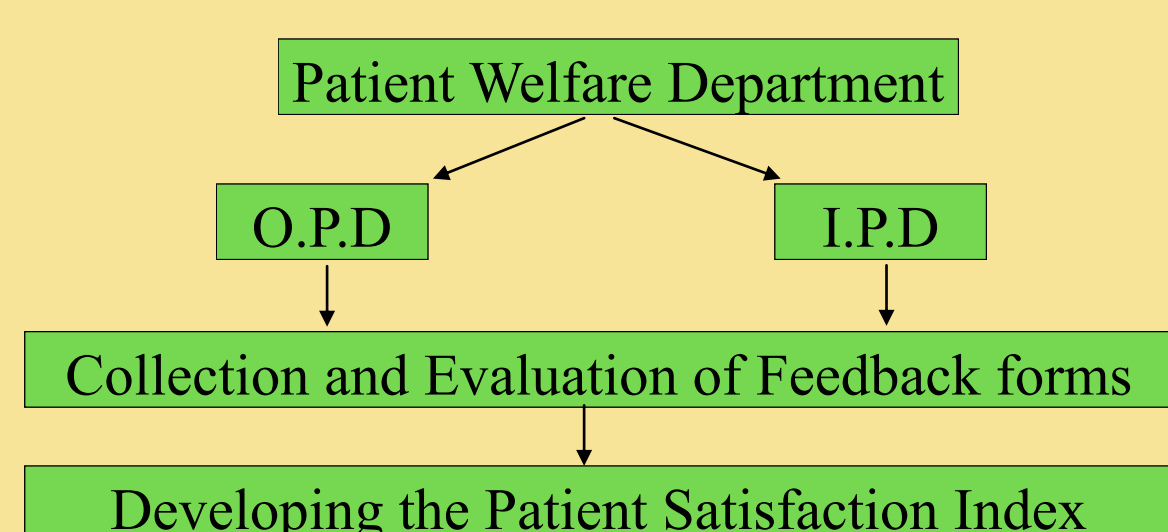
PARAMETERS ASSESSED

- Help desk/Registration/front office.
- Accommodation
- Facilities for attendants
- Medical and nursing process
- Discharge process
- Facilities like:
 - Waiting area
 - Public dining options
 - Parking and security
- Overall behavior

SCALE OF RATING RESPONSES

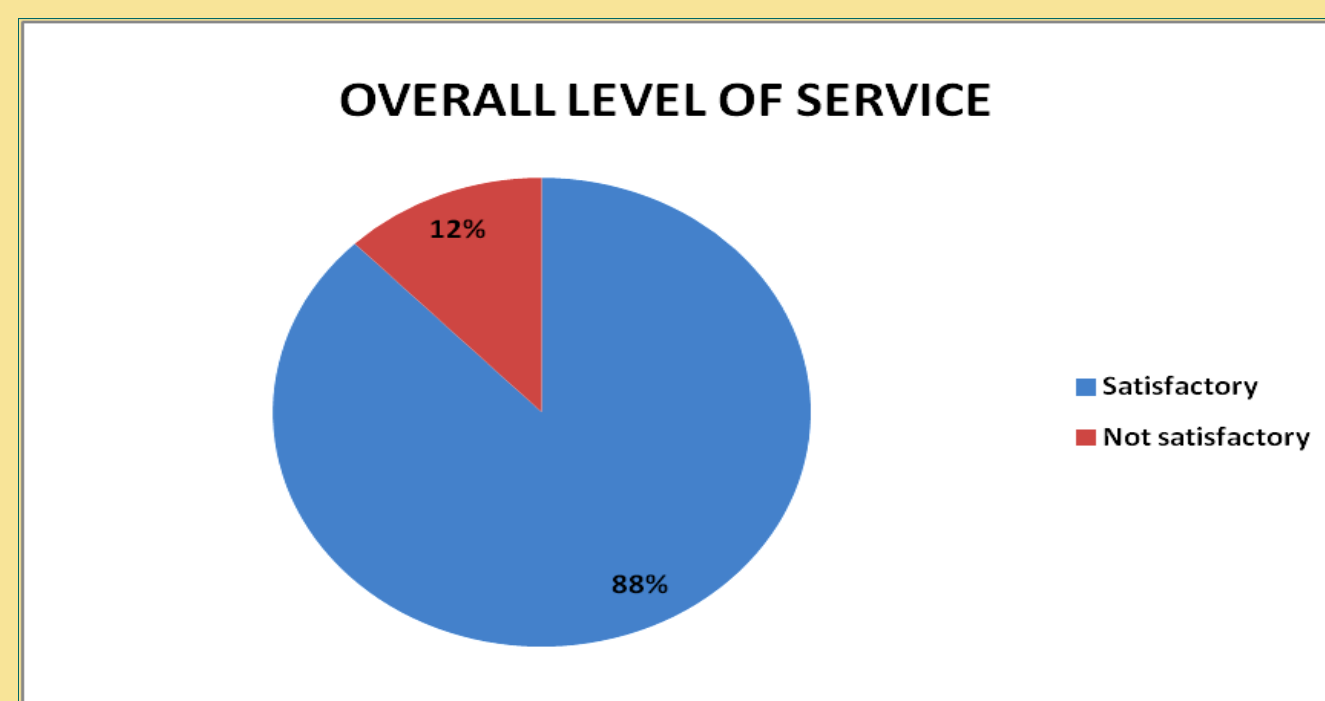
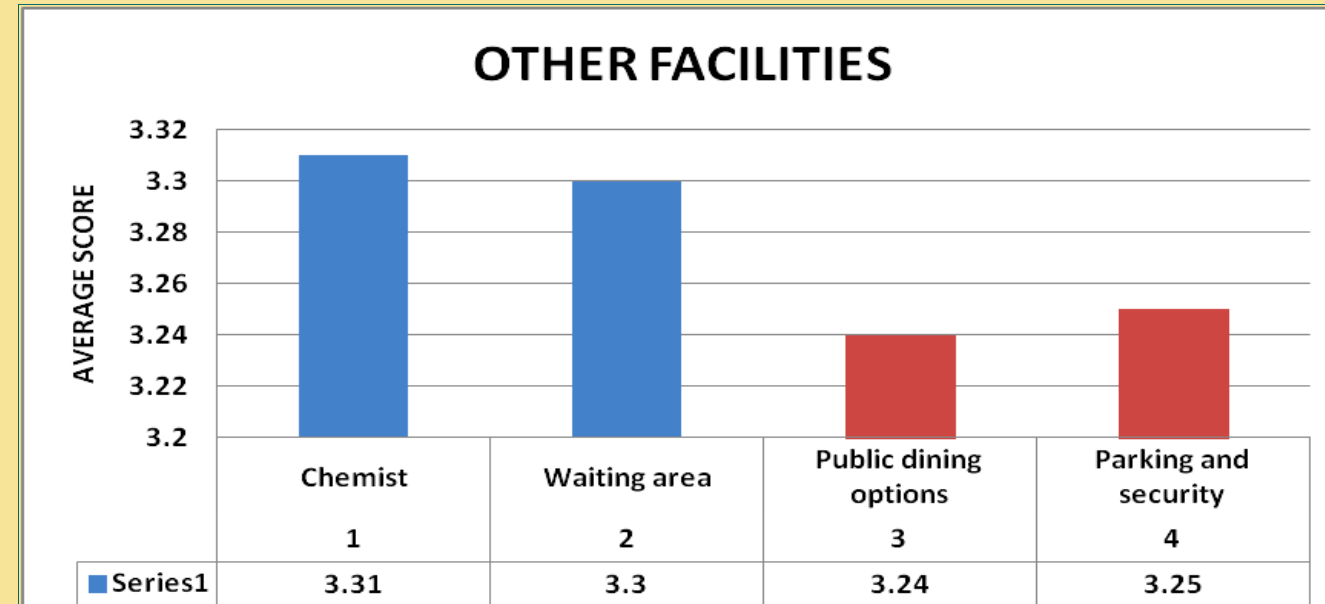
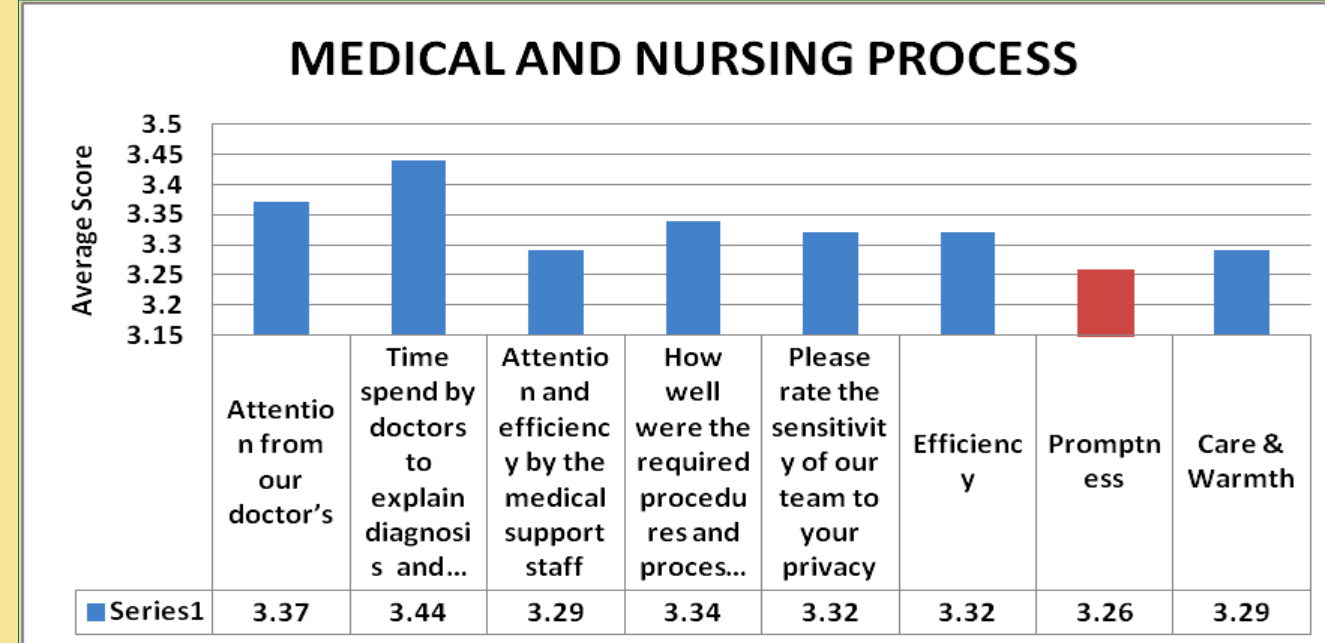
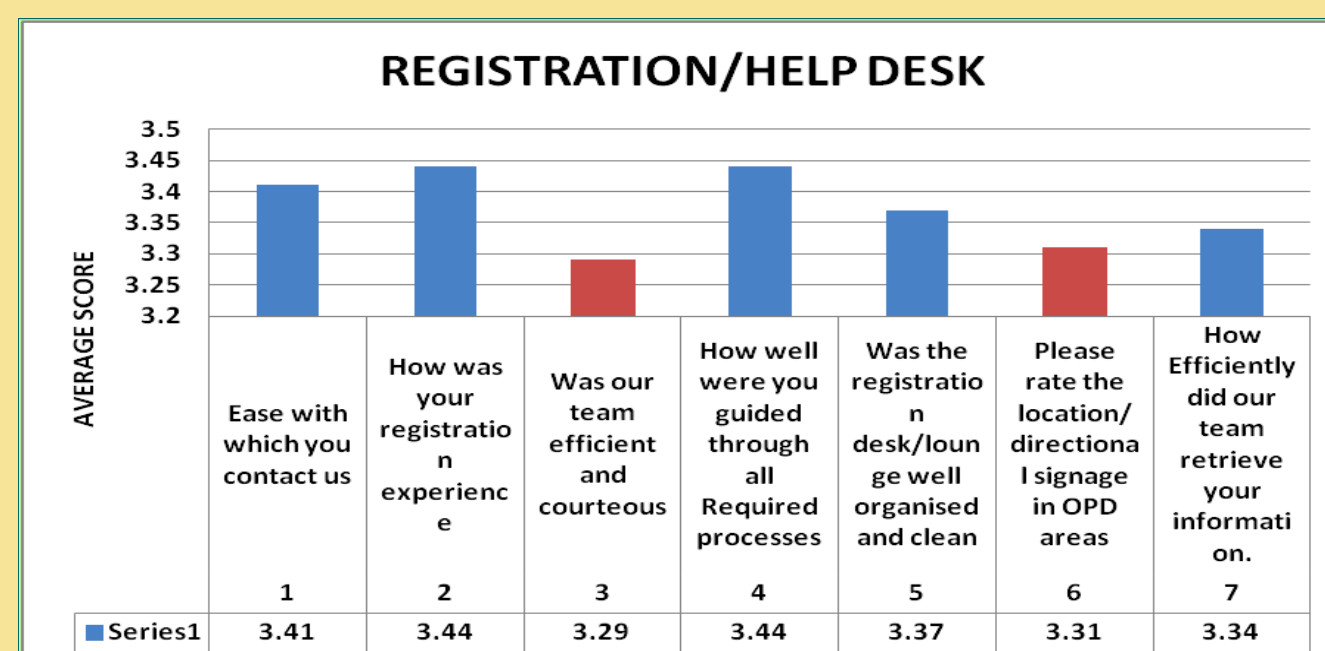
4 = Very Good
3 = Good
2 = Average
1 = Poor
0 = No Response

STUDY PROCESS

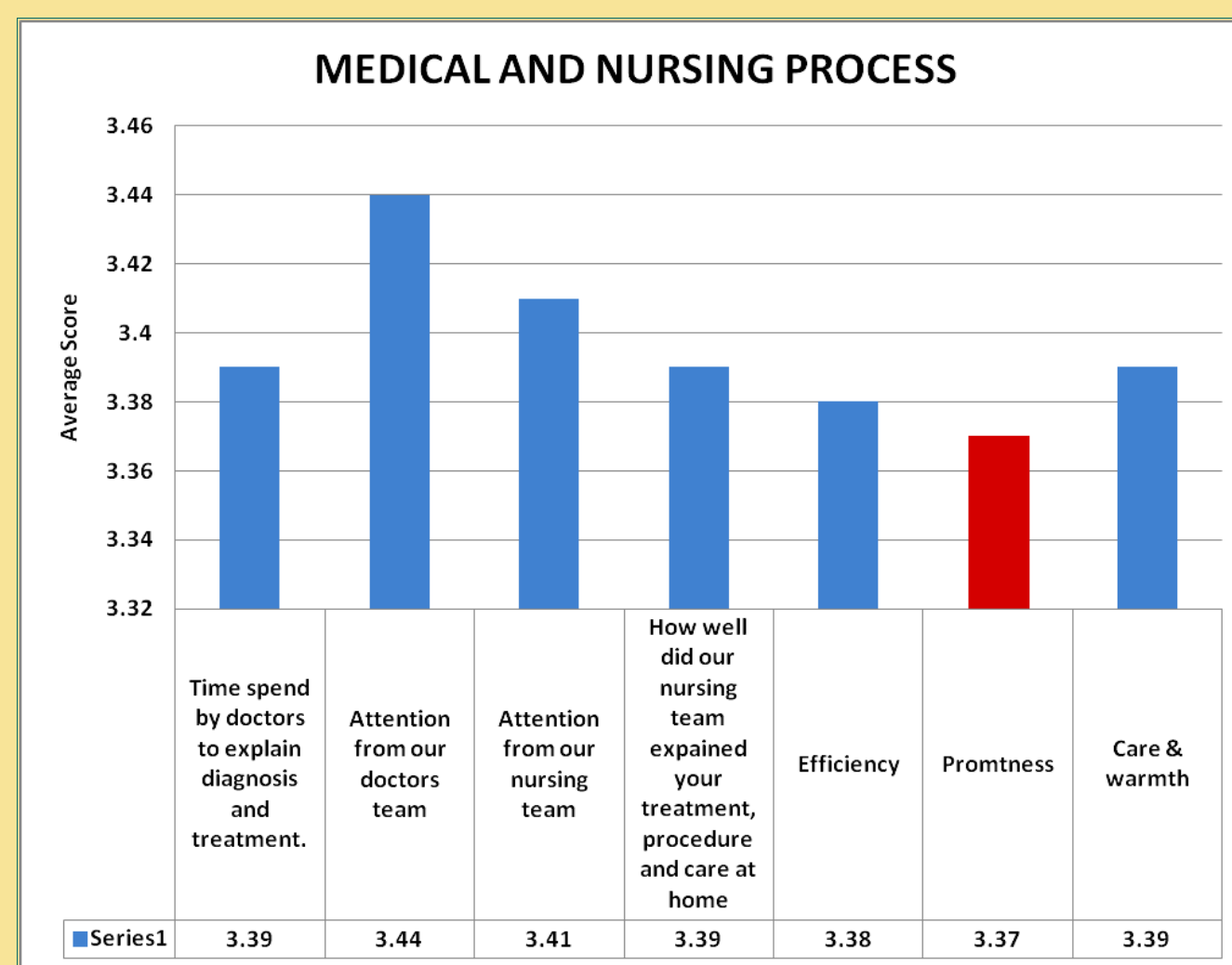
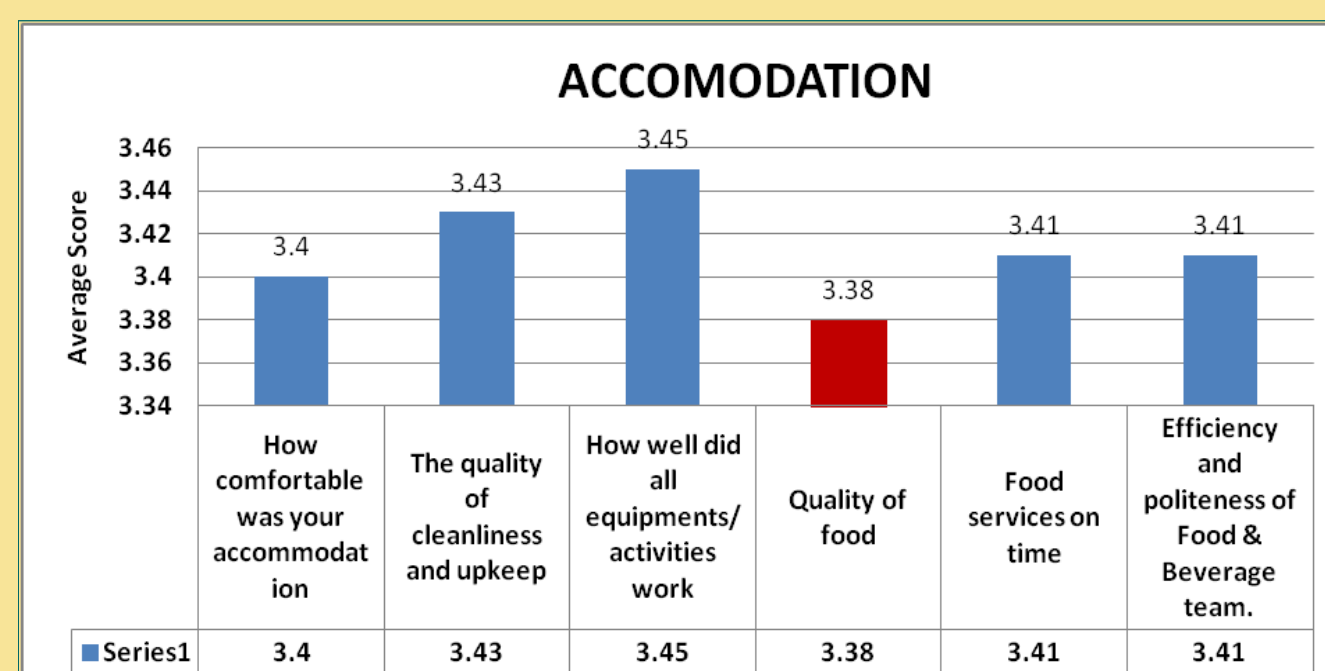
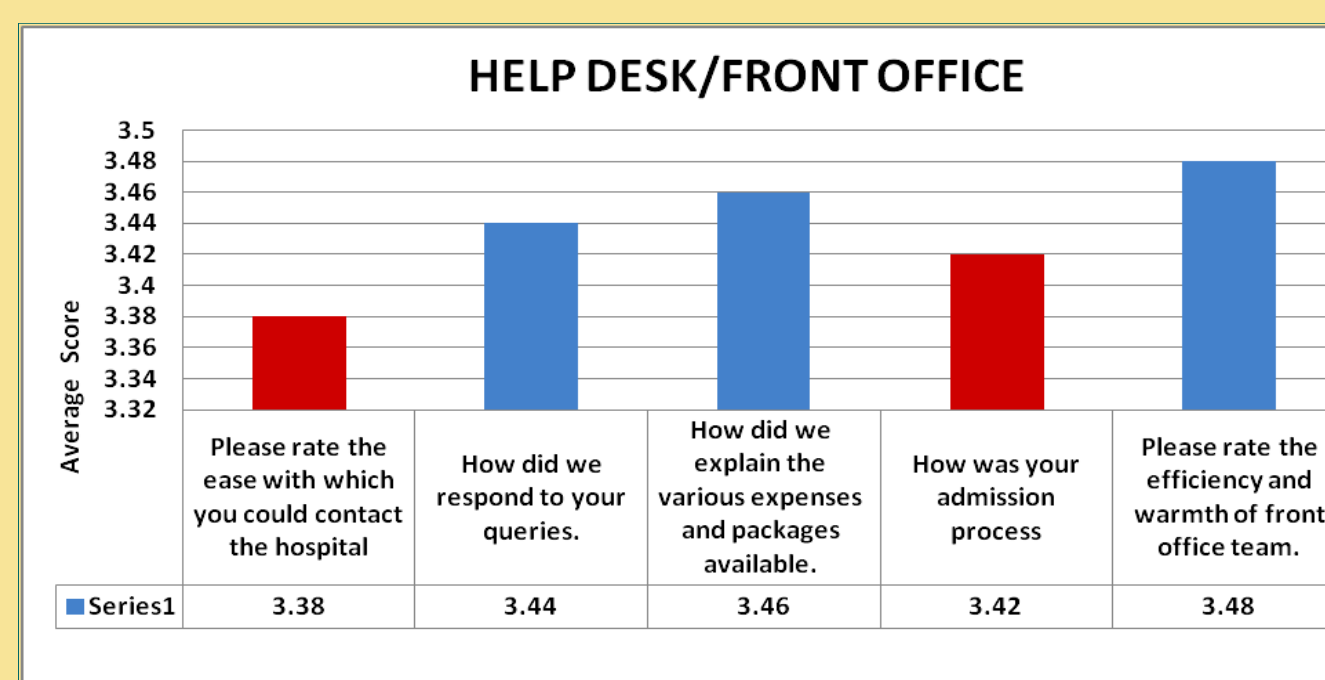


FINDINGS FROM CLOSE-ENDED QUESTIONS

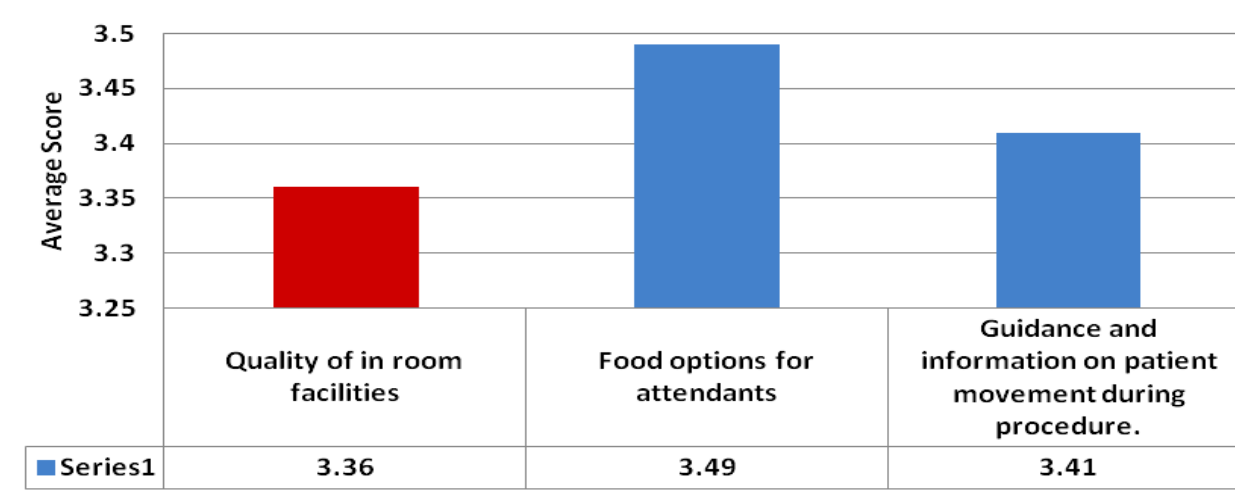
O.P.D



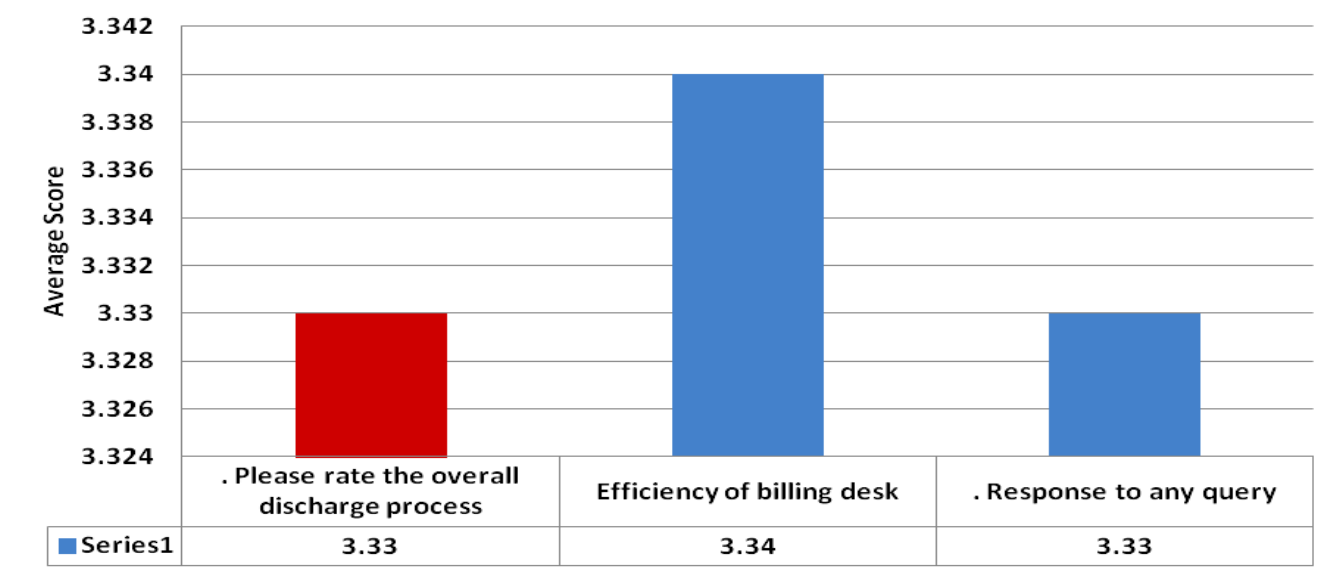
I.P.D



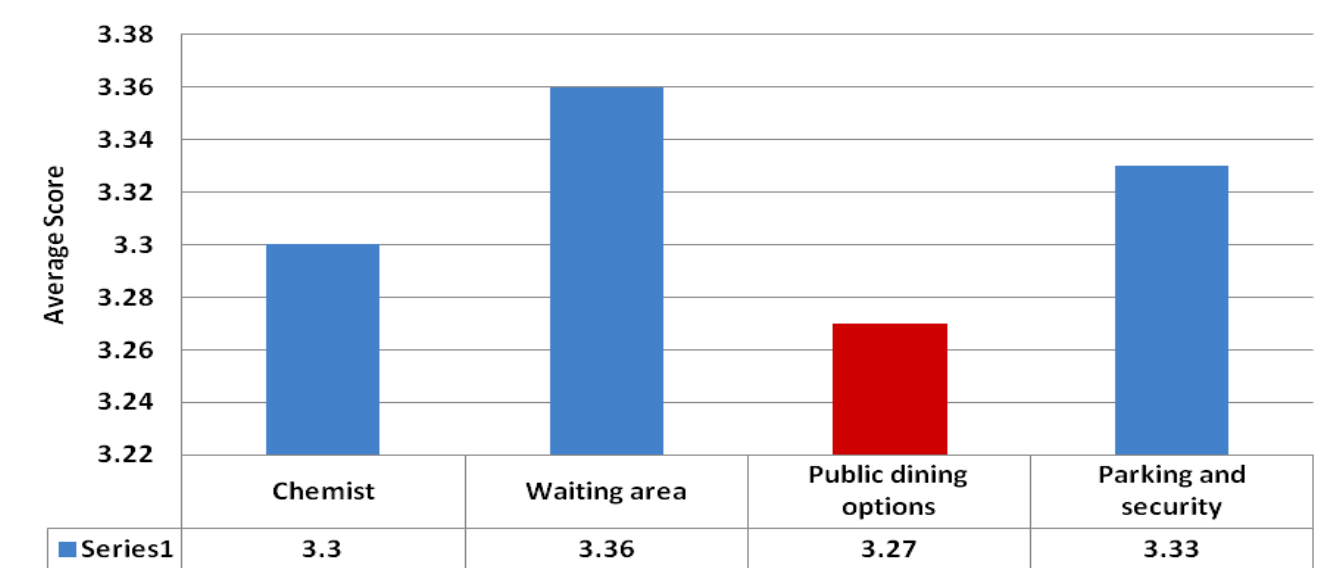
FACILITIES FOR ATTENDANT



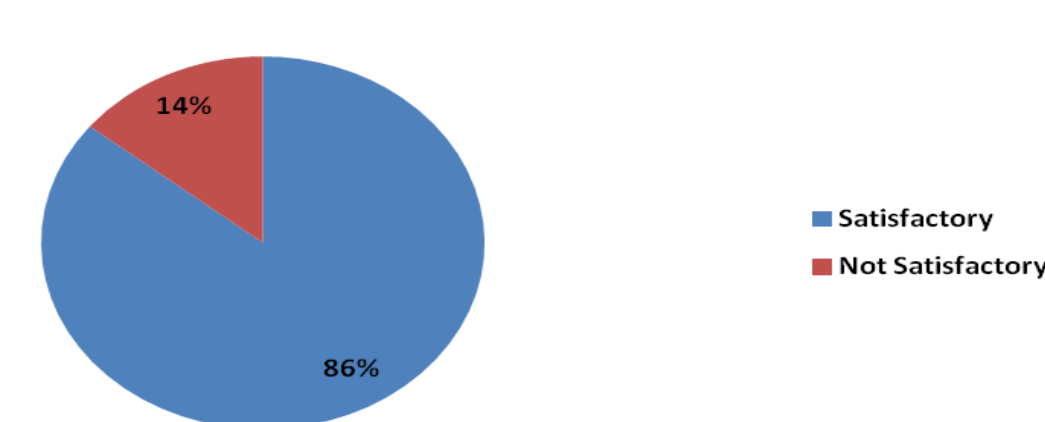
DISCHARGE PROCESS



OTHER FACILITIES



Overall level of service



FINDINGS FROM OPEN-ENDED QUESTIONS

The concerns for the various departments were found to be as follows:

F & B DEPARTMENT

- Delay in delivering food to the patients.
- Communication gap between the dietetics and the F & B department because of which inappropriate food was being served to the patients.
- Quality and quantity of food being compromised.

NURSING DEPARTMENT

- Delay in nurse call-bell response.
- Communication problem between the nurse and the patients as the nurses mainly communicate in their local language.

HOUSEKEEPING DEPARTMENT

- Patients were not provided with uniform of their appropriate size.
- The cleanliness of the washroom was a major issue for Many patients.
- The housekeeping staff was found to be loud and disturbing while cleaning the ward rooms in the morning.
- Patients were also found to be dissatisfied because of the absence of towel, soap, dental kit were not found in some rooms.

MAINTENANCE DEPARTMENT

The complaints of AC, TV, shower and telephone not functioning properly were being made.

BILLING DEPARTMENT

- Billing staff needs to be more polite and humble.
- Things need to be explained more properly to the patients. Also, the patients in emergency cannot pay the whole amount upfront so the billing staff needs to be more accommodative as it takes around 1-2 days to arrange the whole amount.

PATIENT CARE SERVICES DEPARTMENT

There was a complaint regarding the delay in the issue of the attendant passes by the PCS department.

SUGGESTIONS

- Arrangement of the ATM facility in the OPD building for the patient's convenience.
- Parking area of the O.P.D. block is insufficient.
- Staff can be trained to be more courteous as 8 complaints of discourtesy have been received like staff doesn't knock and whenever leaving the room they should pull the gate.
- There can be a decrease in the time taken for reaching room after admission by escorting the "in need of urgent attention" patients to the desired room while their attendant completes admission formalities.
- Hospital environment can be improved by reducing level of disturbances and noises at nursing stations.
- Quality of food has received 16 complaints regarding various aspects such as taste, not cooked properly, delay in delivery.
- Nurses respond lately to the bell. Promptness from the staff side towards patient concern should be increased, by training.
- Quality of room facility can be improved by maintaining a roster which shows at what time the toiletries were kept.
- Discharge process should be less time consuming and this can be achieved by completion of morning rounds by doctors and signing the discharge papers timely.
- AC facility in public dining area (The Emerald Lounge) should be taken in consideration and dining should be a bit reasonable.

CONCLUSION

From the project report it can be concluded that the Fortis Escorts hospital has succeeded in creating a culture where rendering quality patient services is its main strategic goal. The organization has put in its concentrated efforts to pay attention to the patient's need or privacy, compassion and information related to his or her hospital visit. The patient welfare department works in the area of problem identification and problem-showing ensuring the patient to be the integral part of this hospital thereby enhancing patient satisfaction and sustaining patient loyalty on the long term basis.

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