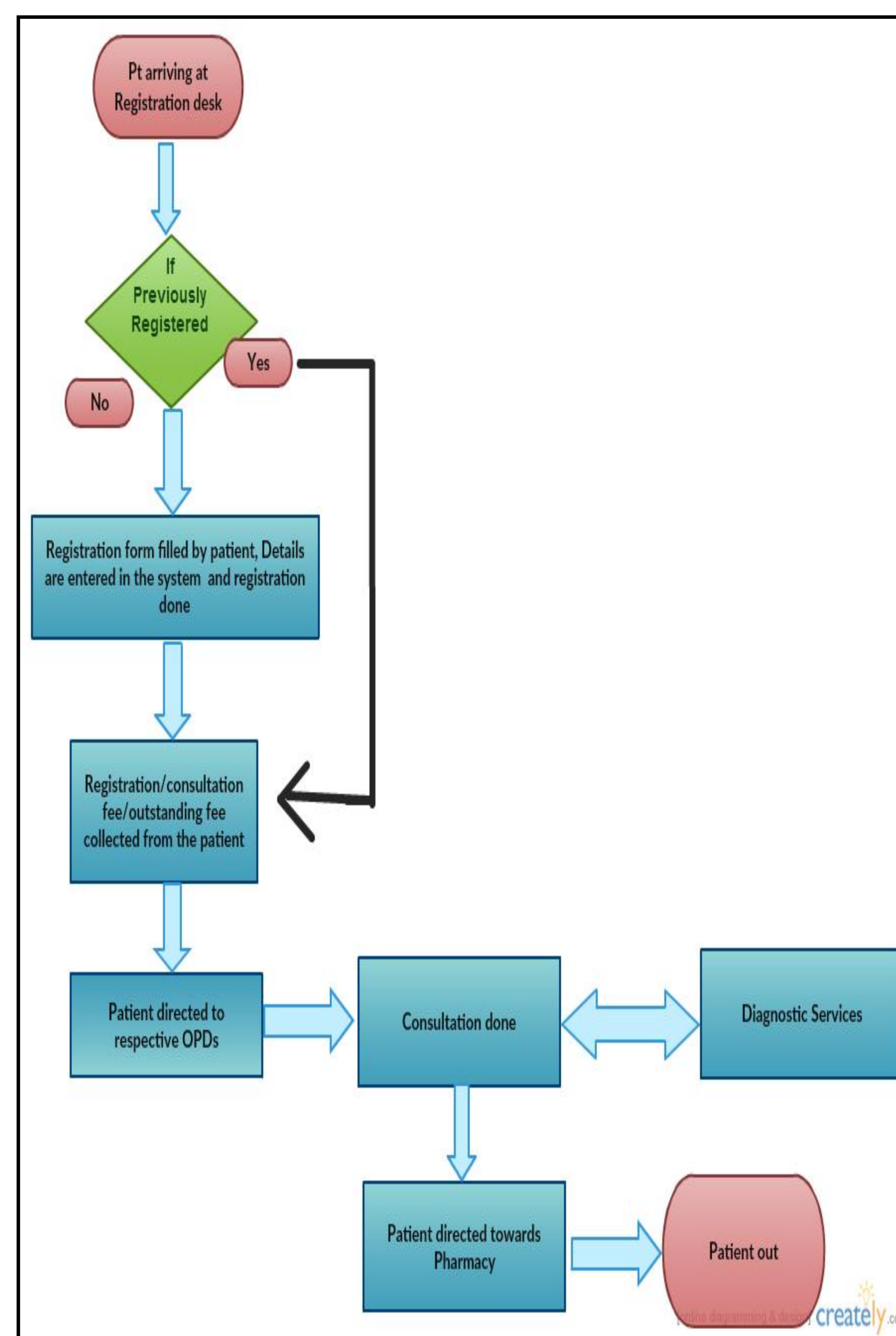




Introduction

Manipal Hospital Bangalore offers a wide range of Outpatient Services. **Manipal has largest number of OPD in Bangalore serving 3000 patients per day.** To serve 3000 patients per day with patient satisfaction is a huge task for Manipal staff. According to Dona Badian, “Patient satisfaction is considered to be one of the desired outcomes of care even on element of health itself” and “information about patient satisfaction should be as indispensable to assessment of quality as to the design and management of health care facilities”. The process flow in Opd of Manipal Hospital:



Objectives:

- To assess the level of patient satisfaction in Manipal Outpatient Department
- To determine ways to enhance patient experience in the Outpatient Department in terms of convenience, courtesy and quality of care provided in Manipal Hospitals Bangalore.

Research Methodology:

Research Design: A cross-sectional descriptive study was conducted in the Outpatient Department of Manipal Hospital Bangalore. In order to achieve set goals, the feedback form already in use in Manipal Hospital has been applied accordingly.

Sample size: 120

I have *learned* that people will forget what you said, people will forget what you did, but people will *never* forget how you made them *feel*.

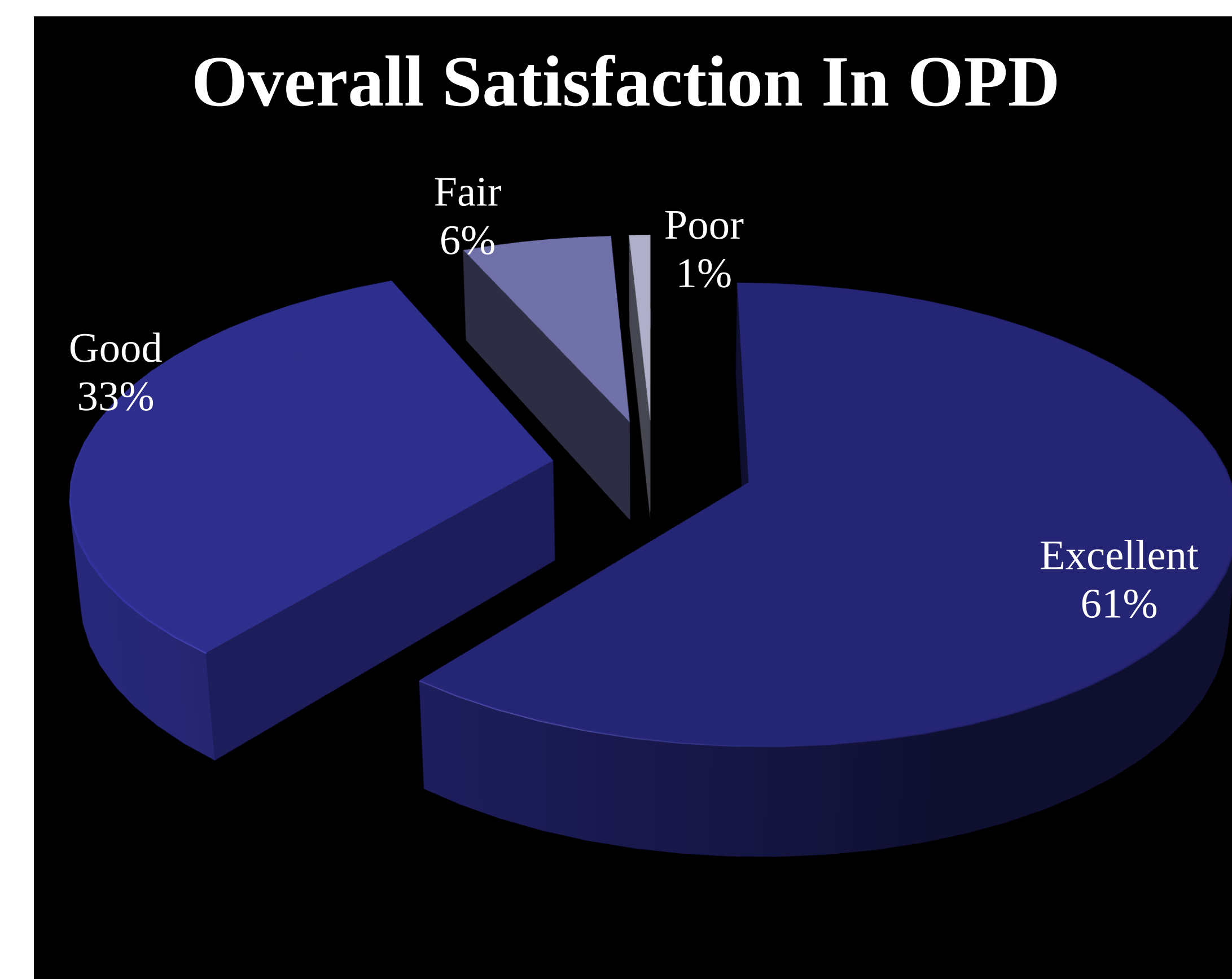
Tool used: To determine level of satisfaction, respondents were asked 18 questions and 4 point Likert scale was used for measuring satisfaction. The rating was done as follows:

- 4 – EXCELLENT
- 3 – GOOD
- 2 – FAIR
- 1 – POOR

The measure of excellence, good, fair and poor is subjective to the patient. There are no parameters defining the deeds which will lead to excellent service, good service, fair service and poor service.

Data Analysis

Overall Satisfaction In OPD



The overall satisfaction in OPD has been calculated by assessing five services: Lobby service, Doctor service, Staff service, Laboratory service and Pharmacy service. The overall satisfaction is calculated by giving 0.20 weightage to Lobby, Doctor, staff, laboratory and Pharmacy. Thus, average numbers of patients have been calculated who are satisfied by the services provided in OPD of Manipal hospitals. The average number of patients is then converted into percentage, so as to calculate overall percentage of the satisfaction of patients in outpatient department of Manipal Hospitals.

Findings and Recommendations

