

Level of Knowledge and Job Satisfaction of General Duty Assistant (GDA) &

Raising the Level of Patient Satisfaction in the Department of Nutrition and Dietetics of Max Super Speciality Hospital, Mohali

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About Max Super Speciality Hospital, Mohali

- Max is a 217 bedded super speciality hospital located in Mohali, Punjab.
- It was inaugurated in 2011.
- Follows NABH and NABL standards.
- LEED certified Green Hospital.
- Various diagnostic tests and well equipped laboratory is present.

Objectives

Level of knowledge and Job satisfaction of GDA-

- To assess knowledge level of GDA staff with respect to patient care.
- To study response of GDA staff in relation to various factors affecting job satisfaction.

Raising level of patient satisfaction in the Department of Nutrition and Dietetics-

- To identify the gaps in the services delivered to the patients.
- To assess the level of patient satisfaction in Food and Beverage (FnB) Department.

Methodology

Level of knowledge and Job satisfaction of GDA-

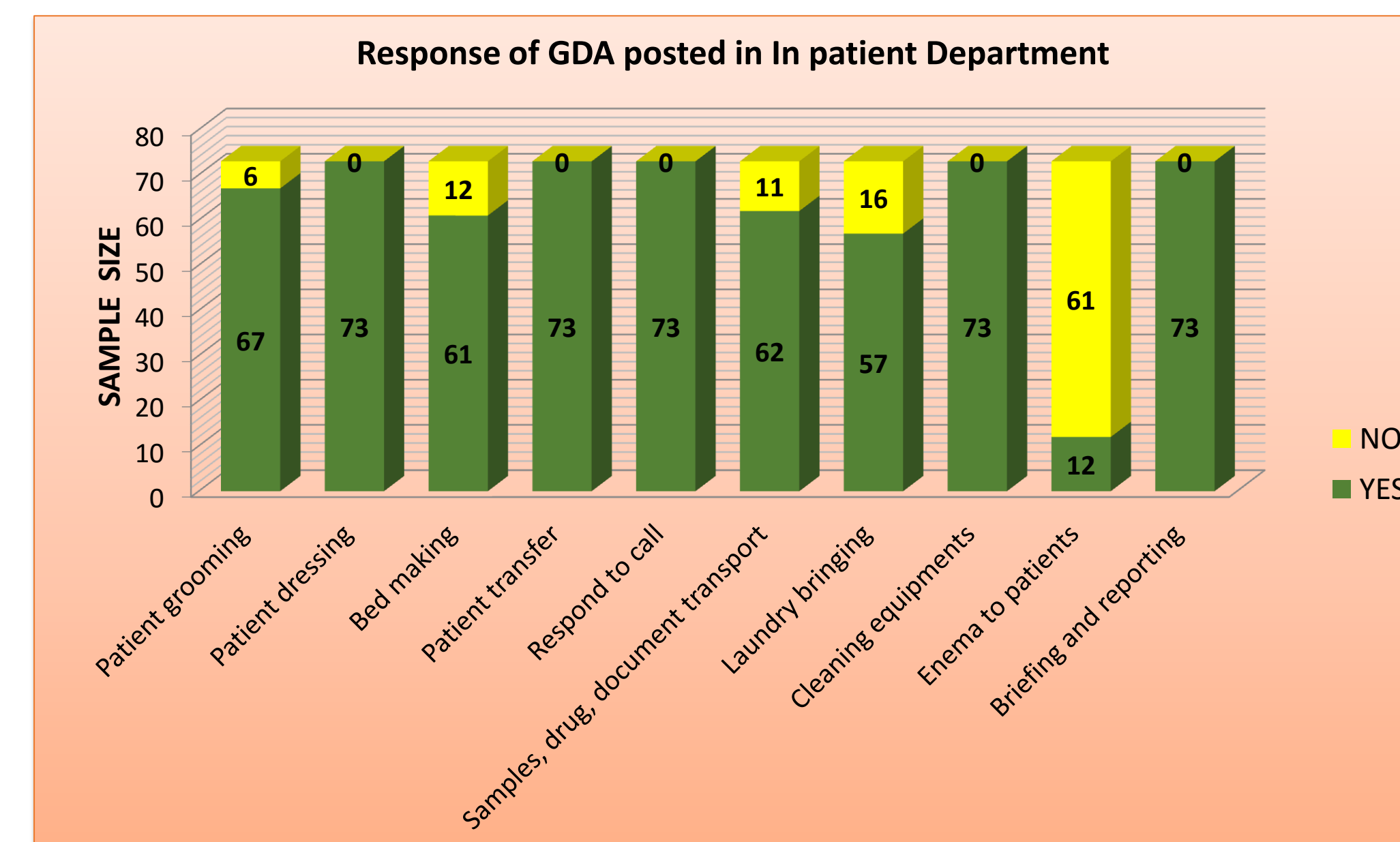
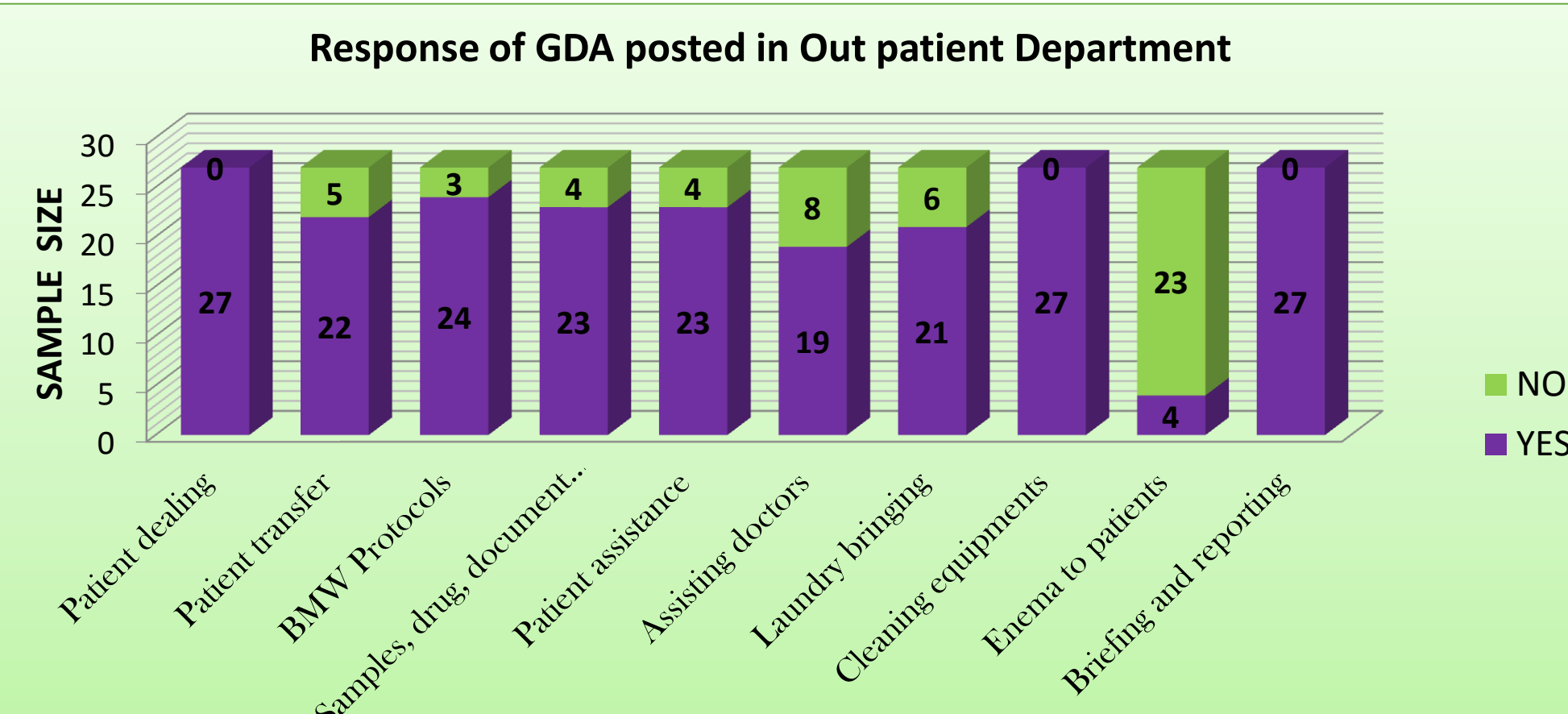
- *Sampling Design*- Descriptive Cross-sectional Qualitative
- *Study population*- GDA's posted in out patient and in patient departments during morning shift.
- *Sample size*- 100
- *Sampling method*- Convenience Sampling

Raising level of patient satisfaction in Department of Nutrition and Dietetics

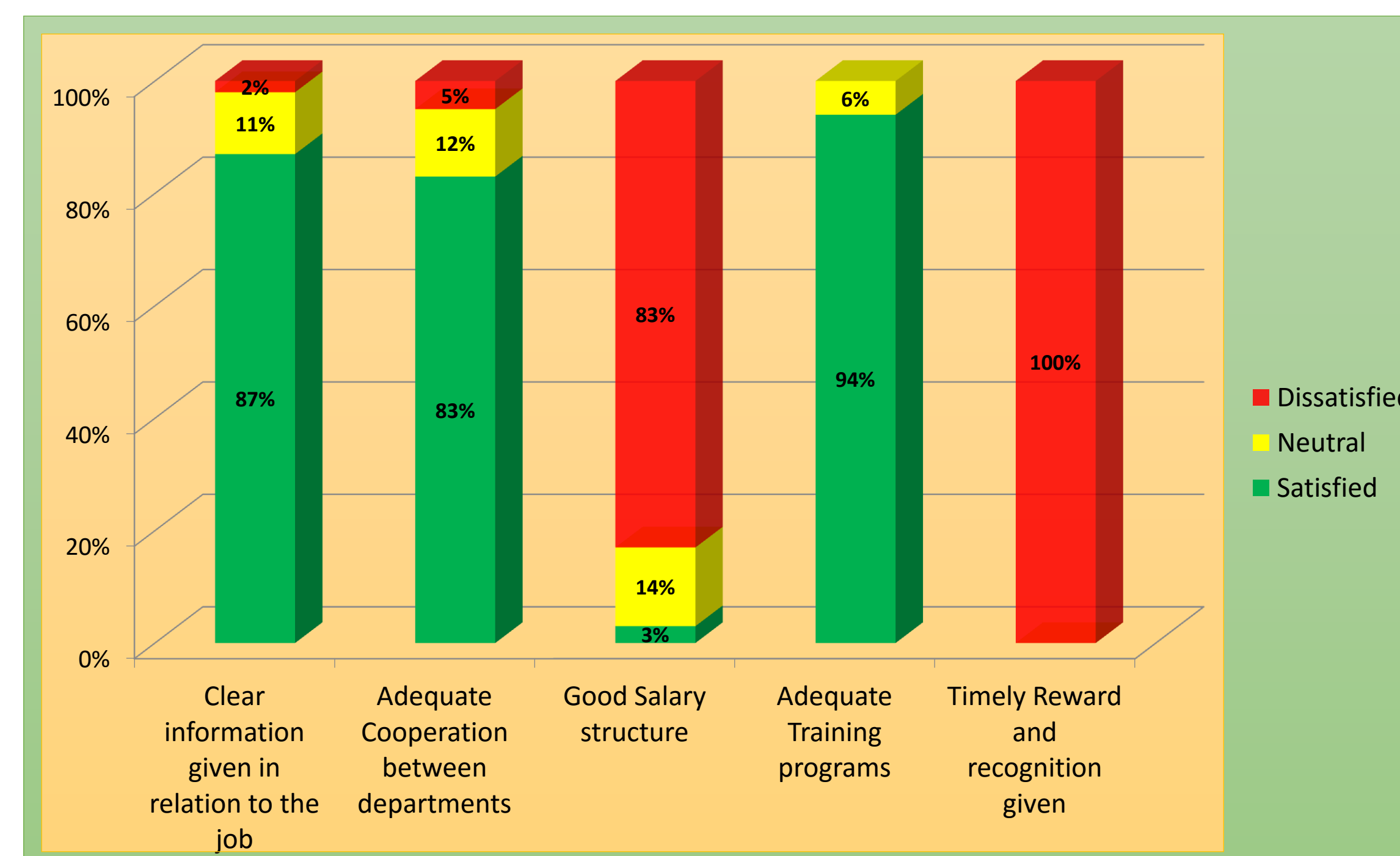
- *Sampling Design*- Descriptive Cross-sectional Qualitative
- *Study population*- Patients admitted in the In Patient Department.
- *Sample size*- 200
- *Sampling method*- Convenience Sampling

Key Findings

Level of knowledge of GDA



Job satisfaction of GDA



Response of GDA staff with respect to various factors of job satisfaction

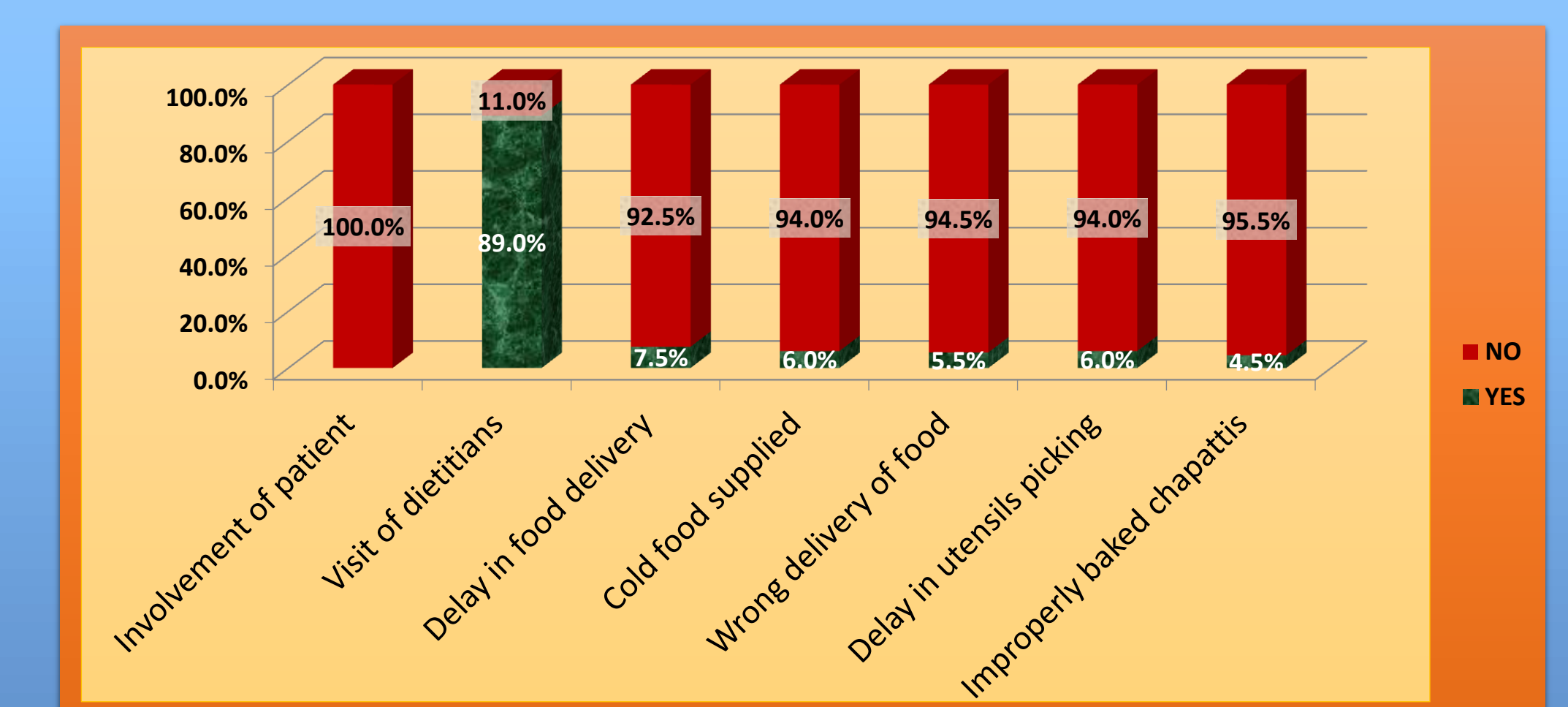
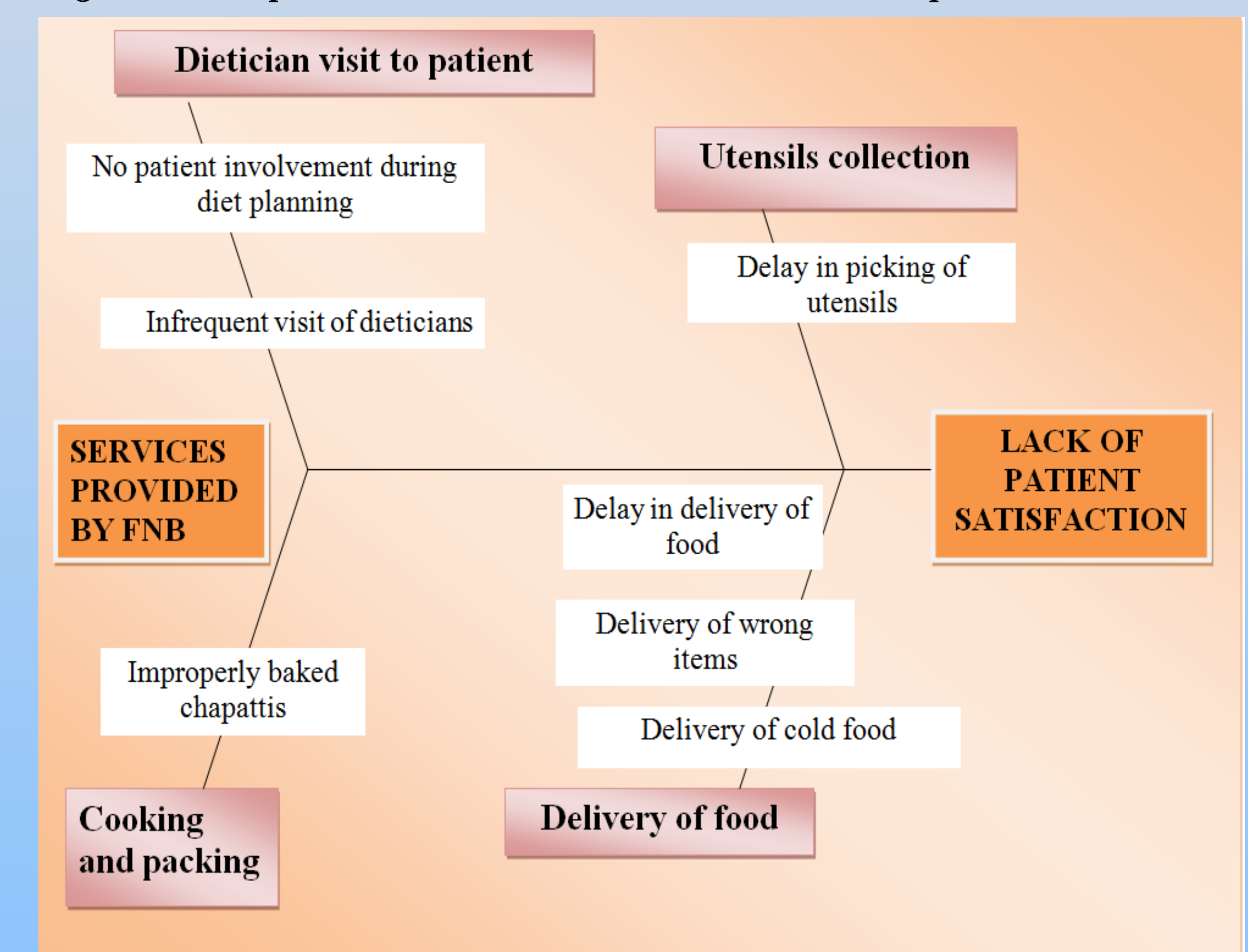
Recommendations

- Team leaders or supervisors should conduct small meetings to remind GDA about their key performance areas on fortnight basis.
- The functioning of GDA staff should be observed silently to analyse whether right task is performed at right time and place.
- The inter as well as intradepartmental communication should be effective, informative and systematic.
- Proper performance appraisal techniques should be followed periodically.
- A good performing GDA should be praised in front of all the staff to set an example for others.

Key Findings

Raising level of patient satisfaction in Department of Nutrition and Dietetics

Diagrammatic representation of factors which leads to lack of patient satisfaction



Level of patient satisfaction

Recommendations:

- Surprise visit should be conducted by head of dieticians about the action of dieticians and simultaneously they should be encouraged to serve the patient well.
- Dieticians should visit patient after their admission and ask about their choices and allergies as well as distaste for any food.
- Supervisor should check the quality of chapatti, burnt or unbaked before serving to patient.
- Any kind of delay in service should be enquired by the supervisor.
- The order should be thoroughly checked by the supervisor and steward before its delivery.