

A PROSPECTIVE STUDY ON THE LEVEL OF SATISFACTION AMONG INTERNATIONAL PATIENTS

INTRODUCTION ABOUT THE PROJECT:

- Medical Tourism (also known as Health Tourism or Medical Travel) is about travelling to a foreign country for medical treatment. It involves the benefit of cost effective treatment, private medical care in collaboration with the tourism industry.
- In Narayana Health the department is subdivided into three sections mainly viz. Business Development Team, Query Team and Operations Team and the entire process is carried out through various steps.

OBEJECTIVES: i.) To observe the quality of care provided before and during the course of treatment.

ii.) To study the level of facilities and infrastructure provided by the hospital.

iii.) To know the overall hospital experience of the patient and its advocacy by them.

METHODOLOGY:

Study type: Prospective.
Sample size: 30.
Study duration: 1 month.

Tools and technique: Observation, interaction and through patient satisfaction questionnaire.

KEY FINDINGS

Care and hospitality:
Very good by 65% of the patients, good by 29% of the patients and fair by 3% of the patients.



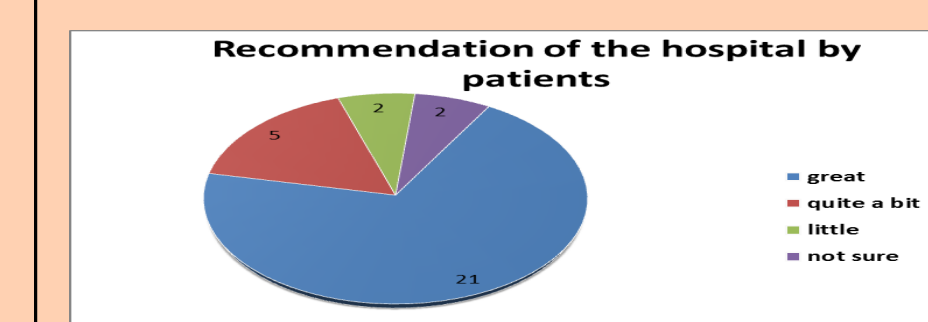
Level of satisfaction:
(60%) was very satisfied with all the facilities followed by fairly satisfied (33%).



Courtesy of clinical staff (Doctor):
Very good by 60% of the patients, excellent by 24%, good by 13% & fair by 3% of patients.



Opinion for recommendation:
71% greatly recommended, 19% as a bit recommended followed by 5% as not sure.



RECOMMENDATIONS

⇒Integration of the learning opportunities from customer feedback into the quality improvement plans.

⇒Patient care model should be integral to the core education curricula of health professionals.

An Increase in the travel facility for foreign patients like setting up a medical tourism center/help desk at airports and providing international patients a complete docket with every information required.

The hospital should inquire about the patient's food preferences and any other specifications before their arrival, so as to make necessary arrangements and avoid any inconvenience to the travellers.

⇒The results of these evaluations should be analyzed and incorporate into the service planning process.

⇒The satisfaction level relating to all patients service was very good and above average level. But there is always a scope of improvement.

CONCLUSION:

•The findings suggest that the patients are coming majorly for the cardiac diseases, cancer treatment, gastro intestinal diseases etc. The major attractions of the patients are Doctor's specialization and low treatment charges. Evaluation of patient satisfaction should form part of continuous improvement.

•Patient satisfaction, as a method of evaluating health services is essential. Whilst satisfaction with delivered services is important, focusing on it alone fails to address customer needs.

A RETROSPECTIVE STUDY ON THE OCCUPATIONAL HAZARDS FACED BY VARIOUS EMPLOYEES IN A HOSPITAL

INTRODUCTION ABOUT THE PROJECT:

- Occupational health aims at the promotion and maintenance of the highest degree of physical, mental and social well-being of workers in all occupations.
- In NH, Occupational health and safety (OHS) issues are an important part of quality management, risk management and corporate social responsibility (CSR). In this sense, OHS is an integrated element of all managerial development processes, i.e. corporate strategy, human resources and overall organisational development.

OBJECTIVES: i.) Promotion and maintenance of the prevention of any occupational hazard for different employees while working in a hospital.

iii.) To observe the previous Hazard Risks for hospitals which resulted in need for prescribed actions and special considerations needed for them.

ii.) To specify suggestions for the prevention and control of these problems and to make a safer work environment for every employee.

METHODOLOGY:

Study type: Retrospective.
Sample size: 90.
Study duration: 1 month.

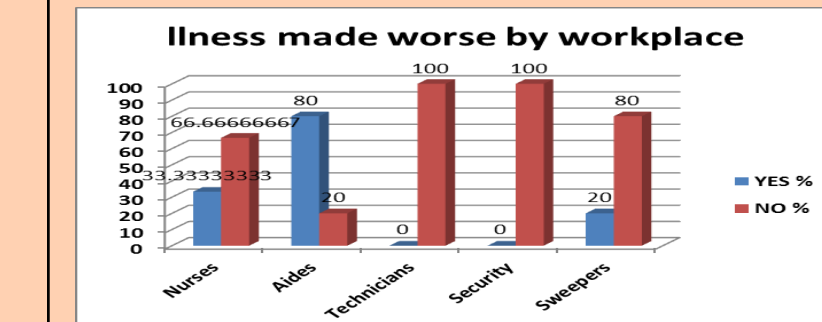
Tools and technique: Interaction through structured questionnaire followed by data analysis through frequency tables.

KEY FINDINGS

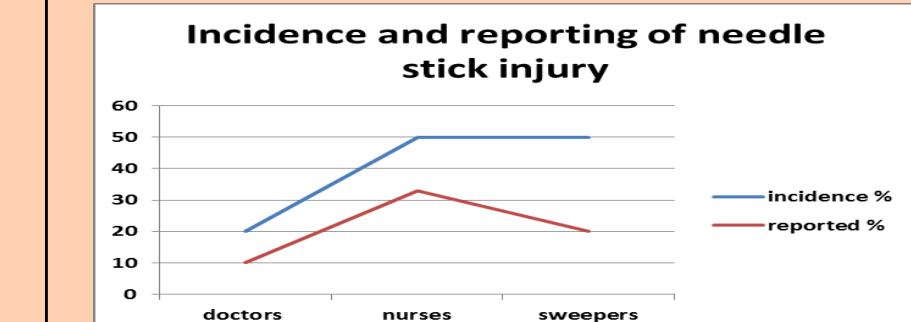
Feeling of safety among workers:
90% of Doctors and nurses, 75% of Technicians and 80% of Group- IV staffs.



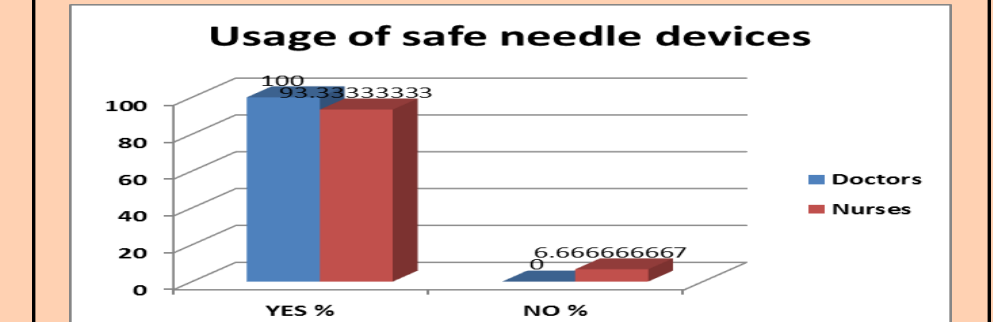
Worsening of sickness by the work environment:
33% of the nurses, 80% of aides and 20% of the Group- IV staffs.



Incidence and reporting for needle stick injury:
Incidence: 20% of the doctors 50% of each of nurses and Group IV. But, 10, 33 and 20 % of each reported the same.



Safe needle device practice:
Use- 100% of the doctors and 93% of nurses. Don't use- 7% of the nurses.



RECOMMENDATIONS

⇒Supervision, education and training of various workers specially Group- IV in hazard awareness.

⇒Inspection and preventive maintenance, the replacement or change in types of equipment, changes in procedures, the addition of safety and protective devices, and improved worker qualifications.

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Few Administrative Controls can be included like Comprehensive and compulsory written procedures for reporting of workplace injuries and for responding to such occurrences and updating program when necessary.

Periodic review of the prevention efforts, health and safety education programs should be developed to include job orientation, safe working habits, relevant health information which may also serve as permanent record.

CONCLUSION:

Occupational hazards can be easily minimised up to a great extent by maintaining certain guidelines, also if one can be heedful enough and it should always be the joint effort of the employer, employee and the Government.

- *Let's be always **C**areful within the workplace.
- *Let's make others **A**ware of various perils.
- *Let's give the ultimate **R**eport of incidents.
- *Let's everyone have constant **E**ndeavour for this.

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