



A STUDY TO ANALYZE THE RESPONSE OF THE PATIENTS AND THEIR RELATIVES IN RELATION TO THE HEALTHCARE SERVICES OF EMERGENCY DEPARTMENT IN A TERTIARY CARE HOSPITAL.



BACKGROUND

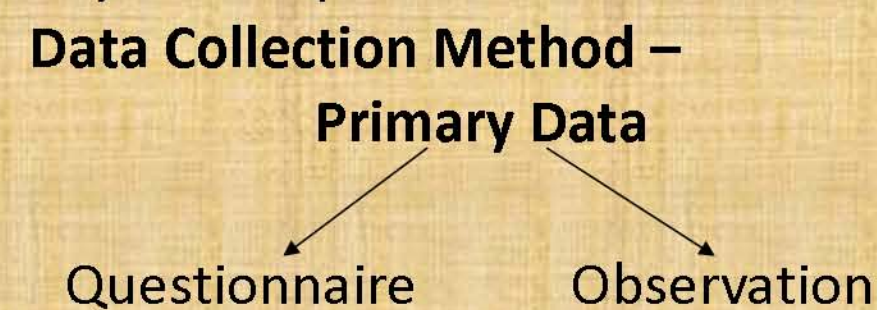
Emergency Department is considered to be emotionally stressful and patients in emergency require immediate access of treatment and care during sudden cases of injury or any kind of illness. Although, the healthcare services provided by the emergency department of Max Super Speciality Hospital, Saket, were standardized but in actual work process there were certain issues which had been observed.

OBJECTIVES

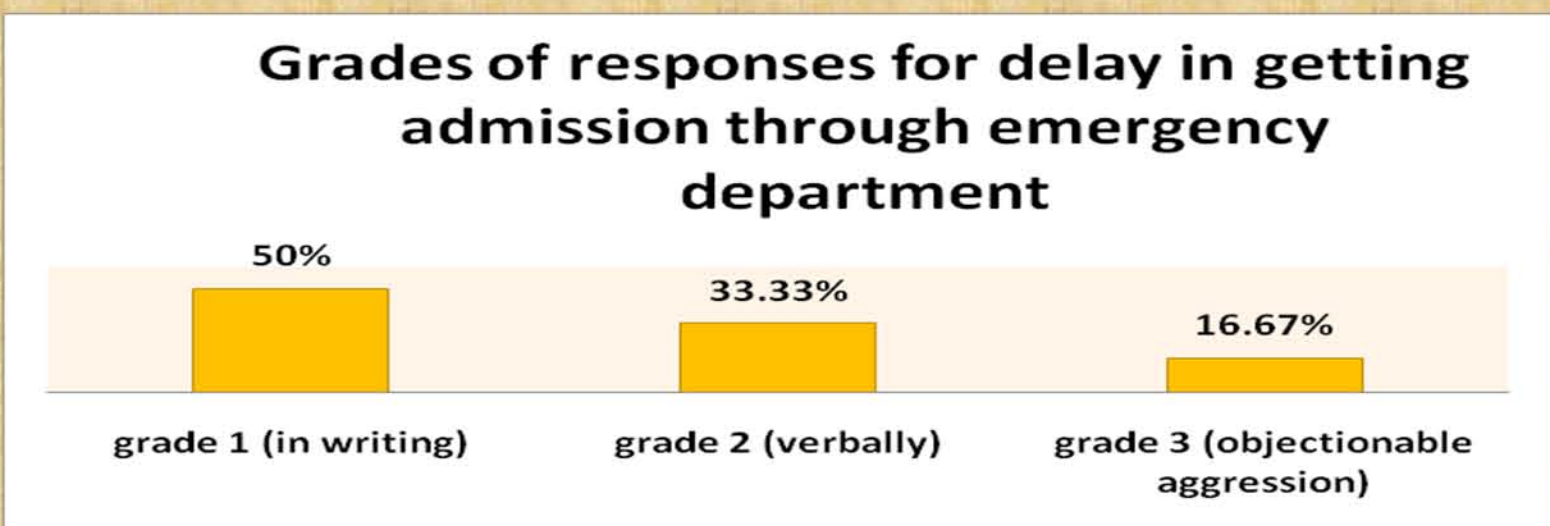
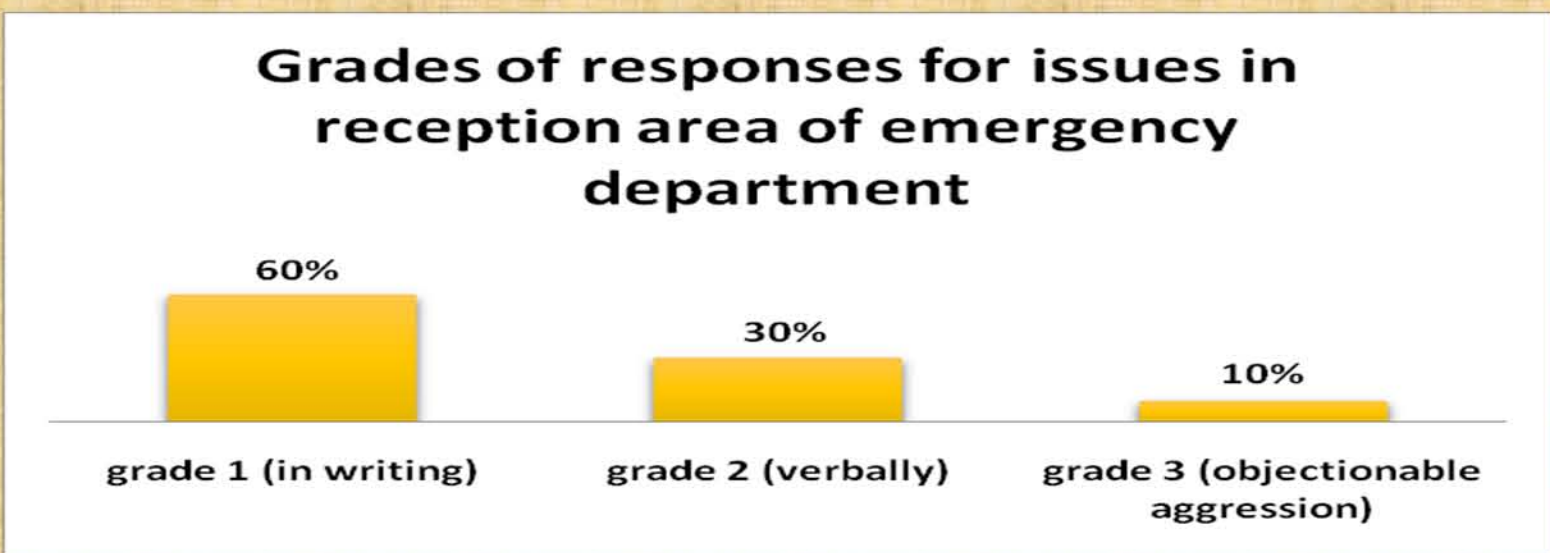
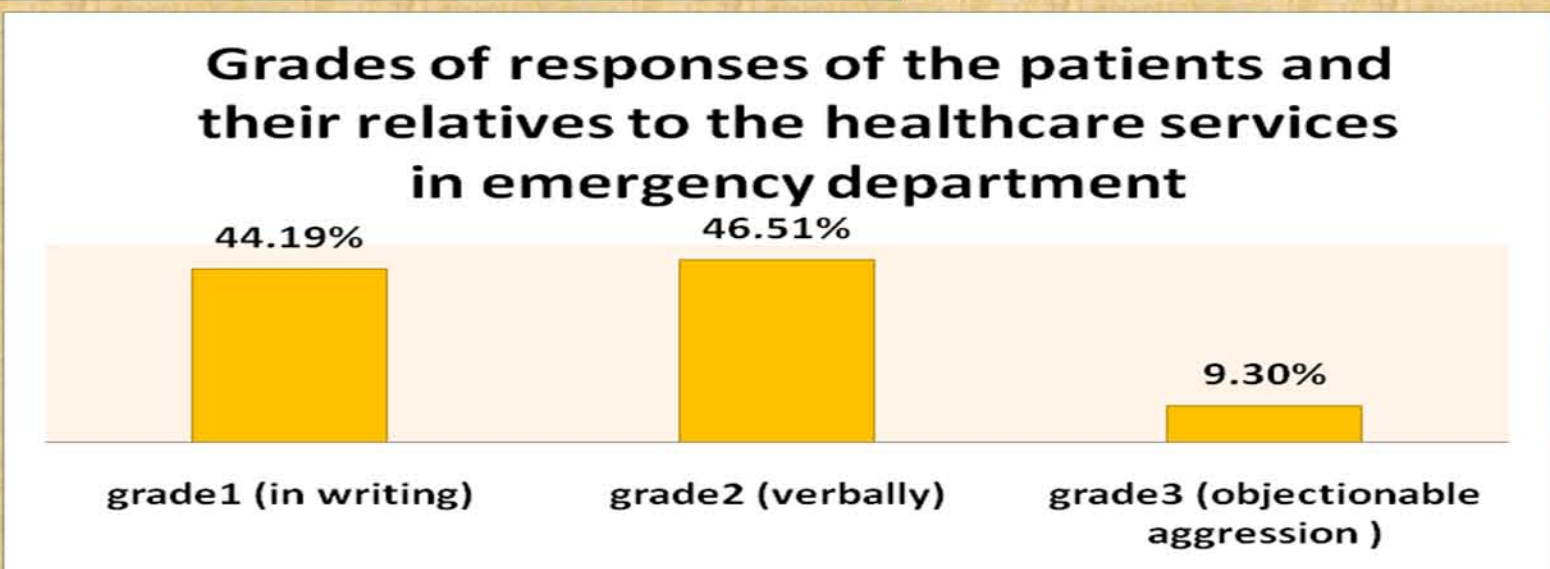
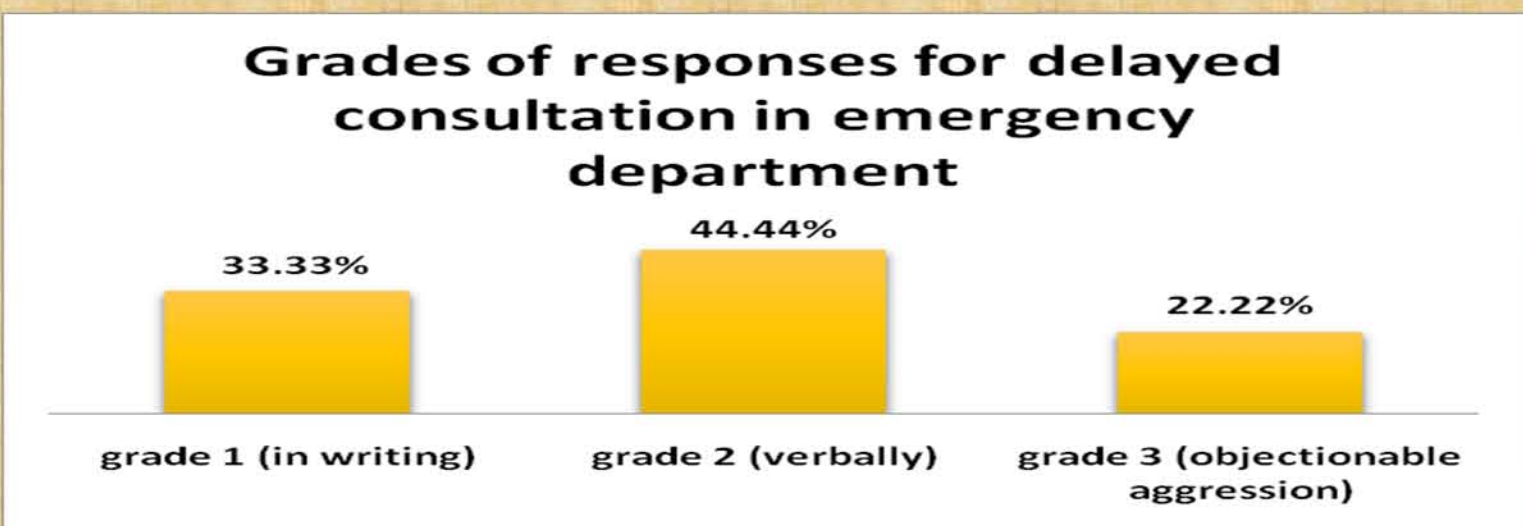
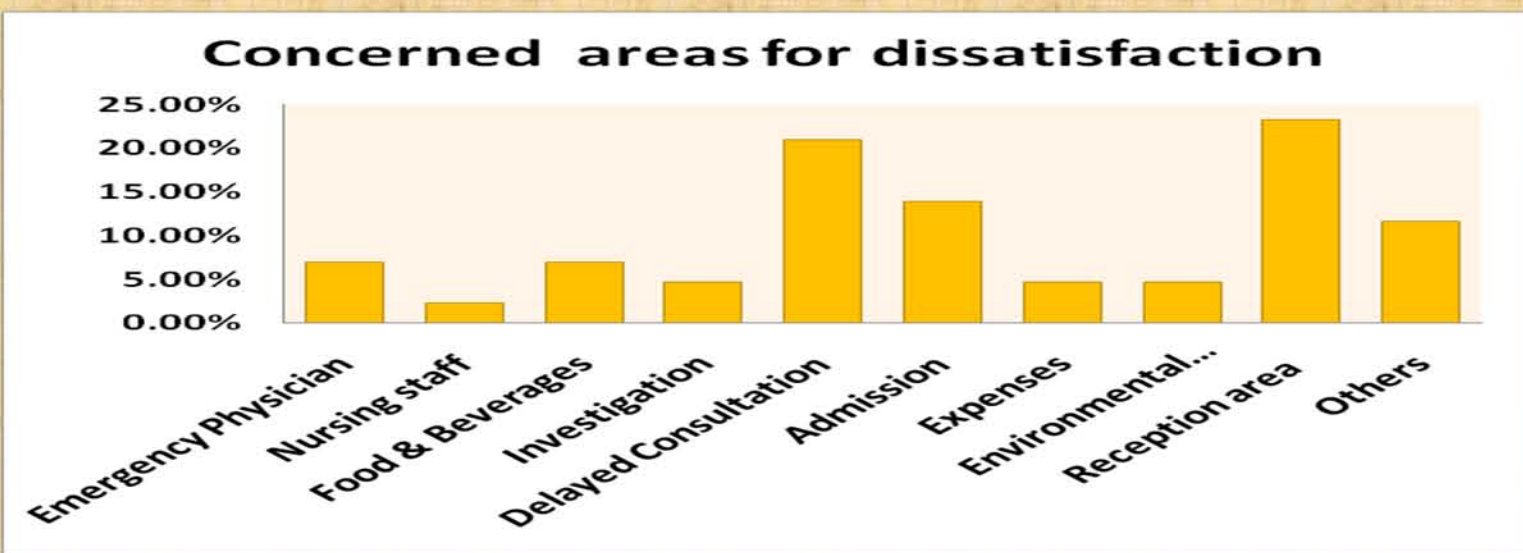
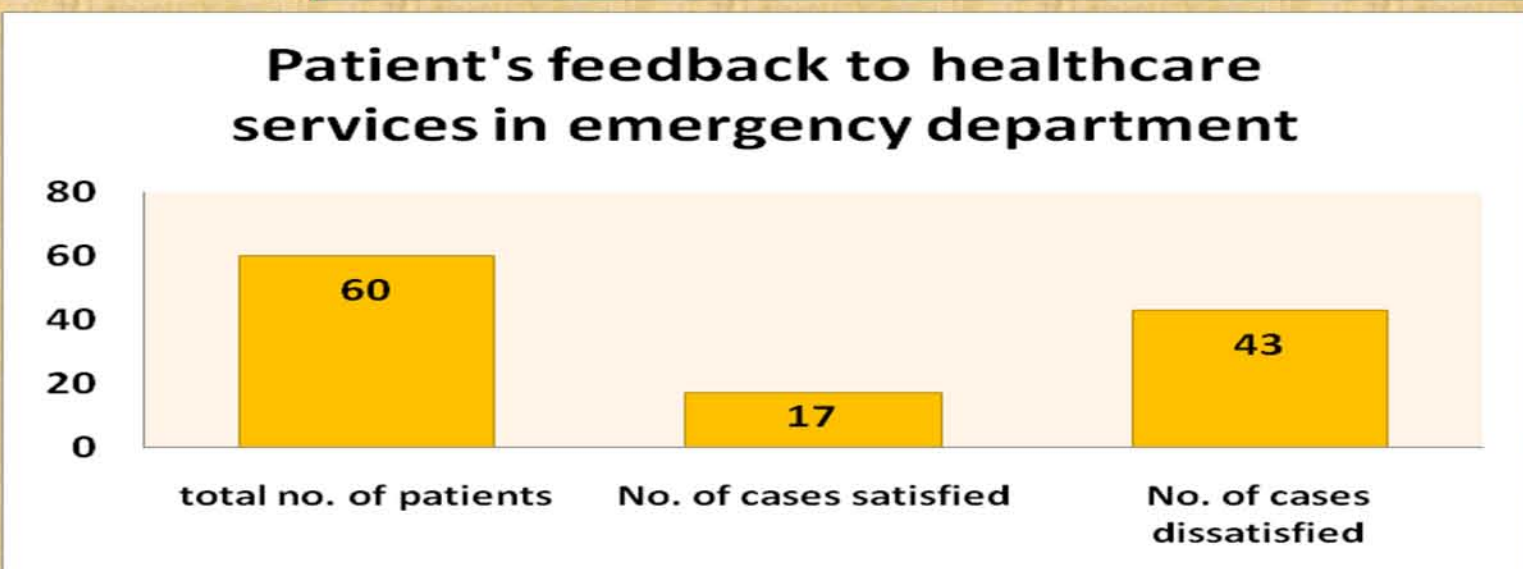
- To analyze the level of satisfaction amongst the patients and their relatives in emergency department.
- To find out the root causes of the lack of satisfaction amongst the patients and their relatives.
- To analyze the responses of the patients and their relatives when they are dissatisfied.

RESEARCH METHODOLOGY

- Study Design** - Descriptive study.
- Study Area** - Emergency Department, Max Super Speciality Hospital, Saket
- Study Duration** – 18th May - 25th May, 2015
- Study Subjects** – Patients coming to emergency department.
- Sample Size** – A sample of 60 subjects was selected from emergency department.
- Sampling Technique** – Convenient sampling
- Inclusion Criteria** – Patients and their relatives who had come to emergency department and were referred for admission.
- Exclusion Criteria** – Patients who were referred to OPD through emergency department. Psychiatric patients and their relatives.



DATA ANALYSIS



INTERPRETATION OF ASSOCIATION BETWEEN SATISFACTION AND GENDER OF THE RESPONDENTS

Bivariate analysis was carried out to see the association between satisfaction and gender of the respondents. It was emerged out from the analysis that nearly 1/4th (24%) of female respondents were satisfied whereas 31% of the males were satisfied. However, the chi square test did not show any significant association.

RECOMMENDATIONS

- Counsel the patients and their relatives regarding the issues faced by them.
- Efforts should be made in shortening the wait time interval.
- Provision of more information and explanation to the patients and their relatives should be there.
- Periodic training should be conducted to improve the interpersonal and communication skills of the front desk staff members in the emergency department.
- Magazines, brochures and pamphlets related to healthcare should be kept in emergency department for patient and their relatives awareness.

ISSUES

Clinical Services

- The delay was observed in the arrival of consultant after referral.
- Delay in routine treatment process.
- Routine investigations are not done in a timely manner.

Support Centric Services

- Ignorance, miscommunication and inappropriate attitude by the front desk staff were the major concerns for patient's lack of satisfaction.
- Delay in getting admission or shifting to wards/ICUs mainly due to non-availability of beds.
- Improper explanation about the expected expenditure before any procedure or admission by the front desk staff.
- Wrong billings by the front desk staff also increased dissatisfaction amongst patients and their relatives.
- Lack of co-ordination among general duty assistants (GDAs).
- Due to lack of communication between nurses and the Food & Beverages department, there was delay in food and beverages services.
- Shortage of human resource (mainly supporting staffs).

PRESENTED BY:-

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