

BACKGROUND

- A good medical care in service hospitals has great impact on a soldier's morale & motivation. It not only rejuvenates the soldiers but also enhances their faith in the organization.
- Patient satisfaction thus is an important and effective indicator to judge functioning of hospitals.

RESEARCH OBJECTIVES

- To determine patient's perception on functioning of the hospital.
- To determine patient satisfaction level trend.

RESEARCH METHODOLOGY

- Design** - Quantitative, Descriptive Survey
- Sampling** - Non - Probability, Convenience, Purposive.
- Tool** - Questionnaire
- Technique** - Structured Interview
- Data analyses** - Frequency count, cross sectional analysis of descriptive statistics.
- Ethical issue** - Verbal Informed Consent

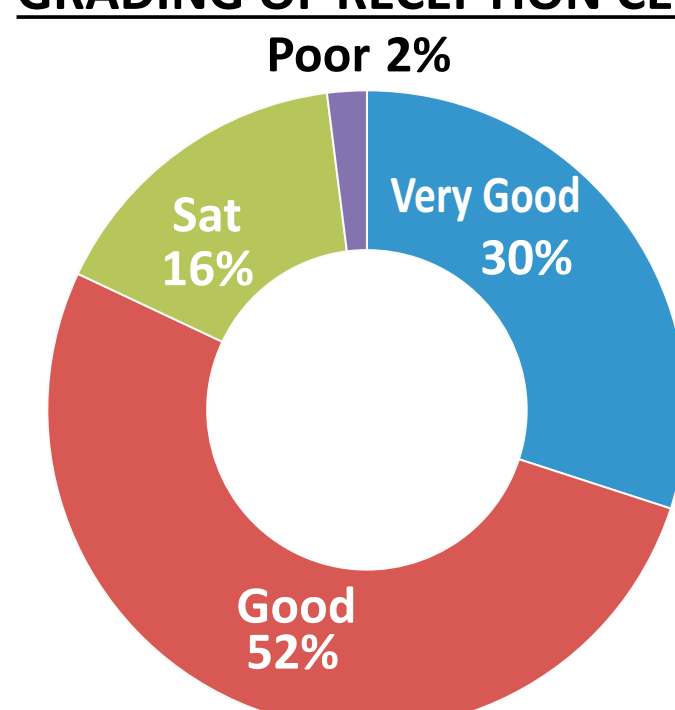
References-

- (1) Sivalenka S - Patient satisfaction surveys in public hospitals in India. (<http://www.rand.org>).
- (2) White B. Measuring patient satisfaction: how to do it and why to bother. FPM (<http://www.aafp.org/fpm/990100fm/40.html>)

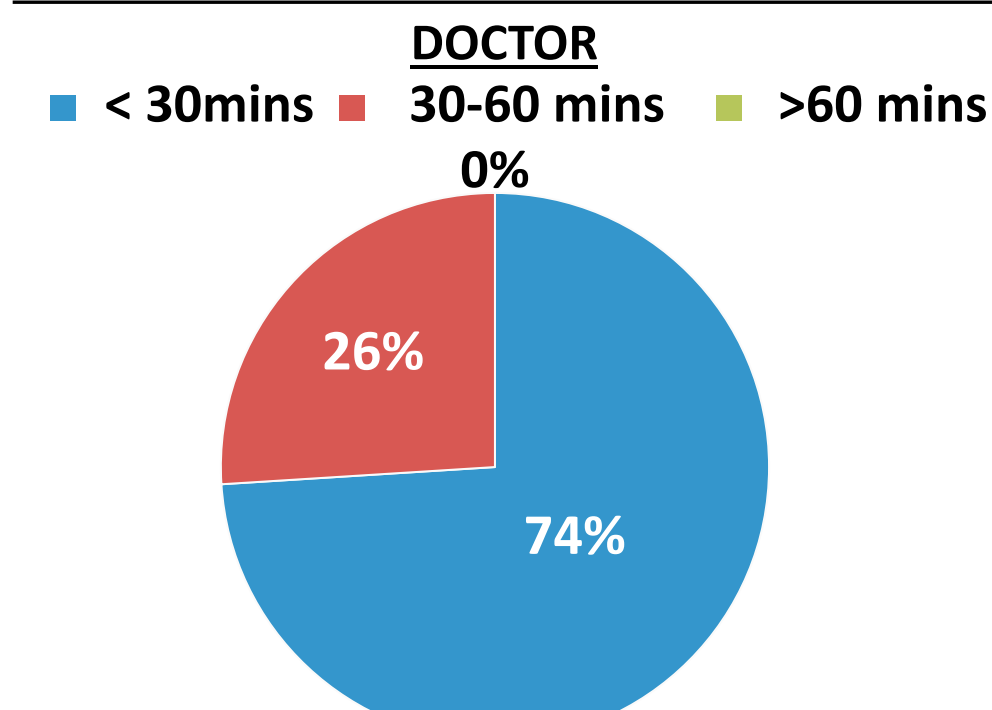
PATIENT SATISFACTION SURVEY - OPD

Sample size = 50 (10% of average daily load)

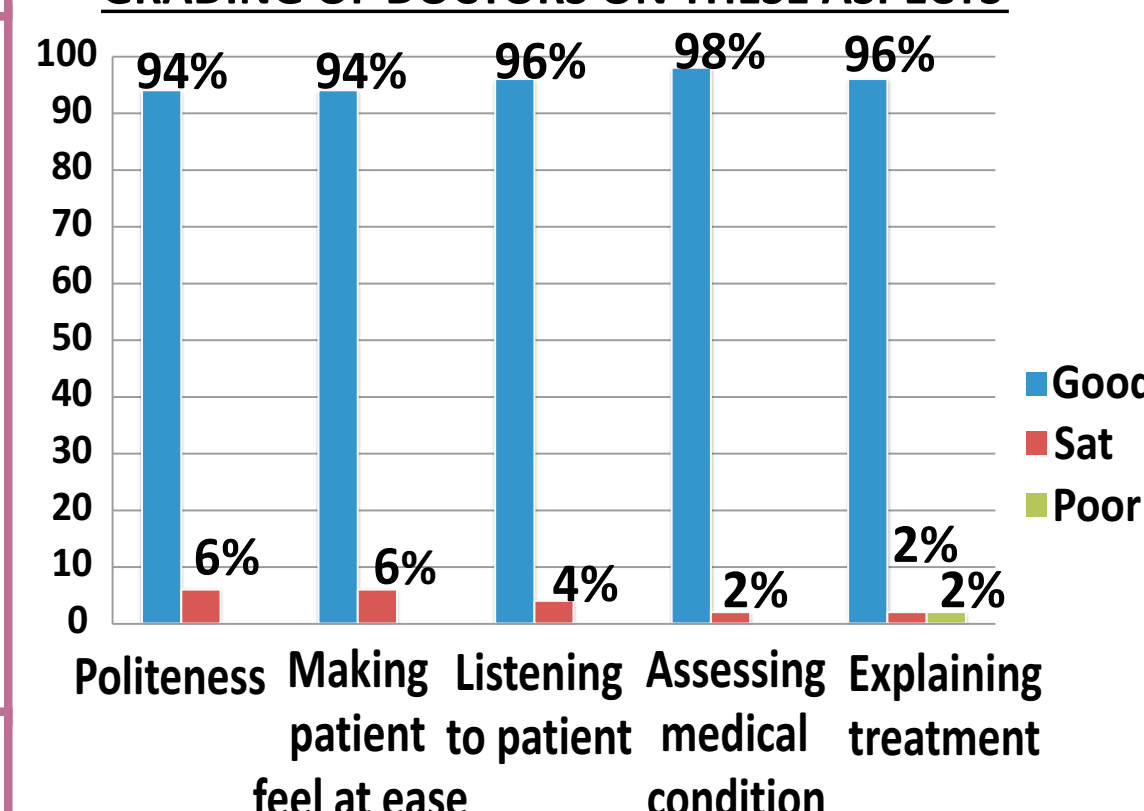
GRADING OF RECEPTION CELL



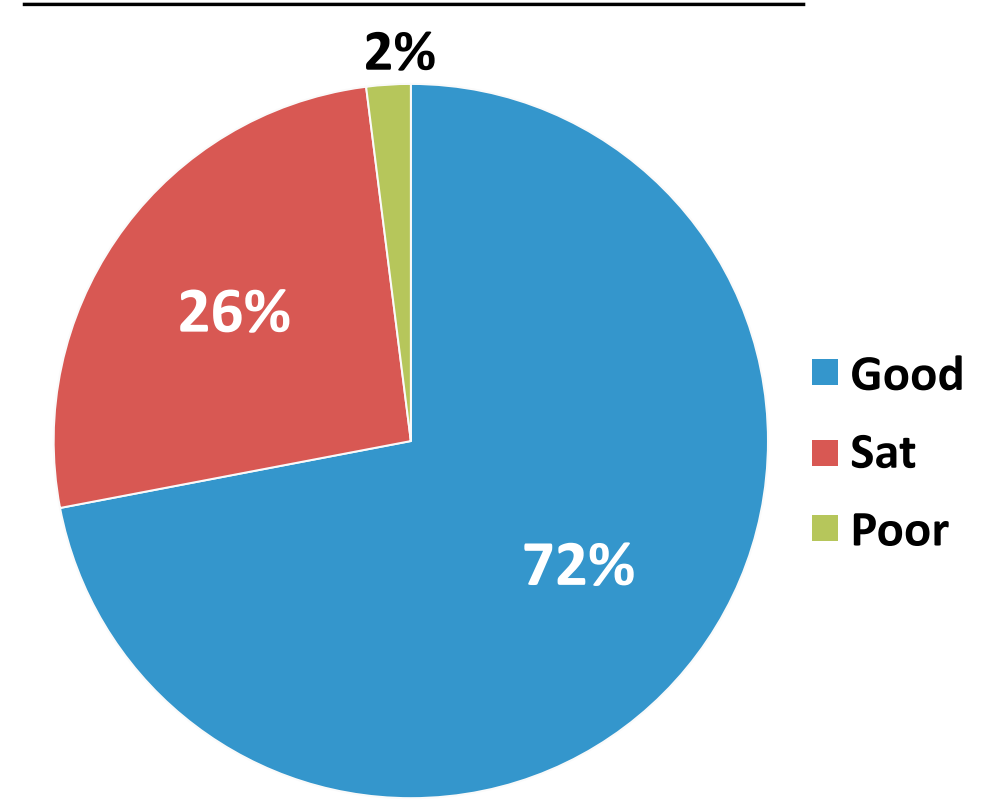
WAITING TIME BEFORE BEING ATTENDED BY DOCTOR



GRADING OF DOCTORS ON THESE ASPECTS



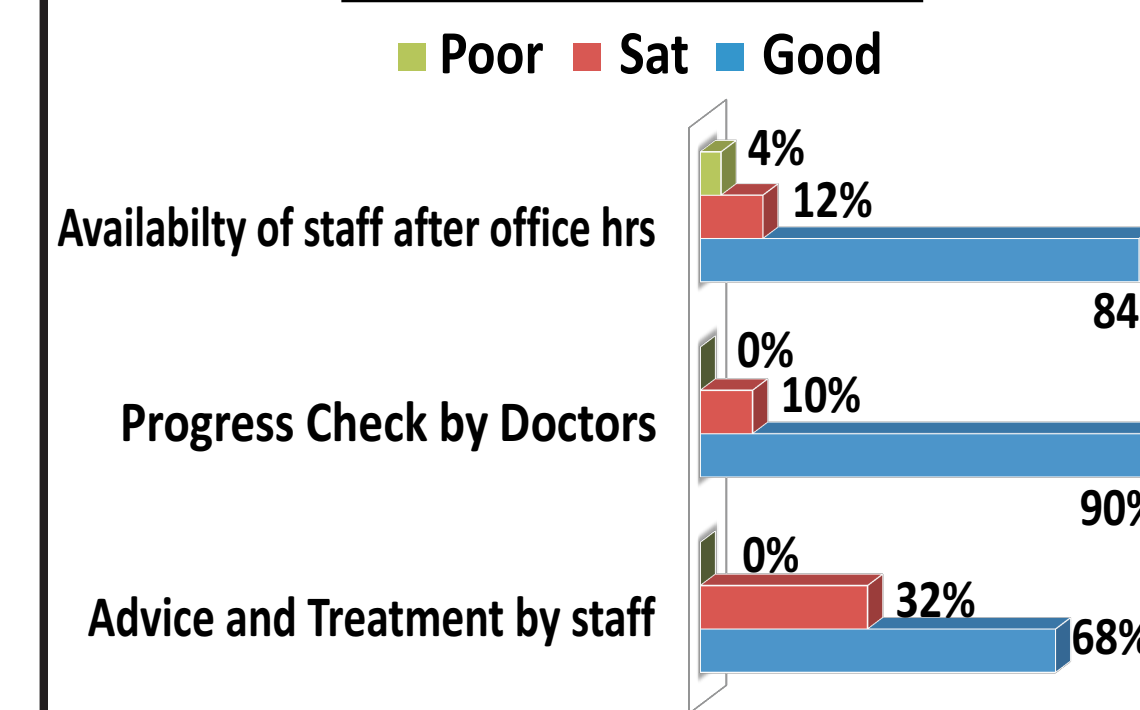
BEHAVIOUR OF DISPENSARY STAFF



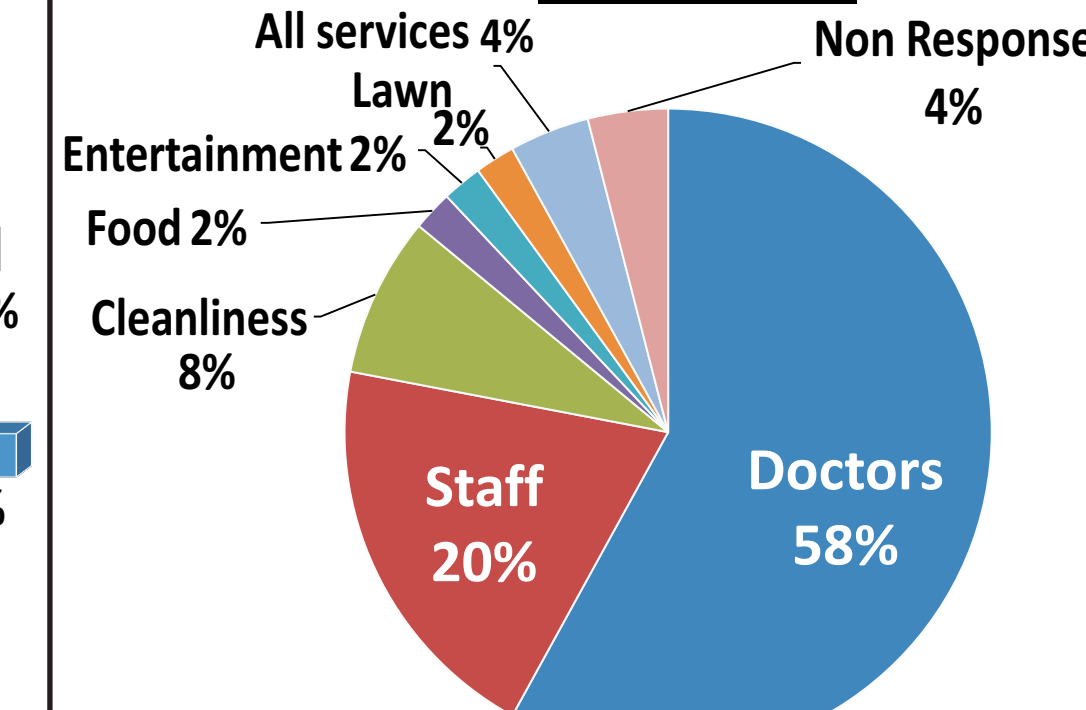
PATIENT SATISFACTION SURVEY - IPD

Sample size = 50 (50% of bed occupancy state)

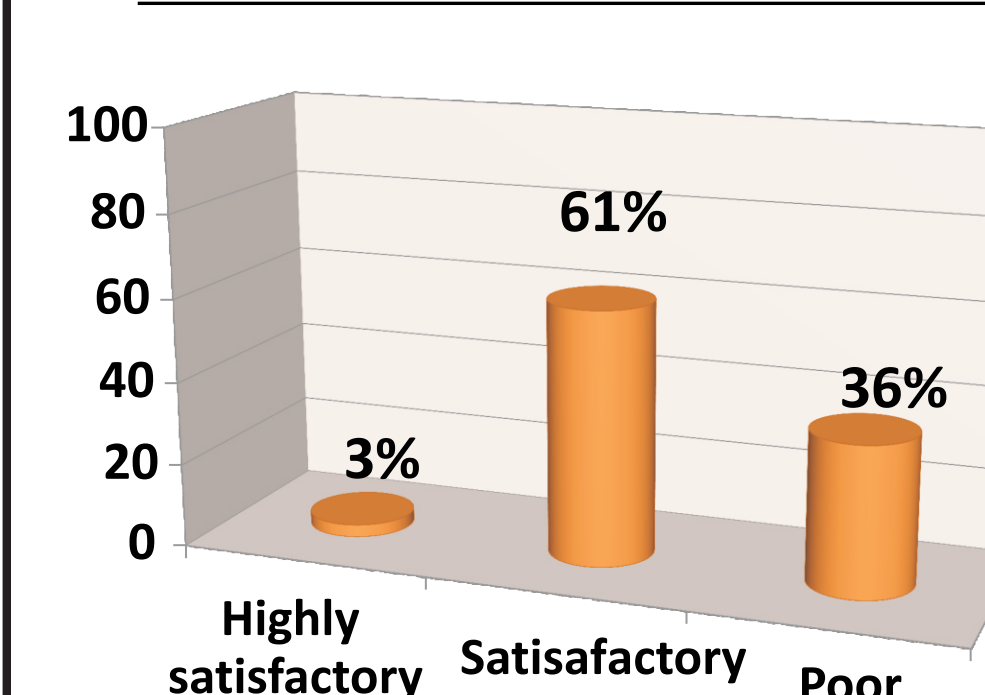
PROFESSIONAL ATTENTION



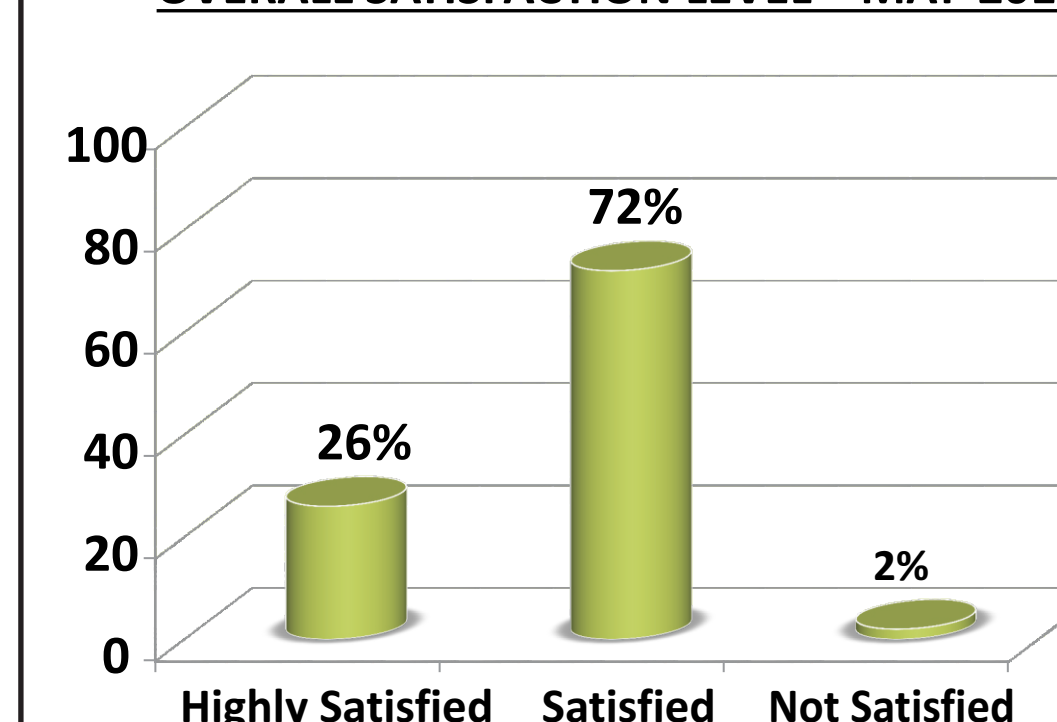
BEST THING



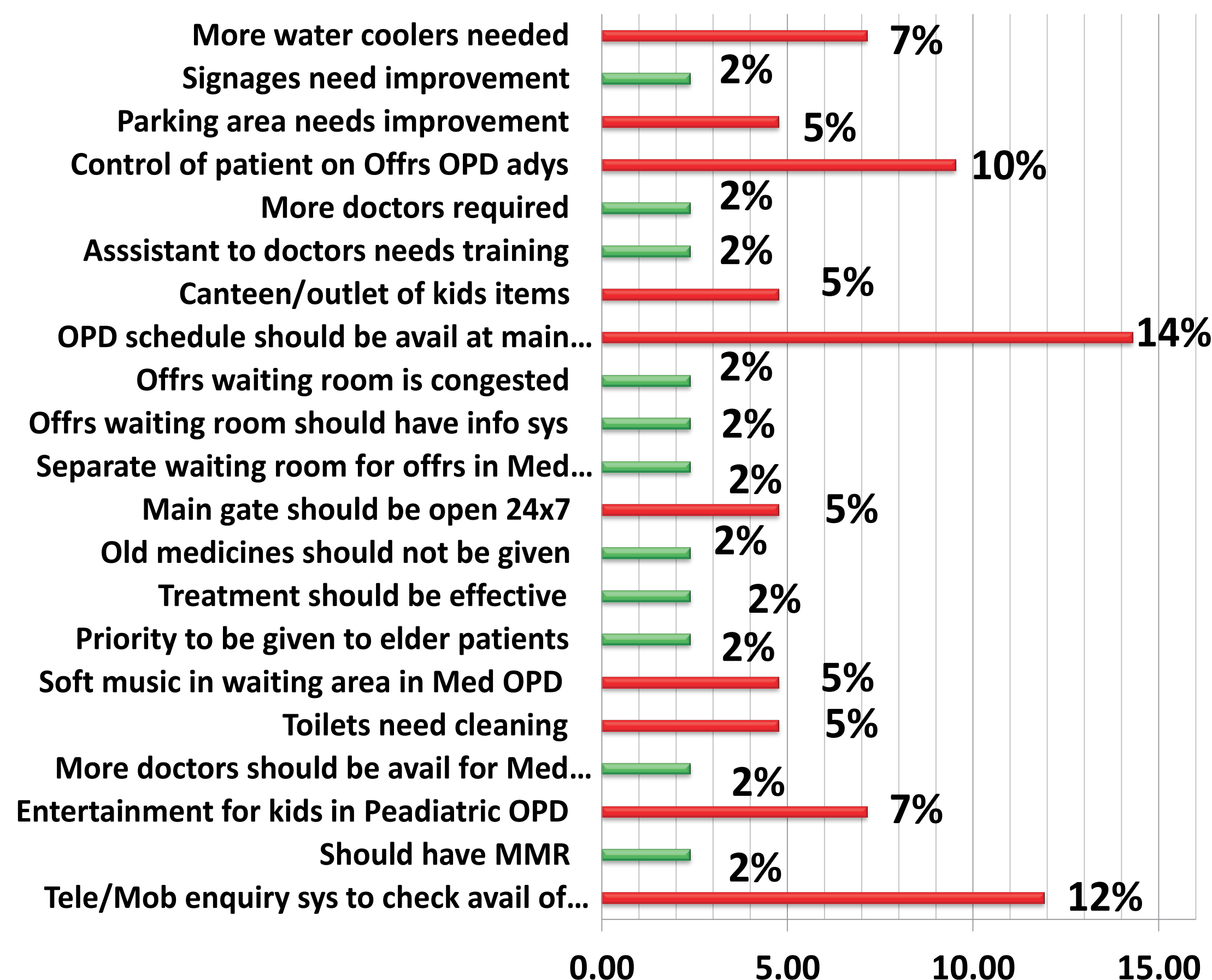
OVERALL SATISFACTION LEVEL - APR 2014



OVERALL SATISFACTION LEVEL - MAY 2015



Recommendations



Reasons for improvement in Satisfaction Level

- Enhancement of soft skills by sensitising the staff towards patient welfare through regular training and personal interaction by Commandant & Senior Registrar.
- Improvement in Lab facilities.
- Improvement in Dispensary procedures.
- Provision of ACs ,TVs & Water Coolers in all wards and waiting area.
- Automation of Medical Store & Record Section.
- Improvement in quality & capacity of seating in waiting area.