

**PATIENT SATISFACTION IN OUTPATIENT
DEPARTMENT IN APOLLO SAGE HOSPITAL,
BHOPAL**

Dissertation Submitted to



The IIHMR University, Jaipur

For the partial fulfilment for the award of the degree of
Master of Business Administration (MBA)

in

Hospital and Health Management

by

Dr. Kritika Sahai

Under the supervision and guidance of

Dr. Vinod Kumar SV

2023

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DECLARATION BY THE STUDENT

I hereby declare that this dissertation titled **Patient Satisfaction in Outpatient Department in Apollo Sage Hospital, Bhopal** is the bonafide record of my original research work. I declare that it has not been submitted to any other university or institution for the award of any degree or diploma. Information derived from the published or unpublished work of others has been duly acknowledged in the text.



Dr. Kritika Sahai

Date – June 2023

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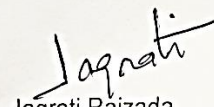
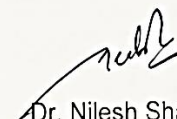
Date: 02 Jun 2023

To whom it may concern

This is to certify that **Dr. Kritika Sahai** student of Hospital & Health Management from IIHMR University, Jaipur (RJ) has completed her professional training with **Operations** Department in our organization from 20th Feb 2023 to 19th May 2023.

We found her sincere, hard working with good behaviour. We wish her success in her future endeavours.

For Apollo Sage Hospitals, Bhopal


Jagrati Raizada
Head Human Resources
Dr. Nilesch Sharma (MD)
Head Medical Services**Apollo Sage Hospital - Bhopal**

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CERTIFICATE

This is to certify that dissertation titled **Patient Satisfaction in Outpatient Department in Apollo Sage Hospital, Bhopal** is record of the research work undertaken by **Dr. Kritika Sahai** in partial fulfilment of the requirements for the award of the degree of MBA (Hospital and Health Management) from the IIHMR University, Jaipur under my guidance and supervision and her approach to the research study has been sincere, scientific, and analytical.

Faculty Guide

IIHMR University, Jaipur

Date:

School Dean

IIHMR University, Jaipur

Date:

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I take this opportunity to express my sincere gratitude towards all those who have contributed their valuable efforts in bringing this project to a logical end.

I am highly indebted to Mr. Anoop Chauhan, AGM (Operations) and Ms. Komal Kolte, Manager IP and Service Excellence, under their guidance this project report would not be able to be accomplished.

I feel privileged to express my overwhelming sense of gratitude to Dr. Vinod Kumar SV, Dean In-Charge, SD Gupta School of Public Health, who permitted me to conduct the research project.

Last but not the least I would like to thank all those who have directly or indirectly helped me in completing this project.

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ABSTRACT

Introduction: Patient satisfaction is described as the belief that one's overall health care requirements are being satisfied. Previous study indicates that high patient satisfaction with health care improves the physician-patient relationship and improves quality of life.

Objective: The objective of the study is to assess the level of patient satisfaction in the outpatient department of Apollo Sage Hospitals, Bhopal.

Methodology: A prospective study was conducted in the Outpatient Department of Apollo Sage Hospitals from 22nd February 2023 to 20th May 2023. A sample size of 120 outpatients was taken which included all the outpatients who were above 18years of age. Systemic random sampling technique was used in the study. The tools used in the study were Apollo Sage Hospital's patient feedback form, and MS Excel.

Results: By conducting this study on patient satisfaction, it was found out that most of the patients were satisfied with the services of the hospital. Patients were the most satisfied with the doctors/consultants and the ambience of the hospital. The areas of improvement were the behaviour of the staff, long time in registration process and cleanliness of the rest room. Corrective actions were suggested to bring improvement in these services.

Conclusion: Conducting patient satisfaction study is very crucial for the hospital. Through this study, the hospital management comes to know about the areas which need more improvement according to the patient's point of view. Improvement in the services could lead to patient retention and more patient foot fall in the hospital. Looking at the hospital and its services from the patient's eye is all about the patient satisfaction study.

CHAPTER 1: INTRODUCTION

Although there has been considerable research on patient satisfaction since the late 1970s and early 1980s, it is a relative phenomenon that has existed since the 1960s. As a result, the concept of “quality of life,” which places more emphasis on the needs of patients, has taken the place of the idea of “quantity of life.”

The modern patient has higher expectations for the healthcare system, is more informed and aware, and has access to information. Therefore, it is more crucial than ever to solve problems with service delivery in this setting. Positive patient perceptions are more likely to result in positive patient outcomes. Negative patient attitudes and unhappiness with the medical care received, however, result in poor compliance and, in certain situations, patients turn to negative word-of-mouth that discourages others from obtaining medical care from the system.

Patient Satisfaction can be defined as the degree to which the patient’s expectations, goals and preferences are met by the health service. It plays a significant role in providing timely and effective high-quality healthcare. To succeed and retain patients, hospitals should put the needs of the patients first.

1.1 Operational Definitions:

Patient Satisfaction: Patient satisfaction is described as the belief that one's overall health care requirements are being satisfied. Previous study indicates that high patient satisfaction with health care improves the physician-patient relationship and improves quality of life.

Patient Feedback Form: A patient feedback form is a questionnaire-based survey that allows hospital administration to receive input from patients about their overall experience with the hospital or a specific department of the hospital.

1.2 Importance of Patient Satisfaction:

- One of the best metrics for measuring client loyalty is patient happiness.
- Even when competitors have a better offer and lower prices, patient satisfaction encourages recurring business.
- Patients who are satisfied are more inclined to suggest a business’s services.
- When a preferred service provider introduces a new product, loyal patients typically adopt it first.
- The expense of acquiring new consumers is roughly 6–7 times more than that of keeping current ones.
- Negative word of mouth is decreased when patients are satisfied.

Patient Satisfaction tool data is useful to the hospital because:

- Data can be utilized for internal auditing to ensure that the quality of the services offered is in line with patient satisfaction.
- Data can be used to set performance targets.

- Data can be compared to similar businesses to determine how competitive a company is.
- Data provides an opportunity to find loopholes and work on areas that need improvement.

Knowing about the importance of Patient Satisfaction, Apollo Sage Hospitals use Patient Satisfaction Assessment Tool to analyse patient satisfaction and his/her experience in the hospital. An online feedback form link is sent to the patients via SMS and printed Patient feedback forms are also available for those who wish to fill it manually.

1.3 ABOUT APOLLO SAGE HOSPITALS

Apollo Sage Hospitals is the largest Ultramodern Multi Specialty Hospital in Bhopal, MP. The Sage Group, Central India's fastest expanding and leading conglomerate, is synonymous with excellence and trust in fields like as education, electric infrastructure, social work, and construction. For four decades, the Sage group have been inspired by the consistency of hard effort and collaboration to contribute to the HEALTHCARE area with the objective of offering the most advanced technology-enabled healthcare facilities for a healthy society. The SAGE group endeavour into healthcare facilities, Apollo SAGE Hospital – the best hospital in Bhopal to serve society sagely, with the goal of providing the greatest medical services at the personal and corporate levels.

Apollo Sage Hospitals is a 350+ bedded hospital, with 100+ critical care beds, 9 highly equipped operation theatres, flat panel Cath lab, advanced MRI and CT, and Scan machine.

VISION:

Apollo SAGE Hospital envisions improving the health and well-being of the community by providing world-class patient care, medical education, and training. We work to be trusted by the people who need healthcare, valued partners in the community, and creators of a positive change.

MISSION:

We are committed to providing patient-centred, quality medical care and services to people in a highly efficient environment. Apollo Healthcare has a robust presence across the healthcare ecosystem. From routine wellness & preventive health care to innovative life-saving treatments and diagnostic services, Apollo Hospitals has touched more than 120 million lives from over 120 countries, offering the best clinical outcomes. Sharing the larger vision with Apollo, The SAGE Group is joining hands with the largest network of the world's finest and brightest medical experts who provide compassionate care using outstanding expertise and advanced technology.

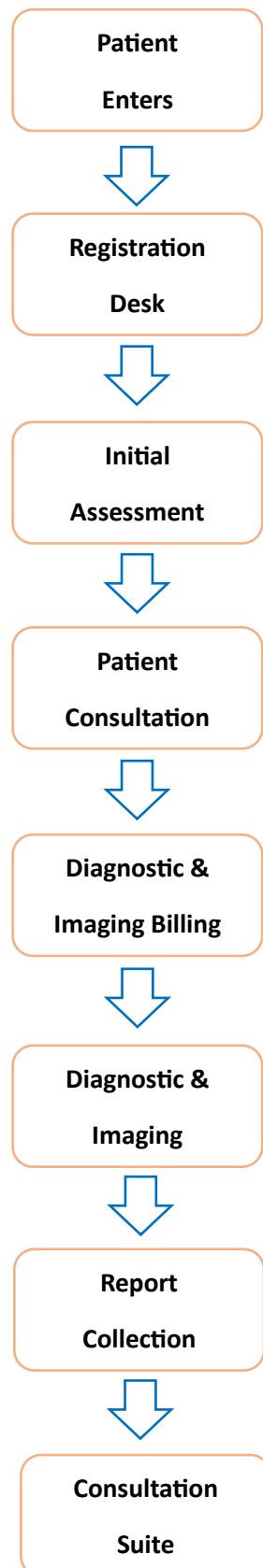
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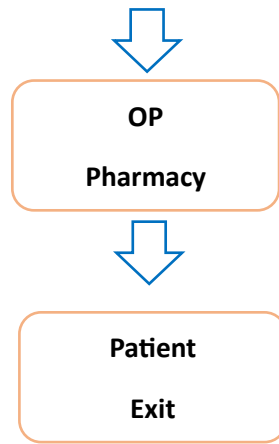
- Cardiology
- Cardiothoracic Surgery
- Neurology
- Neurosurgery
- Urology
- Nephrology
- Gastroenterology
- Orthopedics and Joint replacement
- Gynecology and Obstetrics
- ENT
- Critical Care
- Ophthalmology
- Dermatology
- Dentistry
- Endocrinology
- Pediatrics
- Pulmonology
- Physiotherapy
- Preventive Health
- Radiology
- Blood Bank
- Rheumatology and clinical immunology
- Laboratory services

Outpatient Department at Apollo Sage Hospitals:

The OPD is located on the ground floor of the hospital.

The patient flow in the OPD is as follows:





Before the patient leaves the hospital premises, the Guest Relation Associate/ Guest Relation Executive (GRA/GRE) interacts with the patient/attendant. The GRA provides the patient feedback form/ QR code/ link to the patient/attendant, asking their valuable feedback.

CHAPTER 2: REVIEW OF LITERATURE

STUDY TOPIC	AUTHORS	STUDY LOCATION	METHODS	SALIENT FEATURES
Patient satisfaction with services of the outpatient department	Surg. Lt. Cdr. Athar Mohd Brig Abhijit Chakravarty	India	Pre-structured bi-lingual questionnaire	“Patient satisfaction is a multidimensional concept and a subjective phenomenon, linked to perceived needs, expectations, and experience of care” (1)
A Hospitalization from Hell: A Patient’s Perspective on Quality	Paul D. Cleary	United States	Questionnaire	“Examining the services of a hospital through the patient’s eye is important”. (2)
Patient Satisfaction as a tool towards quality improvement	Rashid Al-Abri Amina Al-Balushi	Data from different countries	Questionnaire	“Patient satisfaction surveys as important and crucial sources of data for detecting gaps and creating a successful action plan for quality improvement.” (3)
Patient Satisfaction	Bhanu Prakash	India	Article	“Patient as a consumer” “Service Excellence” (4)

CHAPTER 3: METHODOLOGY

3.1 Rationale of the study:

This study will allow decision makers to assess the patient satisfaction survey data and determine how they might be used to enhance the services given to patients.

3.2 Research Question:

What is the level of satisfaction of OPD patients at Apollo Sage Hospitals, Bhopal?

3.3 Research Objectives:

1. To study the satisfaction levels of the patient in Apollo Sage Hospitals, Bhopal
2. To suggest measures to improve the services provided to the OPD patients.
3. To suggest recommendations to improve the Quality of care.

3.4 Methodology

Study Setting:

The study of Patient Satisfaction is done in the Outpatient Department of Apollo Sage Hospitals, Bhopal.

Study Design: Prospective study design

Study Population: Patients attending OPD

Sample size: 120

Sampling technique: Systematic random sampling technique

Study Instrument: Patient satisfaction forms, MS Excel

Inclusion Criteria: All patients visiting the Outpatient department above 18 years of age

Study Duration: The study was conducted for a duration of three months i.e., from 22nd Feb 2023 to 20th May 2023

3.5 ABOUT THE PATIENT SATISFACTION FEEDBACK FORMS AT

APOLLO SAGE HOSPITALS, BHOPAL

Apollo Sage Hospital strives to deliver patient care sagely. Our mission is to give patients with greater care than they anticipated. To that end, when the patient and his attendant are on their way back home from the hospital after their OPD consultation, a Guest Relation Executive/ Guest Relation Associate meets them and asks them for valuable feedback on the entire OPD process, so that we can see our services from the patient's perspective and do what is necessary to improve them.

The feedback form is organised into six major questions, each of which has three to six sub questions. The patient/attendant is asked to provide useful input overall OPD procedure. The feedback form can be completed manually or electronically by scanning a QR code or clicking on a link given to the registered mobile phone number.

The patient/attendant has answered the questionnaire by ticking/selecting the following options:

- (a) Strongly Agree
- (b) Agree
- (c) Can't say
- (d) Disagree
- (e) Strongly disagree

These patient feedbacks can be used to mark the strength and opportunities for quality improvement.

CHAPTER 4: RESULTS

I. Perceptions of the Patient Towards Admission Process

Table 4.1 Perception of the patient towards admission process			
S No.	Particulars		APOLLO SAGE
1	Simple Registration Process	Yes	60%
		Can't Say	13%
		No	27%
		Total	100%
2	Helpful Reception staff	Yes	29%
		Can't Say	20%
		No	51%
		Total	100%
3	Registration time more than 5 minutes	Yes	42%
		Can't Say	19%
		No	39%
		Total	100%
4	Explanation of tariff and bill	Yes	63%
		Can't Say	17%
		No	20%
		Total	100%

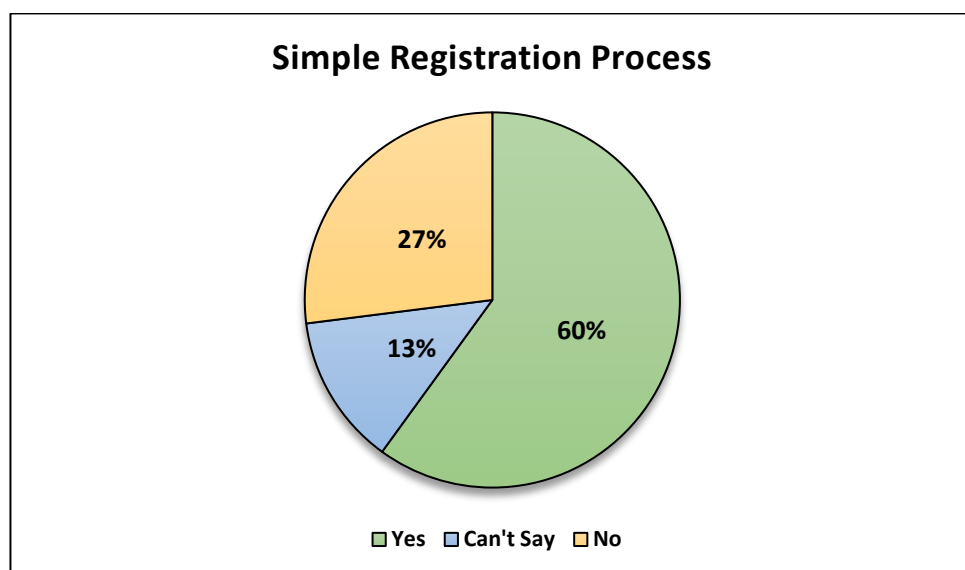


Figure 4.1.1: Simple Registration process

Analysis: According to the survey, 60% of the patients viewed the registration procedure to be simple and clear. 27% of patients did not think the registration process to be smooth. In comparison, 13% of patients said nothing about the registration process.

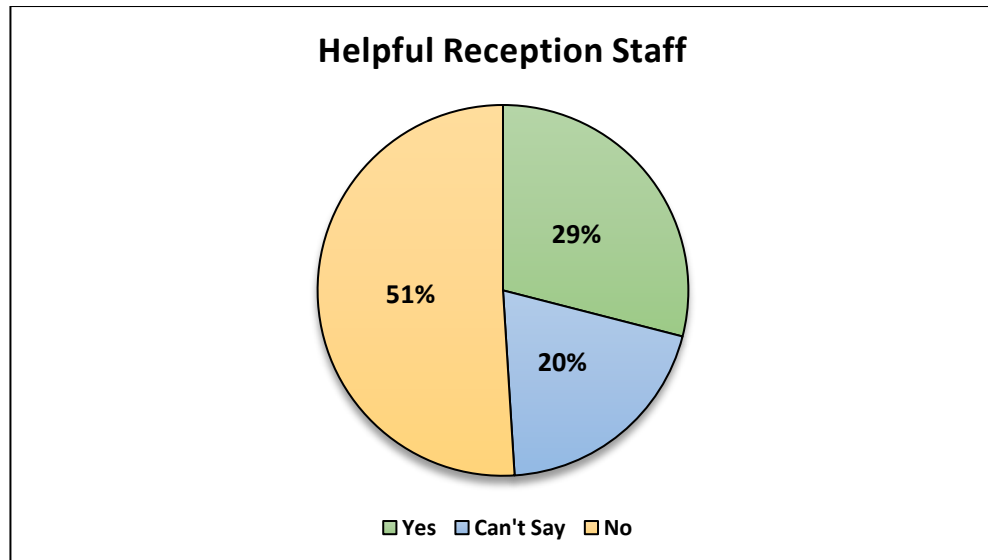


Figure 4.1.2: Helpful Reception Staff

Analysis: According to the study, 51% of patients believe the reception personnel was unhelpful. Only 29% of patients believed the reception staff was helpful. Only 20% of the patients commented on this.

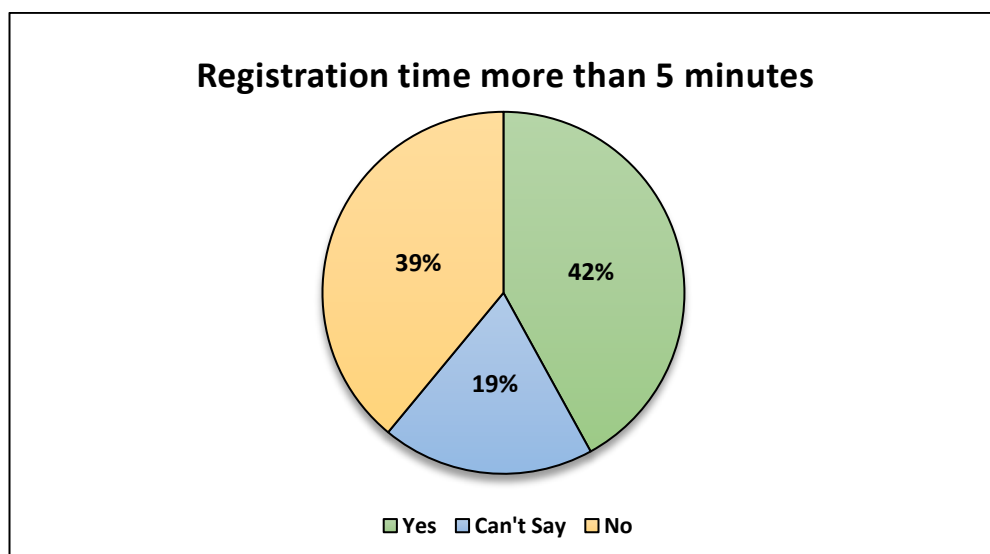


Figure 4.1.3: Registration time more than 5 minutes

Analysis: According to the study, 42% of patients thought the registration procedure took more than 5 minutes to complete. 39% of patients stated the procedure took less than 5 minutes. 19% of the patients said nothing.

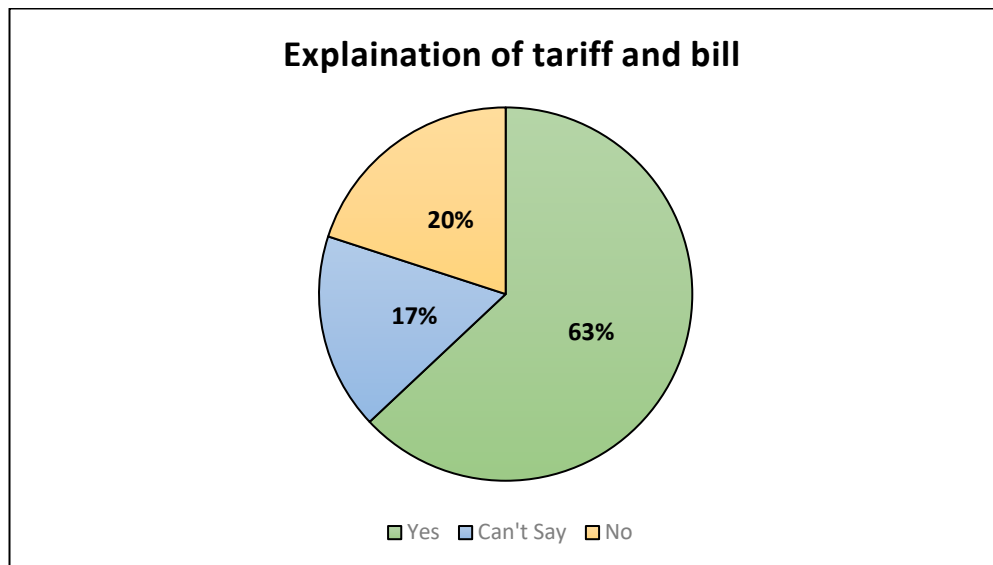


Figure 4.1.4: Explanation of tariff and bill

Analysis: According to the survey, 63% of patients were pleased that the tariff and bill were communicated correctly to them. 20% of the patients disagreed. In contrast, 17% of patients said nothing.

II. Perceptions of the Patient Towards Physical Facilities

4.2 Perceptions of the Patient Towards Physical Facilities			
S No.	Particulars	APOLLO SAGE	
1	Good sitting arrangement in waiting area	Yes	64%
		Can't Say	15%
		No	21%
		Total	100%
2	Clear signages present	Yes	75%
		Can't Say	20%
		No	5%
		Total	100%
3	Good Ambience	Yes	92%
		Can't Say	6%
		No	2%
		Total	100%

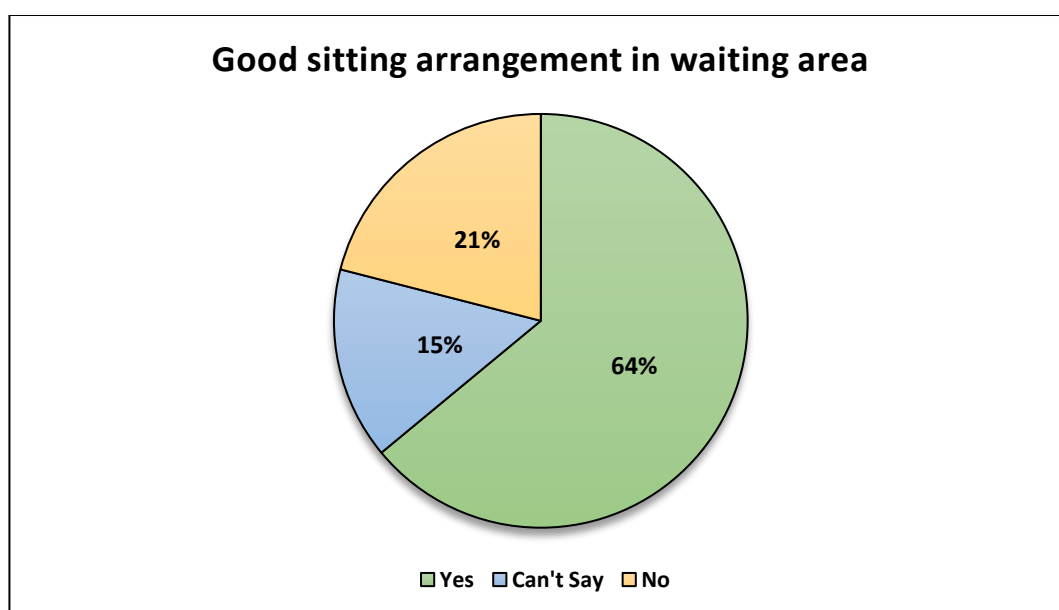


Figure 4.2.1: Good sitting arrangement in waiting area

Analysis: According to the study, 64% of patients were happy with the seating arrangement in the waiting room, while 21% were not. 15% of the patients said nothing about the seating arrangement.

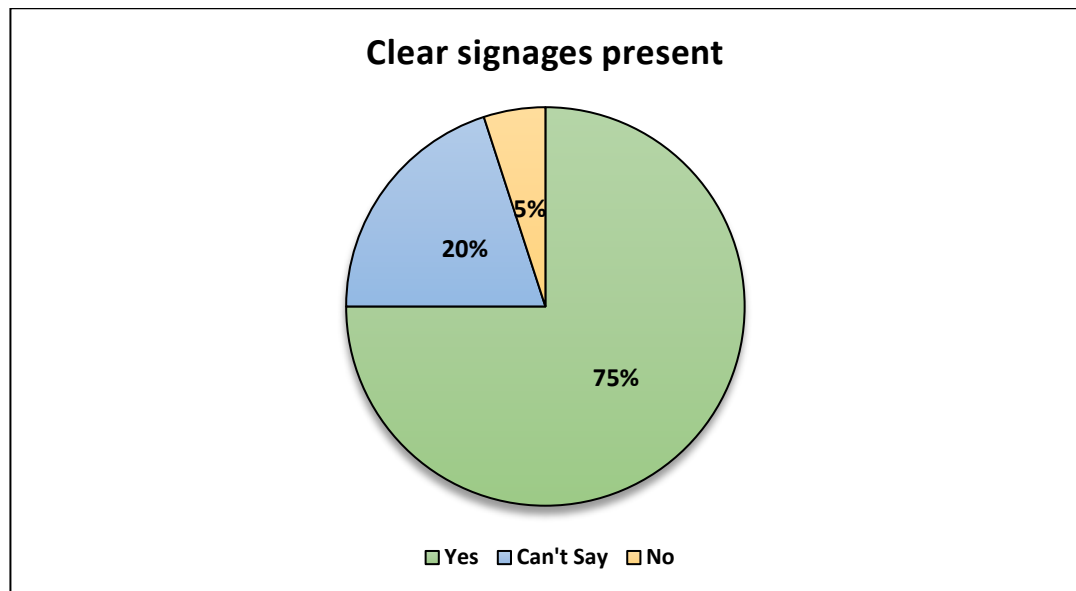


Figure 4.2.2: Clear signages present

Analysis: According to the study, 75% of patients agreed that the notice was present and clear. 5% of the patients thought the signage was unclear. 20% of the patients did not respond.

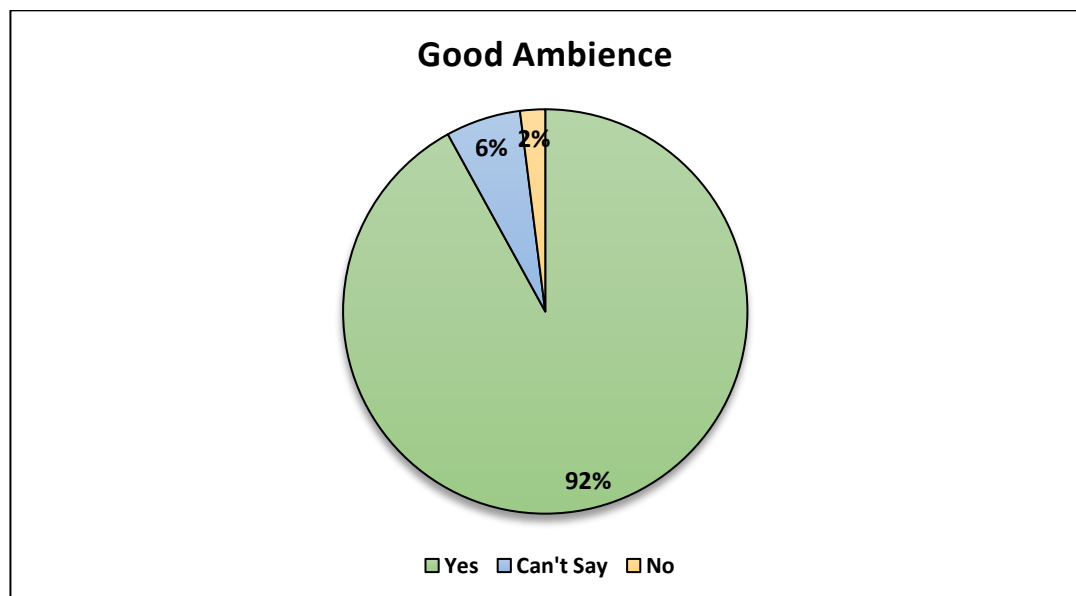


Figure 4.2.3: Good Ambience

Analysis: According to the report, 92% of patients thought the ambience was pleasant. 2% of patients were dissatisfied with the hospital's ambience. 6% of patients said nothing.

III. Perceptions of the Patient Towards Diagnostic Services

4.3 Perception of the patients towards diagnostic services			
S No.	Particulars		APOLLO SAGE
1	Good diagnostic services	Yes	78%
		Can't Say	5%
		No	17%
		Total	100%
2	Helpful Doctors/Technicians	Yes	88%
		Can't Say	8%
		No	4%
		Total	100%
3	Proper diagnostic tests performed	Yes	53%
		Can't Say	10%
		No	37%
		Total	100%

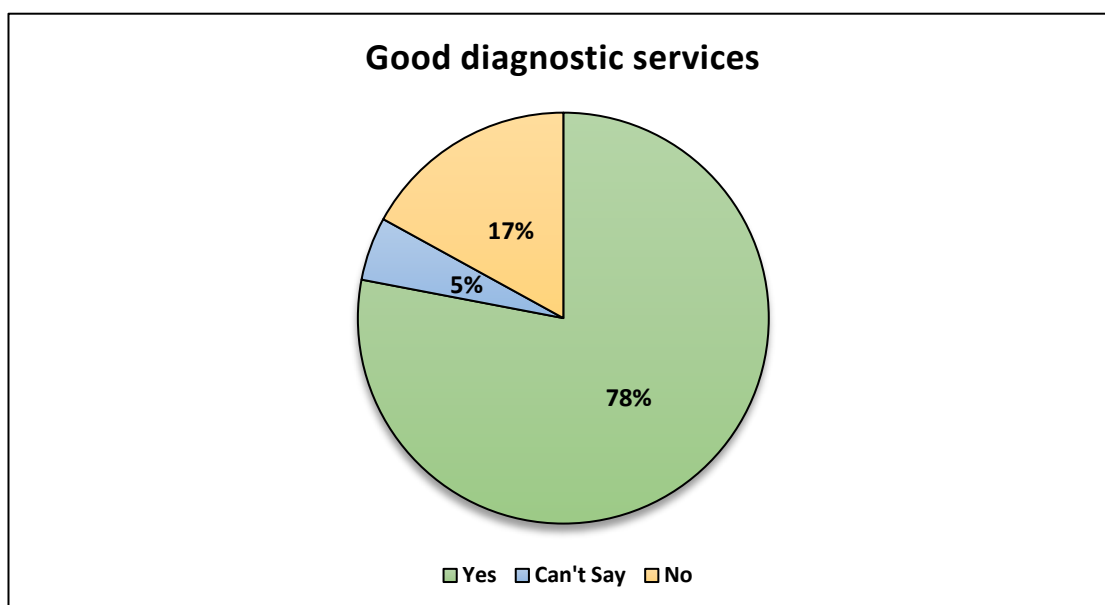


Figure 4.3.1: Good diagnostic services

Analysis: According to the report, 78% of patients thought the hospital's diagnostic and imaging services were excellent. 17% of patients did not think the diagnostic and imaging services were satisfactory. 5% of the patients made no remark.

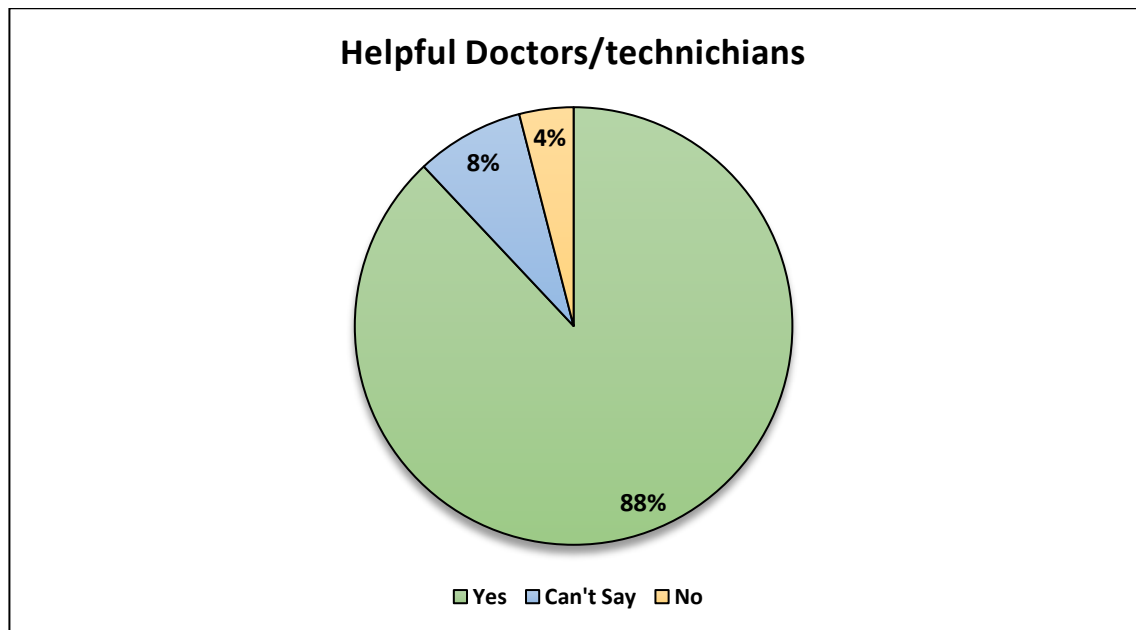


Figure 4.3.2: Helpful doctors/technicians

Analysis: According to the research, 88% of the patients felt that the doctors/technicians were helpful and thoroughly explained everything. That was not agreed upon by 4% of the patients. 8% of the patients said nothing about it.

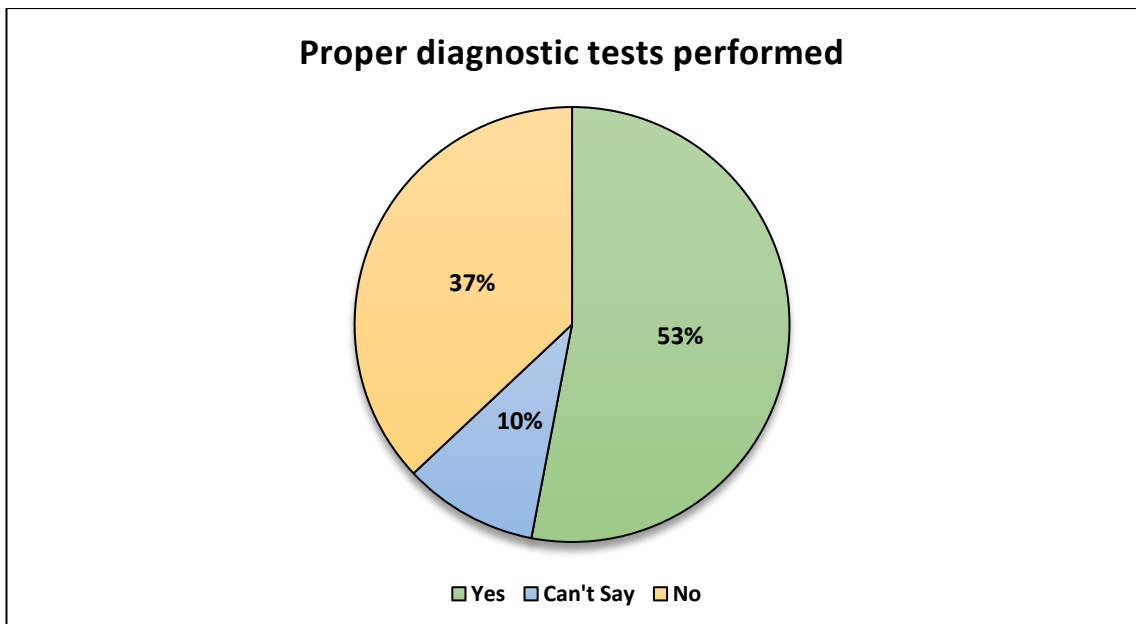


Figure 4.3.3: Proper diagnostic test performed

Analysis: According to the study, 53% of patients said the diagnostic tests they have gone through were the same as the doctors/technicians had stated. 37% of patients said that the appropriate diagnostic test was not done. 10% of the patients did not respond.

IV. Perceptions of the Patient Towards the staff

4.4 Perception of the Patients towards behaviour of the staff			
S No.	Particulars	APOLLO SAGE	
1	Proper greeting by the staff	Yes	81%
		Can't Say	7%
		No	12%
		Total	100%
2	Friendly behaviour of the staff	Yes	29%
		Can't Say	3%
		No	68%
		Total	100%
3	Doctors give enough time to patients	Yes	91%
		Can't Say	6%
		No	3%
		Total	100%

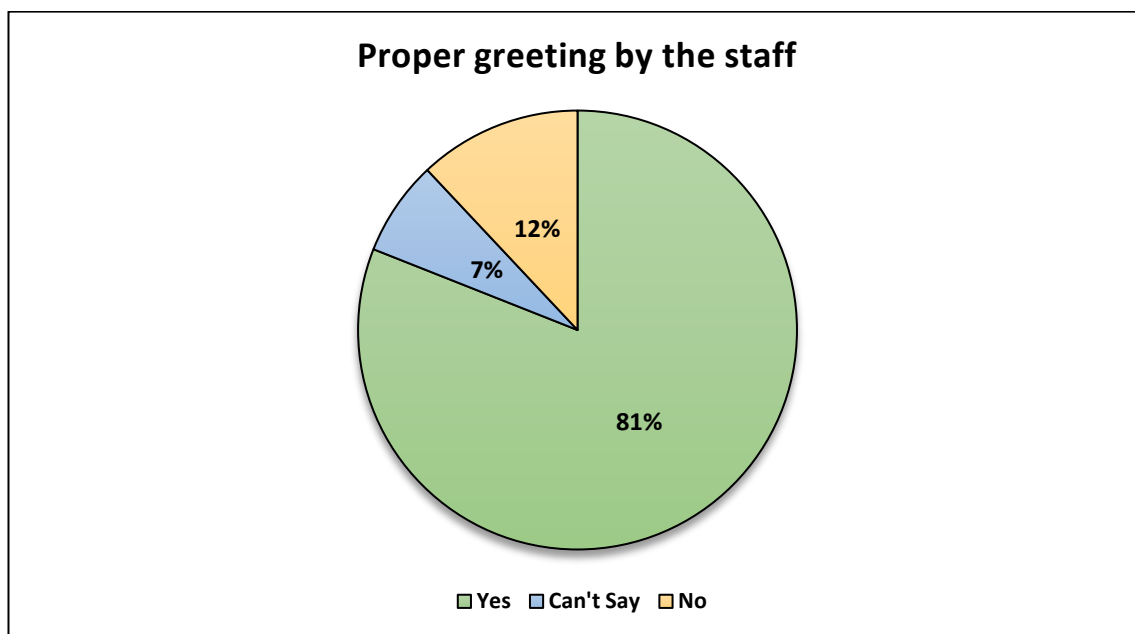


Figure 4.4.1: Proper greeting by the staff

Analysis: According to the survey, 81% of patients said that the personnel greeted them with a smile and the traditional Namaste. 12% of the patients disagreed. While 7% said nothing.

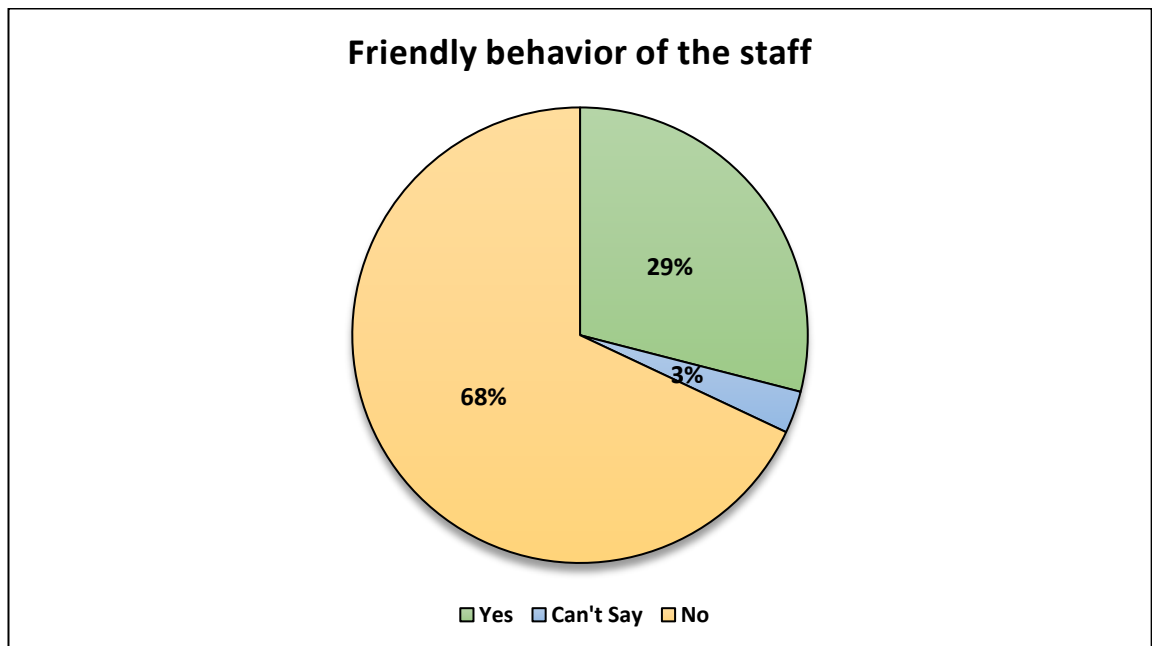


Figure 4.4.2: Friendly behaviour of the staff

Analysis: According to the study, 68% of the patients did not feel the hospital staff to be friendly. Only 29% of patients believed the employees were nice and friendly. Only 3% of the patients remained silent.

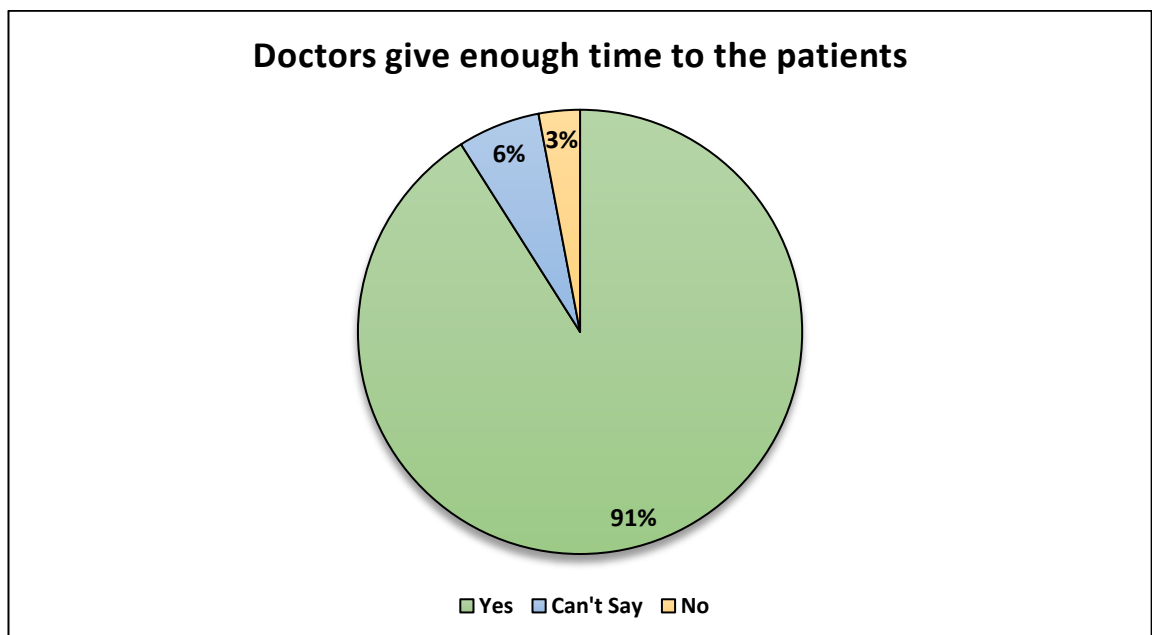


Figure 4.4.3: Doctors give enough time to the patients

Analysis: The survey found that 91% of patients were extremely satisfied with their Consultants/Doctors. The patients said that the physicians took their time explaining the disease to them. Only 3% of the patients disagreed with this. 6% of the patients remained silent.

V. Perceptions of the Patient Towards Cleanliness

4.5 Perception of the Patients towards cleanliness			
S No.	Particulars	APOLLO SAGE	
1	Clean floor	Yes	75%
		Can't Say	12%
		No	13%
		Total	100%
2	Clean rest rooms	Yes	30%
		Can't Say	16%
		No	54%
		Total	100%
3	Dustbins kept in place	Yes	84%
		Can't Say	6%
		No	10%
		Total	100%

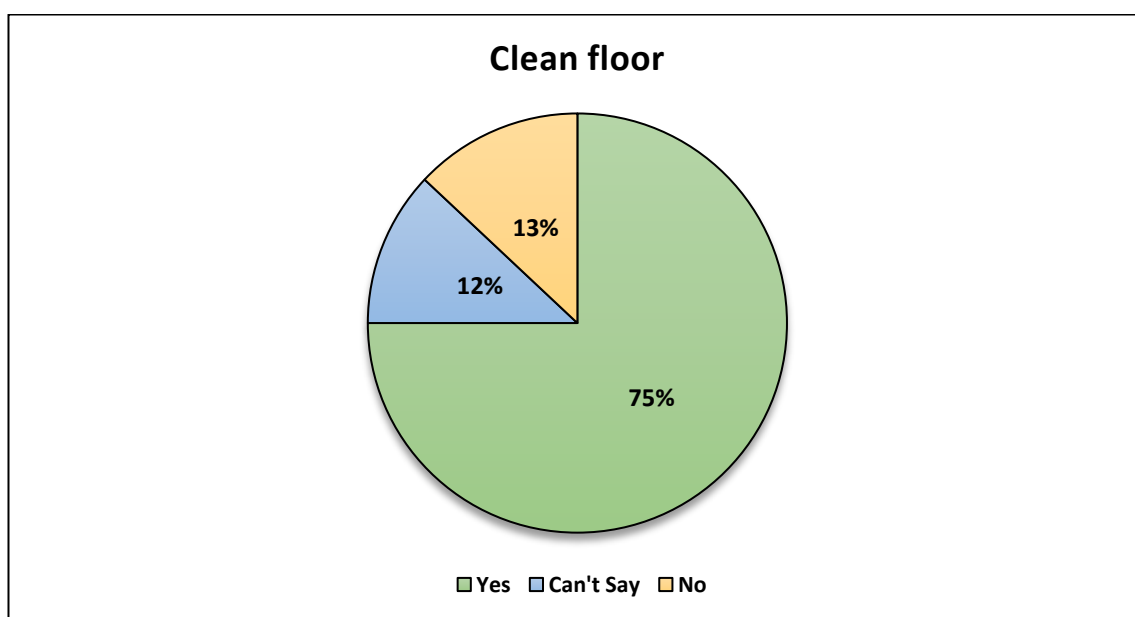


Figure 4.5.1: Clean floors

Analysis: According to the study, 75% of the patients thought the flooring were tidy and clean. 13% of patients disagreed. 12% of the patients were silent.

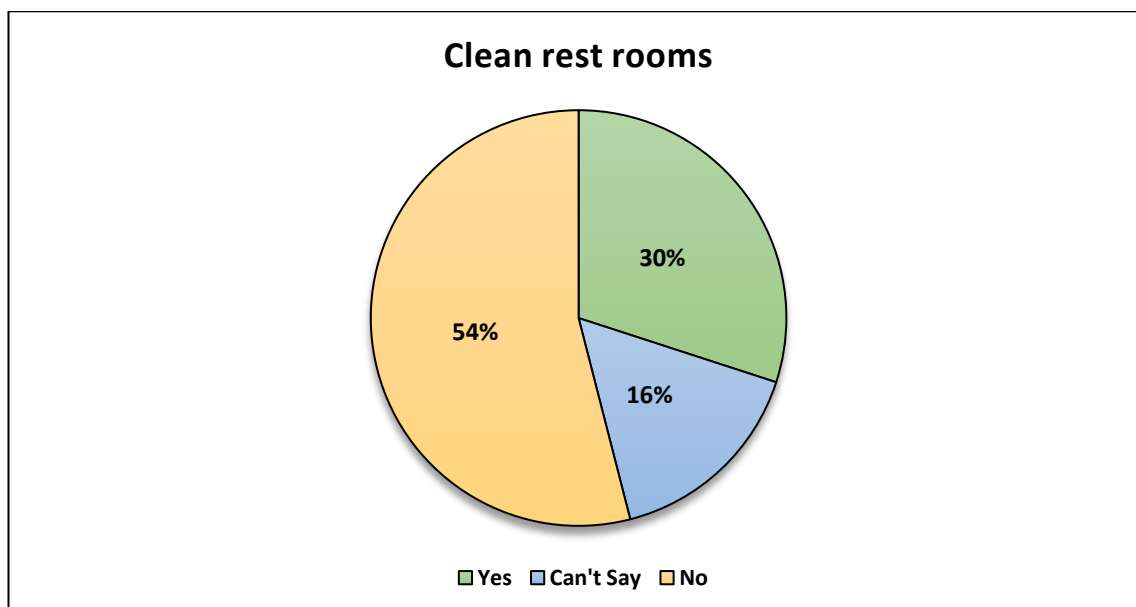


Figure 4.5.2: Clean rest rooms

Analysis: According to the report, 54% of patients believe that the restrooms were not sufficiently cleaned. 30% of patients think the restrooms are clean. Only 16% of patients commented on this.

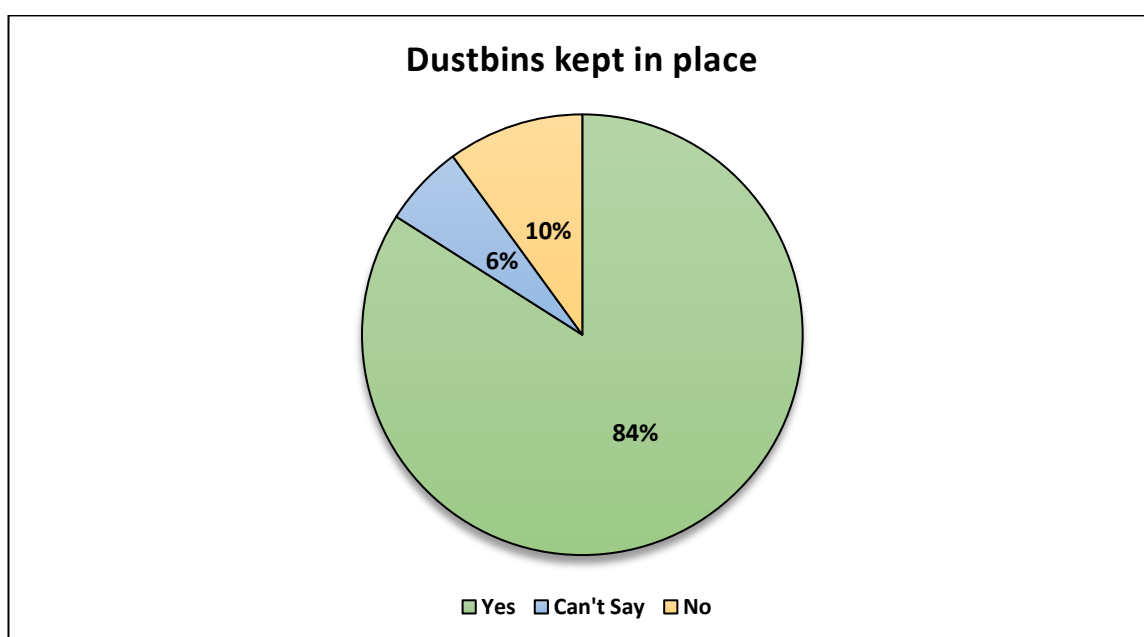


Figure 4.5.3: Dustbins kept in place

Analysis: According to the research, 84% of the patients reported the dustbins were stored in the toilets and other locations of the hospital. 10% of the patients disagreed. 6% of patients did not respond.

VI. Perceptions of the Patient Towards Services

4.6 Perceptions of the Patients towards services			
S No.	Particulars		APOLLO SAGE
1	Appropriate registration waiting time	Yes	76%
		Can't Say	15%
		No	9%
		Total	100%
2	Appropriate consultation waiting time	Yes	81%
		Can't Say	9%
		No	10%
		Total	100%
3	Appropriate investigation reports receiving time	Yes	79%
		Can't Say	4%
		No	17%
		Total	100%

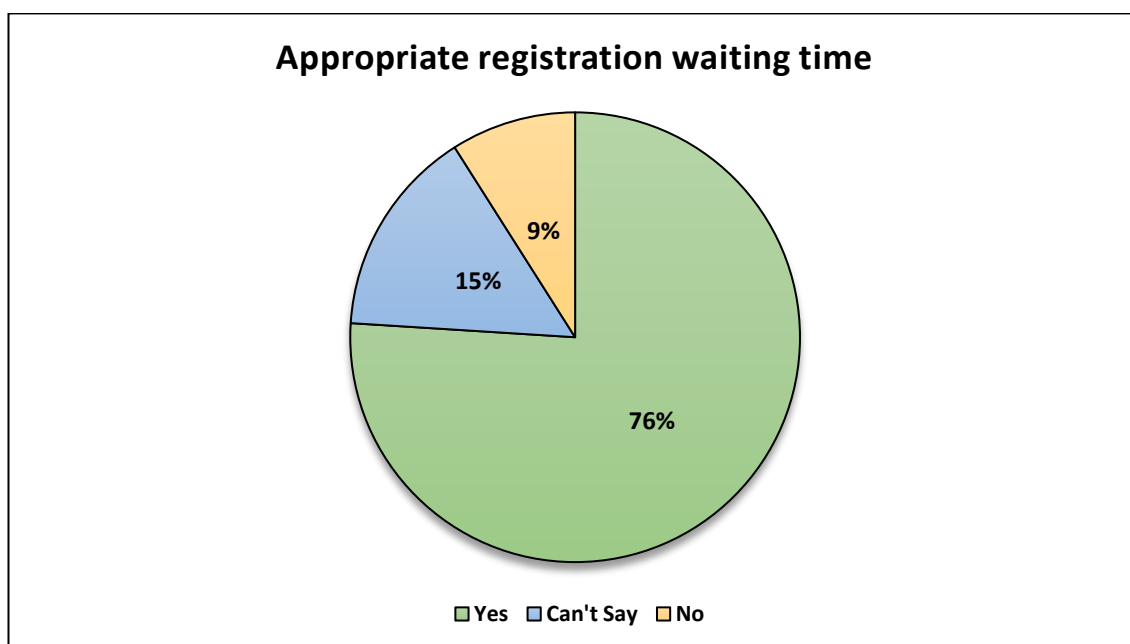


Figure 4.6.1: Appropriate registration waiting time

Analysis: According to the study, 76% of the patients believe that the waiting time for registration is appropriate. There are no long waiting queues. 9% of the patients did not think the same. This was not answered by 15% of the patients.

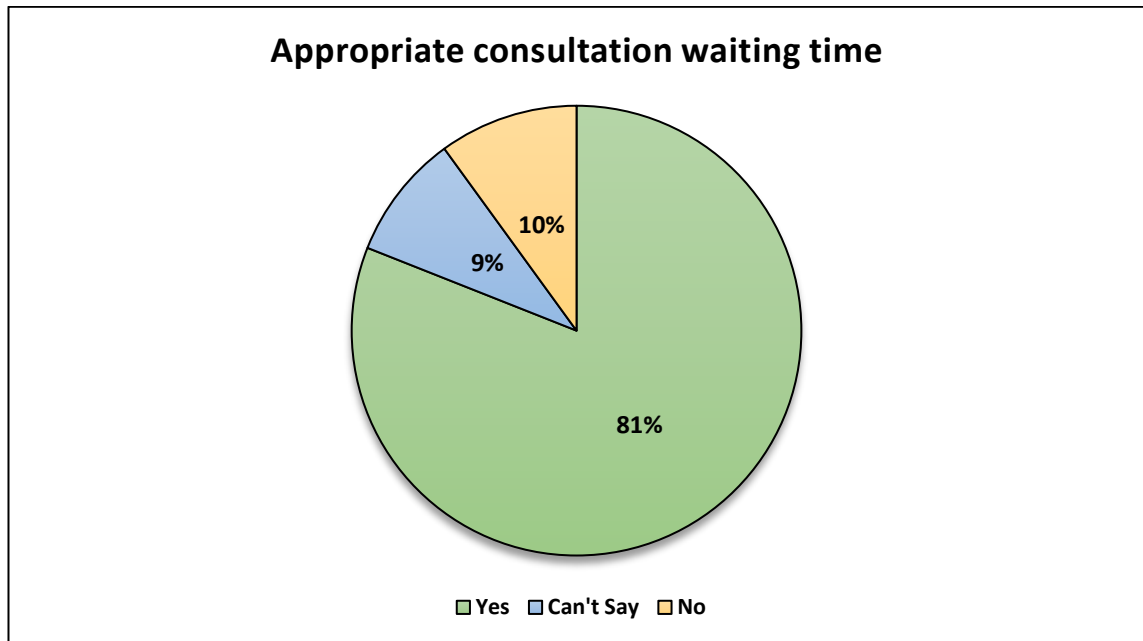


Figure 4.6.2: Appropriate consultation waiting time

Analysis: According to the study, 81% of patients thought the consultation wait time was adequate, whereas 10% did not. 9% of the patients did not react.

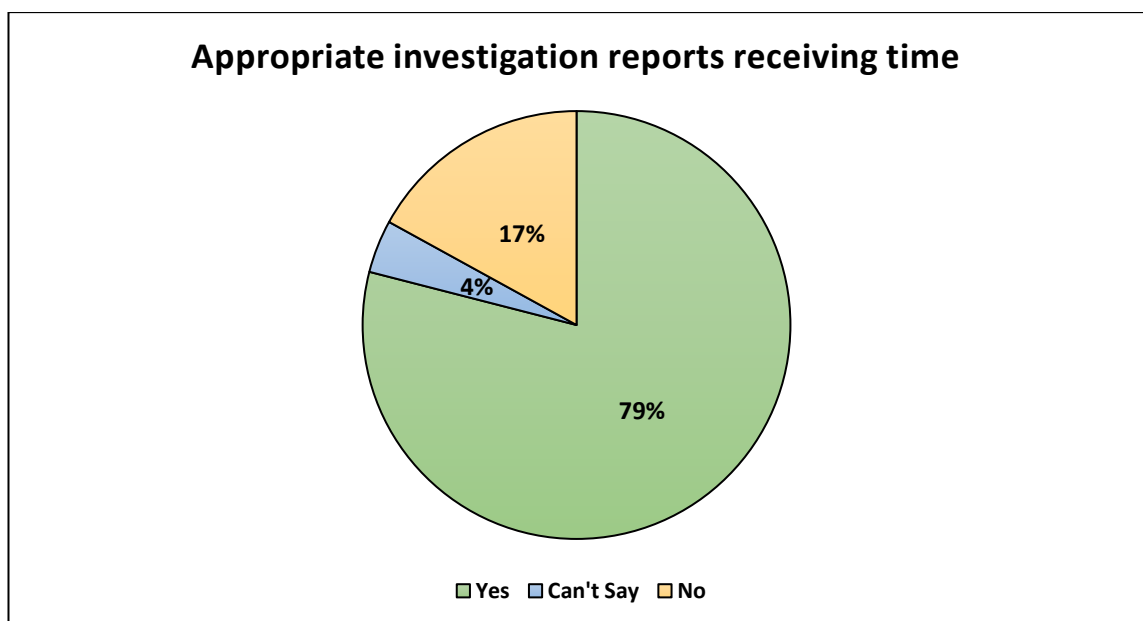


Figure 4.6.3: Appropriate investigation reports receiving time

Analysis: According to the study, 79% of patients said that the investigation reports were made available to them within the time frame specified. 17% of the patients disagreed, citing a delay in getting the investigation reports. 4% of the patients did not respond.

CHAPTER 5: DISCUSSION

Through the study of Patient Satisfaction, we came to know that what patient satisfaction is and how does it help an organization to improve its quality of services to gain more patient footfall and patient retention. After the three-month study, it was analysed that the patients are overall satisfied with the OPD services at the Apollo Sage Hospitals, Bhopal. As the hospital has been functional since 4th January 2023, there was a need to get the patient's perspective on the OPD services being provided, so that loopholes can be found, and corrective actions can be taken.

The patients were satisfied with the registration process, detailed explanation of the tariff and the bill, sitting space in the waiting area, presence of clear signages in the hospital, and the ambience of the hospital which gave them a positive vibe. The patients were also satisfied with the diagnostic services being provided and the doctors and the technicians. The patients were happy that they were greeted with a smile on the face and Namaste. The consultants/doctors were the main reason for the patients being satisfied with the hospital. The patients found out that the hospital floor was neat and clean, and dustbins were kept in place wherever required. The waiting time for the registration, consultation and receiving the investigation reports was found to be appropriate.

The main areas of concern were found out to be the behaviour of the staff towards the patients and their attendants, delay in the registration process (taking more than 5 minutes), and cleanliness of the restrooms.

➤ RECOMMENDATIONS:

1. SERVICE EXCELLENCE TRAINING:

The reasons for patients/attendants not being satisfied with the staff could be lack of proper training on service excellence given to the staff. To overcome this, OPD service standards were made keeping ourselves in the shoes of the patients, and scripts were designed, printed, and pasted on the workstations of the employees, to educate the staff on how to interact with the patient or the attendant. The service standards were designed starting with the experience at the main porch till the outpatient pharmacy, so that patient flow could be smooth.

2. DEPLOY TECHNOLOGY FRIENDLY STAFF:

To overcome the delay in the registration process, staff who are fast in using the Medmantra software, who is technically strong, should be deployed at the registration counter. Regular assessments of the staff should be done so that the

staff who is not able to cope with the fast registration process, can be given training.

3. RECRUITING MORE GDA STAFF:

The nonconformance in the cleanliness of the restrooms was analysed and it was found out that the housekeeping staff was asked to do the work of the General Department Assistant (GDA) also, as there was lack of manpower. Due to this reason, the housekeeping staff were unable to maintain the cleanliness of the restrooms at every hour of the day. The management was asked to recruit more GDA staff to overcome this problem.

➤ LIMITATIONS:

- The limitation of the study is that the feedback form did not cover all the processes of the outpatient department, for example questions related to OP pharmacy, so a wide picture of the patient's perspective can be captured.
- Another limitation is that the feedback form is only in English language. Patients who are not so good in English found the form to be tough. Some of the patients were hesitant to ask questions if they were unable to understand the questions. There is a possibility that the patients might have answered randomly to the options given in the feedback question.

CHAPTER 6: CONCLUSION

Patient satisfaction is an attitude. Though it does not guarantee that the patient will remain loyal to the doctor or the hospital, it is nonetheless a powerful motivator. Patient satisfaction is just an indirect measure of the quality of a doctor's or hospital's performance. Patient-centred care necessitates that we give care in a certain manner, not just occasionally or generally, but constantly. Every patient, every time. It's an odd reality that the better you are, the better you must become. Quality does not stand still. It should be straight and continually climbing. One should endeavour to give better treatment and exceed each patient's expectations.

"A satisfied patient is a practice builder."

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ANNEXURES: THE QUESTIONNAIRE

I. Perception of the Patient towards admission process

1) The admission process of the hospital is simple and clear?				
a. strongly agree	b. agree	c. can't say	d. disagree	e. strongly disagree
2) People at the reception counter are helpful?				
a. strongly agree	b. agree	c. can't say	d. disagree	e. strongly disagree
3) Registration process takes more than 5 minutes?				
a. strongly agree	b. agree	c. can't say	d. disagree	e. strongly disagree
4) Overall, the registration process is good?				
a. strongly agree	b. agree	c. can't say	d. disagree	e. strongly disagree
5) There is explanation of tariff and billing to the patient?				
a. strongly agree	b. agree	c. can't say	d. disagree	e. strongly disagree

II. Perception of the Patient Towards Physical facilities

1) There are enough waiting chairs in the waiting area?				
a. strongly agree	b. agree	c. can't say	d. disagree	e. strongly disagree
2) The ambience and infrastructure of hospital is good?				
a. strongly agree	b. agree	c. can't say	d. disagree	e. strongly disagree
3) "May I help you?" signages are placed at the counters?				
a. strongly agree	b. agree	c. can't say	d. disagree	e. strongly disagree
4) The waiting area is spacious, bright, and airy?				
a. strongly agree	b. agree	c. can't say	d. disagree	e. strongly disagree

III. Perception of the Patient towards Diagnostic Services

1) The diagnostic services are good				
a. strongly agree	b. agree	c. can't say	d. disagree	e. strongly disagree
2) The technician explained you about the diagnostic procedure?				
a. strongly agree	b. agree	c. can't say	d. disagree	e. strongly disagree
3) Proper inspection was done as explained				
a. strongly agree	b. agree	c. can't say	d. disagree	e. strongly disagree

IV. Perception of the Patient towards Behaviour of the Staff

1) The staff greeted you with a smile and a traditional "Namaste"?				
a. strongly agree	b. agree	c. can't say	d. disagree	e. strongly disagree
2) The staff guided you with the proper directions, whenever asked?				
a. strongly agree	b. agree	c. can't say	d. disagree	e. strongly disagree
3) Doctors gave enough time to explain the illness?				
a. strongly agree	b. agree	c. can't say	d. disagree	e. strongly disagree
4) The behavior of the staff was friendly and good?				
a. strongly agree	b. agree	c. can't say	d. disagree	e. strongly disagree
5) Staff services and level of care is good?				
a. strongly agree	b. agree	c. can't say	d. disagree	e. strongly disagree

V. Perception of the Patient Towards Cleanliness

1) The floor is properly clean?				
a. strongly agree	b. agree	c. can't say	d. disagree	e. strongly disagree
2) The rest rooms are clean?				
a. strongly agree	b. agree	c. can't say	d. disagree	e. strongly disagree
3) Dustbins are provided in the rest rooms and other areas?				
a. strongly agree	b. agree	c. can't say	d. disagree	e. strongly disagree
4) The linen (bedsheets, pillow covers, etc.) are clean?				
a. strongly agree	b. agree	c. can't say	d. disagree	e. strongly disagree

VI. Perception of the Patients towards the services

1) Waiting time in registration process is appropriate?				
a. strongly agree	b. agree	c. can't say	d. disagree	e. strongly disagree
2) Waiting time for receiving consultation is appropriate?				
a. strongly agree	b. agree	c. can't say	d. disagree	e. strongly disagree
3) Is there a delay in rescheduling an appointment				
a. strongly agree	b. agree	c. can't say	d. disagree	e. strongly disagree
4) Is there a delay in receiving investigation reports?				
a. strongly agree	b. agree	c. can't say	d. disagree	e. strongly disagree

Any suggestions you would like to give us, so that we can improve our services?

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