

A study on the factor affecting patient satisfaction in Multispecialty
hospital of Jaipur

Synopsis Submitted to



The IIHMR University, Jaipur

for the partial fulfilment for the award of the
degree of Master of Business Administration
MBA - Hospital Management

by

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Under the Supervision and Guidance of

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2023

DECLARATION BY STUDENT

I hereby declare that the dissertation titled “A study on the factor affecting patient satisfaction in Multispecialty hospital of Jaipur” is the bona fide 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 work of others has been duly acknowledged in the text.

(Signature)

Sanwarmal Jaiswal

5th June 2023



Certificate of Internship

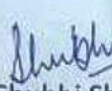
Date: 06/06/2023

This is to certify that Mr. Sanwarmal Jaiswal has completed his internship with Mahatma Gandhi hospital, Jaipur from April 12, 2023 till May 31, 2023.

He has worked as Floor Administrator in Operations Department.

During the internship, his performance was good and he was able to accomplish the assigned tasks timely and successfully. He worked diligently during this period and displayed positive attitude and effective interpersonal, communication and professional skills.

I wish him success in life.


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CERTIFICATE FROM FACULTY GUIDE AND SCHOOL DEAN

This is to certify that dissertation “A study on the factor affecting patient satisfaction in Multispecialty hospital of Jaipur” is a record of the research work undertaken by Sanwarmal Jaiswal 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 his approach to the research study has been sincere, scientific, and analytical.

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Faculty Guide
IIHMR University, Jaipur
Date – 5th June 2023

Dr. (Col) Mahender Kumar
School Dean
IIHMR University, Jaipur
Date – 5th June 2023

ABSTRACT

Objectives

The primary objective of this study is to identify the factors that influence patient satisfaction in hospitals. Specifically, the study aims to:

- a. Explore the various dimensions of patient satisfaction and their interrelationships in the hospital setting.
- b. Identify the key factors that notably involve patient satisfaction, including healthcare provider factors, facility factors, communication factors, and patient-related factors.
- c. look into the impact of these factors on overall patient satisfaction and specific dimensions of satisfaction, such as satisfaction with medical care, nursing care, communication, and hospital amenities.
- d. Provide evidence-based recommendations for healthcare providers and administrators to improve patient satisfaction in hospitals.

Methodology

Study Design: Observational study design

Study Setting:

Mahatma Gandhi Medical College and Hospital, Jaipur

Study population:

The study population consists of patients in a Multispecialty hospital of Jaipur.

Inclusion criteria :

- Patients who have been discharged from the hospital.
- Patients who were admitted to the hospital within a certain time frame.
- Patients who received care in certain departments or units.

Exclusion criteria:

- Patients who are currently hospitalized.
- Patients who have communicatively impairments
- Patients who have transfer to another hospital
- Patients who have died during their hospital stay.
- Patients who went as LAMA(leave against medical advice)

Study tools:

- Questionnaire
- Research articles

Duration of study:

50 days (12th April – 31st may)

Sample size:

218 patients

Sampling technique:

Convenience sampling

Data collection procedure:

Patient feedback form and observation. Primary data was collected by means of patient feedback form and observation on the floor.

Data Analysis Plan:

- 1) These services were consider for patient feedback-
 - Emergency
 - Admission
 - Doctor services
 - Nursing services
 - Diagnosis
 - Accommodation
 - Food &beverage

- Pharmacy services
- ICU
- Attendant experience
- Discharge services

2) Analysis was done regarding these parameters to establish relationship of these parameters with patient satisfaction

Ethical considerations:

- Protect privacy and confidentiality of all interviewed personnel.
- Protect privacy and confidentiality of beneficiaries in the data provided.
- Data file cleaned of all direct identifiers.

Key Results

Patient satisfaction feedback indicates satisfaction with various healthcare services, with most patients expressing positive perceptions. However, areas for improvement include ambulance services, counselling, and the shift process. Improving communication and clarity is crucial for efficient ambulance support. Nursing care received favourable ratings, but there is a need to improve timeliness, information, and staff courteousness. Lastly, improving courtesy and appropriate diagnosis can enhance patient satisfaction and foster trust in the healthcare system.

Patients' feedback on food and beverage services showed mixed opinions, with positive ratings for food quality, timeliness, food options, staff courtesy, and diet counselling. Improvements in cleanliness, staff behaviour, and facilities can improve patient satisfaction. Pharmacy services, attentiveness, and timely care in the ICU need improvement to provide better care and support. Patients provided positive feedback on the discharge process, with clear explanations and timelines. Improvements in explanations, timely delivery, and communication can improve patient satisfaction.

Attendants' care, comfort, and security staff behaviour require attention. Addressing these areas can enhance patient experience and high-quality care.

Conclusion

Patient satisfaction feedback is an invaluable resource for healthcare providers to assess their strengths and identify areas where improvements are needed across different aspects of healthcare services. By considering the specific areas highlighted in the feedback and prioritizing clear communication, promptness, comprehensive explanations, and respectful behaviour, healthcare

providers can elevate patient satisfaction levels, enhance the overall patient experience, and provide care of the highest quality.

Patient satisfaction is not a clearly defined concept, although it is identified as an important quality outcome factor to measure success of the services delivery system. It was found in the present study that most of the patients were satisfied with the services offered in the tertiary care hospital.

Several factors contribute patient satisfaction in hospital, including the emergency services during stay in hospital, admission of patients, counselling of patient, accommodation facility, involvement of doctors, pharmacy services, discharge process, and attendant experience. These factors contribute to patient satisfaction in multispecialty hospitals. Hospitals should strive to address these factors to enhance patient satisfaction and overall quality of care.

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Foremost, I express my deep sense of gratitude to my mentor Dr. Anupam Mehrotra sir, assistant professor, IIHMR University, who gave me opportunity to work on this project and gave me precise supervision, scholastic guidance, and moral support during the course of my study.

My dissertation project was successfully completed with the help of Dr. Subhi Srivastav mam, administrative head at MGH Jaipur. I am honoured to have this opportunity to convey my sincere thanks. Without his wisdom and invaluable counsel, it would not have been feasible to carry out the same. She spared her valuable time to assist me in my dissertation process.

I would like to convey my sincere thanks to Dr. sukanta das sir COO, MGH Jaipur for his assistance, guidance, and cooperation during my dissertation period.

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TABLE OF CONTENTS

Chapter No.	Topic	Page No.
	Abstract	5-8
	Acknowledgement	9
	List of figures	11
1	Introduction	12
2	Literature Review	13 - 15
3	Methodology	16 -18
	3.1 Research question	16
	3.2 Objectives	16
	3.3 Hypothesis	16
	3.4 Materials and method	16-18
4	Findings	19 -28
5	Result & Discussion	29-30
6	Conclusion	31
7	References	32
8	Annexure	33

Figure No.	Description	Page No.
Figure 4.1	factors patient chooses hospital	19
Figure 4.2	Patient satisfaction factor emergency	20
Figure 4.3	patient satisfaction factor admission	20
Figure 4.4	Patient satisfaction factor doctor	21
Figure 4.5	patient satisfaction factor nursing	22
Figure 4.6	patient satisfaction factor diagnosis	22
Figure 4.7	patient satisfaction factor food & beverage	23
Figure 4.8	patient satisfaction factor accommodation	24
Figure 4.9	patient satisfaction factor pharmacy	25
Figure 4.10	patient satisfaction factor ICU	26
Figure 4.11	patient satisfaction factor discharge explanation	27
Figure 4.12	patient satisfaction factor attendant experience	28

Chapter 1: INTRODUCTION

The importance of patient satisfaction as a measure of healthcare quality has increased in recent years. It gauges how successfully patients' needs and expectations are satisfied throughout their time receiving medical care. Positive outcomes include enhanced adherence to treatment programmes, better health outcomes, increased patient loyalty, and a better reputation for healthcare facilities. They also correspond to high levels of patient satisfaction. On the other hand, low levels of patient satisfaction can have unfavourable effects, including patient unhappiness, diminished faith in medical professionals, and potential hurdles to receiving medical care.

In hospitals, patient satisfaction is mostly significant. Hospitals are comprehensive medical facilities where patients can get a range of services, including prescription medication, surgical procedures, nursing care, and support services. The setting of the hospital can influence patients' perceptions of the standard of the care they receive. Healthcare professionals, administrators, and politicians must have a thorough awareness of the factors that affect patient satisfaction in hospitals in order to spot areas for development and deliver patient-centred care.

This study's goal is to discover the factors that affect hospital patients' satisfaction. By analysing these components, we may discover how medical facilities might improve patient happiness and, consequently, the entire healthcare experience. The research challenge, the significance of the study, and the objectives that must be achieved are all outlined in this introduction.

In a hospital setting, patient satisfaction refers to how well a patient's needs and expectations are met while they are a patient there. The quality of medical care, interactions with healthcare professionals, informational accessibility, the comfort and cleanliness of the facility, and the general responsiveness of hospital staff to patients' needs are all factors that go into measuring the patient experience as a whole. Because it is related to patient outcomes, adherence to treatment plans, and general healthcare quality, patient satisfaction is a crucial metric for healthcare professionals.

While still offering top-notch medical care and putting a focus on patient outcomes, hospitals must prioritise patient pleasure. This can involve having clear and effective patient communication, matching patient needs and expectations with clinical best practises, and using patient feedback to continuously raise the standard of care provided.

Chapter 2: LITERATURE REVIEW

Authors name and Year	Title	Methodology	Results
C Jenkinson 1, A Coulter, S Bruster, N Richards, T Chandola (2002 Dec)	Patients' experiences and satisfaction with health care: results of a questionnaire study of specific aspects of care.	During a 12-month period, 3592 questionnaires were mailed to patients' homes within a month of their hospital release. 2249 (65%) of the questionnaires were returned after two reminders were provided to non-responders.	• Nearly 90% of respondents said they were happy with their time spent receiving inpatient care. • Age and general self-rated health had just a slender impact on satisfaction. • Physical comfort, emotional support, and respect for patient preferences were found to be the main drivers of patient satisfaction, according to a multiple linear regression analysis. • However, a large number of patients who expressed satisfaction with their care also mentioned issues with their inpatient care as determined by the Picker Inpatient Survey; 55% of respondents who rated their inpatient episode as "excellent" indicated issues on 10% of the issues determined by the Picker questionnaire.
A. Bahrampour ¹ and F. Zolala (2002)	Patient satisfaction and related factors in Kerman hospitals	Systemic random sampling. The sample size from pilot research was calculated to be 3017.	1562 (51.8%) of the 3017 participants were female, with a mean age of 37.4 years and a range of 1-99 years. It was discovered that 49.4% of patients were dissatisfied, 49.6% were, and 1.0% had

			missing data.
Krishna Dipankar rao ¹ , David h. Peters ² and Karen bandeen-roche (2006)	Towards patient- centred health services in India—a scale to measure patient perceptions of quality	Questionnaire development	• Patient engagement in the trial was fairly high. • The whole range of replies was visible for each scale item;however, they were typically skewed towards larger numbers.
M. Faisal ¹ and Dr. S. Chandramohan ² (2018)	Factors effecting patient satisfaction in multi- speciality hospitals	Logistic Regression Model	• The logistic analysis results unmistakably demonstrate that all four explanatory variables - namely, the patient's treatment, the hospital's overall level of patient care, the care itself, and the cost of the treatment - are highly important contributors to patient satisfaction. • The most crucial elements affecting patient satisfaction are the quality of the care and treatment given to patients. • Hospitals should develop an advertising and promotional strategy that places a high priority on staff service in order to distinguish their brand in a cutthroat industry.
Abid Hussain ¹ , Muhammad Safdar Sial ² , Sardar Muhammad Usman ² , Jinsoo Hwang ³ , ,Yushi Jiang ⁴ , and Awaisra Shafiq ⁵ (2019)	What Factors Affect Patient Satisfaction in PublicSector Hospitals: Evidence from anEmerging Economy	DMAIC	• This study examined how frequently drug wastage models was used in cost evaluations of current parenteral therapy for hematologic malignancies. • Examining the

			disparity between accessible vial sizes and usually advised dose of a certain cancer treatment was one of the study's key results.
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Chapter 3: METHODOLOGY

3.1 Research Questions

What factors affect patient satisfaction in multispecialty hospital, Jaipur

3.2 Objectives

The primary objective of this study is to identify the factors that influence patient satisfaction in hospitals. Specifically, the study aims to:

- a. Explore the various dimensions of patient satisfaction and their interrelationships in the hospital setting.
- b. Identify the key factors that notably involve patient satisfaction, including healthcare provider factors, facility factors, communication factors, and patient-related factors.
- c. look into the impact of these factors on overall patient satisfaction and specific dimensions of satisfaction, such as satisfaction with medical care, nursing care, communication, and hospital amenities.
- d. Provide evidence-based recommendations for healthcare providers and administrators to improve patient satisfaction in hospitals.

3.3 Hypothesis

- H0 (Null hypothesis) – There is no relationship between factors such as Emergency, communication with healthcare providers, and hospital facilities, admission, discharge, and patient satisfaction in hospitals.
- H1 (Alternative hypothesis) – There is a significant relationship between factors such as Emergency, communication with healthcare providers, and hospital facilities, admission, discharge, and patient satisfaction in hospitals.
-

3.4 Materials & Methods

3.4.1 Study Design: Observational study design

3.4.2 Study Setting:

Mahatma Gandhi Medical College and Hospital, Jaipur

3.4.3 Study population:

The study population consists of patients in a Multispecialty hospital of Jaipur.

Inclusion criteria:

- Patients who have been discharged from the hospital.
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- Patients who received care in certain departments or units.

Exclusion criteria:

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- Patients who have transfer to another hospital
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- Patients who went as LAMA(leave against medical advice)

3.4.4 Study tools:

- Questionnaire
- Research articles

3.4.5 Duration of study:

50 days

Sample size:

218 patients (12th April – 31st may)

Sampling technique:

Convenience sampling

Data collection procedure:

Patient feedback form and observation. Primary data was collected by means of patient feedback form and observation on the floor.

3.4.9 Data Analysis Plan:

1) These services were consider for patient feedback-

- Emergency
- Admission
- Doctor services
- Nursing services
- Diagnosis
- Accommodation
- Food & beverage
- Pharmacy services
- ICU
- Attendant experience
- Discharge services

2) Analysis was done regarding these parameters to establish relationship of these parameters with patient satisfaction

3.4.10 Ethical considerations:

- Protect privacy and confidentiality of all interviewed personnel.
- Protect privacy and confidentiality of beneficiaries in the data provided.
- Data file cleaned of all direct identifiers.

Chapter 4: FINDINGS

Factors- patient chosen hospital

Table 4.1: Factors patient chooses hospital

Choosing factors	Findings
Marketing (Advertisement)	13
Corporate	3
corporate tie-ups	5
family physician	60
Friends & family	63
Others	57
TPA	17
Total	218

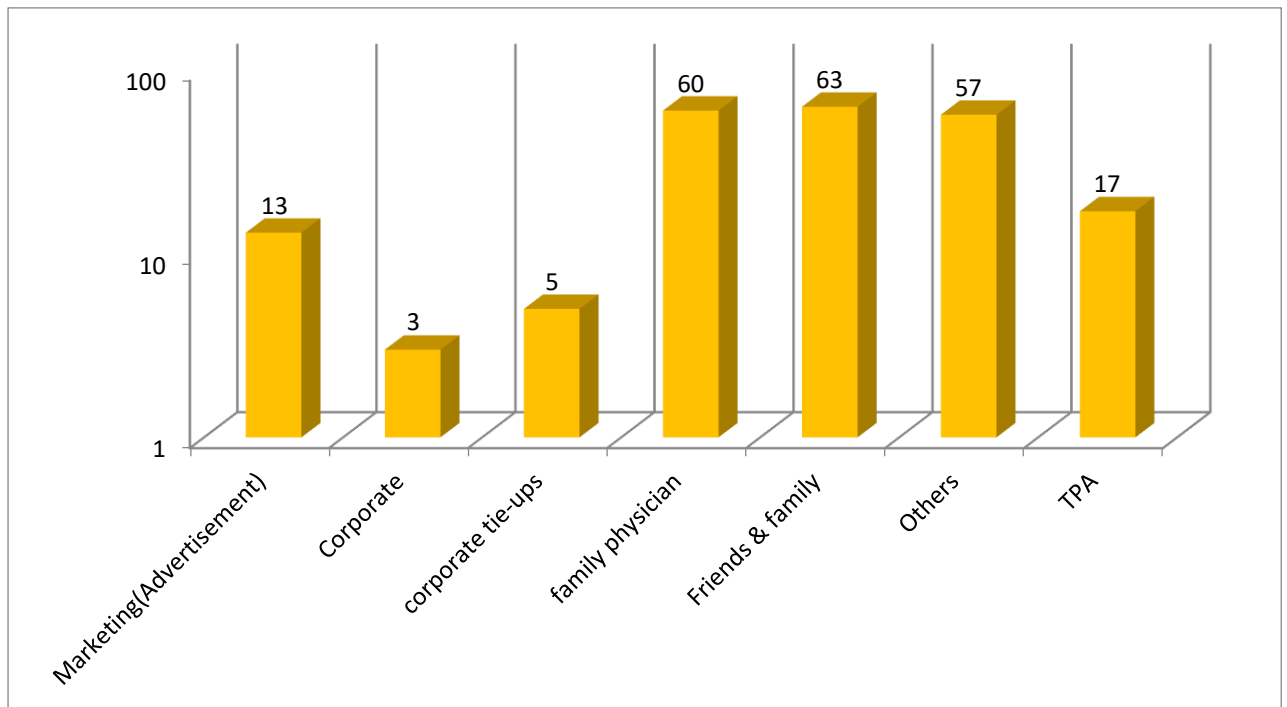


Figure 4.1: factors patient chooses hospital

There are 218 patients in all who are considered for these factors.

These results show that a large proportion of patients (60 patients) and friends/family members (63 patients) were consulted for hospital suggestions. With fewer patients taking

these things into account, it appears that the impact of marketing, corporate affiliations, and TPA ties is relatively lesser.

EMERGENCY: -

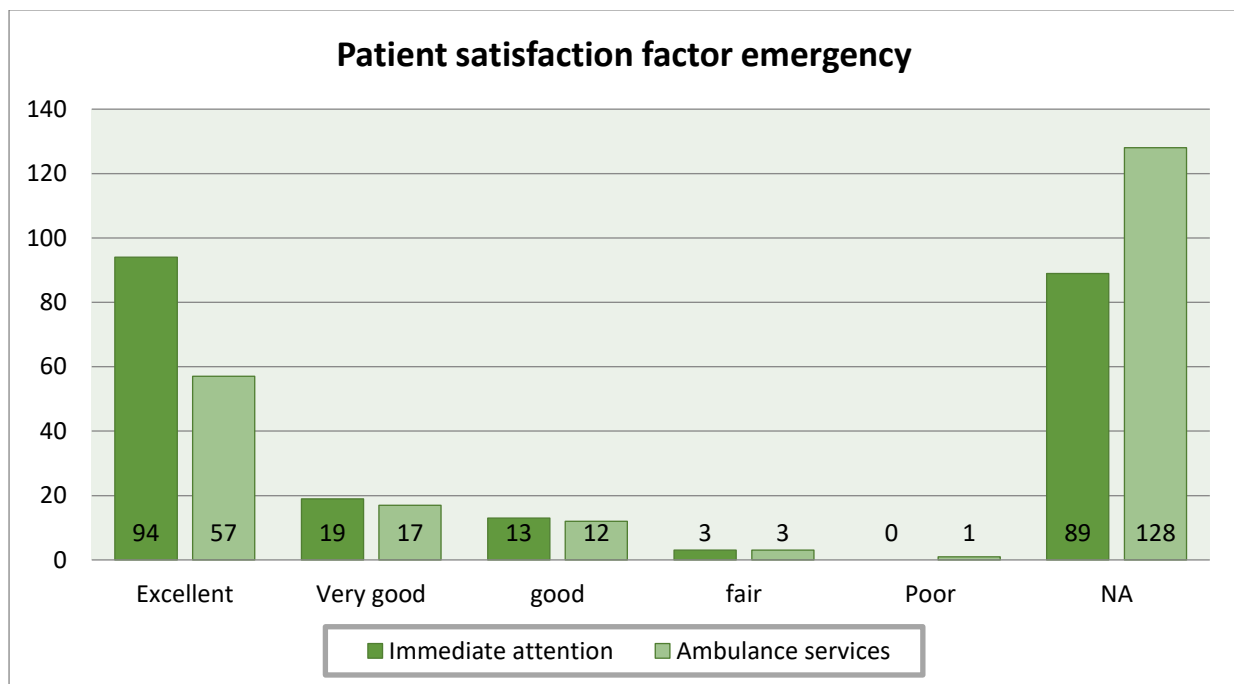


Figure 4.2: Patient satisfaction factor emergency

The information reflects the respondents' opinions on emergency care's need for immediate attention and ambulance services. The majority of respondents had positive overall impressions of the prompt attention, and a sizable portion gave it an excellent grade. The ratings for ambulance services were largely favourable as well.

ADMISSION: -

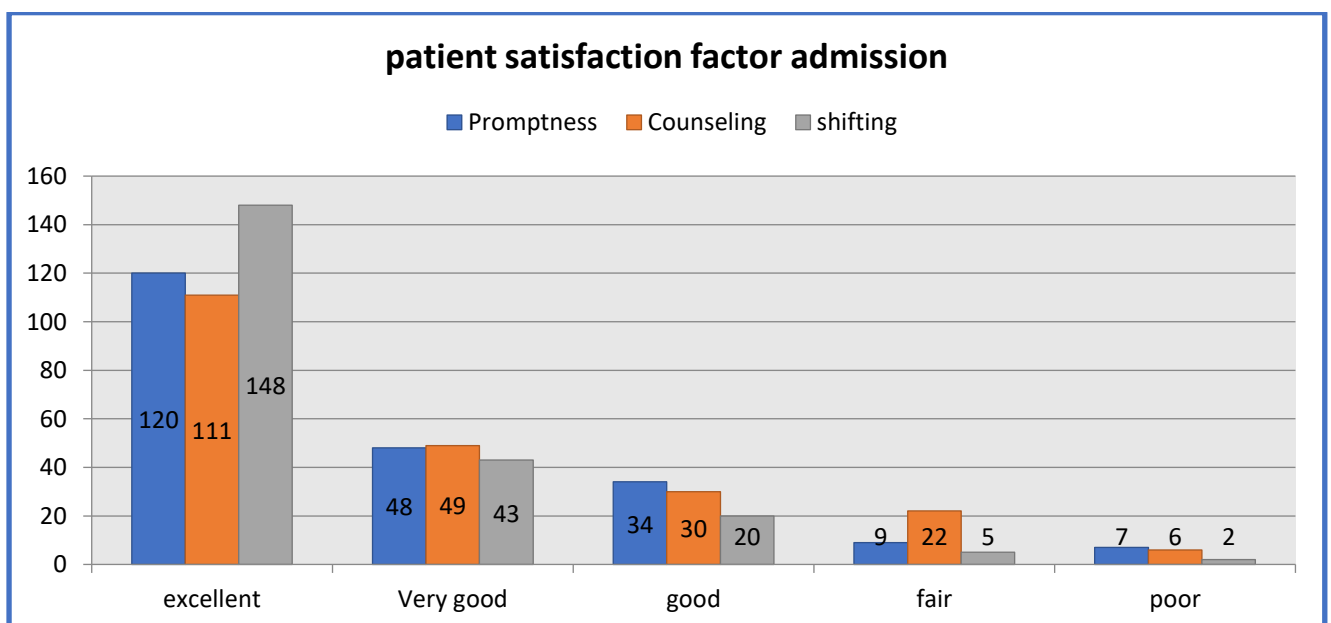


Figure 4.3: patient satisfaction factor admission

The data provides insightful information on how patients view the speed of admission, the counselling they receive, and the admissions process itself. All three sub-factors received favourable overall responses from most respondents, with excellent receiving the most responses. It is important to keep in mind that a portion of respondents gave counselling and shifting either fair or mediocre ratings. These ratings identify areas for improvement to increase patient satisfaction in terms of counselling and shifting during the admission process and shed light on the wide diversity of patient experiences.

DOCTOR: -

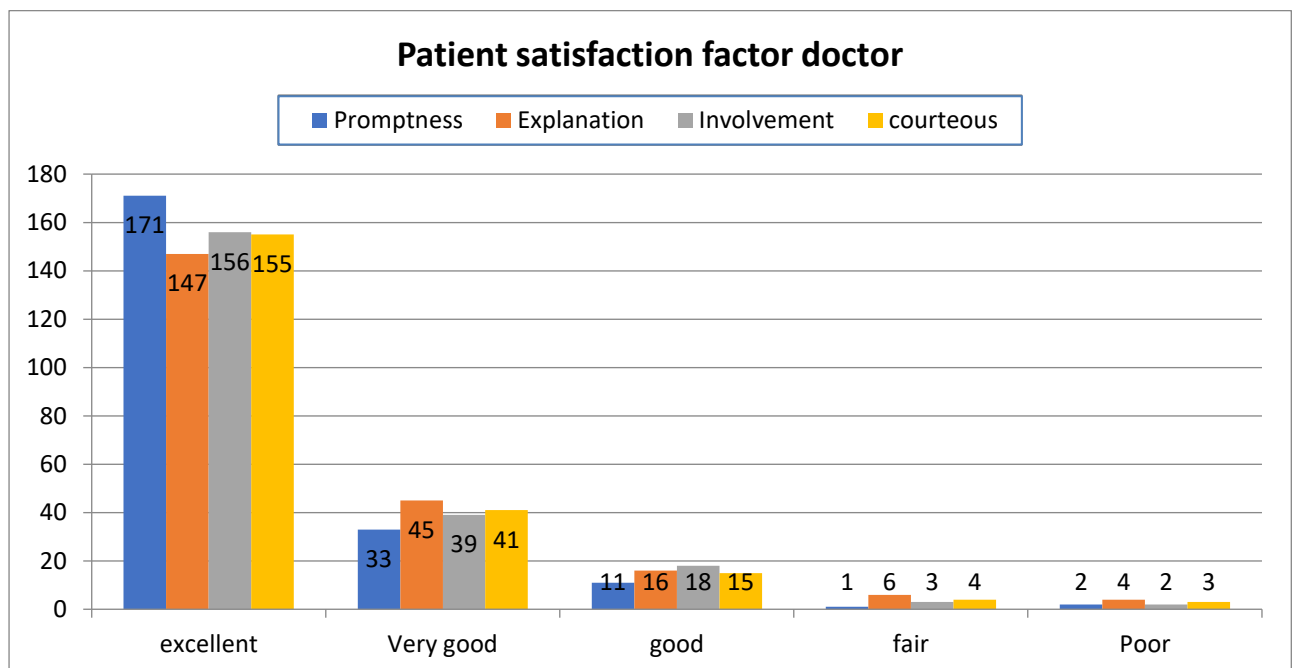


Figure 4.4: Patient satisfaction factor doctor

The information shows how patients view doctors' promptness, explanation, engagement, and kindness. Overall, most respondents gave these sub-factors positive ratings, with excellent receiving the most of these. It is important to remember that a small percentage of respondents gave fair or poor evaluations, particularly in regard to promptness and explanation. These scores offer insightful information about how patients feel about their interactions with doctors, identifying potential areas for improvement to raise patient satisfaction, notably in terms of promptness and explanation.

NURSING EXPERIENCE: -

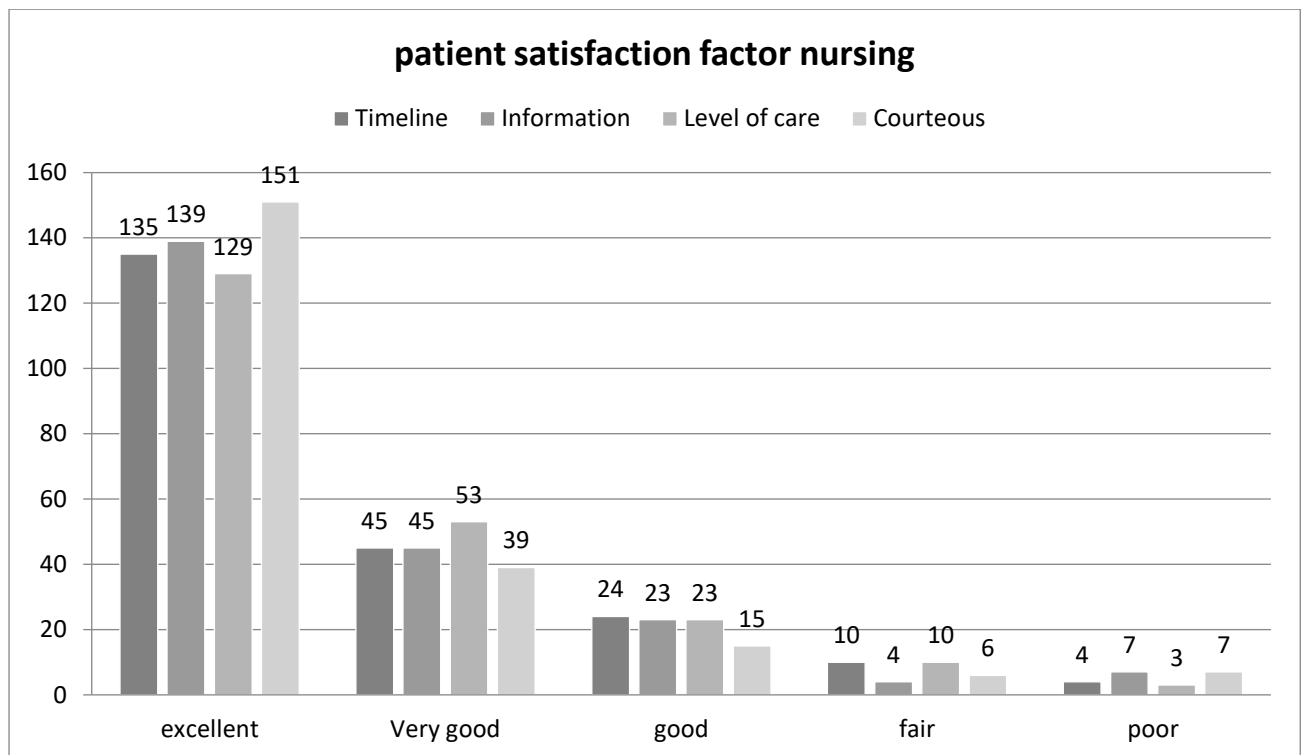


Figure 4.5: patient satisfaction factor nursing

According to patient feedback, nursing care is usually regarded favourably, with the majority of patients giving it excellent or very good ratings for all sub-factors. But there are some things that can be done better, such keeping to deadlines, giving thorough information, giving consistently high-quality treatment, and making staff members more polite. Patient satisfaction with nursing care can be further improved by addressing these issues.

DIAGNOSIS: -

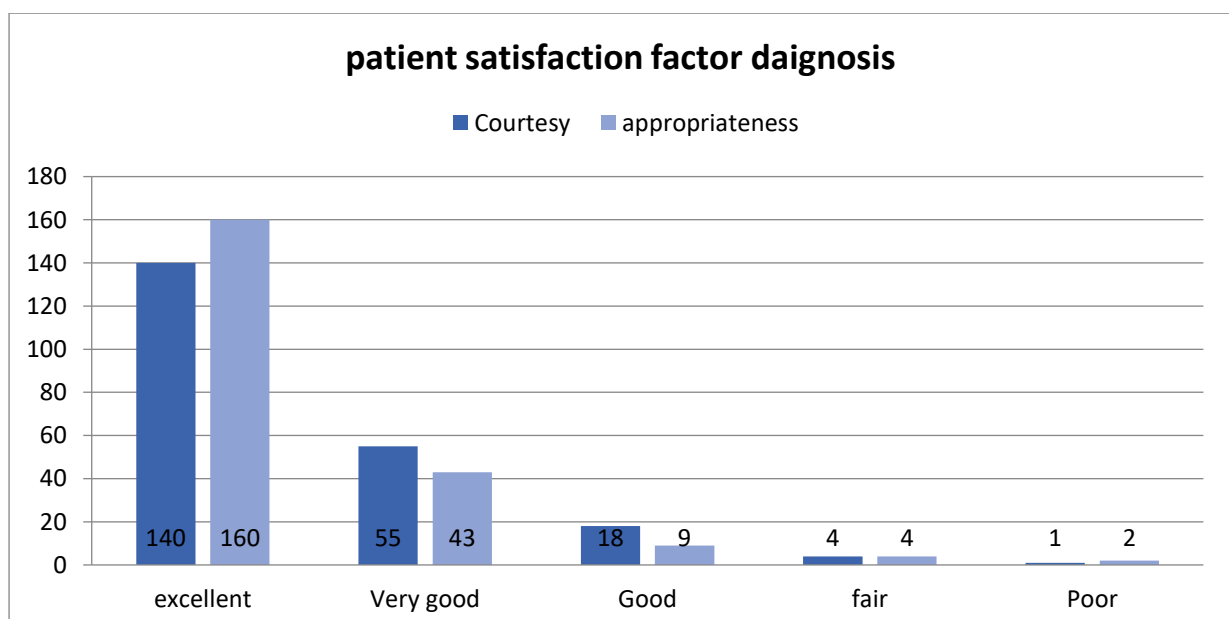


Figure 4.6: patient satisfaction factor diagnosis

The patient feedback suggests that the diagnosis's civility and appropriateness are often viewed favourably. Ratings of excellent and very good are most prevalent for both sub-factors. However, there are several areas that still need work, especially when it comes to appropriateness and civility, where some patients gave them a fair or poor rating. It is crucial to concentrate on enhancing the courtesy shown during the diagnostic process and making sure accurate and appropriate diagnoses are established if we want to improve patient happiness in this area of healthcare.

FOOD & BEVERAGE: -

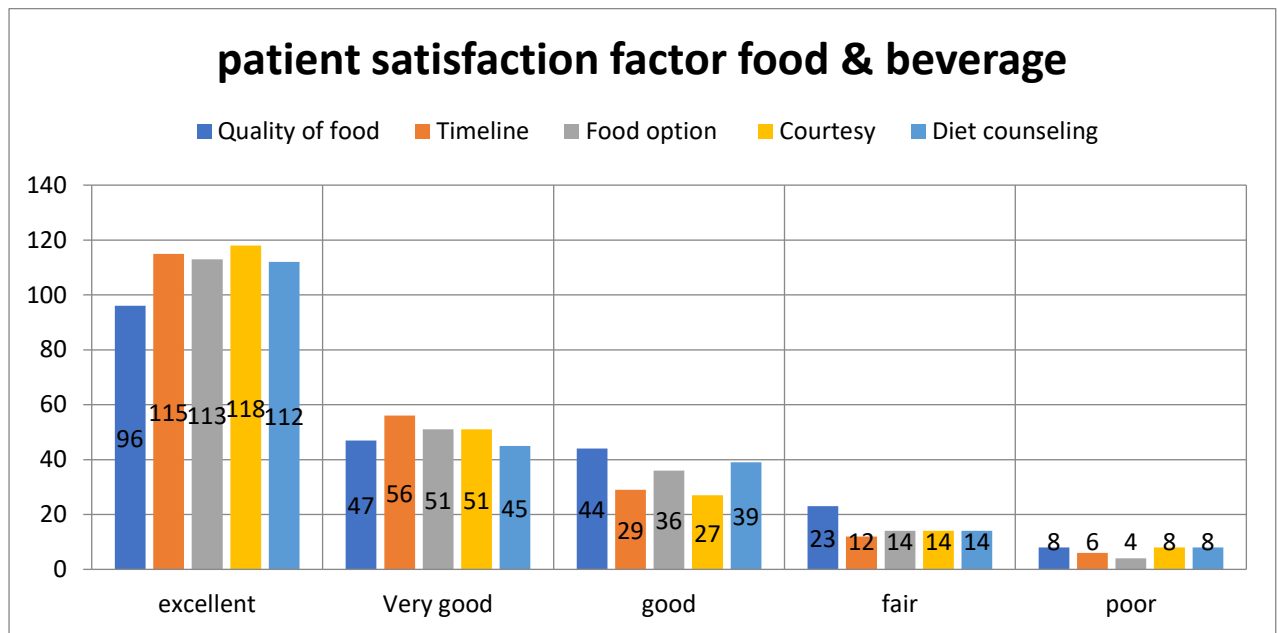


Figure 4.7: patient satisfaction factor food & beverage

Regarding food and beverage services, patient feedback reveals a variety of viewpoints on many sub-factors. Although many factors have received favourable reviews, there are still those that need to be improved. These include the calibre of the cuisine, the punctuality, the variety of meal selections, the staff's politeness, and the diet counselling. The experience with food and beverage services can be made better overall and patient satisfaction can be increased by taking action to address these areas.

ACCOMODATION EXPERIENCE: -

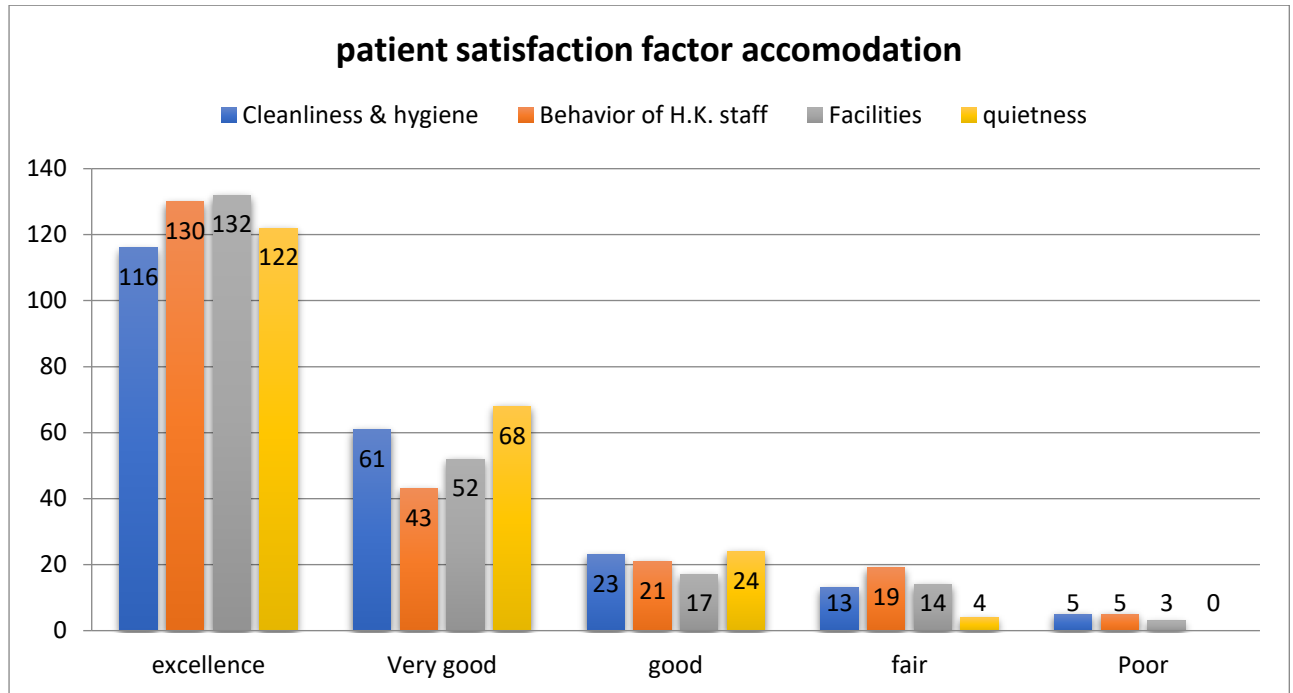


Figure 4.8: patient satisfaction factor accommodation

The feedback from patients on accommodations reveals generally favourable opinions. Overall, guests gave outstanding and very good evaluations for cleanliness and hygiene, cleaning staff behaviour, facilities, and peacefulness. However, there are other aspects that still need to be improved, such as the level of staff conduct and certain facilities. By addressing these issues, you may improve patient satisfaction and give patients a more relaxing and pleasurable stay.

PHARMACY: -



Figure 4.9: patient satisfaction factor pharmacy

Patients' opinions of the pharmacy often reflect favourable judgements of waiting times and medicine availability. But there is still potential for improvement, particularly in terms of cutting down on wait times and making sure there is always enough medication available. By addressing these issues, pharmacy services can be better appreciated by customers, giving them a more effective and convenient experience.

ICU: -

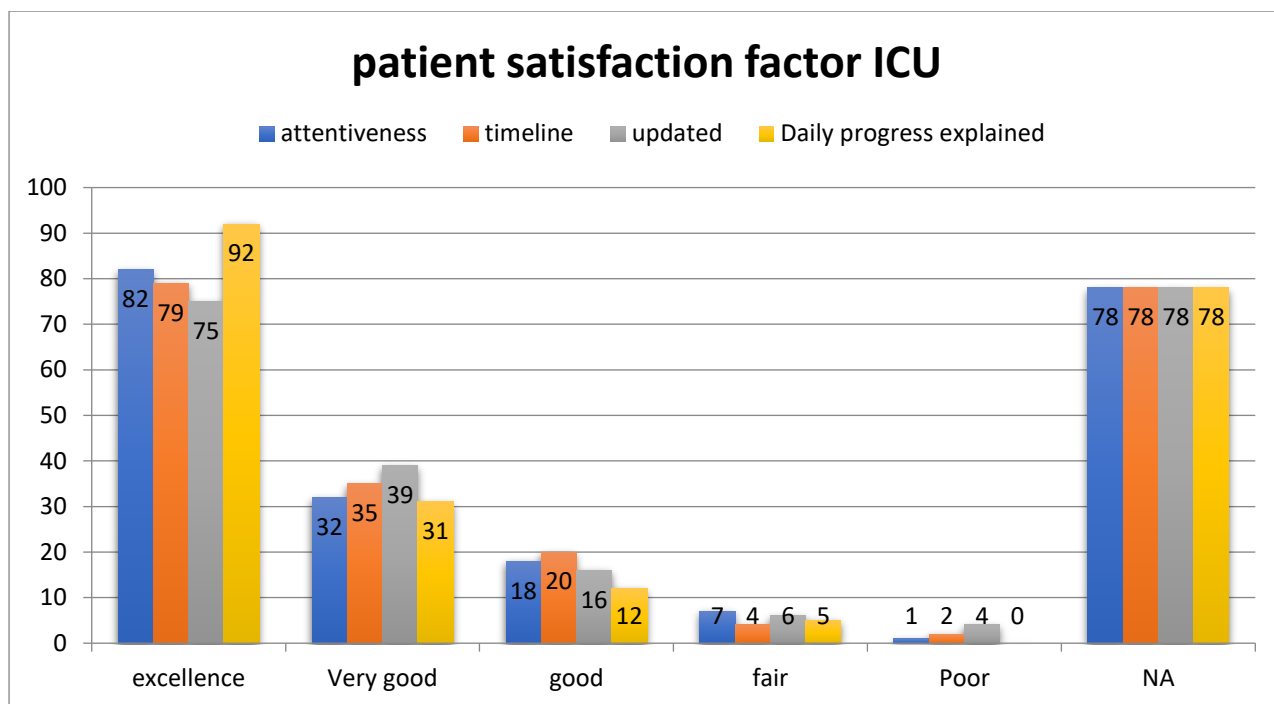


Figure 4.10: patient satisfaction factor ICU

The ICU has received excellent comments from patients in the majority of districts. Excellent and very good ratings were frequently given for the staff's responsiveness, timeliness of care, presentation of current information, and daily progress explanations. There are still some things that may be done better, such as increasing attention in certain situations, continuously keeping to deadlines, and making sure that updated information is communicated effectively. Patient satisfaction with ICU care can be further improved by addressing these issues, guaranteeing a high degree of attentiveness, prompt attention, and relevant updates.

DISCHARGE EXPERIENCE: -

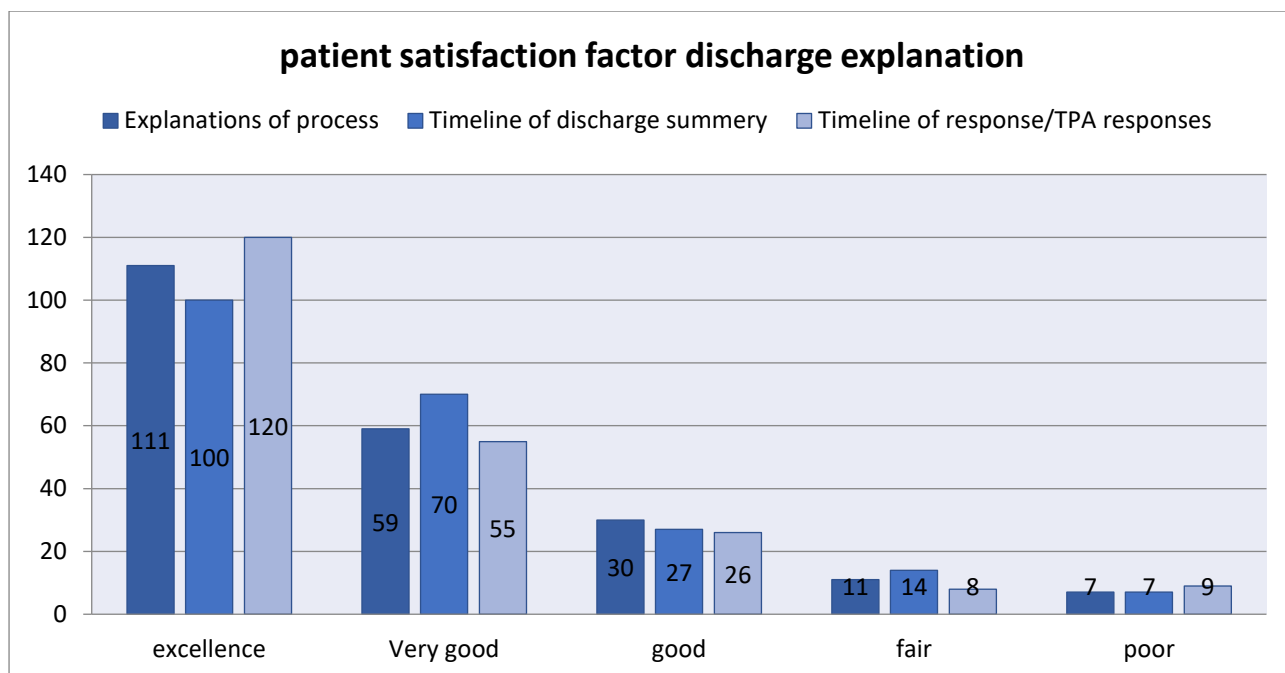


Figure 4.11: patient satisfaction factor discharge explanation

Patients generally gave the discharge explanation favourable reviews. The timeline of the discharge summary, timetable of response/TPA responses, and explanations of the discharge procedure all received excellent and very good ratings. However, there is space for improvement in consistently giving complete and clear explanations, making sure the discharge summary is delivered on time, and quickly attending to patient questions and TPA requests. The patient experience with the discharge procedure can be further enhanced by resolving these issues, which will result in clearer explanations, prompt paperwork, and effective communication.

ATTENDANT EXPERIENCE: -

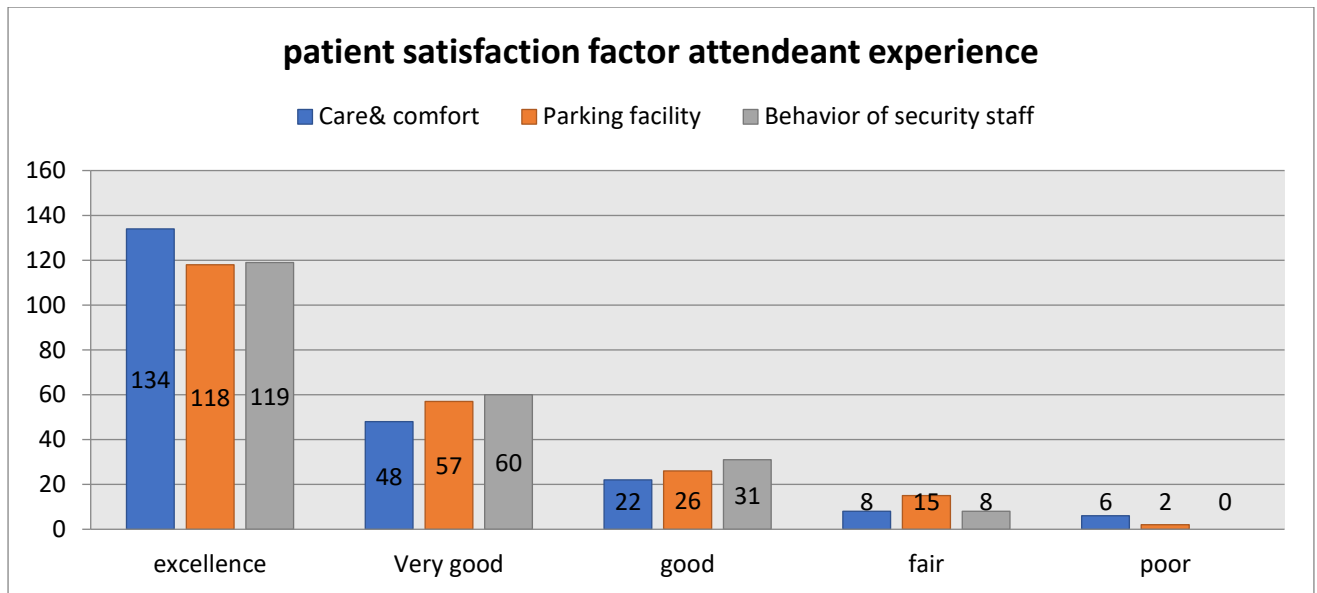


Figure 4.12: patient satisfaction factor attendant experience

In general, patients had a positive experience with attendants in terms of care and comfort, the parking facility, and the behaviour of security staff. The majority of patients rated these factors as excellent or very good, indicating their satisfaction. However, there are areas that could be improved, such as ensuring consistent care and comfort, making the parking facility more convenient, and further enhancing the behaviour of security staff. By addressing these areas, patient satisfaction with the attendant experience can be further enhanced, providing a supportive and comfortable environment, convenient parking options, and friendly and professional security staff.

Chapter 5: RESULT & DISCUSSION

The patient satisfaction study results provide important information about several aspects of healthcare services. The majority of patients, in general, had favorable opinions in a variety of categories, including prompt emergency care, prompt admission, doctor involvement, and nursing care. These favorable reviews reflect constrictive interaction and highlight the beneficial elements of the healthcare system.

Recognizing the areas that want work is important though. Patients raised concerns about the following ambulance services, admission counseling, promptness of the doctor, food and beverage services, cleanliness of accommodations, pharmacy services, and the discharge procedure. Some patients gave these categories fair or low rating, suggesting certain areas where the healthcare system might focus its efforts to improve patient satisfaction.

Although prompt assistance was generally well received in emergency care, a sizeable percentage of respondents did not give particular ratings for ambulance services. In order to ensure that patients are educated about their options and receive fast and effective ambulance care when needed, there has to be increased communication and clarity around ambulance services.

The promptness of admittance, the advice offered, and the procedure of shifting during admission was all generally viewed favourably. A smaller group of patients, though, gave counselling and shifting just fair or bad evaluations. This highlights the significance of providing patients with thorough and efficient counselling throughout the admissions process and addressing any concerns or challenges linked to relocating

The majority of responders had favourable things to say about the doctors' promptness, explanation, engagement and politeness. However a small percentage of patients did express fair or poor assessment, particularly in relation to promptness and explanation. By speeding up doctor appointments and ensuring thorough and understandable explanations, one can improve patient happiness and the entire medical experience.

Patient usually gave nursing care positive reviews, indicating a satisfactory degree of comfort and care. However there are still issues that must be resolved, like meeting deadlines, offering through information, providing consistently high quality service, and improving employee courtesy. The healthcare system can future enhances patient satisfaction and guarantees a continuously excellent nursing care experience by concentrating on suggested areas.

Patients' opinions of the diagnosis politeness and appropriateness were positive. Some patients however gave these components a fair or bad rating, highlighting the need to enhance

civility throughout the diagnosis procedure will help patients feel more satisfied and the healthcare system can be more trusted.

Patients' impressions on food and beverage offering were varied, according to feedback. Even through several factors were rated favourably, there is still room for improvement in the areas of meal quality, timeline, food variety, staff courtesy, and diet advising. By addressing these issues, one may help patients feel more satisfied and have a better overall experience with food and beverage services.

Patient frequently gave the accommodations high marks for cleanliness, the manners of the housekeeping staff, the facilities and peacefulness. But there are other things that need to be improved, like the level of employee conduct and some amenities. By addressing these issues, we may improve patient satisfaction and give patients a more relaxing and pleasurable stay,

In general, people had favourable perceptions of pharmacy services, especially in terms of the waiting times and medicine availability. However, there is potential for improvement in terms of shorting wait times and making sure there is always a enough supply of pharmaceuticals. Patients' satisfaction with pharmacy services can be future increased by resolving these issues, making the patient experience more effective and practical.

Patient in the ICU typically expressed satisfaction with the level of care, the timelines of the treatment of treatment, and the update they received. However, there is a need to improve awareness in particular situations, regularly fulfil deadlines, and make sure that updated information is communicated effectively. Patient satisfaction with ICU care can be raised by addressing these issues and making even better treatment and support available.

Patient expressed satisfaction with the discharge procedure, particularly with the explanations given and the schedule of the action leading up to discharge, However, there is space for improvement in consistently giving complete and clear explanations, making sure the discharge summary is sent on time, and quickly attending to patient needs and concerns. By optimizing these elements of the discharge procedure, it is possible to increase patient satisfaction by providing clearer explanations, timely documentation, and effective communication.

Patients' experience with attendants was largely favourable, suggesting satisfaction with care and comfort, parking options, and security personnel's conduct. However, there are several things that need improvement, like consistent comfort and care, more convenient parking, and enhanced security staff conduct. By attending to these issues, patient satisfaction with the attendant experience can be future improved. This can be done by offering a welcoming and pleasant setting.

Overall, the patient satisfaction feedback offers insightful information about the positive aspects and areas for development of healthcare services. Healthcare practitioners can seek to improve patient happiness, the overall patient experience, and the provision of high quality care by addressing the specific issues raised by the feedback.

Chapter 6: CONCLUSION

Patient satisfaction feedback is an invaluable resource for healthcare providers to assess their strengths and identify areas where improvements are needed across different aspects of healthcare services. By considering the specific areas highlighted in the feedback and prioritizing clear communication, promptness, comprehensive explanations, and respectful behaviour, healthcare providers can elevate patient satisfaction levels, enhance the overall patient experience, and provide care of the highest quality.

Patient satisfaction is not a clearly defined concept, although it is identified as an important quality outcome factor to measure success of the services delivery system. It was found in the present study that most of the patients were satisfied with the services offered in the tertiary care hospital.

Several factors contribute patient satisfaction in hospital, including the emergency services during stay in hospital, admission of patients, counselling of patient, accommodation facility, and involvement of doctors, pharmacy services, discharge process, and attendant experience. These factors contribute to patient satisfaction in multispecialty hospitals. Hospitals should strive to address these factors to enhance patient satisfaction and overall quality of care.

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Chapter 9: ANNEXURE

Questionnaire -

Performa of study

Personal details-

UMR No Date.....

Name.....

Mobile no..... Age..... Sex.....

Specialty.....

Feedback regarding medical care (doctor)

- Promptness and courtesy

Explanation of diagnosis and treatment

- Patient/ family involvement in the decision making
- Courtesy and compassion

Feedback regarding nursing care

- Timeliness of response
- Information shared about medication and nursing procedure
- Level of care provided
- Courtesy and compassion

Feedback regarding food services

- Quality and taste of food
- Timeliness of food services
- Courtesy and responsiveness of staff
- Counselling by dietician

Feedback regarding accommodation services

- Cleanliness and hygiene
- Behaviour and responsiveness of housekeeping staff
- Facilities (TV/AC/Electrical)
- Quietness

Feedback regarding admission and discharges services

- Promptness of admission
- Counselling on packages and expected expanses
- Shifting experience
- Explanation of overall discharge process
- Explanation and timeliness of discharge summary provided
- Timeliness and quality of response