

# A study on what factors affect patient satisfaction in multispecialty hospital

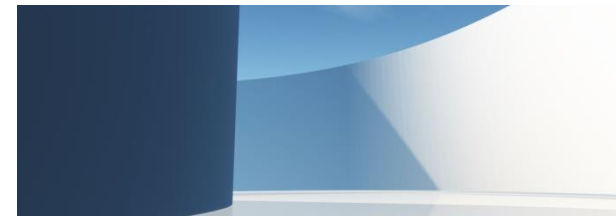


Submitted by- Sanwarmal Jaiswal

MBA2nd Year

Hospital and Health Management

Under Guidance- Dr. Anupam Mehrotra



# TABLE OF CONTENTS

| S. no. | Chapter               | Slide no. |
|--------|-----------------------|-----------|
| 1      | Introduction          | 3-4       |
| 2      | Research problem      | 5         |
| 5      | Research question     | 6         |
| 6      | Objective             | 7         |
| 7      | Hypothesis            | 8         |
| 8      | Materials & methods   | 9-11      |
| 9      | Findings & discussion | 12-23     |
| 10     | Conclusions           | 24        |
| 12     | References            | 25        |
| 13     | Thank You slide       | 26        |

# Introduction

- The importance of patient satisfaction as a measure of healthcare quality has increased in recent years
- Positive outcomes include enhanced adherence to treatment programmes, better health outcomes, increased patient loyalty, and a better reputation for healthcare facilities.
- Hospitals are comprehensive medical facilities where patients can get a range of services, including prescription medication, surgical procedures, nursing care, and support services
- This study's goal is to discover the factors that affect hospital patients' satisfaction. By analyzing these components, we may discover how medical facilities might improve patient happiness and, consequently, the entire healthcare experience

- In a hospital setting, patient satisfaction refers to how well a patient's needs and expectations are met while they are a patient there.

# Research Problem

- Patient satisfaction in hospitals is a versatile perception influenced by a variety of factors. While various studies have investigated patient satisfaction, there is still a need to look deeper into the precise aspects that significantly influence patient satisfaction in the hospital context. Understanding these aspects will enable healthcare practitioners to address patient demands more effectively, resulting in better patient experiences and healthcare results.

# Research Question

What factors affect patient satisfaction in multispecialty hospital, jaipur?

# Objectives

- The primary objective of this study is to identify the factors that influence patient satisfaction in hospitals. Specifically, the study aims to:
- Explore the various dimensions of patient satisfaction and their interrelationships in the hospital setting.
- Identify the key factors that notably involve patient satisfaction, including healthcare provider factors, facility factors, communication factors, and patient-related factors.
- 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.
- Provide evidence-based recommendations for healthcare providers and administrators to improve patient satisfaction in hospitals.

# 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.

# Materials & Methods

**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

**Sample size:** 218 patients (12<sup>th</sup> April – 31<sup>st</sup> 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.

**Data Analysis Plan:** These services were considered for patient feedback

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

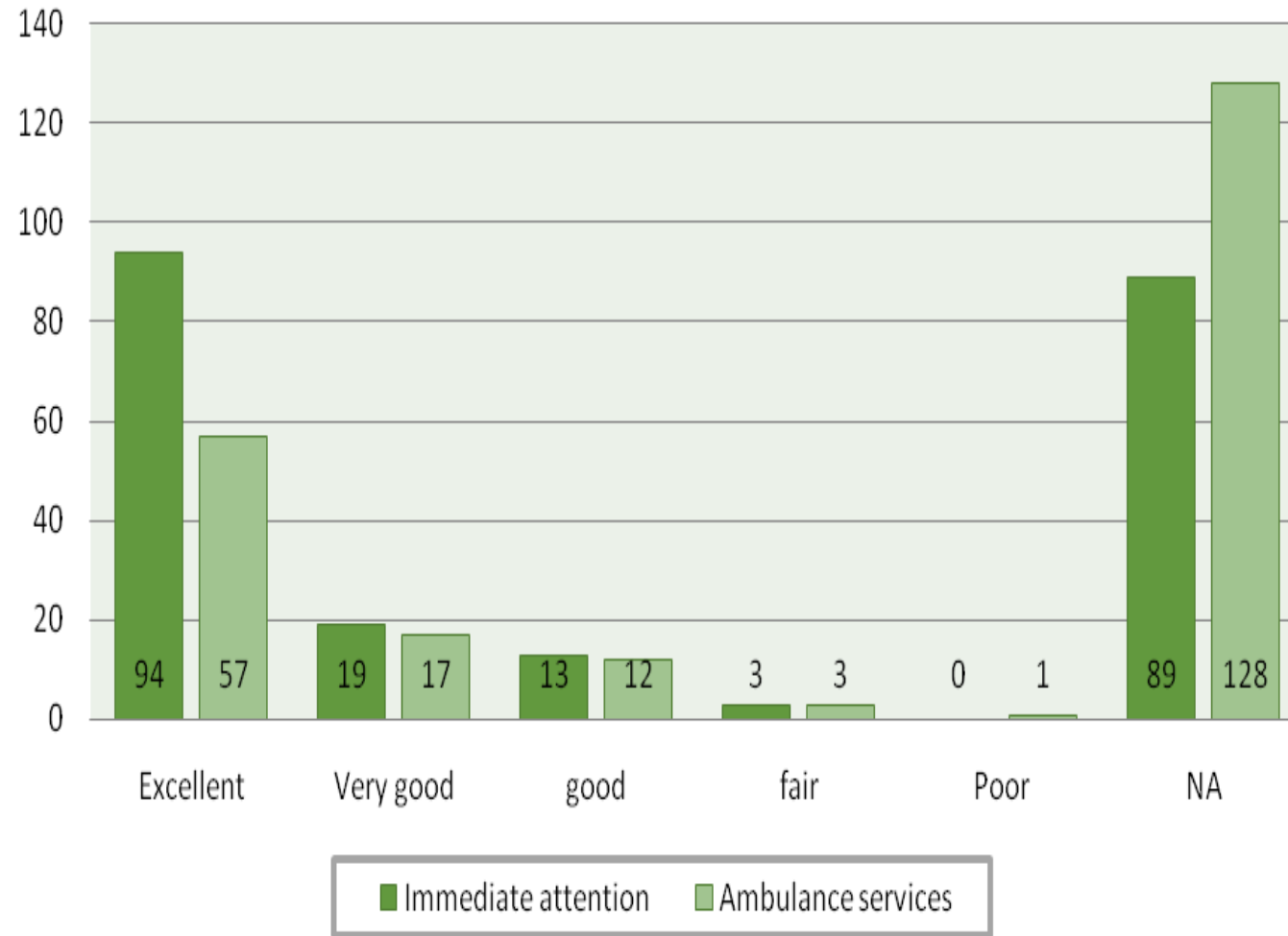
- 2) Analysis was done regarding these parameters to establish relationship of these parameters with patient satisfaction

### **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

# Findings

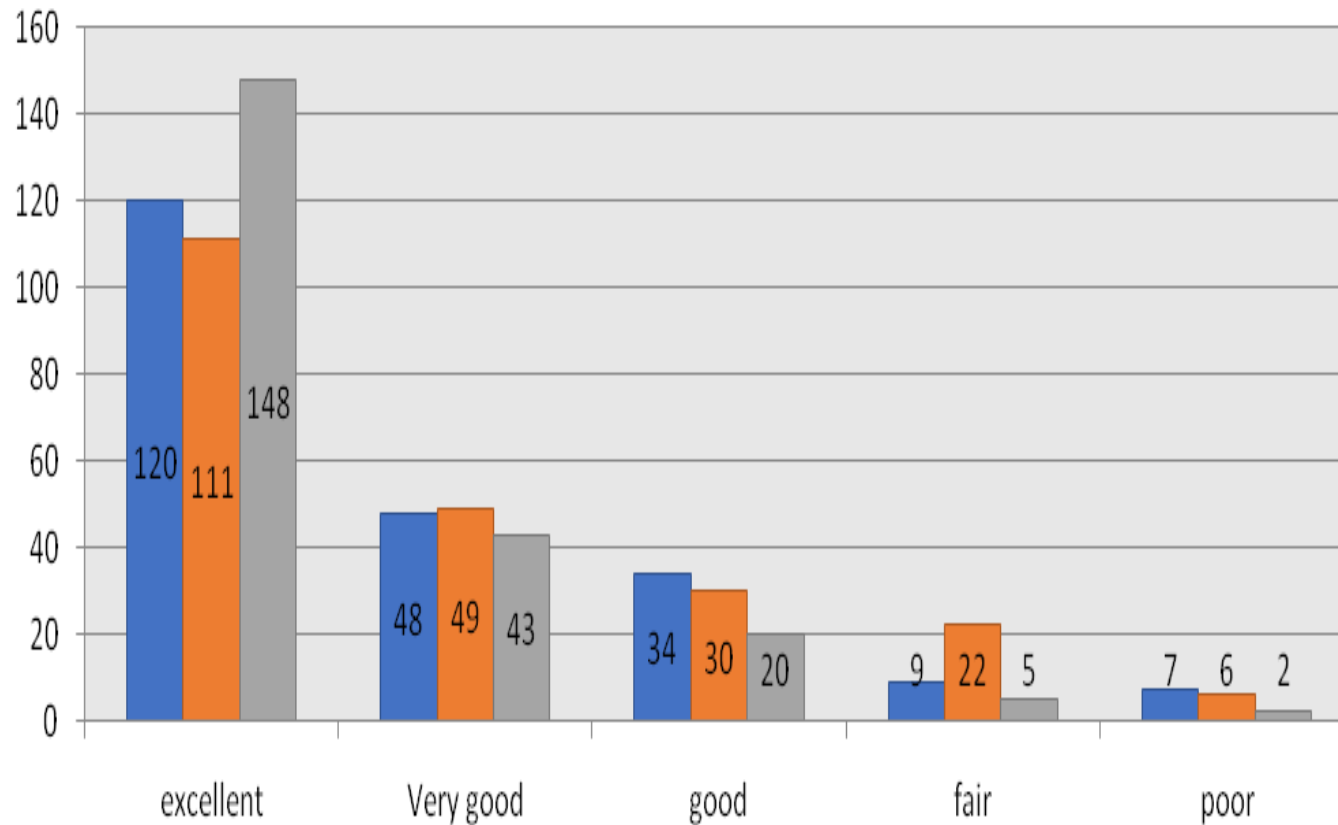
Patient satisfaction factor emergency



The information reflects the respondents' opinions on emergency care's need for immediate attention and ambulance services. Most 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.

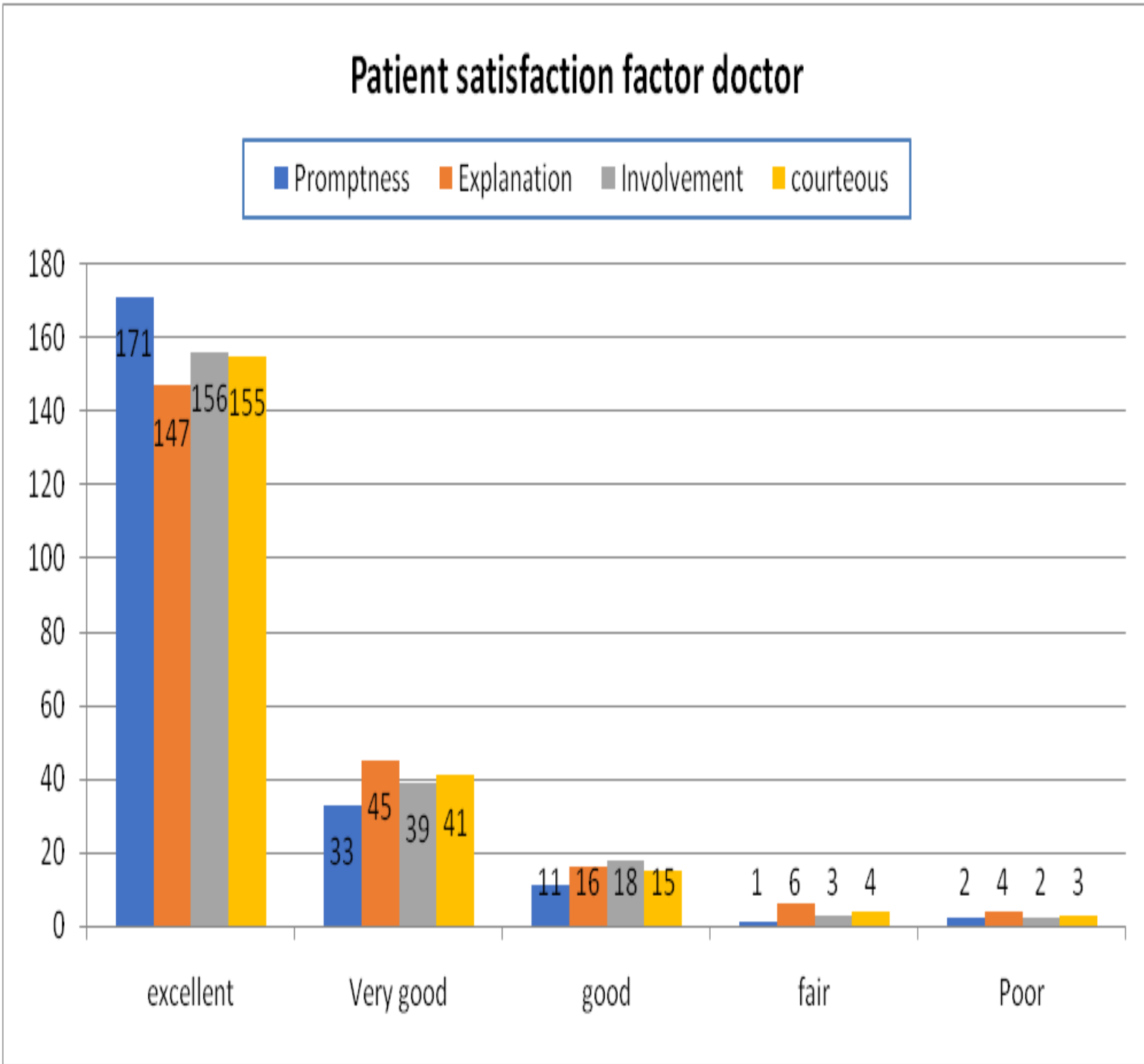
## patient satisfaction factor admission

Promptness Counseling shifting

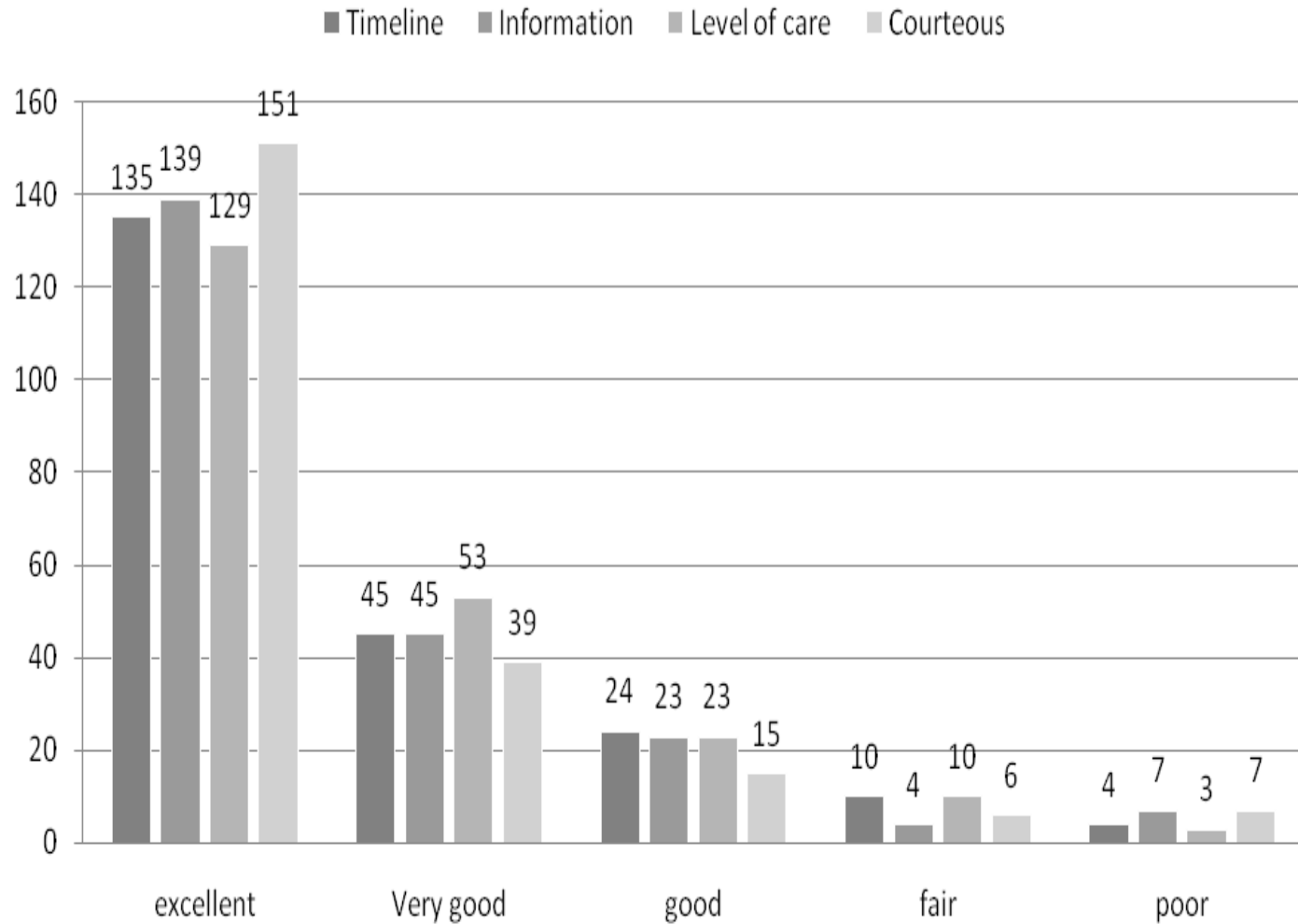


The data provides insightful information on how patients view the speed of admission, the counselling they receive, and the admissions process itself. All three sub-factors received favourable overall responses from most respondents, with excellent receiving the most responses. It is important to keep 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.

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.

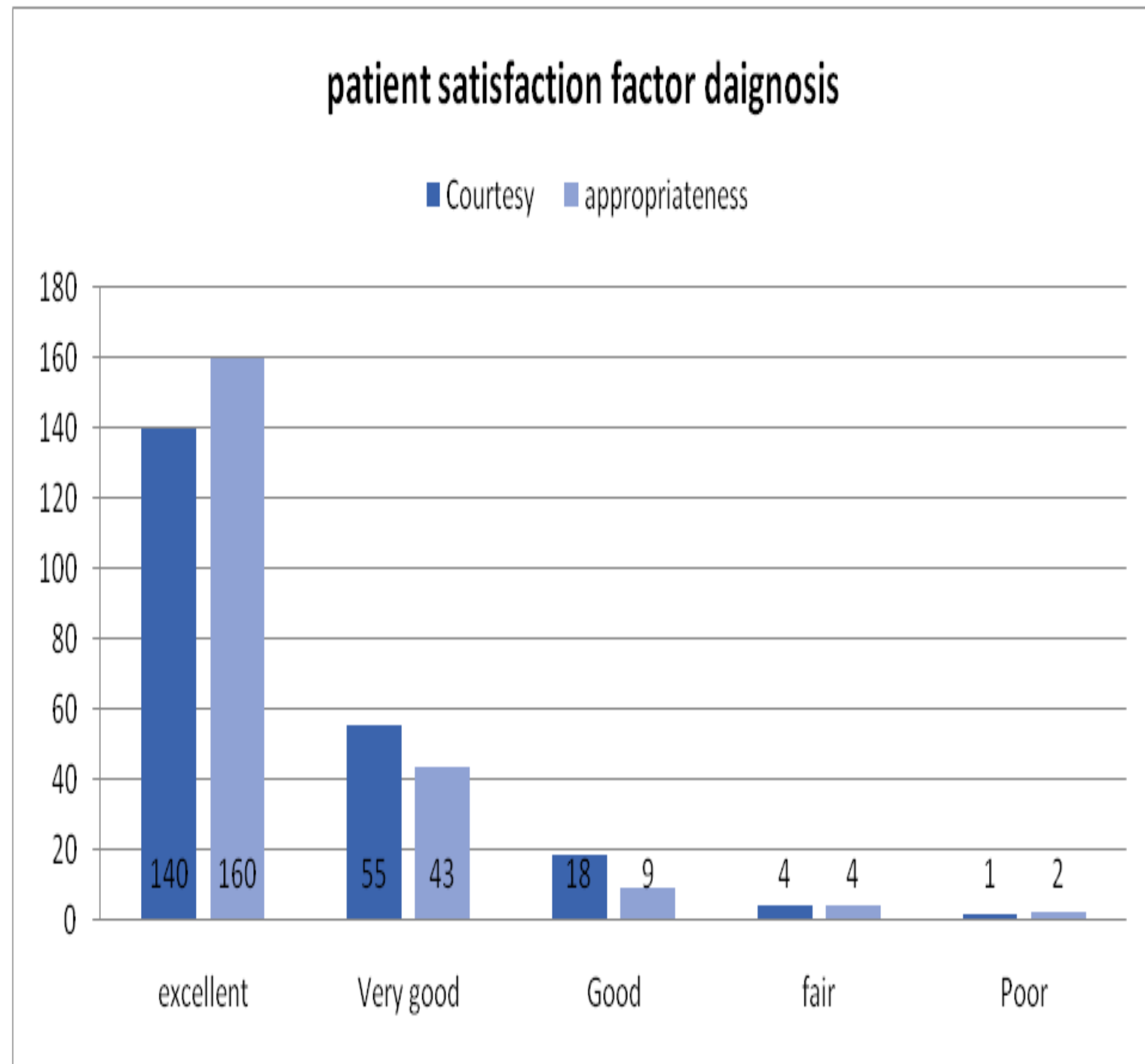


### patient satisfaction factor nursing

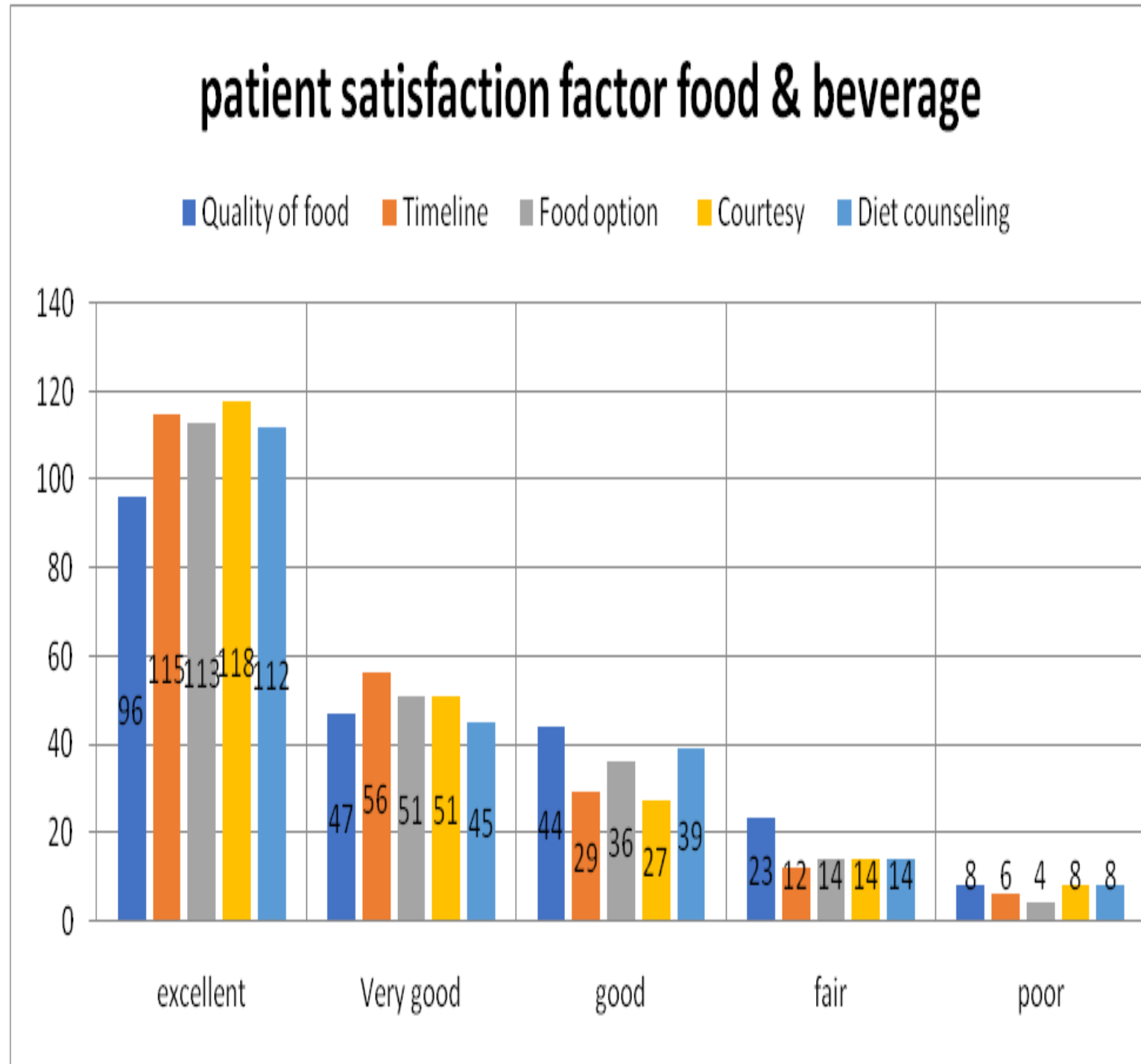


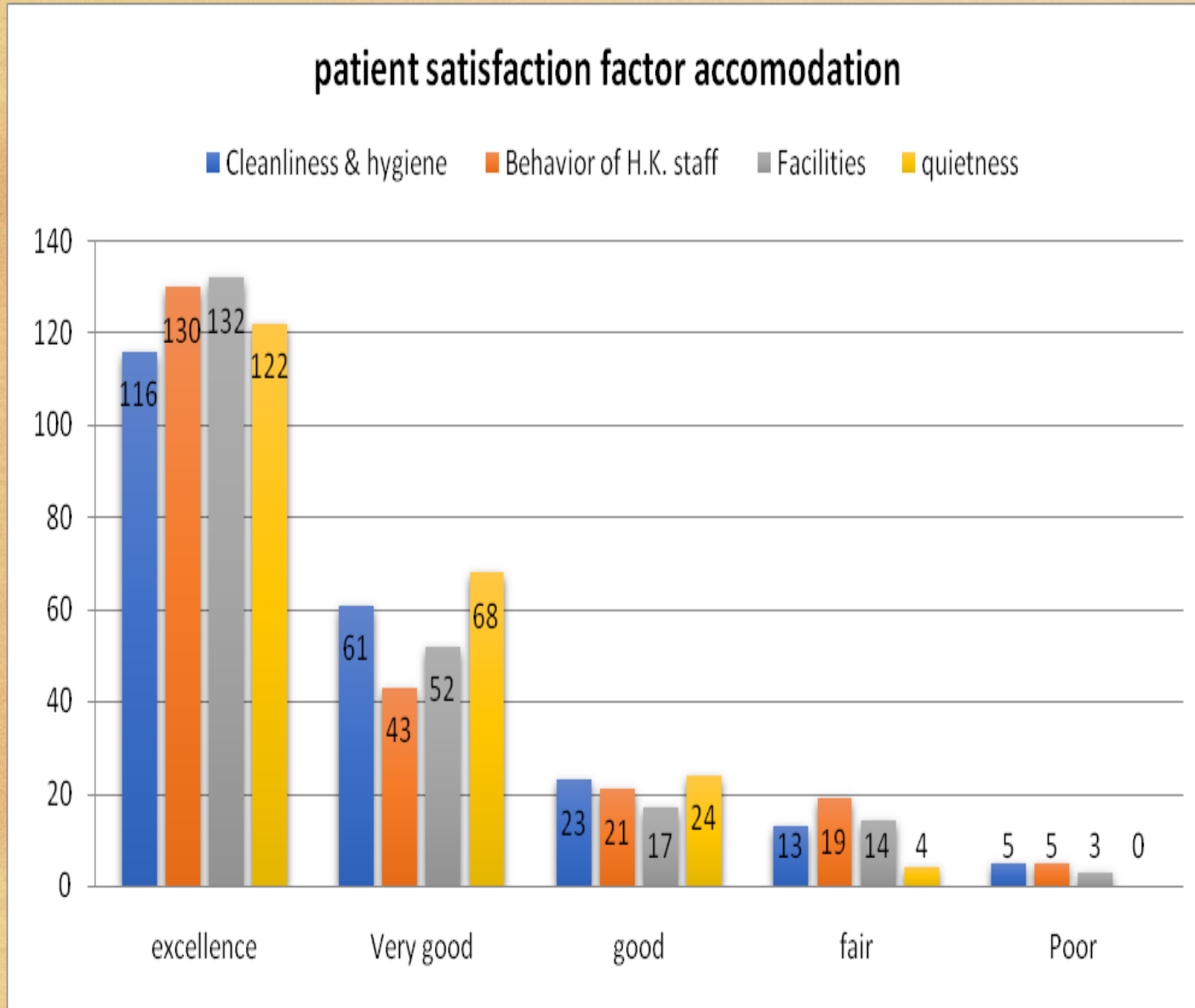
According to patient feedback, nursing care is usually regarded favorably, with most patients giving it excellent or very good ratings for all sub-factors. But there are some things that can be done better, such keeping to deadlines, giving thorough information, giving consistently high-quality treatment,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

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.



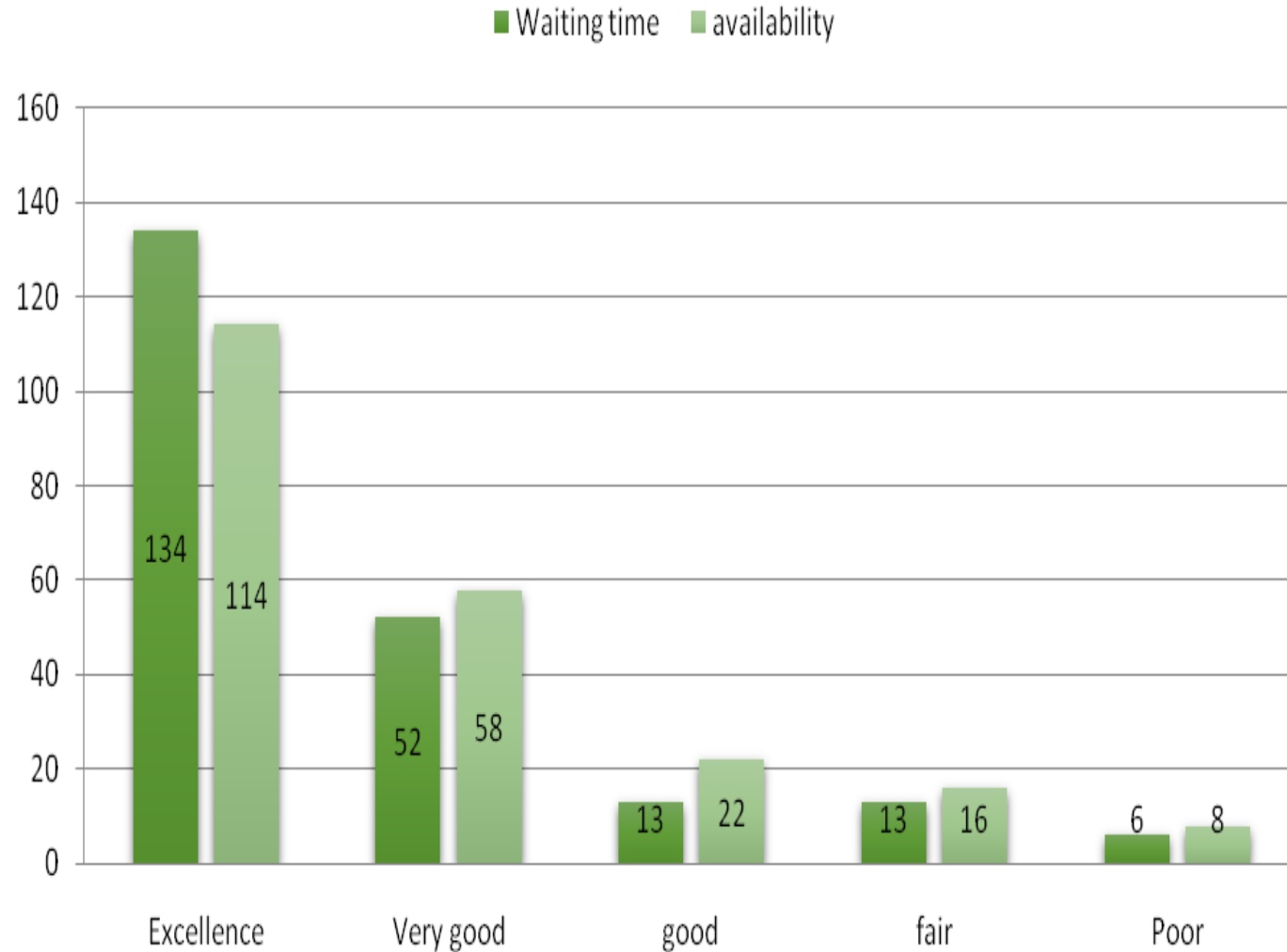
Regarding food and beverage services, patient feedback reveals a variety of viewpoints on many sub-factors. Although many factors have received favorable reviews, there are still those that need to be improved. These include the quality of the cuisine, the punctuality, the variety of meal selections, 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.





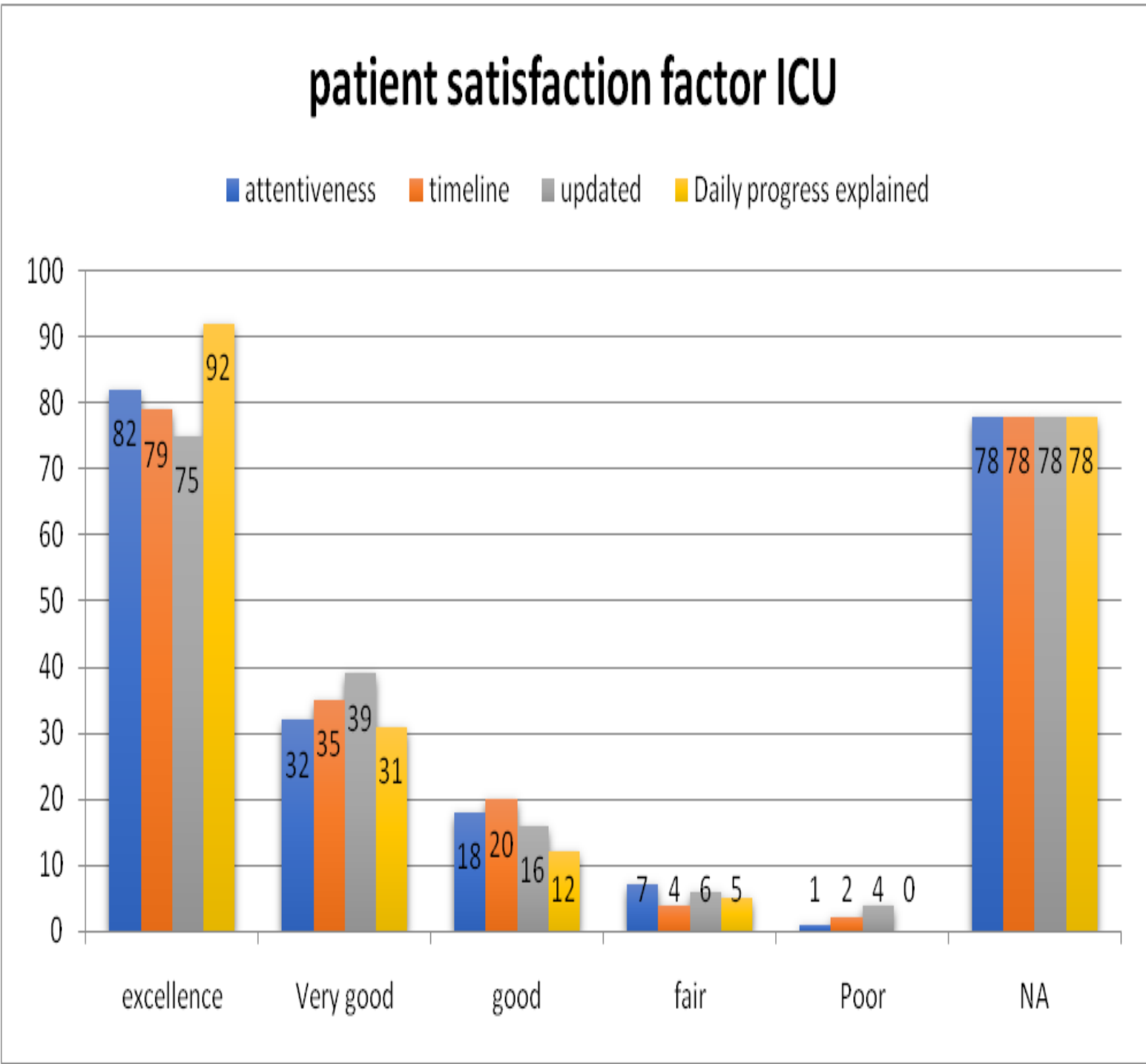
The feedback from patients on accommodations reveals generally favourable opinions. Overall, guests gave outstanding and very good evaluations for cleanliness and hygiene, cleaning staff behaviour, facilities, and peacefulness. However, there are other aspects that still need to be improved, such as 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.

### patient satisfaction factor pharmacy

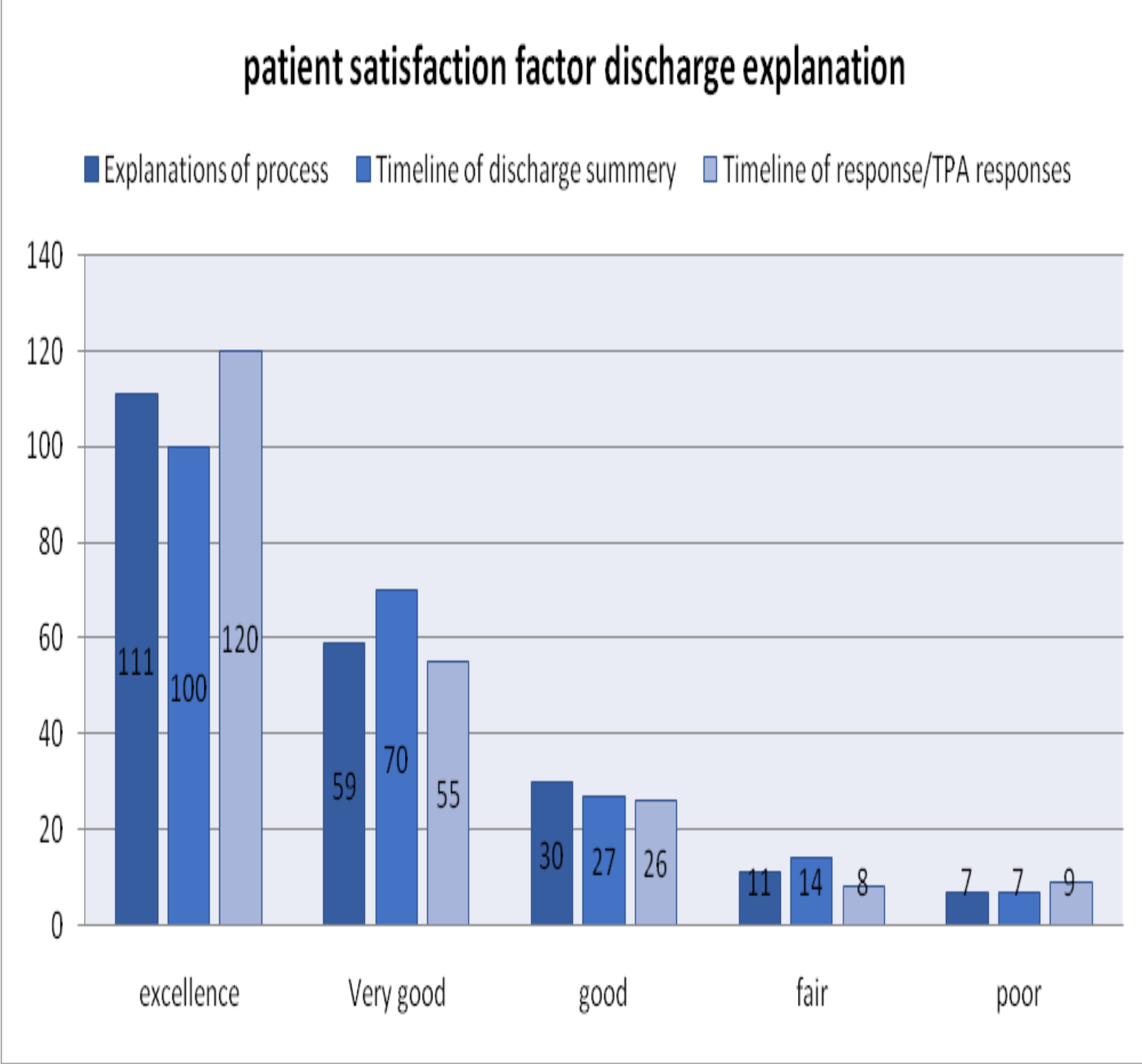


Patients' opinions of the pharmacy often reflect favourable judgements of waiting times and medicine availability. But there is still potential for improvement, particularly in terms of cutting down on wait times and making sure there is always enough medication available. By addressing these issues,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

The ICU has received excellent comments from patients in most 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 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

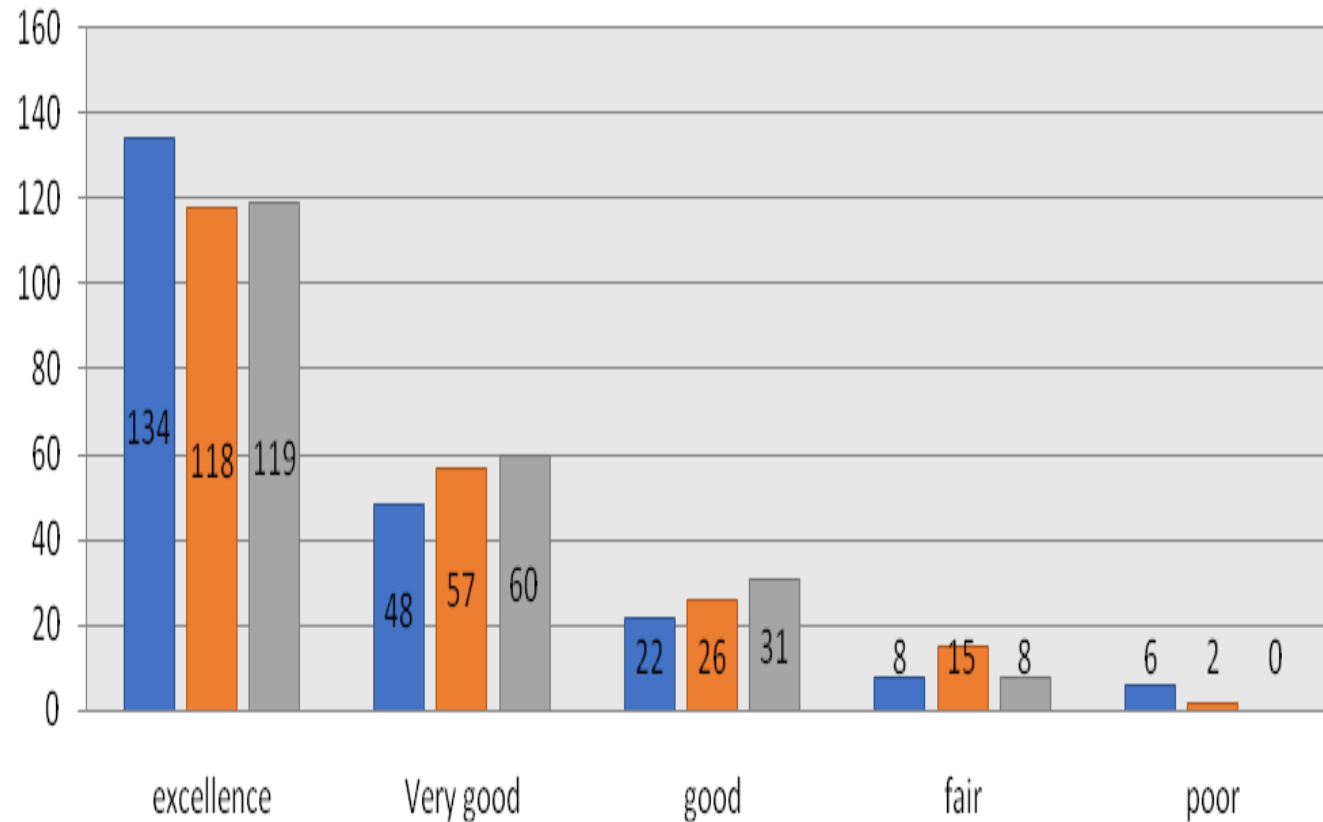


Patients generally gave the discharge explanation favorable reviews. The timeline of the discharge summary, timetable of response/TPA responses, and explanations of the discharge procedure all received excellent and very good ratings. However, there is space for improvement in consistently giving complete 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.



## patient satisfaction factor attendant experience

Care& comfort   Parking facility   Behavior of security staff



In general, patients had a positive experience with attendants in terms of care and comfort, the parking facility, and the behavior of security staff. Most 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 behavior 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.

# 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 behavior, 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, counseling 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.

# REFERENCES

Scheckel C, Desai A, Jensen C, Orme J, Pritchett J, Mahipal A, Khera N, Go RS. Medicare expenditures for discarded oncology therapies.

Trovato A, Tyler LS, Nickman NA, Findlay R. Interventions to reduce waste and improve billing compliance with medications in single-dose vials. *American Journal of Health-System Pharmacy*. 2023 Feb 15;80(4):222-6.

Shah V, Spence A, Bartels T, Betcher J, Soefje S. Decreasing drug waste, reducing drug costs, and improving workflow efficiency through the implementation of automated chemotherapy dose rounding rules in the electronic health record system. *American Journal of Health-System Pharmacy*. 2022 Apr 1;79(8):676-82.

Shih YC, Xu Y, Zhao H, Schrag D, Yao J. Financial burden of discarded weight-based antineoplastic drugs to payers and patients in the private insurance market. *JNCI Cancer Spectrum*. 2021 Aug;5(4):pkab045.

Bach PB, Conti RM, Muller RJ, Schnorr GC, Saltz LB. Overspending driven by oversized single dose vials of cancer drugs. *Bmj*. 2016 Mar 1;352.



**Thank you**