A Research Study to Determine Patient Satisfaction Level in Terms of Quality of Service

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ABSTRACT

Keyword: IPD; Patient Experience; Patient Satisfaction; Healthcare Facilities.

Objective: To measure level of satisfaction and identify the obstacles in availing services among the patient at 'The mission hospital' Durgapur.

To study the satisfaction level of IPD patients regarding registration facilities, consultation services, nursing services, dietary services, diagnostic facilities, emergency services, infrastructure facilities, medical store facilities, utility and support services, quality of services as per age, educational level and income group respectively.

Background: Patient/customer satisfaction issues attract the attention of healthcare leaders. Measuring patient satisfaction through patient satisfaction surveys helps organization leaders engage with patient perspectives to create a culture where service is the primary purpose of the medical organization. However, despite their efforts and successes in measuring satisfaction, the evidence suggests that some studies are still needed in this area. One of the biggest challenges is maintaining patient/customer interest in improving services in the face of increased competition and dwindling resources. TMH is an organization that makes improving patient/customer satisfaction one of its top priorities.

The aim of this study is to be a place that will help TMH achieve its goal of increasing patient/customer satisfaction and making it the community's first choice in seeking treatment. This study analyses the data and shows that human values such as care, cooperation, compassion and health care are important in meeting patient needs and have the greatest impact on patients during their hospitalization in TMH.

Methodology: • Study design – Descriptive Cross sectional • Study area – In-Patient Department of TMH, Durgapur, WB. • Study period- march to May 2023. • Study population – Patients admitted in the In-patient Department. • Sample size –300 patients in IPD • Sampling method – simple random sampling • Data collection – Interview method • Data analysis – Using Microsoft Excel.

Findings: 75.75% people were satisfied with the TMH team. This represents that people are happy with the services provided.

Recommendations: It can be concluded from the project that TMH has achieved a culture that makes providing good patient care its main goal. The organization is focused on patients' needs or privacy, compassion and information about their visit. Patient Welfare works to identify and solve problems,

make patients an integral part of the hospital, improve the patient experience and maintain long-term patient satisfaction.

Conclusion: inpatient patient satisfaction is a multifaceted concept that encompasses various elements of healthcare delivery. By prioritizing effective communication, respectful and empathetic care, pain management, quality facilities and amenities, and seamless coordination of care, healthcare providers and institutions can foster positive experiences and improve outcomes for their inpatient populations. Ultimately, patient satisfaction should remain a central focus as it not only enhances the quality of care but also contributes to patient engagement, compliance, and overall healthcare system effectiveness.

ACKNOWLEDGEMENT

I would like to express my heartfelt gratitude to all those who have contributed to the successful completion of this project.

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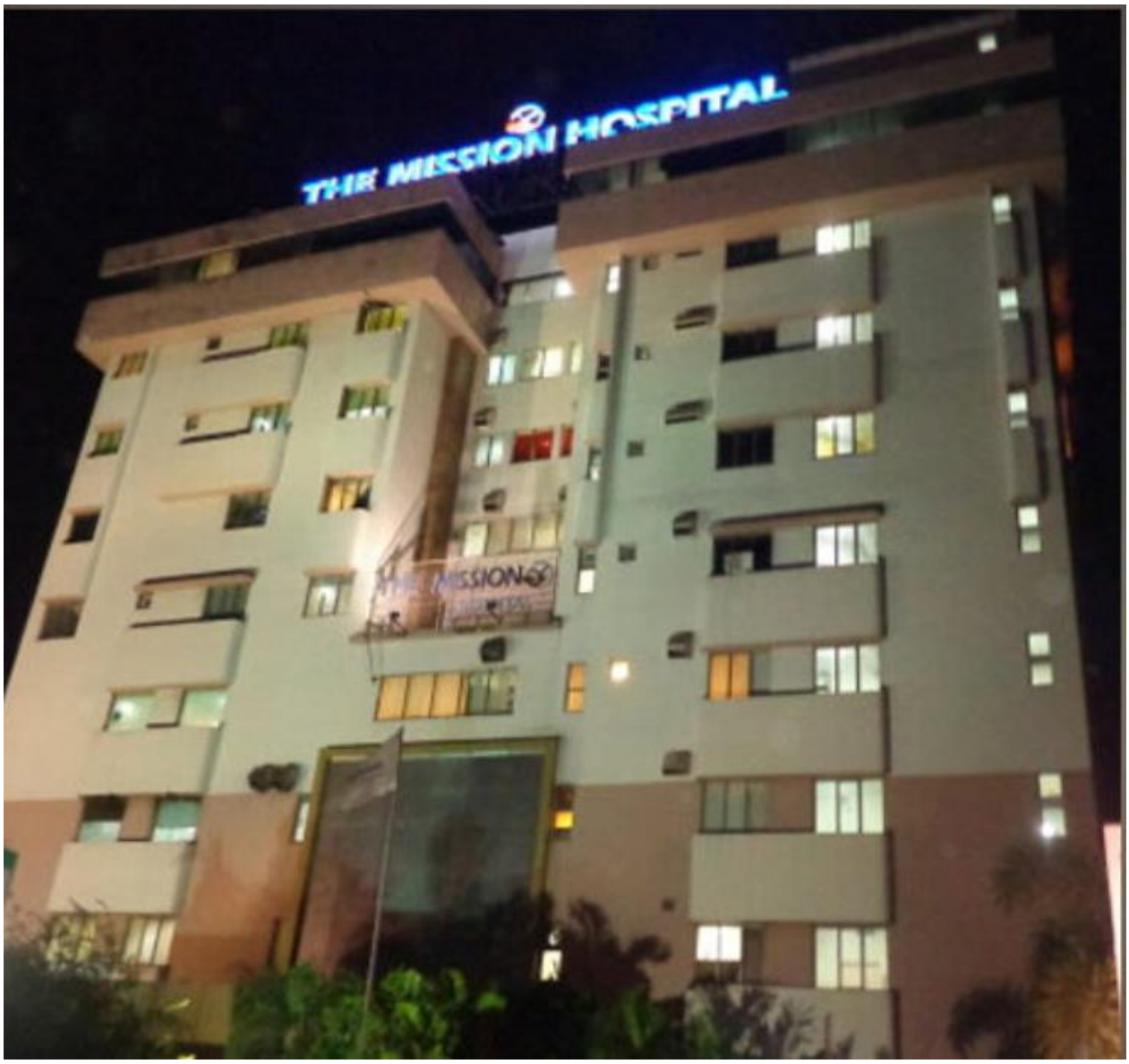
THE MISSION HOSPITAL

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ABBREVIATIONS

Serial Number	Nomenclature	Abbreviation
1	In Patient Department	IPD
2	Out Patient Department	OPD
3	The Mission Hospital	TMH
4	Ear-Nose-Throat	ENT
5	Senior Secondary	Sr. Sec.
6	Graduation	Grad.
7	Post-Graduation	P.G.
8	Serial Number	S No.
9	Private	Pvt.
10	Employed	Emp.
11	Professional	Pro.
12	Information	Info.
13	Provision	Prov.
14	Speed	Spd

BACKGROUND OF THE STUDY

Service sector is the dominating force behind all the advanced economies around the world. India is one among the nations which competes each other for getting an increased share in the world market. Since the last decade, the country has moved towards autonomy in several service sectors and outpaced industrial and agricultural sector. In the current globalised market, people face a number of challenges in all areas of existence. To meet such challenges and to overcome such tensions one has to move on with the changing environment. The changing management practices and global economic trend towards service sector made all organizations to start developing strong customer relationships through quality services. Good quality products and services when offered to consumers at least possible cost provides utmost satisfaction and also attracts large number of customers. Today almost all the companies whether it is manufacturing or service companies, view quality of service as critical for its existence because the customers of various services have an increased awareness and expectation. This unique challenge faced by the service managers raise the significance of research in service marketing. Health is one of the most important fundamental natural resource of a nation. Health enhances learning, ensures personal wellbeing, creates economic production, facilitates and nurture growth and bring social fulfilment. Health sector is one of the major areas in service sector as the social and economic welfare of society directly depends on the health status of its people. Recognition and elimination of health problems is one of the main indicators in the Human Development Index. Hospital is a unique organization which deals with the services like diagnosis, treatment and preventing diseases, illness and injuries, physical and mental impairments in human. It is one of the major infrastructural as well as service components of Indian economy. The main difference between a hospital and other organization is that hospital deals with people and not with raw materials or finished products. The health care involves round the clock work which may be of routine nature or emergency nature. The health care work involves huge risk, is very stressful since it deals with human lives and has integrated ethical and legal issues. With the advancement in health care facilities and treatments, the use of new equipment, methods and facilities have also come into mainstream. Most of the hospitals in India are able to undertake vivid complicated procedures and treat numerous diseases, this result in increased medical transactions in the country which plays an important role in economic growth. In the changing new environment and new rules, old assumptions regarding hospitals and their role in the society are being rewritten according to the new scenario. With the role of the hospitals

in society it is profound that there exists a health care concerns are about the costs and the quality of medical care, the desirability of receiving it, the fallibility of the physician, and the ability of the health care system to save people from imprudent lifestyles, unhealthy environment and individual genetic makeup. Hospital services industry got a huge boost with the entry of corporate players. The corporate is setting up of private hospitals in cities across India and a hospital network is formed in the country. The growth of hospitals as profit motive business entities and extensive competition with many new players in the field resulted in poor service quality as perceived by the customers. Ministry of Health introduced National Rural Health Mission (NRHM) and improved the nation's health system by raising number of hospitals in public sector. This situation made Service Quality a key differentiating factor which makes hospitals to improve their market to ensure their sustainability. So, measuring service quality is essential to a hospital's long-term success and even existence. Patients' satisfaction leads to patients' retention and favourable word of mouth. Thus, it is important for a hospital to provide quality services to its customers and also assess patients' satisfaction. The patients of today expect personal attention, explanation of problems, assurances of relief, and redress of complaints. Today the health care industry is competing on increased convenience to customers on a competitive low cost. The prices in health care industry are generally regulated due to growth of health insurance sector. Therefore, it becomes essential that hospitals should deliver care by increasing their mix of services and by developing more flexible distributions with a view to eradicate difficulties being experienced by their consumers in the changing environment.

Patient Satisfaction

Patient satisfaction is vital in enhancing and sustaining market share. Hospital industry is working in a highly competitive scenario and major players in hospital field use satisfaction information of their customers for making decisions. Patient's satisfaction is the state of comfort; a patient feels when his wants and needs are met as a patient from the hospital. It is a person's feeling of pleasure or disappointment resulting from comparing a service outcome in relation to his or her expectations. Hospitals are continuously involving the perspective of their clients in planning, delivery and evaluation of health care services. Service managers of hospitals take into account patients' experiences and perceptions of the service provided to them that are largely translated into measurement of patient satisfaction. The most common reason hospitals survey consumers

are to know whether they are satisfied with their care and what improvement in service they are expecting. Feedback from the patient about the quality of service will always help the hospital authorities to identify areas requiring improvement and also enable them to provide better care and services to its consumers. Patient satisfaction will continue to remain a fundamental basis for the clinical and financial success of any health care organization irrespective of its specialty or type of care being rendered. The hospitals need to strive continuously to enhance their quality of care and fulfil patient's expectations.

Significance of the Study

Patients are the important stake holders of a hospital. The Hospital authorities must endeavour to understand their requirements with a view to fulfil them and achieve consumer satisfaction in their subsequent visits to the hospital. Aforesaid hospitals determine patients need and tailor made their services to attract patients. Patients' satisfaction studies help the hospitals to evaluate the health care system, the quality of care provided and hospital-patient relationships. Results of patients' satisfaction studies can reveal the strength and weakness of the health care environment perceived by customers. The patient satisfaction assessment is an important indicator of organization matching the needs of the target population. Patient satisfaction can be ascertained by persons inside the organization and

Outside the organization through specially designed surveys to identify the problem area and recommend remedies for its future performance. There are limited studies available in this field. This study examines the Patients' Satisfaction at The mission hospital, Durgapur. This study would provide valuable information for the management which can help them to improve the service quality rendered and can guide to better functioning of the hospital. The study would also provide them with insights into components of service quality which are related to satisfaction. The results obtained from this study can be used by the Hospital to develop actions or plans and enhance service offered to patients.

Scope of the Study

The present study examines the perception of patient's satisfaction. Study was done on inpatients at The Mission Hospital, Durgapur. Study covered patients in orthopaedic ward, General Medicine

ward, Gynaecology ward, General Surgery ward and ENT and their respective IPD The study was based on the perception of inpatients during their hospital stay interaction in the Hospital.

Statement of the Problem

The satisfaction of customers in any service organization is of paramount importance as disgruntled customers may impact revenue loss and adversely affect long term sustainability. Hospitals are core service providers to Health care industry. Hospitals are likely to be increasingly vulnerable in health Care industry with increasing cost of treatment. Health is an indispensable one and all achievement of life depends on it. A customer will not take risk by opting service from any hospitals; rather choose a hospital which can provide him quality service. Hospital which wins in identifying the patient requirements can be frequently selected by patients. Nowadays many hospitals are struggling to gain the confidence of patient and do some temporary solutions also. There is a need to formulate a permanent solution to provide better treatment supported by quality services to the patient.

Objective of the Study

To measure level of satisfaction and identify the obstacles in availing services among the patient at 'The mission hospital' Durgapur.

To study the satisfaction level of IPD patients regarding registration facilities, consultation services, nursing services, dietary services, diagnostic facilities, emergency services, infrastructure facilities, medical store facilities, utility and support services, quality of services as per age, educational level and income group respectively.

Definitions of Key terms used in the Study

Patients-Patients refer to inpatients and out patients getting treatment from the hospital.

Hospital Service Quality-Hospital service quality means the quality of all the services provided by the hospital in which the patient is admitted.

Patients Satisfaction-It is that state of mind when patients feel that their wants and needs are fulfilled with the services rendered by the hospital

LITERATURE REVIEW

Reviewing the literature on the topic helps researchers understand the efforts of others in the research area. In the literature review, significant studies and articles (recent and past) were reviewed in relation to the proposed study. Measuring patient satisfaction with the services provided by the hospital is important in evaluating the effectiveness of the services. Available literature reviews provide an overview of the research work that has been carried out. This article reviews the theoretical and empirical work related to this study.

Andaleeb (1998) "tested a five-factor model including communication with patients, staff competence, staff attitudes, quality of facilities, and perceived cost, which explains the wide variations in customer satisfaction with hospitals. The study was conducted in Pennsylvania with a sample of 130 people. Research shows that customer satisfaction is most influenced by perceived staff competence and attitudes, followed by perceived hospital costs. Communication with patients and quality of facilities, while important, were slightly less important in explaining customer satisfaction with hospital services."

McKinnon, Crofts, Edwards, Campion and Edwards, (1998) concluded that "the quality of the consultation and the attitude of the medical staff have a significant impact on patient satisfaction. They found that OPD patients understood the workload and were quite forgiving, but patient feedback indicated that wait times between referral and appointment were improving despite the patient charter."

Bernhart, Wiadnyana, Wihardjo and Pohan (1999) conducted "their study to understand patient satisfaction in Indonesia. Data was collected from 75 patients in 11 health centers on 3 islands. While the majority of respondents were very satisfied, they indicated that the facility could be cleaner and noted that the dissemination of information was incomplete. Factors such as provider continuity, wait times, facility availability, cost, and social interaction with providers were considered relatively unimportant in determining patient satisfaction."

Sharma & Chahal, (1999) study of patients showed that "when choosing a hospital, patients prioritize the efficiency of the doctor. Patients choose a hospital based on their previous family experience with the provider, followed by recommendations from friends and family. Factors that had the greatest impact on patient satisfaction included provider knowledge, cooperation,

interpersonal warmth, adequate and timely information, prompt service, staff efficiency, and convenience. The three main factors affecting overall satisfaction are the professional capacity of doctors, medical staff and auxiliary medical staff."

Bhattacharya, Menon, Koushal and Rao (2003) found that "patients' job satisfaction with doctors is very high. With regard to the general attitude of nurses and carers, moderate levels of satisfaction were recorded. The technical aspects of nursing are satisfactory. They suggested that the treatment facilities needed further improvement."

Papanikolaou & Ntani (2008) evaluated "the satisfaction of 367 patients hospitalized for at least three days in Greek public hospitals by means of an open questionnaire. Information on patients' gender, age, education level, salary, and length of hospital stay was collected. The parameters evaluated included overall satisfaction, satisfaction with medical and nursing staff, satisfaction with room equipment, waiting time and additional costs. The negative aspects that stand out are the long waiting times for doctor's appointments and admission checks. In some cases, patients have to use private nurses and even pay additional fees to doctors & nursing staff. Poor patient experiences with health care do not reflect low satisfaction. Overall satisfaction is very high despite severe shortages of hospital staff ."

Pawan Kumar Sharma, Shaik Iftikhar Ahmed, Manisha Bhatia (2008) conducted "a satisfaction survey of 499 patients in 20 districts of Punjab province in hospitals run by Punjab Health System Corporation. Patient satisfaction with services such as hospital location, diagnostic facilities and medical services is high. Yet patients face problems with drug supplies, delays in diagnostic tests and lax emergencies."

Sengupta & Mondal (2009) argue that "each public hospital spends less, leading to a downward trend in average hospital efficiency, especially during the reform period. This situation calls for immediate policy changes to achieve efficiency and competitiveness in public health care delivery."

Manf & Nooi, (2009) conducted "an empirical analysis of the clinical and physical dimensions of service quality in public hospitals in Malaysia. Both outpatients and inpatients were more satisfied with the clinical dimension of the service than with the physical dimension. Clinic waiting time was positively correlated with patient satisfaction. Patient satisfaction is higher in small regional

hospitals than in large public hospitals. Patients are clinically satisfied with the services of doctors and nurses and satisfied with the cleanliness of the body."

Mehta, (2011) "studied clinical services and physical services as the main determinants of patient satisfaction with the quality of services. Quality of service and equipment factors have been identified, namely speed, medical assistance and patient interest 11 . A positive correlation was found between service quality and patient satisfaction."

Alhashem, Alquraini and Chowdhury (2011) "collected data from 426 patients in primary care clinics between January 2007 and May 2007 using randomized questionnaires. Using exploratory factor analysis, they identified six factors that influenced patient satisfaction. The most important findings were that there was insufficient communication between physicians and patients, that respondents were viewed negatively, and that patients chose to go to the emergency room rather than a primary care clinic in the future."

Mahapatra, (2013) analyzed "patient perceptions of service quality in public and private hospitals and found that the private sector has an advantage over the public sector. However, there is not much difference in the quality of service. The largest service quality gap between sectors is the poor maintenance of medical facilities and equipment. The main disadvantages cited by patients included a messy and uncomfortable hospital environment, lack of proper signage, unavailable and unaffordable 24-hour services, and lack of privacy during treatment. The patient also pointed out that the staff were rude, the service was not punctual and the patient's dignity was not respected. The study shows that public and private hospital authorities focus on these aspects to improve patient satisfaction."

Kong, Camacho, Feldman, Anderson, and Balakrishnan (2007) conducted "a cross-sectional study on a convenience sample of 20,901 patients with variables such as wait time, time spent with physicians, and friendliness to determine satisfaction patients towards doctors. The study showed that elderly patients were more satisfied with doctors when wait times were the same for elderly and non-elderly patients. There was a significant correlation between patient satisfaction and increased time spent by physicians and non-elderly patients, but not elderly patients. Additionally, physician satisfaction was strongly correlated with friendliness or empathy in the elderly and non-elderly groups."

Shantala S. Bhole, Sagarika S. Bhole, Sadashiv D. Bhole et Jayshree J. Upadhye dans n opname vir 4 moissur “100 patients internes à Nagpur en août 2017. The study showed that patients were very satisfied with the basic facilities, water supply and cleanliness of the hospital. Patients are satisfied with the doctor's attitude and communication skills.”

METHODOLOGY

- For this study A questionnaire of 09 questions for IPD patients is prepared which contains questions regarding Clinical staff, Consultant, nurses , Supportive staff , Housekeeping, Dietary, Registration, Admission, Discharge process, Overall rating of hospital.
- SAMPLE SIZE: 300 IPD patients.
- SOURCES OF DATA: In-depth Interview with the hospital personnel, data from hospital information system timing.
- QUESTIONNAIRE: Questionnaire with scientifically parameter is prepared and given to patient and feedback has been taken from them.
- SAMPLING PROCESS: We took simple random sampling of 300 IPD patients over a period of 3 month.

  Simple Random Sampling-

1. **Define the Population**: IPD patients in TMH hospital, Durgapur.
2. **Assign a Number**: 300
3. **Random Number Generator**: Using the random number table, I select the numbers 2, 7, 17, 67, 68, 75, 77, 87, 92, 101, 145, 201, 222, 232.
4. **Select Sample Individuals**: My sample consists of company number 7, 17, 67, etc.
5. **Verify Sample Representativeness**: chi-square tests used to verify Sample Representativeness.

- HYPOTHESIS – Null Hypothesis.
- STUDY DESIGN – Cross-sectional study & Descriptive.
- SETTING – The Mission hospital. It is a 350-bed super-specialty hospital located in Durgapur, West Bengal, India.
- STUDY POPULATION-

- Inclusion criteria: Patients who are in the hospital more than 24 hours.
- Exclusion criteria: DORB, Dead, Emergency, ICU, Exclusion criteria were critically ill patients not willing to participate.
- Study tools – Questionnaire, Interviews & I have used Likert Scale.

- LIMITATION OF STUDY:

- The costing part of hospital could not be included because of uneasiness of hospital.
- Some of the data could not analyse as it has unreliable.

- The study has been conducted in the month of February. So we do not know the rush of patient in other months of year. If the flow of patient less in certain month at that time the situation has a favourable for employee-patient ratio, so that time the employee give the good service to patients. So the study of one month might not reveal the general idea of the whole year.

In methodology I am going to use DMAIC analysis. Through DMAIC approach I am going to find the cause of patient dissatisfaction. Brief description about DMAIC analysis is written below:

Introduction:

In the realm of process improvement, organizations strive to enhance efficiency, reduce errors, and maximize customer satisfaction. One of the most widely recognized methodologies for achieving these goals is DMAIC (Define, Measure, Analyse, Improve, and Control). DMAIC provides a structured and data-driven approach that empowers teams to identify and address issues in existing processes, resulting in improved outcomes and long-term success. This note explores the key components and benefits of DMAIC analysis, highlighting its applicability across various industries and contexts.

Define:

The first step in DMAIC is to clearly define the problem or opportunity for improvement. This involves understanding the process under consideration, its objectives, and the specific challenges faced. By establishing a well-defined project scope and objectives, teams can ensure alignment and focus on the most critical areas that require attention.

Measure:

Once the problem is defined, the next phase involves collecting data to assess the current state of the process. This step requires identifying relevant metrics, determining measurement methods, and conducting data collection activities. By quantifying the process performance, organizations gain a baseline to evaluate improvement efforts and track progress.

Analyse:

In the analysis phase, teams examine the collected data to identify patterns, root causes, and potential areas for improvement. Various analytical tools and techniques, such as root cause analysis, Pareto charts, and process mapping, are employed to uncover insights. The goal is to gain a comprehensive understanding of the factors influencing process performance and prioritize improvement opportunities based on their impact.

Improve:

Armed with insights from the analysis phase, the improvement stage focuses on developing and implementing solutions. This step involves generating innovative ideas, evaluating alternative approaches, and selecting the most promising solution. Once a solution is chosen, teams create an implementation plan, carry out necessary changes, and carefully monitor the effects to ensure positive outcomes.

Control:

The final stage of DMAIC involves establishing control mechanisms to sustain the improvements achieved. This includes defining key performance indicators (KPIs), implementing monitoring systems, and creating standard operating procedures (SOPs). By maintaining ongoing measurement and control, organizations can prevent regression and ensure that the improved process remains stable and effective.

Benefits of DMAIC Analysis:

Structured approach: DMAIC provides a systematic framework for process improvement, enabling teams to follow a logical sequence of steps and avoid haphazard decision-making.

Data-driven decision making: By emphasizing data collection and analysis, DMAIC helps teams make informed decisions based on objective information rather than assumptions or personal biases.

Continuous improvement: DMAIC fosters a culture of continuous improvement by enabling organizations to identify and address recurring issues, resulting in sustained enhancement of processes and outcomes.

Cross-functional collaboration: DMAIC encourages collaboration and involvement from individuals across different functions or departments, fostering a shared understanding of the process and leveraging diverse expertise for effective problem-solving.

Customer-centricity: By focusing on process performance and customer requirements, DMAIC ensures that improvements are aligned with the needs and expectations of the end-users, enhancing overall customer satisfaction.

Application of DMAIC Analysis:

DMAIC analysis can be applied in various industries and contexts, including manufacturing, healthcare, finance, logistics, and service sectors. It is particularly useful in situations where processes are complex, error-prone, or require optimization. Examples include reducing defect rates in manufacturing, improving patient flow in hospitals, streamlining supply chain operations, enhancing customer service processes, and optimizing financial reporting procedures.

DMAIC analysis serves as a powerful tool for organizations seeking to improve their processes, achieve higher efficiency, and enhance customer satisfaction. By combining a structured approach with data-driven decision-making, DMAIC enables teams to identify root causes, implement effective solutions, and establish controls for sustained improvement. Embracing

Definition of the problem patient dissatisfaction

Inpatient patient dissatisfaction refers to the state of discontent, dissatisfaction, or unhappiness experienced by individuals who have received medical care and services as inpatients in a healthcare facility, such as a hospital, and feel that their expectations, needs, or preferences were not adequately met. It encompasses a range of negative emotions, grievances, and complaints expressed by patients during their hospital stay, indicating a discrepancy between their anticipated level of care and the actual experience received.

Inpatient patient dissatisfaction can arise from various factors, including inadequate communication with healthcare providers, perceived lack of respect or empathy, suboptimal quality of care, prolonged waiting times, insufficient pain management, lack of information or involvement in treatment decisions, unmet expectations regarding the physical environment or amenities, and other issues related to the overall hospital experience.

This dissatisfaction may have detrimental effects on patients' well-being, treatment outcomes, and their trust in the healthcare system. It also has implications for healthcare providers and institutions, as it can lead to negative word-of-mouth, reputational damage, decreased patient loyalty, and potential legal or regulatory consequences.

Addressing inpatient patient dissatisfaction requires a comprehensive approach that focuses on improving communication, enhancing the patient-provider relationship, promoting patient-centred care, ensuring high-quality services, and actively seeking patient feedback to identify and resolve issues. By acknowledging and addressing patient concerns, healthcare facilities can strive to enhance patient satisfaction, improve overall care experiences, and foster a patient-centric healthcare environment.

Measure of the problem patient dissatisfaction

Patient dissatisfaction can be measured using various methods and metrics. Here are some commonly used measures to assess patient dissatisfaction:

Patient Surveys: Surveys are a common tool to collect feedback from patients regarding their satisfaction levels. Standardized surveys, such as the Consumer Assessment of Healthcare Providers and Systems (CAHPS) survey, are often utilized to measure patient satisfaction and dissatisfaction. These surveys typically include questions about various aspects of care, such as communication with healthcare providers, wait times, cleanliness, and overall experience.

Complaints and Grievances: Tracking the number and nature of patient complaints and grievances can provide insight into patient dissatisfaction. This can involve monitoring written complaints, phone calls, or emails received by healthcare facilities. Analysing the types of complaints and their frequency can help identify areas of concern.

Online Reviews and Ratings: Patients often express their satisfaction or dissatisfaction through online platforms, such as social media, review websites, and online healthcare provider rating systems. Monitoring these platforms can give an indication of patient sentiment and identify specific issues that are leading to dissatisfaction.

Patient Interviews and Focus Groups: Conducting interviews or focus groups with a sample of dissatisfied patients can provide more in-depth qualitative information. These methods allow patients to express their concerns, frustrations, and suggestions for improvement in their own words.

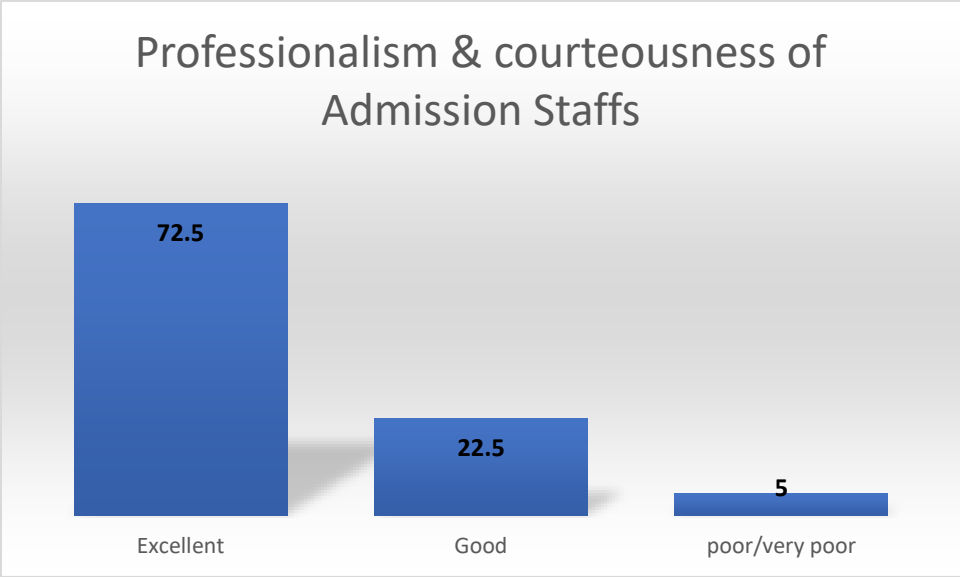
Repeat Visits or Churn Rate: Analysing the rate at which patients return for follow-up visits or seek care elsewhere can be an indirect measure of patient dissatisfaction. If patients are consistently seeking care from other providers, it may indicate a level of dissatisfaction with their current healthcare experience.

Health Outcome Measures: Although not solely indicative of patient satisfaction, health outcome measures, such as readmission rates, complications, or patient-reported outcomes, can indirectly reflect patient dissatisfaction. Poor health outcomes may stem from inadequate or unsatisfactory care experiences.

It's important to note that patient dissatisfaction is a complex issue, and measuring it accurately requires considering multiple factors and perspectives. Combining different measures can provide

a more comprehensive understanding of patient dissatisfaction and help healthcare organizations identify areas for improvement.

A. QUESTION: Professionalism & courteousness of Admission Staff



INTERPRETATION: The professionalism and courteousness of the admission staff in The Mission Hospital is excellent with 72.5% score, good with 22.5% score & poor/very poor with 5% score.

The professionalism and courteousness of the admission staff in a hospital's inpatient department are crucial for creating a positive experience for patients and their families. Here are some important aspects that define professionalism and courteousness in this context:

- Knowledge and Expertise: Admission staff should have a solid understanding of hospital processes, insurance requirements, and admission procedures. They should be knowledgeable about the various services provided by the hospital and be able to answer patients' questions accurately.

- Clear Communication: Professionalism entails clear and effective communication. Admission staff should be able to explain admission procedures, paperwork, and any necessary documentation to patients and their families in a clear and concise manner. They should also be able to provide information about waiting times, expectations, and any other relevant details.

- Respectful and Empathetic Attitude: Courteousness is demonstrated through respectful and empathetic behaviour. Admission staff should treat patients and their families with kindness, respect, and empathy. They should understand that hospital visits can be stressful and that patients may be anxious or in pain. Showing empathy and compassion can greatly enhance the patient experience.

- Efficiency and Timeliness: Being professional also means being efficient and prompt in handling admission processes. Staff should strive to minimize wait times, streamline paperwork, and ensure a smooth admission process for patients. Being organized and attentive to detail is essential to avoid unnecessary delays or errors.

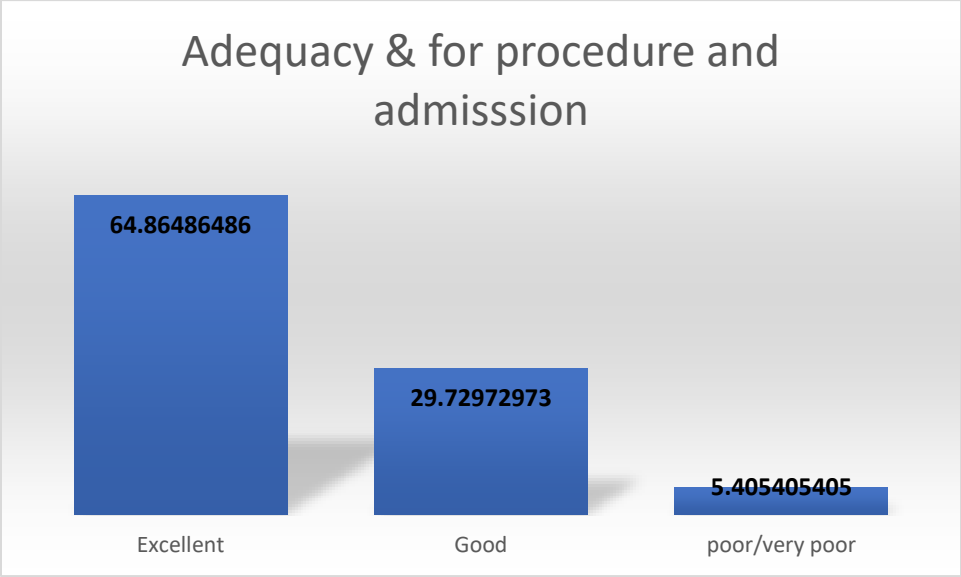
- Privacy and Confidentiality: Professional admission staff understands the importance of patient privacy and confidentiality. They should handle personal information with the utmost care and adhere to strict privacy protocols. Patients should feel confident that their personal and medical information is being handled securely.

- Problem-solving Abilities: In complex cases or situations where issues arise, professional admission staff should demonstrate problem-solving skills. They should be proactive in finding solutions, collaborating with other hospital departments if needed, and ensuring that patients' needs are addressed promptly.

- Continuous Improvement: Professionalism also involves a commitment to continuous improvement. Admission staff should be open to feedback from patients, their families, and colleagues, and actively seek ways to enhance their skills and provide an even better experience for patients.

It is important to note that while these qualities are desirable, individual staff members may vary in their professionalism and courteousness. If you have concerns about the behaviour or attitude of admission staff at a specific hospital, it is recommended to provide feedback to hospital management so that they can address the issue appropriately.

B. QUESTION: Adequacy & for procedure and admission



INTERPRETATION: The adequacy of procedures and admissions in The Mission Hospital is excellent with 64.9% score, good with 29.7% score & poor/very poor with 5.4% score.

The adequacy of procedures and admissions in the inpatient department of a hospital is crucial for ensuring the well-being and safety of patients. Here are some key points to consider:

- Medical Necessity: The hospital should follow a rigorous process to determine the medical necessity of admitting a patient to the inpatient department. This involves evaluating the patient's condition, medical history, and the need for continuous monitoring, specialized care, or procedures that cannot be provided in an outpatient setting.

- Admission Criteria: Hospitals typically have established admission criteria that outline the conditions under which a patient can be admitted to the inpatient department. These criteria may vary depending on the hospital's specialty, available resources, and the specific needs of the patient.

- Evaluation by Healthcare Professionals: Qualified healthcare professionals, such as doctors or specialists, should assess and evaluate patients to determine the appropriate level of care required. This evaluation may involve physical examinations, diagnostic tests, and consultations to ensure accurate diagnosis and treatment planning.

- Informed Consent: Patients or their authorized representatives should be fully informed about the procedures and treatments involved in their hospital admission. This includes discussing the risks, benefits, alternatives, and expected outcomes of the proposed interventions. Informed consent is essential to ensure that patients have a clear understanding of the procedures they will undergo and can make informed decisions about their care.

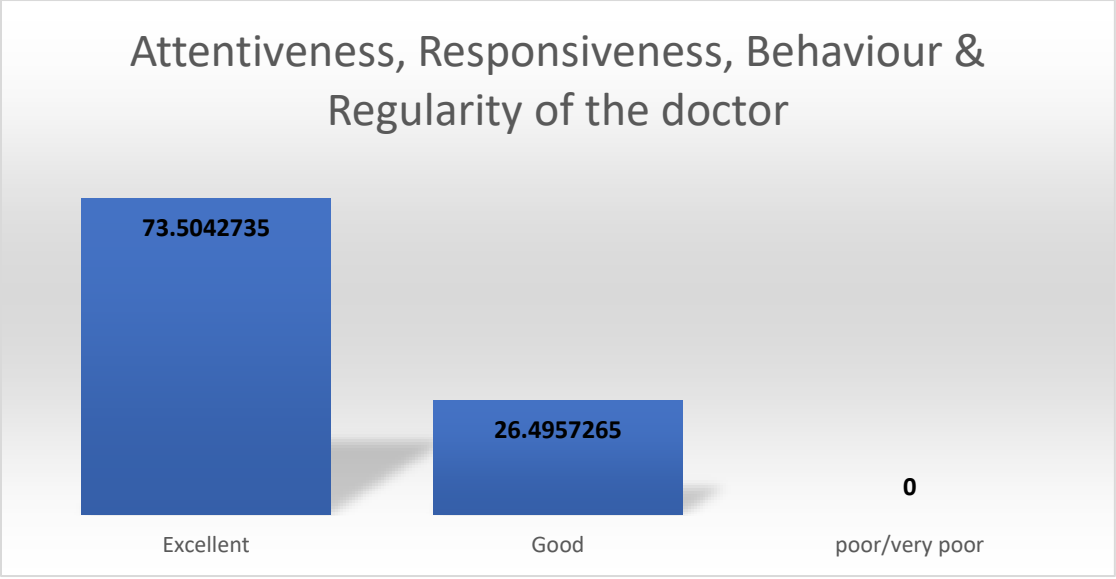
- Documentation and Medical Records: Proper documentation is crucial to maintain a patient's medical records accurately. Admissions, procedures performed, medications administered, and any complications or adverse events should be appropriately recorded to ensure continuity of care and facilitate effective communication between healthcare providers.

- Quality Assurance: Hospitals should have quality assurance programs in place to regularly assess the adequacy of procedures and admissions. This includes monitoring patient outcomes, evaluating compliance with established protocols and guidelines, and implementing improvements when necessary.

- Continuous Monitoring: Once admitted, patients in the inpatient department should receive continuous monitoring and care from qualified healthcare professionals. This includes regular assessments of vital signs, medication administration, coordination of diagnostic tests, and appropriate management of any changes in the patient's condition.

It's important to note that the specific procedures and admission protocols may vary depending on the hospital, local regulations, and the nature of the patient's condition. It is always advisable to consult the hospital's policies and speak with healthcare professionals directly for detailed and up-to-date information.

C. QUESTION: Attentiveness, Responsiveness, Behaviour & Regularity of the doctor



INTERPRETATION: Attentiveness, responsiveness, behaviour, and regularity of the doctors in The Mission Hospital is excellent with 73% score, good with 26% score.

Attentiveness, responsiveness, behaviour, and regularity are important qualities to consider when evaluating a doctor's performance in the inpatient department of a hospital. Here's a breakdown of what these qualities entail:

- Attentiveness: A good doctor should be attentive to the needs and concerns of their patients. They should actively listen to patients, ask relevant questions, and show genuine interest in their well-being. Attentiveness also includes being observant of any changes in a patient's condition and promptly addressing them.

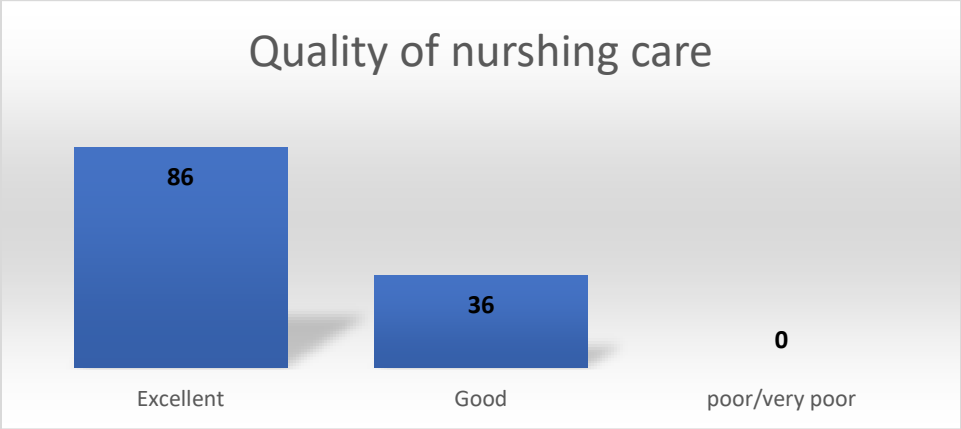
- Responsiveness: A doctor's responsiveness refers to their ability to provide timely and appropriate care. They should respond promptly to patients' requests, answer questions, and communicate clearly about the patient's condition and treatment plan. Prompt responses to emergencies or critical situations are crucial in ensuring patient safety.

- Behaviour: A doctor's behaviour encompasses their professionalism, empathy, and bedside manner. They should treat patients and their families with respect, compassion, and empathy. Good communication skills are essential, as they should be able to explain medical information in a way that patients can understand. Maintaining a calm and composed demeanour, especially in stressful situations, is also important.

- Regularity: Regularity refers to a doctor's consistency in providing care. They should adhere to scheduled rounds, visits, and appointments with patients. Timely follow-ups and regular monitoring of a patient's progress are essential for effective treatment. Regularity also extends to keeping accurate and up-to-date medical records to ensure continuity of care.

It's important to note that each doctor may have their own unique style and approach, and personal preferences can vary among patients. However, attentiveness, responsiveness, behaviour, and regularity are generally desirable qualities that contribute to providing high-quality healthcare in the inpatient department of a hospital.

D. QUESTION: Quality of nursing care



INTERPRETATION: The quality of nursing care in The Mission Hospital is excellent with 86% score, good with 36% score.

The quality of nursing care in a hospital's inpatient department is a critical aspect of patient well-being and overall healthcare outcomes. Here are some key factors that contribute to the quality of nursing care:

- Competent and Qualified Staff: The quality of nursing care depends on the competence and qualifications of the nursing staff. Hospitals should ensure that their nurses have the necessary education, training, and licensure to provide safe and effective care.

- Adequate Staffing Levels: Sufficient staffing is essential to provide quality nursing care. When there are appropriate nurse-to-patient ratios, nurses can devote enough time and attention to each patient, reducing the risk of errors and improving patient outcomes.

- Continuity of Care: Establishing continuity of care is crucial for providing high-quality nursing care. Nurses who are assigned to the same patients consistently can develop rapport, better understand patient needs, and provide individualized care.

- Effective Communication: Good communication among healthcare providers, including nurses, enhances the quality of care. Nurses should communicate effectively with patients, their families, and the interdisciplinary healthcare team to ensure coordinated and comprehensive care.

- Patient Safety Patient Safety: Ensuring patient safety is a fundamental aspect of nursing care quality. Nurses play a vital role in preventing healthcare-associated infections, medication errors, falls, and other adverse events. They should adhere to established protocols and promote a culture of safety.

- Evidence-Based Practice: Incorporating evidence-based practice into nursing care enhances its quality. Nurses should stay updated with the latest research, use best practices, and apply evidence-based interventions to optimize patient outcomes.

- Patient-Cantered Care: High-quality nursing care focuses on meeting the individual needs and preferences of patients. Nurses should involve patients in their care decisions, respect their autonomy, and provide emotional support along with physical care.

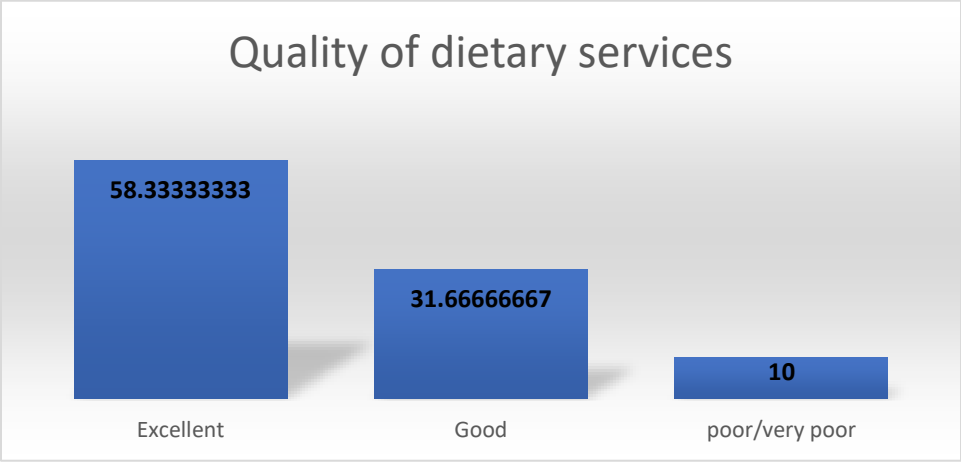
- Continuous Quality Improvement: Hospitals should have mechanisms in place to monitor and improve the quality of nursing care. Regular performance evaluations, quality indicators, and feedback loops help identify areas for improvement and implement necessary changes.

- Ethical and Professional Behaviour: Nursing care quality is influenced by the ethical and professional behaviour of nurses. Upholding ethical standards, respecting patient confidentiality, maintaining professionalism, and practicing empathy contribute to a positive care experience.

- Patient Satisfaction: Patient satisfaction is an important measure of nursing care quality. Hospitals should regularly assess patient satisfaction levels and use feedback to make improvements in care delivery.

It is important to note that the quality of nursing care may vary between hospitals and even among different units within the same hospital. Each healthcare facility should prioritize a culture of excellence in nursing care and continually strive to improve patient outcomes.

E. QUALITY: Quality of dietary services



INTERPRETATION: The quality of dietary services in The Mission Hospital is excellent with 58.3% score, good with 31.7% score & poor/very poor with 10% score.

The quality of dietary services in a hospital's inpatient department can vary depending on several factors, including the hospital's resources, staff expertise, and commitment to patient care. Here are some key considerations when assessing the quality of dietary services in a hospital's inpatient department:

- Nutritional Assessment: A high-quality dietary service begins with a comprehensive nutritional assessment of each patient. This assessment should consider the patient's medical condition, dietary preferences, cultural and religious considerations, allergies, and any other relevant factors. Individualized meal plans should be developed based on these assessments.

- Menu Planning and Variety: A quality dietary service will offer a well-balanced and diverse menu that meets the nutritional needs of patients while taking into account their preferences and restrictions. The menu should provide options for different diets, including regular, vegetarian, vegan, gluten-free, and low-sodium, among others. Adequate variety and choice can help promote patient satisfaction and adherence to prescribed diets.

- Staff Qualifications and Expertise: The hospital's dietary staff should consist of qualified professionals, such as registered dieticians or nutritionists, who have the knowledge and skills to assess patients' nutritional needs and develop appropriate meal plans. These professionals should collaborate with other healthcare providers to ensure coordinated care and effective communication regarding dietary requirements.

- Timeliness and Accuracy: In a high-quality dietary service, meals should be delivered in a timely manner and should accurately reflect the patient's prescribed diet. Attention to

detail, proper portioning, and adherence to specific dietary instructions are essential to ensure patient safety and well-being.

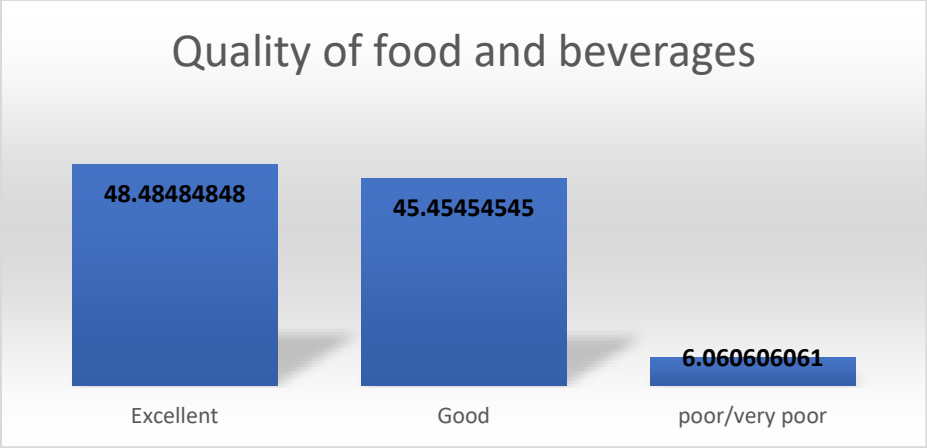
- Specialized Care: Some patients may require specialized dietary care due to specific medical conditions, such as diabetes, renal disease, or dysphagia. A quality dietary service should have the capability to provide tailored nutrition interventions for these patients, including monitoring blood glucose levels, modifying carbohydrate intake, or adjusting textures for swallowing difficulties.

- Patient Education: A vital aspect of dietary services is patient education. The dietary staff should take the time to educate patients and their families about their specific dietary requirements, food-drug interactions, and the importance of proper nutrition for their recovery or overall well-being. Patient education can empower individuals to make informed choices and promote long-term health.

- Feedback and Continuous Improvement: A hospital with a high-quality dietary service should have a system in place to collect patient feedback regarding the food quality, taste, and overall satisfaction with the service. Regular review of feedback and data can drive continuous improvement efforts, ensuring that the dietary service meets the evolving needs and preferences of patients.

It's important to note that the quality of dietary services may vary from one hospital to another. Therefore, it's recommended to consult specific hospital ratings, patient reviews, or seek recommendations from healthcare professionals to evaluate the quality of dietary services in a particular hospital's inpatient department.

F. Q UESTION: Quality of food and beverages



INTERPRETATION: The quality of food and beverages in The Mission Hospital is excellent with 48.5% score, good with 45.5% score & poor/very poor with 6.1% score.

The quality of food and beverages in hospitals can vary depending on the institution and its resources. However, in recent years, many hospitals have recognized the importance of providing nutritious and appetizing meals to their inpatient departments. Here are some general observations regarding the quality of food and beverages in hospital inpatient departments:

- Nutritional Considerations: Hospitals are increasingly focusing on providing well-balanced meals that meet the dietary needs of patients. This includes considering factors such as calorie count, macronutrient distribution, and specific dietary restrictions or allergies.

- Menu Variety: Efforts are being made to offer a diverse menu that caters to different tastes and dietary requirements. Hospitals may provide options for various diets, including regular, vegetarian, vegan, gluten-free, and low-sodium meals. Some hospitals even offer ethnic cuisine choices to accommodate diverse cultural preferences.

- Fresh Ingredients: Many hospitals aim to use fresh and locally sourced ingredients when possible to enhance the quality and taste of meals. Fresh fruits, vegetables, and whole grains are often emphasized to provide patients with nutrient-rich options.

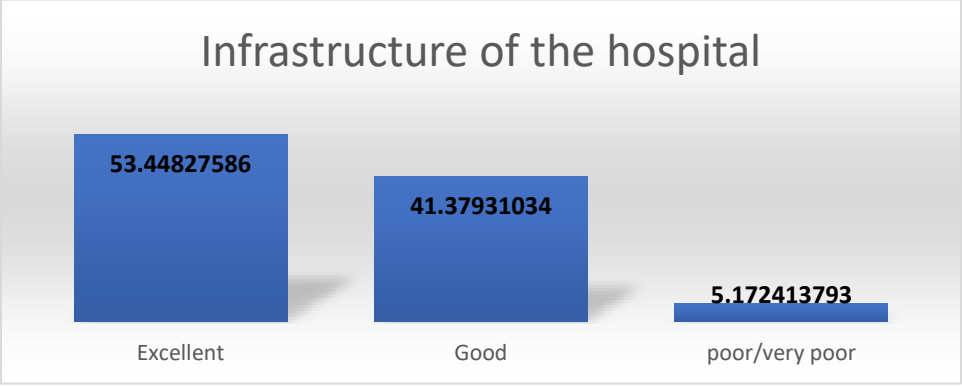
- Specialized Diets: In cases where patients have specific medical conditions, such as diabetes or renal issues, hospitals may provide specialized diets tailored to their needs. These diets are designed to manage the condition while still providing adequate nutrition.

- Hydration: Hospitals recognize the importance of proper hydration for patients. In addition to regular meals, they often provide a variety of beverages, including water, juices, herbal teas, and sometimes even specialized nutritional drinks.

- Feedback and Improvement: Many hospitals encourage feedback from patients regarding their food and beverage experiences. This feedback helps them assess and improve the quality of meals provided. Hospitals may have committees or dieticians who work to incorporate patient feedback into menu planning.

It's important to note that while efforts are being made to improve the quality of food and beverages in hospital inpatient departments, there can still be variations between different healthcare facilities. Factors such as budget constraints, staffing, and available resources can impact the overall quality of meals provided.

G. QUESTION: Infrastructure of the hospital



INTERPRETATION: The infrastructure of The Mission Hospital is excellent with 53.4% score, good with 41.4% score & poor/very poor with 5.2% score.

The infrastructure of a hospital typically includes a variety of components that are essential for providing quality healthcare services to patients. Some of the key components of a hospital infrastructure are:

- Buildings and facilities: Hospitals require various types of buildings and facilities to accommodate different departments, including patient rooms, operating rooms, emergency rooms, laboratories, and administrative offices. These buildings and facilities must be designed to meet the specific needs of patients and healthcare providers.

- Medical equipment: Hospitals require a wide range of medical equipment, such as diagnostic machines, surgical instruments, monitoring devices, and therapeutic equipment, to provide quality healthcare services to patients. This equipment must be regularly maintained and updated to ensure that it is functioning properly.

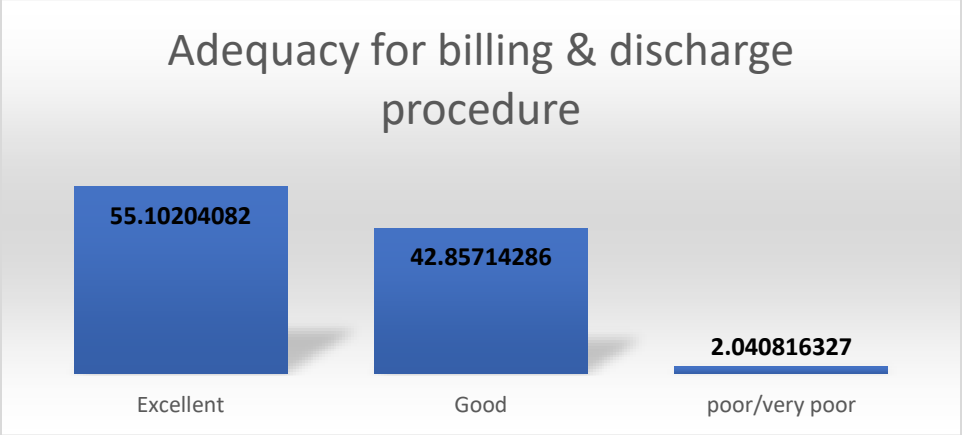
- Information technology: Hospitals require sophisticated information technology systems to manage patient data, track medical records, and communicate with other healthcare providers. This includes electronic health records, computerized physician order entry systems, and secure messaging platforms.

- Staffing: Hospitals require a diverse team of healthcare professionals, including doctors, nurses, technicians, administrators, and support staff, to provide quality care to patients. Staffing levels must be carefully managed to ensure that there are enough healthcare providers available to meet the needs of patients.

- Utilities and services: Hospitals require reliable utilities and services, such as electricity, water, heating, ventilation, and air conditioning, to ensure that patients and healthcare providers are comfortable and safe. They also require a range of support services, such as cleaning, security, and maintenance, to keep the hospital running smoothly.

Overall, the infrastructure of a hospital is a complex and interconnected system that must be carefully managed to provide quality healthcare services to patients.

H. QUESTION: Adequacy for billing & discharge procedure



INTERPRETATION: The billing and discharge procedures in The Mission Hospital is excellent with 55.1% score, good with 42.9% score & poor/very poor with 2.0% score.

The billing and discharge procedures in the inpatient department of a hospital are crucial for ensuring the accurate and efficient processing of patient charges and the smooth transition of patients from the hospital to their homes or other care facilities. Here are some key aspects that contribute to the adequacy of these procedures:

- Documentation: Proper documentation is essential for billing and discharge procedures. The medical records should accurately capture the patient's diagnosis, treatment provided, medications administered, procedures performed, and any other relevant information. This

documentation serves as the basis for billing and ensures that all services rendered to the patient are appropriately recorded.

- Coding and Billing Compliance: Hospital billing relies on standardized coding systems such as ICD-10 (International Classification of Diseases) and CPT (Current Procedural Terminology). Trained staff should assign appropriate codes to accurately reflect the diagnosis, procedures, and services rendered. Compliance with billing regulations, including those related to government programs like Medicare and Medicaid, is crucial to prevent fraud and ensure reimbursement.

- Charge Capture: Accurate capture of charges related to medications, procedures, tests, and supplies is vital. Hospitals often use electronic health record (EHR) systems with integrated billing modules to facilitate charge capture and streamline the billing process. Regular audits and reconciliations should be conducted to verify the accuracy of charges and address any discrepancies.

- Insurance Verification and Preauthorization: Prior to admission, hospitals should verify the patient's insurance coverage and obtain any necessary preauthorization for specific procedures or treatments. This helps prevent denials or delays in reimbursement. Proper communication between the billing department, clinical staff, and insurance companies is necessary to ensure accurate billing and timely reimbursement.

- Financial Counselling: Hospitals should provide financial counselling services to patients, explaining their insurance coverage, potential out-of-pocket expenses, and available payment options. This helps patients understand their financial responsibilities and make informed decisions. Adequate financial counselling reduces billing disputes and improves patient satisfaction.

- Discharge Planning: Discharge planning involves coordinating the patient's transition from the hospital to post-acute care, home care, or other appropriate facilities. The process includes arranging necessary medical equipment, medications, follow-up appointments, and communicating the discharge plan to the patient and their caregivers. Well-executed discharge planning helps prevent readmissions and ensures continuity of care.

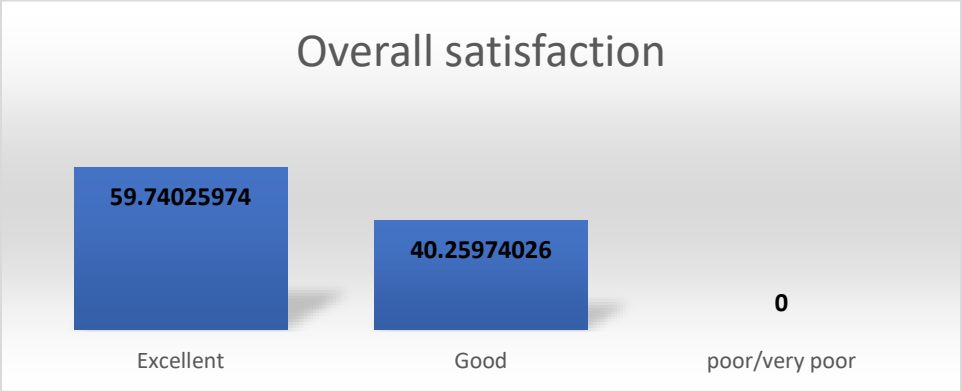
- Patient Education: Clear and comprehensive patient education should be provided before discharge. This includes instructions on medication usage, wound care, dietary restrictions, and any necessary lifestyle modifications. When patients understand their care plans, they are more likely to comply with instructions, reducing the risk of complications and readmissions.

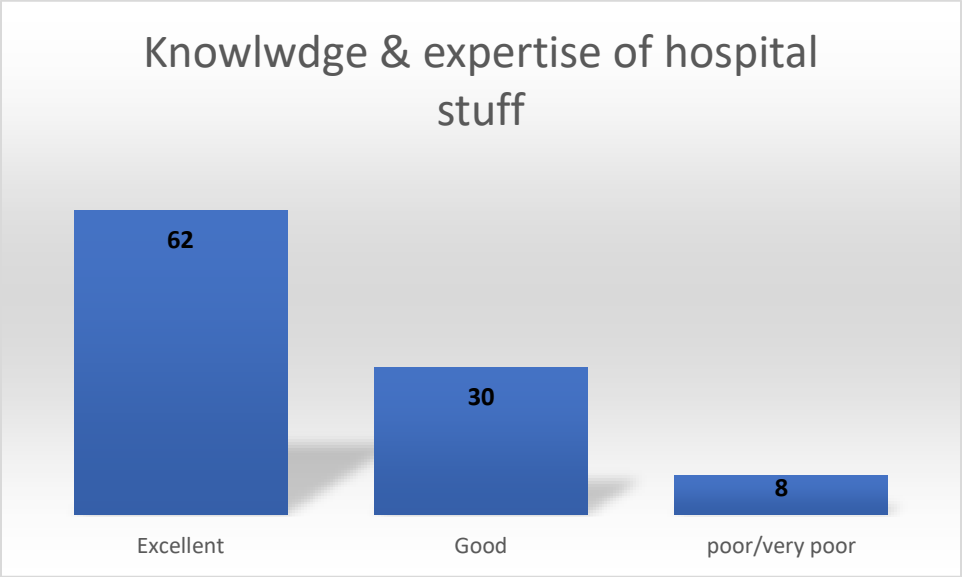
- Timeliness: Efficient billing and discharge processes help reduce patient wait times and maintain a smooth workflow. Streamlining administrative tasks, utilizing technology for electronic documentation and communication, and minimizing unnecessary paperwork can improve efficiency.

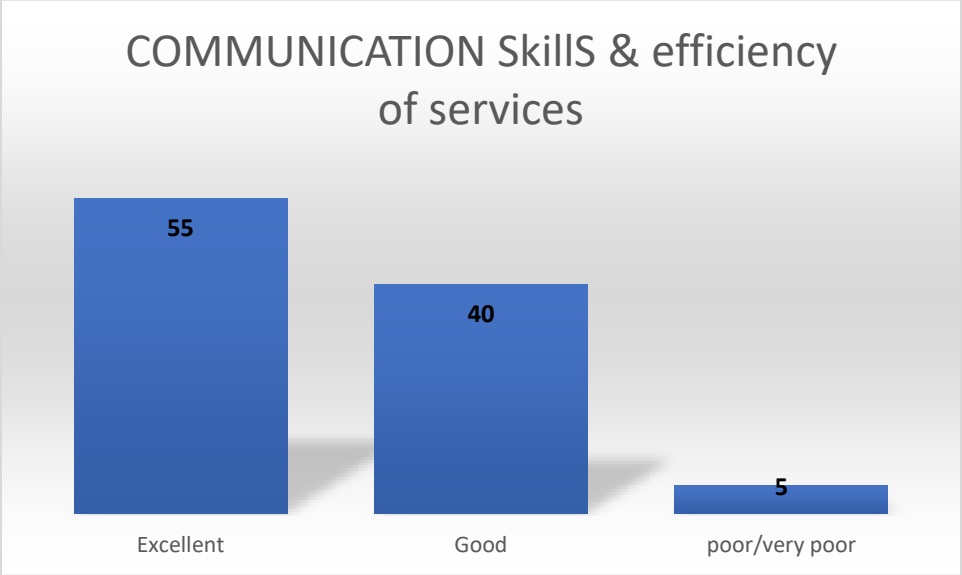
- Quality Assurance: Regular quality audits and performance reviews should be conducted to identify areas for improvement and address any deficiencies in the billing and discharge procedures. Feedback from patients, staff, and stakeholders can help identify opportunities for enhancing the adequacy and effectiveness of these processes.

Overall, an adequate billing and discharge procedure in the inpatient department of a hospital requires accurate documentation, compliant coding and billing practices, effective charge capture, insurance verification, patient financial counselling, thorough discharge planning, patient education, efficiency, and continuous quality improvement.

I. QUESTION: Overall satisfaction







INTERPRETATION: Overall satisfaction of the patients in The Mission Hospital is excellent with 59.7% score, good with 40.3% score.

Some general factors that contribute to overall satisfaction in the inpatient department of a hospital. These factors are often considered important by patients:

- Quality of care: Patients value receiving high-quality medical care during their hospital stay. This includes skilled healthcare professionals, effective communication, accurate diagnosis, and appropriate treatment.

- Communication: Clear and timely communication between healthcare providers and patients is crucial for satisfaction. Patients want to be informed about their condition, treatment options, and any changes in their care plan. They appreciate healthcare providers who listen to their concerns and address their questions.

- Staff attitude and behaviour: Patients appreciate compassionate, empathetic, and respectful treatment from hospital staff. Friendly interactions and a supportive attitude contribute to a positive experience.

- Pain management: Adequate pain management is a significant aspect of patient satisfaction. Hospitals that prioritize pain control and take measures to alleviate discomfort are likely to receive higher satisfaction scores.

- Facilities and cleanliness: A clean and well-maintained environment can enhance the overall patient experience. Comfortable rooms, properly functioning amenities, and a hygienic atmosphere contribute to satisfaction.

- Responsiveness to needs: Prompt attention to patient needs and concerns is essential. Timely response to calls for assistance, assistance with mobility, and addressing specific requests can positively impact patient satisfaction.

- Care coordination: Efficient coordination among healthcare providers, specialists, and other support staff is important for seamless care delivery. Patients appreciate when their care is well-coordinated and transitions between departments or services are smooth.

- Involvement in decision-making: Inclusion in the decision-making process about their care and treatment can empower patients and improve satisfaction. Hospitals that involve patients and their families in discussions and respect their preferences tend to have higher satisfaction levels.

- Discharge process: A well-organized and informative discharge process helps patients transition smoothly from the hospital to their homes or other healthcare settings. Patients value receiving clear instructions about post-discharge care and medications.

It's worth noting that individual experiences can vary, and satisfaction levels depend on numerous factors unique to each patient and hospital. Conducting patient satisfaction surveys within a specific hospital can provide more accurate insights into the overall satisfaction levels in the inpatient department.

Analyse of the problem patient dissatisfaction

Patient dissatisfaction is a significant issue that healthcare providers and institutions face. It can arise from various factors and can have detrimental effects on both patients and healthcare organizations. Analysing the problem of patient dissatisfaction involves understanding its causes, consequences, and potential solutions. Here's an analysis of the problem:

Causes of Patient Dissatisfaction:

Communication: Poor communication between healthcare providers and patients, such as inadequate explanations, lack of empathy, or insufficient time spent with patients, can lead to dissatisfaction.

Long Waiting Times: Extended waiting times for appointments, diagnostic tests, or in the waiting room can leave patients frustrated and dissatisfied.

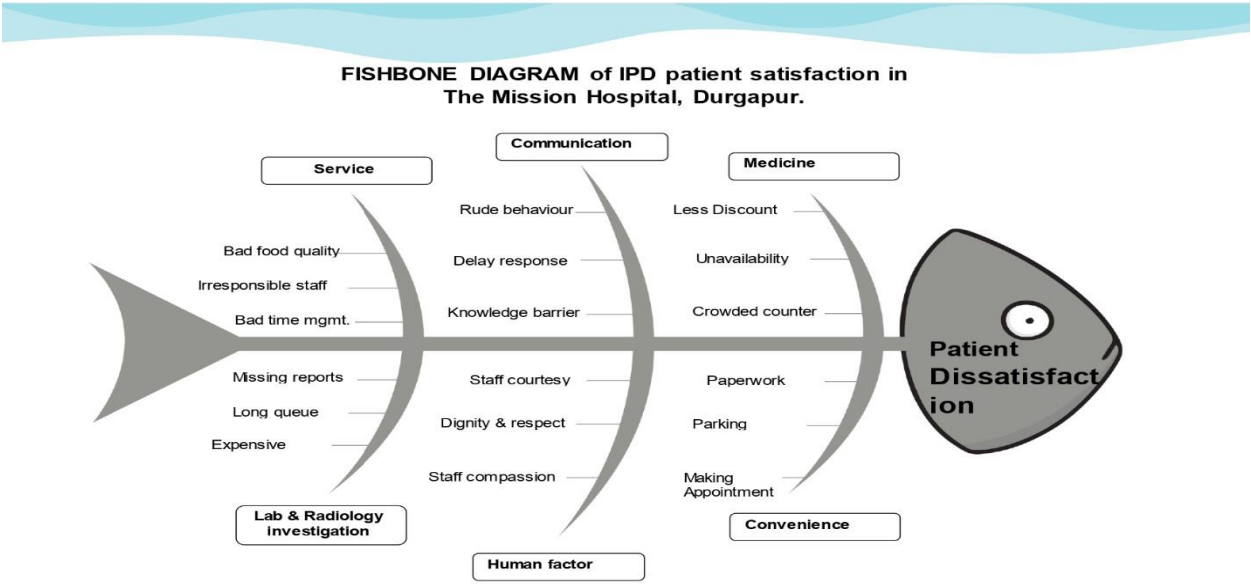
Inadequate Quality of Care: Patients may experience dissatisfaction if they perceive the quality of care received as inadequate, including misdiagnoses, medication errors, or complications.

Lack of Engagement in Decision-making: Patients who feel excluded from decisions about their treatment plans or not being adequately involved in their own healthcare may experience dissatisfaction.

Staff Attitude: Unfriendly or unprofessional behaviour from healthcare staff, including nurses, doctors, or administrative personnel, can contribute to patient dissatisfaction.

Facility Conditions: Uncomfortable physical environments, outdated facilities, or unclean surroundings can leave patients dissatisfied with their healthcare experience.

Billing and Administrative Issues: Problems related to insurance, billing errors, complex administrative processes, or lack of transparency in costs can lead to patient dissatisfaction.



Improve of the problem patient dissatisfaction

Enhancing Communication: Improving communication skills of healthcare providers, fostering empathy, and ensuring effective information sharing with patients.

Reducing Waiting Times: Implementing strategies to streamline appointment scheduling, optimizing workflow processes, and leveraging technology for better patient flow management.

Focus on Quality Improvement: Regular performance assessments, clinical guidelines adherence, and continuous quality improvement initiatives can enhance the quality of care provided.

Patient Engagement and Shared Decision-making: Encouraging patient participation in treatment decisions, providing educational resources, and involving patients in care planning.

Staff Training and Professionalism: Promoting a patient-centred culture, investing in staff training, and emphasizing professionalism and empathy in all interactions.

Facility Upgrades: Investing in infrastructure improvements, creating comfortable and welcoming environments, and ensuring cleanliness and hygiene.

Transparent Billing and Administrative Processes: Simplifying billing procedures, providing clear cost estimates, and improving transparency in administrative practices.

It's crucial for healthcare organizations to proactively address patient dissatisfaction by implementing these solutions and continuously evaluating patient feedback to improve the overall patient experience.

Control of the problem patient dissatisfaction

Enhancing Communication: Improving communication skills of healthcare providers, fostering empathy, and ensuring effective information sharing with patients.

Reducing Waiting Times: Implementing strategies to streamline appointment scheduling, optimizing workflow processes, and leveraging technology for better patient flow management.

Focus on Quality Improvement: Regular performance assessments, clinical guidelines adherence, and continuous quality improvement initiatives can enhance the quality of care provided.

Patient Engagement and Shared Decision-making: Encouraging patient participation in treatment decisions, providing educational resources, and involving patients in care planning.

Staff Training and Professionalism: Promoting a patient-centred culture, investing in staff training, and emphasizing professionalism and empathy in all interactions.

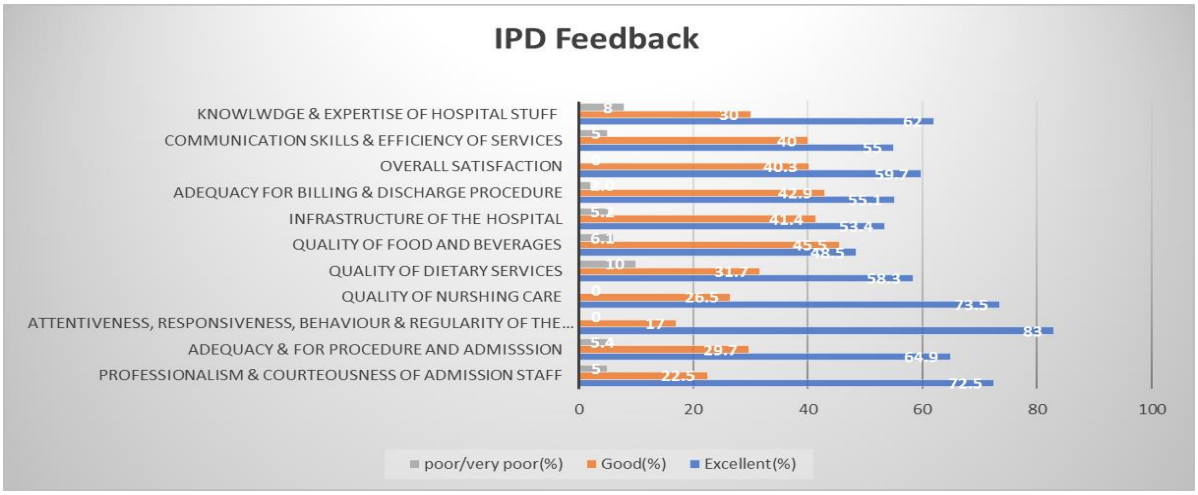
Facility Upgrades: Investing in infrastructure improvements, creating comfortable and welcoming environments, and ensuring cleanliness and hygiene.

Transparent Billing and Administrative Processes: Simplifying billing procedures, providing clear cost estimates, and improving transparency in administrative practices.

It's crucial for healthcare organizations to proactively address patient dissatisfaction by implementing these solutions and continuously evaluating patient feedback to improve the overall patient experience.

RESULTS

Response	Excellent(%)	Good(%)	poor/very poor(%)
Professionalism & courteousness of Admission Staff	72.5	22.5	5
Adequacy & for procedure and admisssion	64.9	29.7	5.4
Attentiveness, Responsiveness, Behaviour & Regularity of the doctor	83	17	0
Quality of nurshing care	73.5	26.5	0
Quality of dietary services	58.3	31.7	10
Quality of food and beverages	48.5	45.5	6.1
Infrastructure of the hospital	53.4	41.4	5.2
Adequacy for billing & discharge procedure	55.1	42.9	2.0
Overall satisfaction	59.7	40.3	0
COMMUNICATION SkillS & efficiency of services	55	40	5
Knowlwdge & expertise of hospital stuff	62	30	8



Result & Interpretation - For interpretation we assume that an average score of 3 out of 5 is satisfactory. From The above analysis we can say that 8 out of 9 areas in IPD, reached the satisfactory level while the other one scores low. 70% patients are satisfied with the hospital & 20 % are average neither satisfied nor dissatisfied & 10% patient are not satisfied.

DISCUSSION

The Mission Hospital is great super speciality Hospital. The patients and their relatives coming to the clinic now not simplest except world class remedy, but additionally different centres to make their live at ease in as a commercialization and improvement the centres. The purpose of this examine turned into to evaluate the level patient/relatives delight at hospitals and feedback from them for improvement of the equal. On this look at was carried out over a duration of three months dispensing 09 based questionnaires among patients and their family to find out the elements, which fulfil them in a health facility. The foremost dimensions of patient satisfaction are art of care, technical fine of care, accessibility or comfort, finance, physical surroundings, availability of Service Company, continuity of care and efficacy or effects of care. Consistent with the survey, 60% respondents indicated that they had been glad & the care have been high-quality with their period of inpatient care. 30% stated the ability within the health facility were excellent & the provider acquired additionally well. Relaxation 10% said the offerings acquired throughout in affected person care. A few healthcare services need to be progressed in order sufferers are extra satisfied.

CONCLUSION

- In conclusion, patient satisfaction in the context of inpatient care is a critical aspect of healthcare delivery that directly impacts the overall patient experience and outcomes.
- It involves various factors such as effective communication, respectful and empathetic care, involvement in decision-making, pain management, quality of facilities and amenities, and the overall coordination and continuity of care.
- Numerous studies have highlighted the significance of patient satisfaction in achieving positive clinical outcomes, including improved adherence to treatment plans, faster recovery,
- Reduced hospital readmissions, and increased patient engagement in their own healthcare. Therefore, healthcare providers and institutions must prioritize efforts to enhance patient satisfaction throughout the entire inpatient journey.
- Effective communication is fundamental in fostering trust, understanding, and collaboration between healthcare providers and patients.
- Clear and comprehensive explanations of medical conditions, treatment options, and potential risks and benefits enable patients to make informed decisions about their care.
- Additionally, actively involving patients in care planning and decision-making processes empowers them and strengthens their confidence in the care they receive.
- The provision of respectful and empathetic care is essential for creating a supportive and compassionate environment for patients.
- Treating patients with dignity, actively listening to their concerns, and responding promptly to their needs cultivates a sense of trust and reassurance. This, in turn, contributes to higher patient satisfaction levels and a more positive overall experience.
- Effective pain management is another crucial factor in inpatient patient satisfaction. Timely and appropriate pain assessment and intervention help alleviate physical discomfort, improve quality of life, and enhance the patient's overall perception of care.
- Ensuring adequate pain relief measures, addressing individual preferences, and regularly assessing pain levels are integral components of a patient-centred approach.

- The physical environment of inpatient facilities also plays a significant role in patient satisfaction. Clean, comfortable, and well-maintained surroundings contribute to a positive experience for patients and their families.
- Facilities that offer amenities such as private rooms, access to natural light, entertainment options, and nutritious food can significantly enhance patient comfort and satisfaction during their hospital stay.
- Furthermore, efficient coordination and continuity of care are crucial for delivering high-quality inpatient experiences. Seamless transitions between different care settings, effective handoffs between healthcare providers, and clear communication regarding follow-up care and discharge instructions all contribute to patient satisfaction.
- Ensuring that patients feel supported and informed throughout their care journey minimizes confusion and stress, promoting positive outcomes and overall satisfaction.

Suggestions/recommendations:

- Timeliness: Patients value promptness and timeliness in receiving care. Reduce waiting times as much as possible and keep patients informed about any delays or changes in their treatment schedule.
- Prompt responsiveness: Establish protocols for addressing patient needs promptly and courteously.
- Emphasize patient centred care: Involve patients in their care decisions and personalize treatment plans.
- Follow up Monitoring: Implement telemedicine options to facilitate remote monitoring and virtual consultations.
- Invest in staff training and development: Continuously educate and train healthcare professionals on patient-centred care and empathy.

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Annexure -1 (Questionnaire)

Questions	Response
Professionalism & courteousness of Admission Staffs	
Excellent	
Good	
poor/very poor	
Adequacy & for procedure and admisssion	
Excellent	
Good	
poor/very poor	
Attentiveness, Responsiveness, Behaviour & Regularity of the doctor	
Excellent	
Good	
poor/very poor	
Quality of nurshing care	
Excellent	
Good	
poor/very poor	
Quality of dietary services	
Excellent	
Good	
poor/very poor	
Quality of food and beverages	
Excellent	
Good	

poor/very poor	
Infrastructure of the hospital	
Excellent	
Good	
poor/very poor	
Adequacy for billing & discharge procedure	
Excellent	
Good	
poor/very poor	
Overall satisfaction	
Excellent	
Good	
poor/very poor	
COMMUNICATION SkillS & efficiency of services	
Excellent	
Good	
poor/very poor	
Knowlwdge & expertise of hospital stuff	
Excellent	
Good	
poor/very poor	


Thank
You