

IPD patient Satisfaction

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Stream – MBA (HM)

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IPD Patient satisfaction

- Patient satisfaction is a measure of how happy a patient is with their healthcare Patient satisfaction is a measure of the extent to which a patient is content with the health care which they received from their health care provider.

Objective of the study

- To determine –
 - The level of patient satisfaction towards IPD services with reference to doctor-patient interaction, registration desk, waiting area, and overall health facilities.
 - The percentage of satisfied patients.
 - The percentage of dissatisfied patients.
 - Reasons for the dissatisfaction.

If you **satisfy**
1 PATIENT,



that reaches
4 NEW
PATIENTS.



If you **disappoint**
1 PATIENT,



that reaches
10 POTENTIAL
PATIENTS.



(Source: Solution Reach)

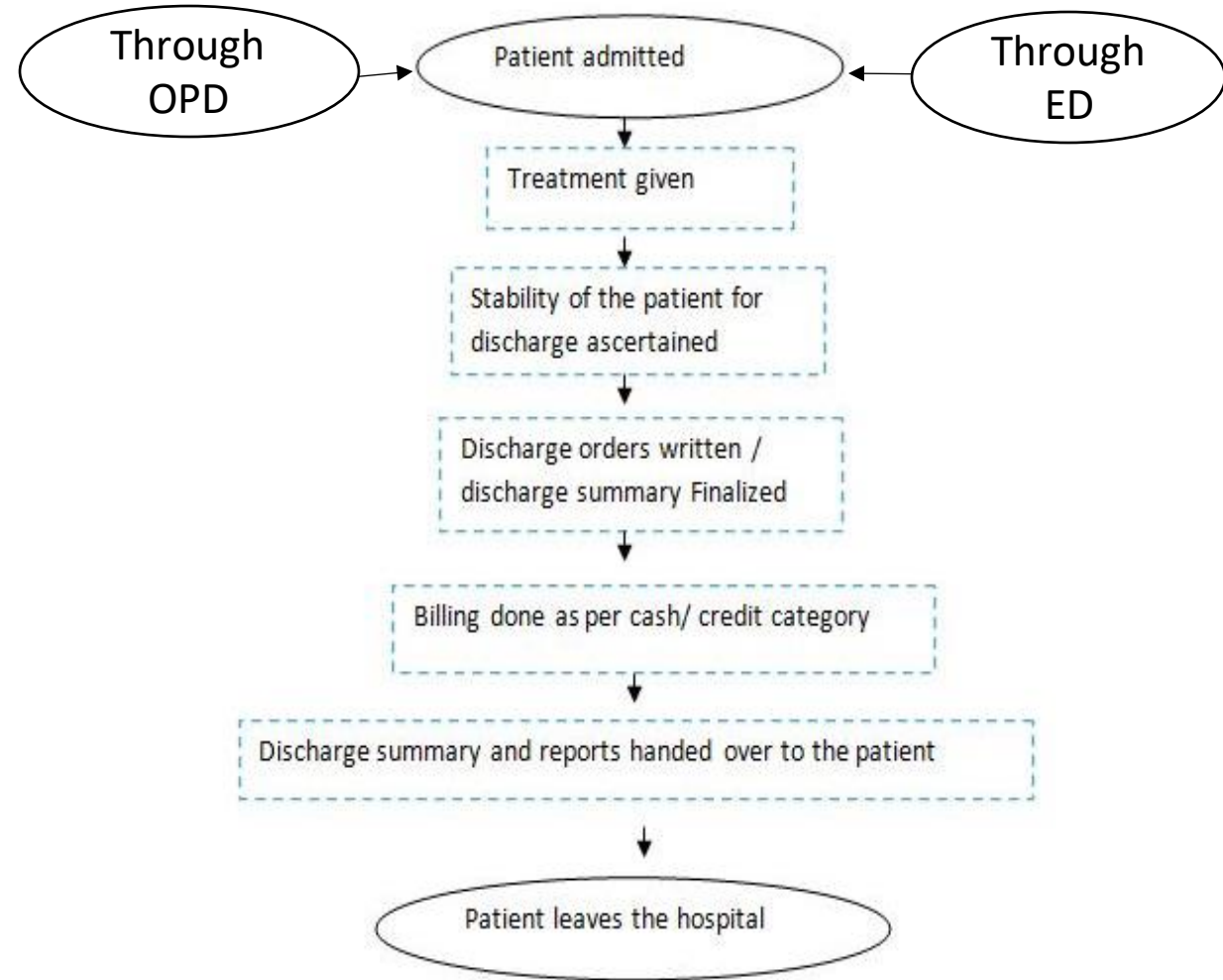
Advantages of patients satisfaction

- Patient satisfaction
- Re-visit.
- Higher expectation
- Goal attainment
- Good perception
- More name, fame & reputation.



Patient Admission Process

Admission staff will allot the room/bed according to your requirement, if available. In case of non-availability, the staff will put your name in the waiting list and will inform you on availability.





IP Floors in TMH

In-patient Department in TMH	Floors
Private / Deluxe Room / Deluxe Suites.	8th
Semi-pvt / Inpatient room, General & Female Ward.	7th
Semi-pvt / Inpatient room, ICU, HDU.	6th
Labour Room. Neonatal & Paediatric ICU.	5th
Cardiac Ward	4th
General male & female Ward	1st

Methodology

STUDY DESIGN – Cross-sectional observational study & Descriptive.

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.

DURATION OF STUDY – March - May 2023.

SAMPLE SIZE – 300.

SAMPLING TECHNIQUE – Simple Random Sampling.

DATA COLLECTION PROCEDURE – In-depth Interview with the hospital personnel, data from hospital information system timing.

DATA ANALYSIS PLAN – MS Excel & Bar chart used to analyse the data.

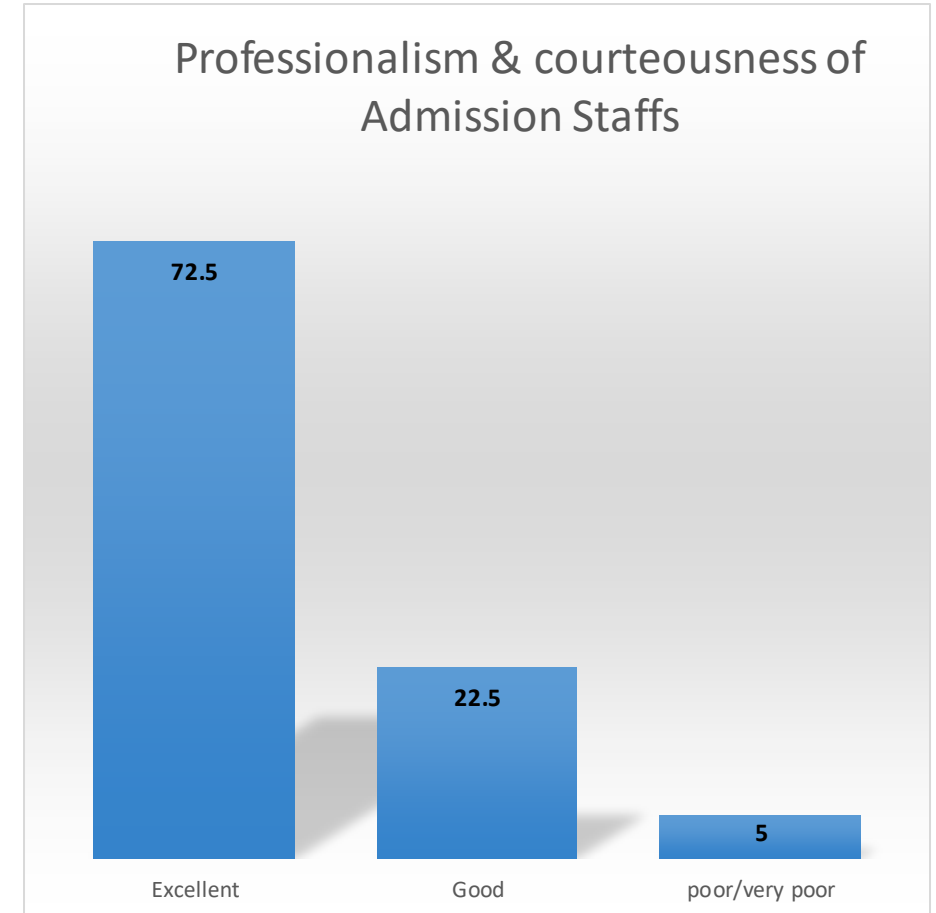
Simple Random Sampling

- I. Define the population** – IPD patients in TMH hospital, Durgapur.
- II. Assign a Number** – 300
- III. 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.
- IV. Select sample individual** – My sample consists of company number 7, 17, 67, etc.
- V. Verify sample representativeness** – Chi-square tests used to verify sample representativeness.

Professionalism & courteousness of Admission Staff

Some important aspects that define professionalism and courteousness in this context:

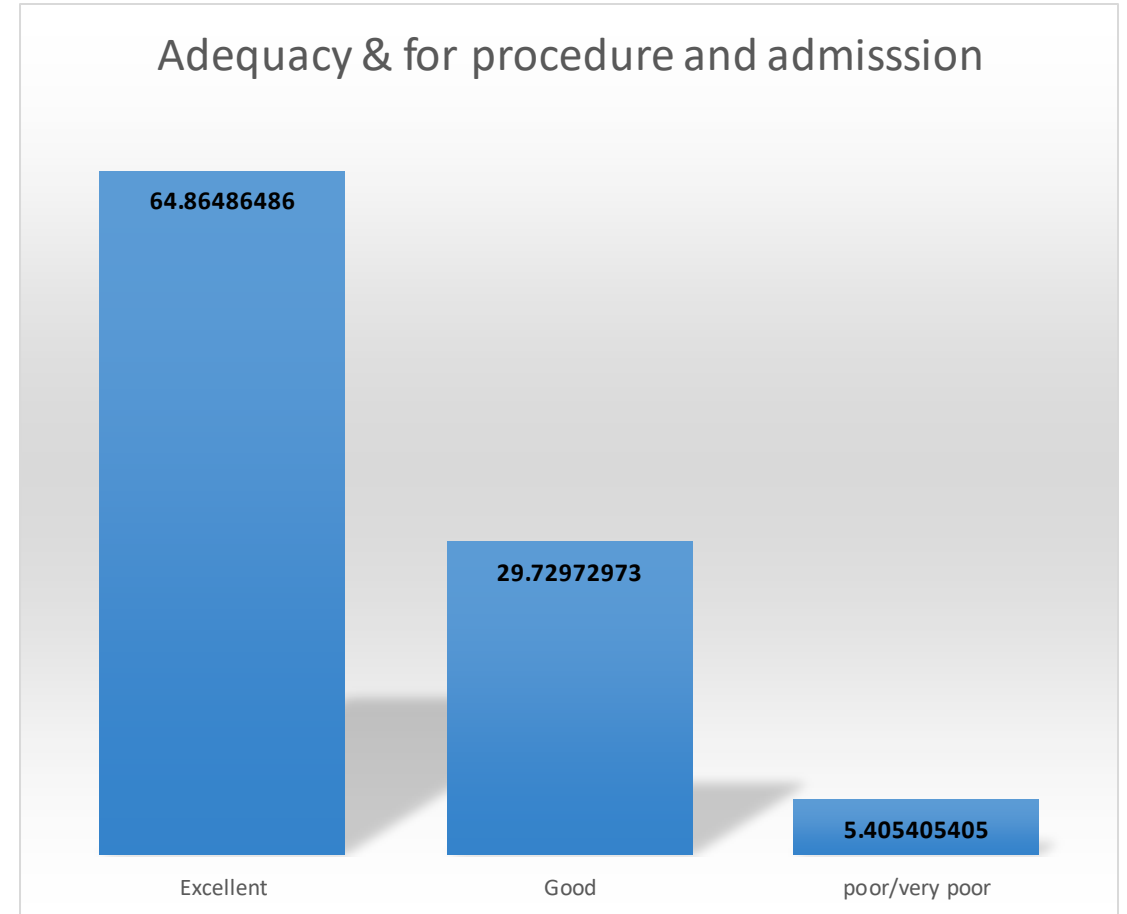
- Knowledge and Expertise
- Respectful and Empathetic Attitude
- Clear Communication
- Efficiency and Timeliness
- Problem-solving Abilities
- Continuous Improvement



Adequacy & for procedure and admission

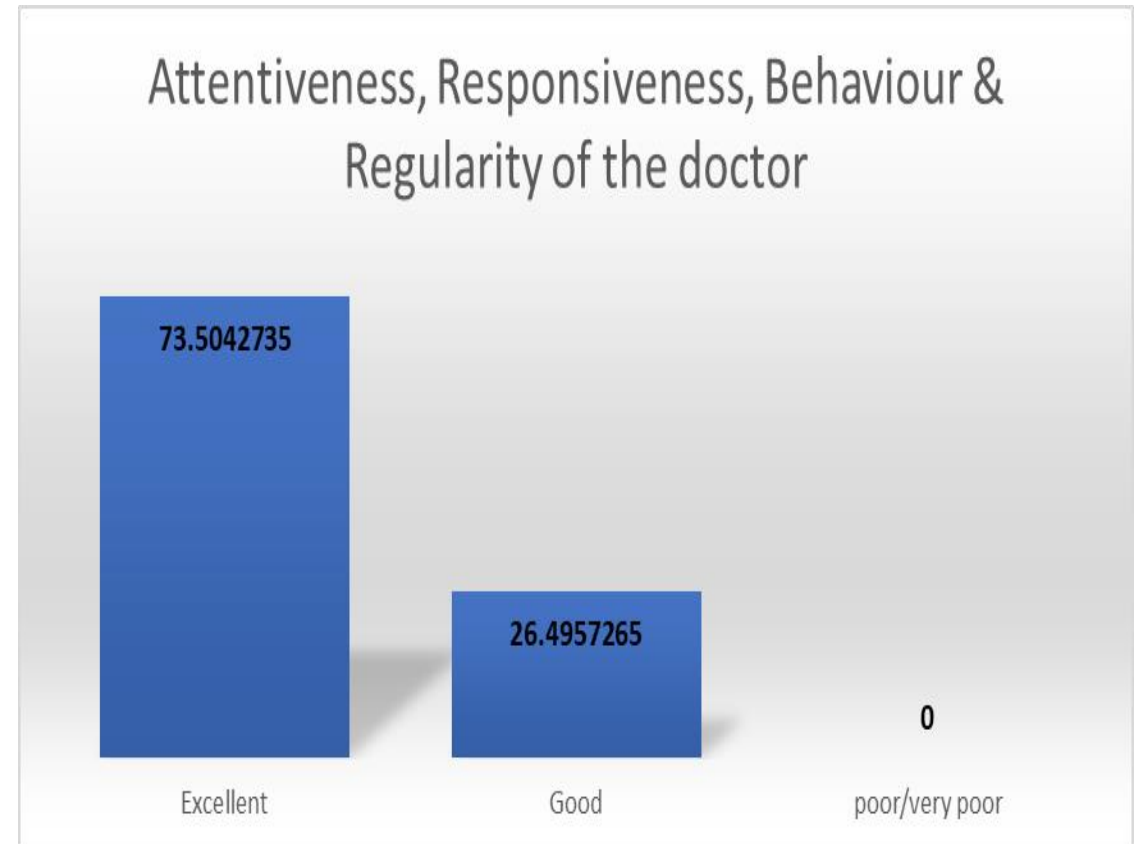
The adequacy of procedures and admissions in the inpatient department of a hospital is crucial for ensuring the well-being and safety of patients. Here are some key points to consider:

- Medical Necessity
- Admission Criteria
- Informed Consent
- Documentation and Medical Records
- Quality Assurance
- Continuous Monitoring



Attentiveness, Responsiveness, Behavior & Regularity of the doctor

A good doctor should be attentive & responsive 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. A doctor's behavior & regularity encompasses their professionalism, empathy, and bedside manner.



Quality of nursing care

key factors that contribute to the quality of nursing care:

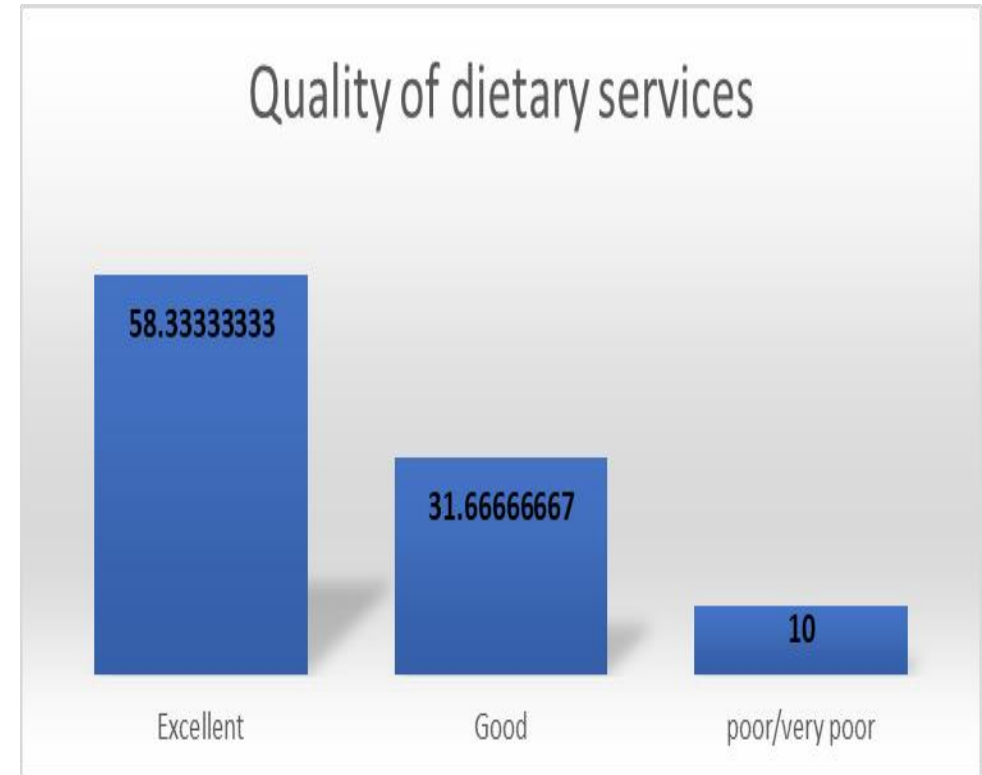
- Competent and Qualified Staff
- Adequate Staffing Levels
- Adequate Staffing Levels
- Patient-Centered Care
- Ethical and Professional Behaviour
- Continuous Quality Improvement



Quality of dietary services

Here are some key considerations when assessing the quality of dietary services in a hospital's inpatient department:

- Menu Planning and Variety
- Nutritional Assessment
- Staff Qualifications and Expertise
- Timeliness and Accuracy
- Patient Education
- Feedback and Continuous Improvement



Quality of food and beverages

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

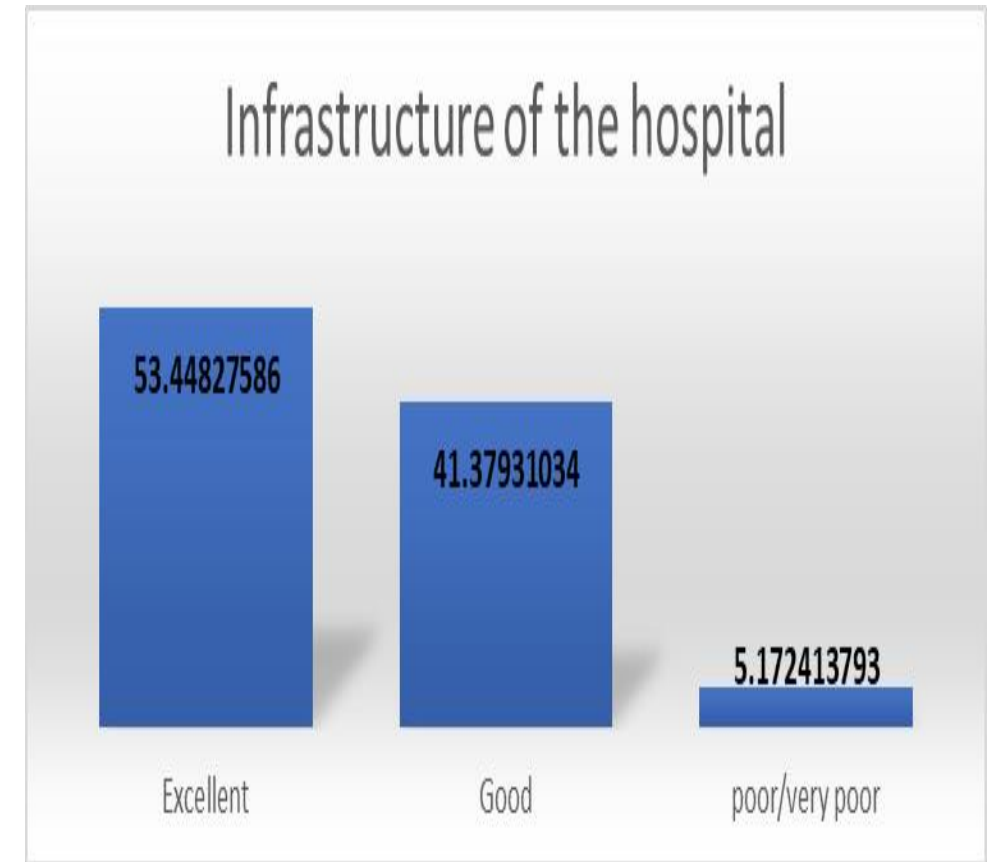
- Fresh Ingredients
- Specialized Diets
- Hydration



Infrastructure of the hospital

Some of the key components of a hospital infrastructure are:

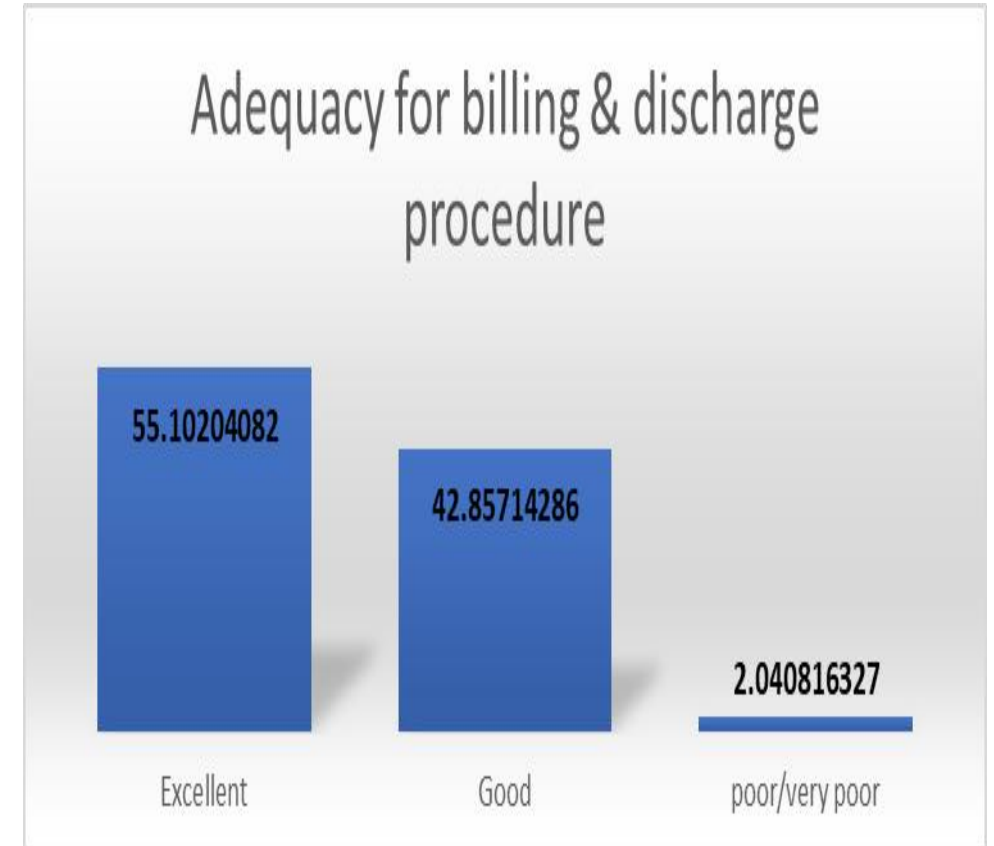
- Buildings and facilities
- Medical equipment
- Information technology
- Staffing
- Utilities and services



Adequacy for billing & discharge procedure

Here are some key aspects that contribute to the adequacy of billing & discharge procedures:

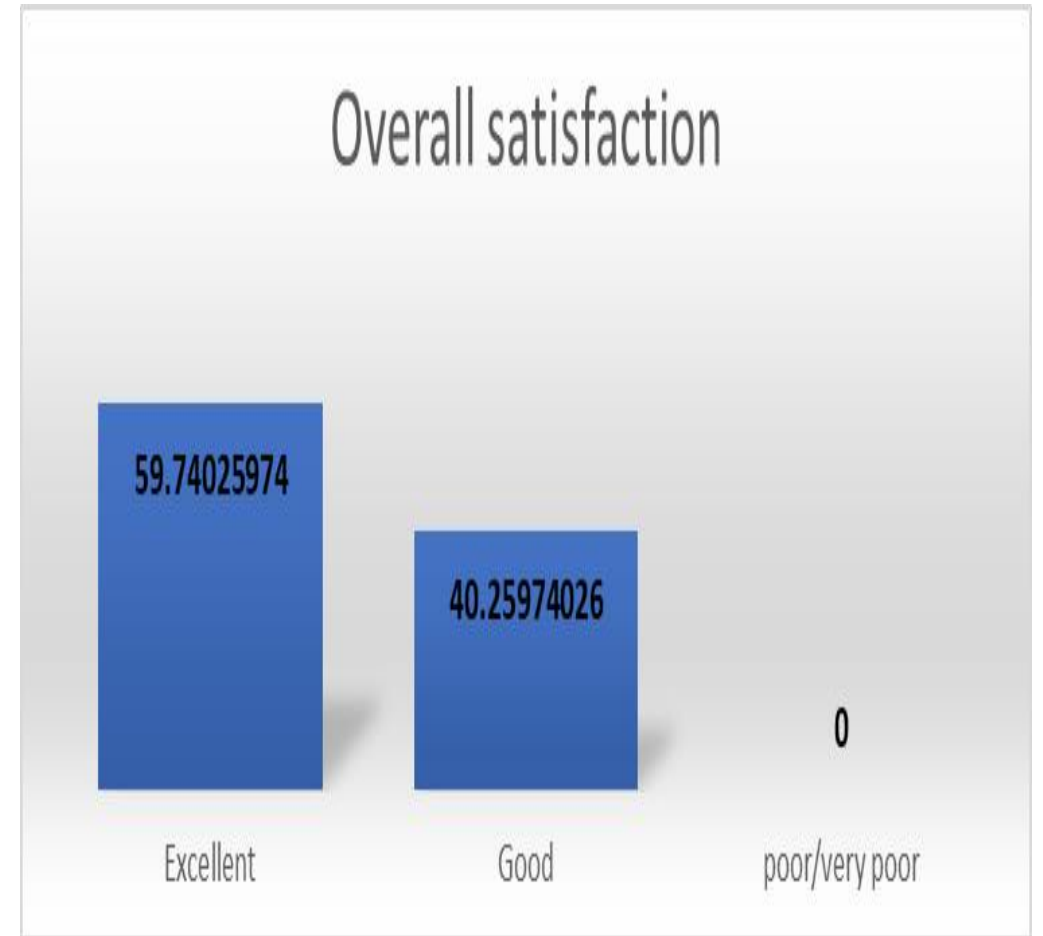
- Coding and Billing Compliance
- Documentation
- Insurance Verification and Preauthorization
- Financial Counselling
- Discharge Planning & timeliness.
- Patient Education



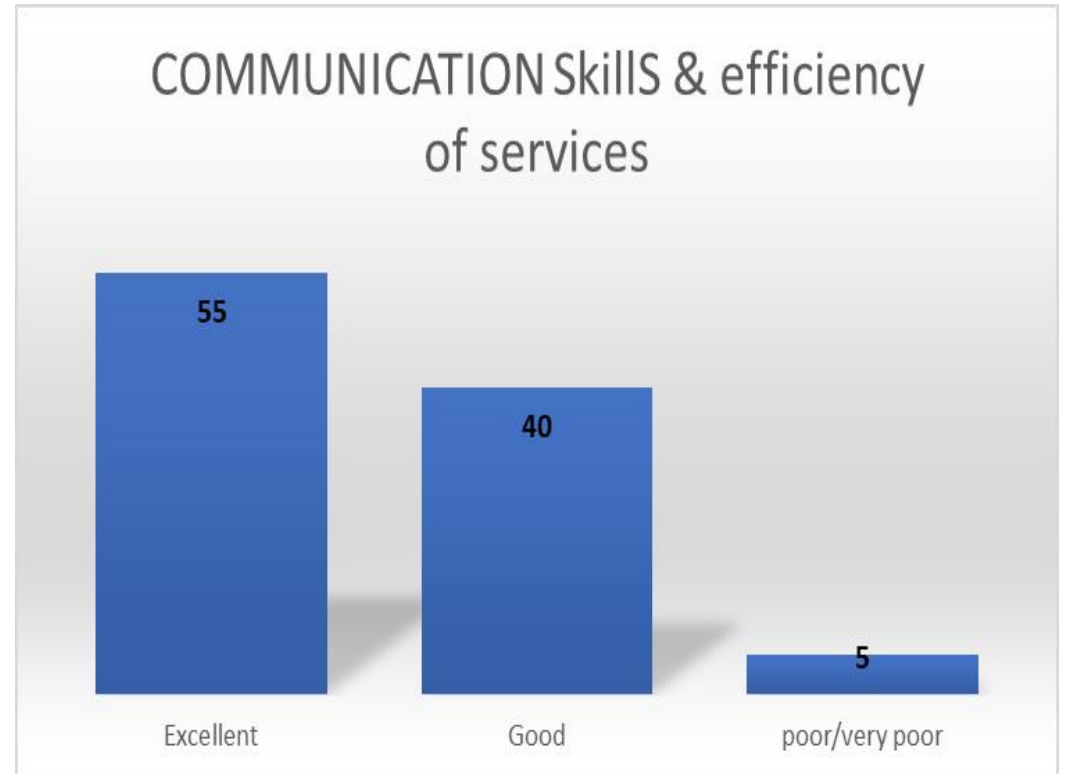
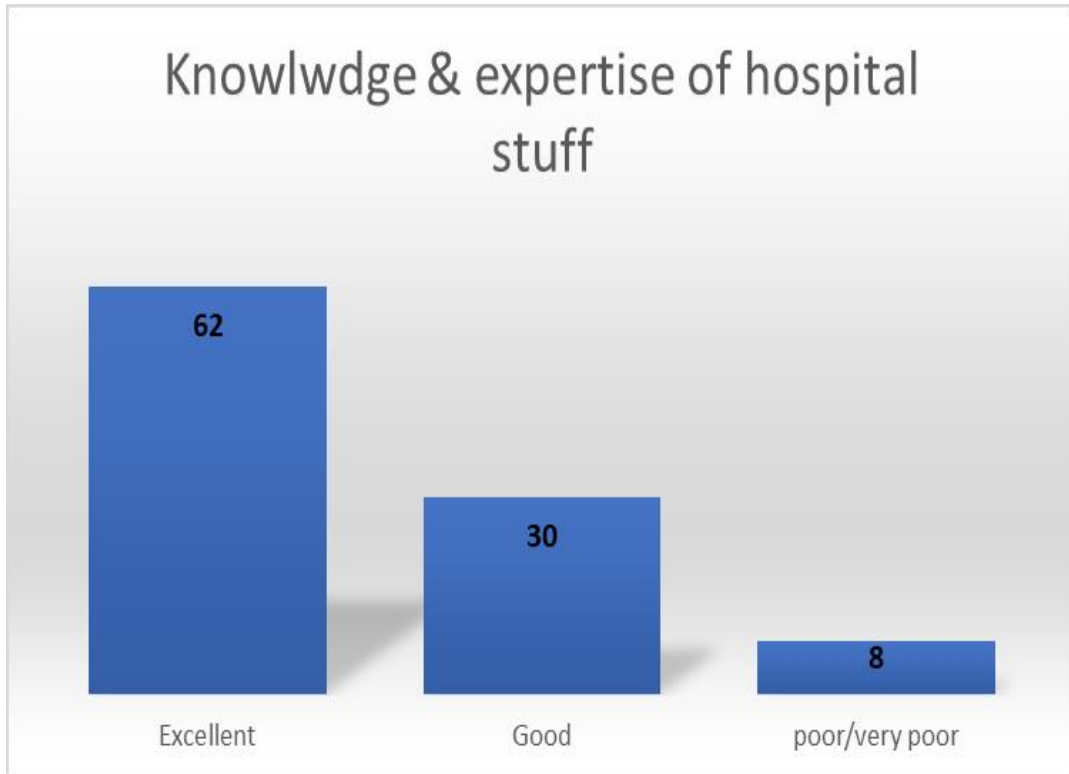
Overall satisfaction

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
- Communication
- Staff attitude and behavior
- Pain management
- Facilities and cleanliness
- Responsiveness to needs



Knowledge, expertise & communication skills of hospital staff & efficiency of services.





Methods for Assessing Patient Satisfaction

Surveys: Administering standardized surveys to measure patient satisfaction levels.

Feedback mechanisms: Establishing channels for patients to provide feedback on their experiences.

Focus groups: Gathering a small group of patients to discuss their experiences and suggestions for improvement.

Patient satisfaction scores: Analyzing data from patient satisfaction scores to track trends and identify areas for improvement.

Research questions based on



ADMISSION



DISCHARGE



INFRASTRUCTURE



**DOCTOR &
NURSES**

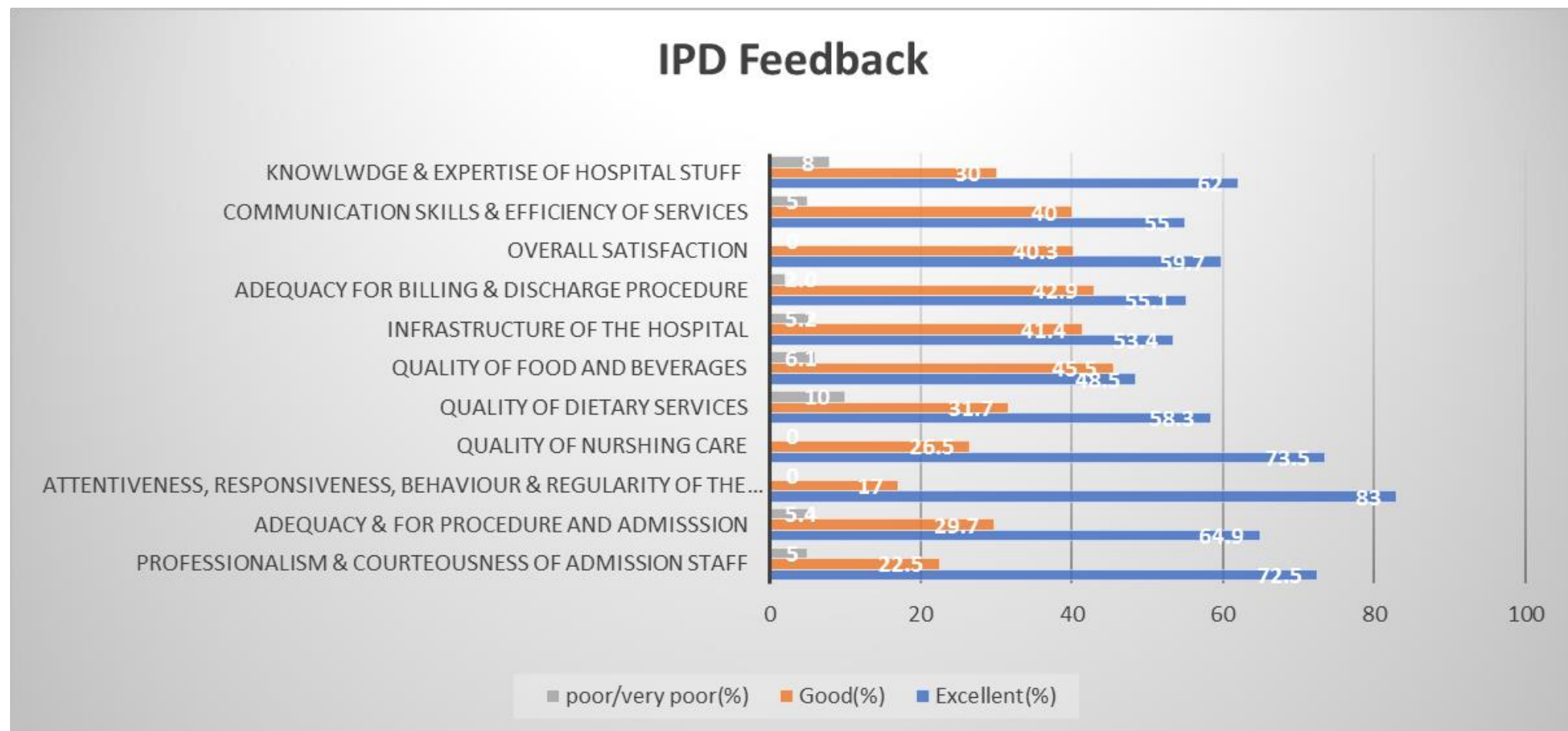


**MEALS &
BEVERAGES.**

IPD Feedback Data

Response	Excellent(%)	Good(%)	Poor/very poor(%)
Professionalism & courteousness of Admission Staff	72.5	22.5	5
Adequacy & for procedure and admission	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

Graph of IPD Feedback data



Factors affecting the patients satisfaction



Communication: Clear and effective communication between healthcare providers and patients.



Quality of care: Timely and appropriate medical care, skilled healthcare professionals, and personalized treatment plans.



Hospital environment: Cleanliness, comfort, and safety measures.



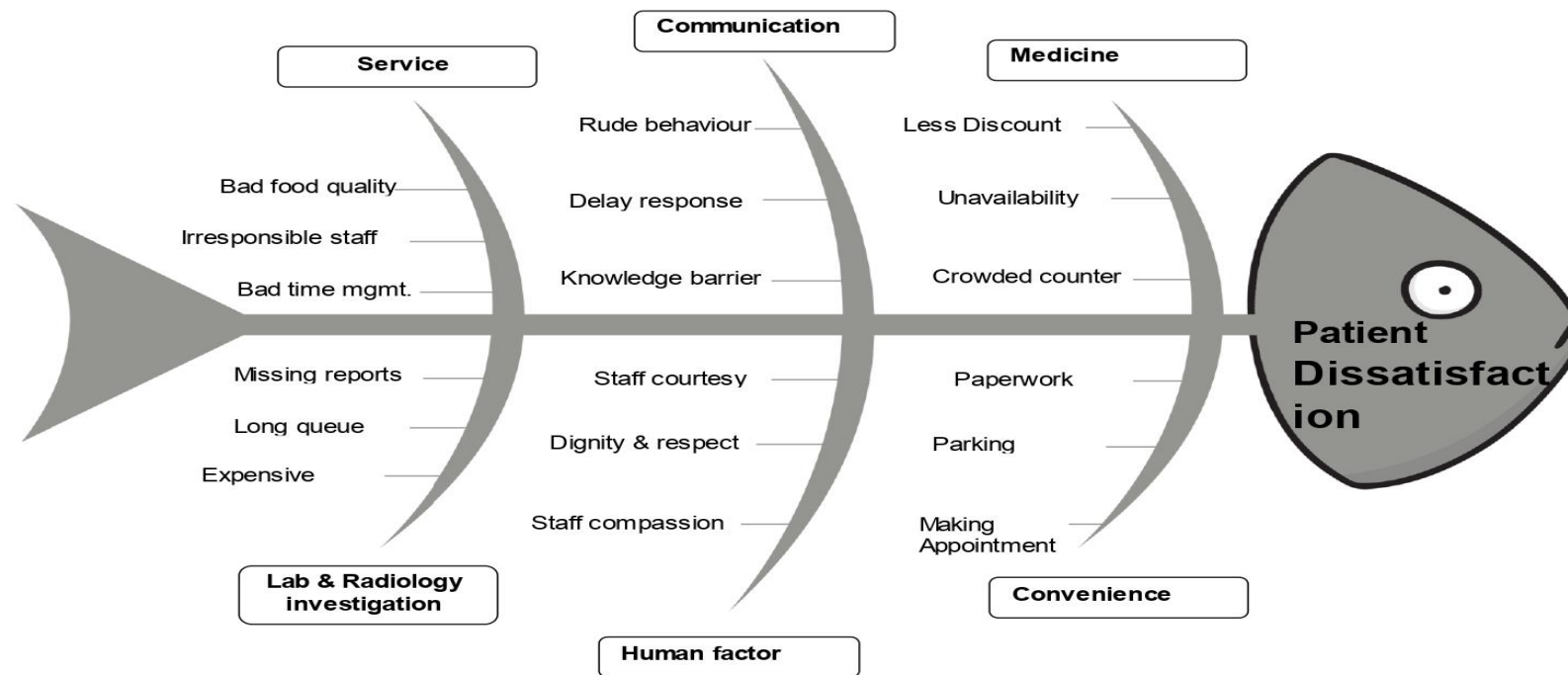
Staff responsiveness: Prompt responses to patient needs and concerns.



Emotional support: Empathy, compassion, and understanding from healthcare providers.

Fish-bone Analysis of IPD Patient Satisfaction problems in TMH

**FISHBONE DIAGRAM of IPD patient satisfaction in
The Mission Hospital, Durgapur.**



Strategies for Improving Inpatient Patient Satisfaction

- **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.communication
- **Prompt responsiveness:** Establish protocols for addressing patient needs promptly and courteously.
- **Emphasize patient centered 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-centered care and empathy.



A close-up photograph of a healthcare professional's hand holding a patient's hand. The professional is wearing blue scrubs and a stethoscope is visible around their neck. The patient's hand is resting on the professional's hand, and a ring is visible on the patient's finger. The background is blurred, showing a clinical setting.

conclusion

Inpatient patient satisfaction plays a vital role in improving healthcare outcomes and hospital reputation. Assessing patient satisfaction and implementing strategies to enhance it can lead to better patient experiences. Continuous efforts to improve patient satisfaction will contribute to the success of healthcare organizations.

Thank you!

