

A STUDY ON PATIENT SATISFACTION IN IN-PATIENT DEPARTMENT IN MULTY SPECIALITY HOSPITAL

Dr. Bharat Patil*¹, Siddhi Patel*², Kinjal Patel*³

*¹Parul Institute Of Management And Research, Parul University, Vadodara, Gujarat, India.

*^{2,3}Faculty Of Management Studies, Parul University, Vadodara, Gujarat, India.

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ABSTRACT

Employment and income in India's healthcare industry have increased significantly. Medical facilities, medical equipment, clinical trials, outsourcing, telemedicine, medical travel, health insurance, and medical facilities are all included in the category of healthcare. Due to increased spending by both public and private institutions, improved services, and more coverage, the Indian healthcare industry is expanding quickly. Hospitals, medical devices, clinical trials, outsourcing, telemedicine, medical tourism, health insurance, and medical equipment are all part of India's healthcare sector. Due to the company's increasing coverage, services, and funding from both public and private entities, it is expanding at an incredibly fast rate.

The Indian healthcare market is driven by a number of factors, including the rising prevalence of lifestyle diseases, the need for more affordable healthcare delivery systems due to rising healthcare costs, technological advancements, the emergence of telemedicine, the quick uptake of health insurance, government initiatives like e-health, and tax breaks and incentives.

Keywords: Healthcare, Telemedicine, Clinical Trials, Employment.

I. INTRODUCTION

A multi-payer universal health care system is financed in India by public and private health insurance funds, as well as a portion of practically entirely tax-funded public hospitals. All Indian citizens have access to the public hospital system for essentially no cost, with the exception of small, usually symbolic co-payments for particular procedures. Since the country's founding, the public hospital system has been entirely funded by general taxation. Chennai is referred to as "India's health capital" since it attracts 30 to 40% of domestic and 45% of foreign health tourists.

II. METHODOLOGY

RESEARCH DESIGN

Based on the objectives, choose the best research design, such as quantitative, qualitative, or a combination of both. Select the sample plan, data gathering techniques, and study strategy.

Collecting data: Gather information from reliable sources, such as surveys, interviews, observations, or analyses of current HR policy documents. Make sure that data gathering procedures complement the research design you've chosen and your ethical standards.

Data analysis: Apply the proper statistical or qualitative analysis methods to the data that have been gathered. The data must be arranged, interpreted, and relevant conclusions must be made at this step.

SOURCES OF DATA:

PRIMARY DATA:

Patient satisfaction in an In-Patient Department (IPD) can be assessed using various data collection methods. Here are some primary methods commonly used:

- 1. Surveys:** Design and distribute patient satisfaction surveys to patients who have been discharged from the IPD. These surveys can be administered in paper form or electronically, and they typically include questions about various aspects of the patient's experience, such as the quality of care, communication with healthcare providers, cleanliness, and overall satisfaction.
- 2. Interviews:** Conduct in-person or telephone interviews with patients to gather more in-depth feedback about their experiences. This method allows for open-ended questions and a more detailed understanding of patient satisfaction.

3. **Focus Groups:** Organize focus group discussions with groups of patients who have recently been in the IPD. This method allows patients to share their experiences and insights in a group setting, often leading to richer qualitative data.
4. **Patient Feedback Forms:** Provide patients with feedback forms that they can fill out during their stay or upon discharge. These forms can capture real-time feedback and immediate concerns.

SECONDARY DATA

Secondary data collection for patient satisfaction in an In-Patient Department (IPD) typically involves using existing data sources that were not initially collected for the purpose of assessing patient satisfaction. Here are some secondary data sources:

1. **Hospital Records:** Review existing hospital records and databases that contain information related to patient satisfaction. This may include data on patient complaints, compliments, and any patient satisfaction surveys that were previously conducted.
2. **Patient Surveys from Previous Periods:** Access and analyze results from patient satisfaction surveys conducted in previous months or years. This historical data can help identify trends and changes in patient satisfaction over time.
3. **Clinical Outcomes Data:** Examine clinical outcomes data, such as infection rates, readmission rates, and mortality rates, as these can indirectly reflect patient satisfaction with the quality of care received in the IPD.
4. **Quality Improvement Reports:** Analyze reports generated by the hospital's quality improvement department, which may contain data on patient satisfaction initiatives, outcomes, and areas targeted for improvement.

III. MODELING AND ANALYSIS

For The Survey On Patient Satisfaction In In-Patient Department The Total Population Age Group Was Between 18 To > 60.

According to the bar graph next to it, 30.8% of respondents ranked the hospital's hygiene and cleanliness at a 4-star level. The hygiene of the IPD rooms received a grade of 3 from 21.6%, while 20.5% gave it 5

14) On a scale of 1 to how satisfied are you with cleanliness and hygiene of your room?
 134 responses

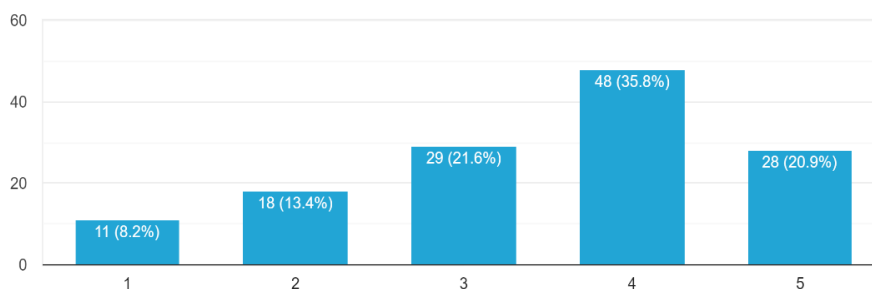


Figure 1: Patient Satisfied with Cleanliness and hygiene

As indicated by the accompanying graph, 53.7% of respondents reported delays in seeking medical attention, compared to 21.6% who never had delays and 24.6% who experienced delays regularly.

12) Did you experience any delays in receiving medical attention or service?
 134 responses

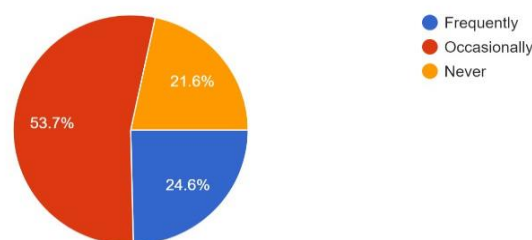


Figure 2: Patient experienced delays

3) How would you rate the responsiveness of the nursing staff to your needs and concerns during your stay?

134 responses

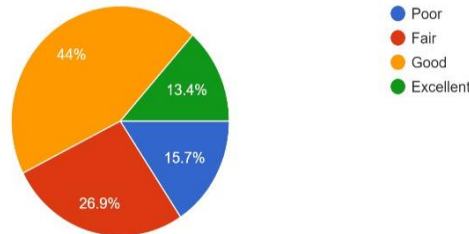


Figure 3: Nursing staff responses towards patients concern

44% of respondents said the nursing staff's reaction to their wants and concerns during their stay was good, 26.7 % said was fair, 15.7 % said it was great, and 15.7 % said it was terrible.

5) Were you satisfied with the information about Hospital charges?

134 responses

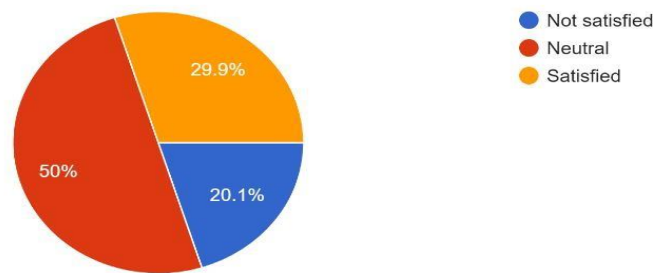


Figure 4: Was patient satisfied with the hospital charges

According to the beside graph, 50% of patients expressed neutral satisfaction about hospital expenses, compared to 29.9% who expressed satisfaction and 20.1% who expressed dissatisfaction.

IV. RESULTS AND DISCUSSION

The data unequivocally demonstrates that certain hospital services and facilities still require improvement in the billing facility.

1. Employee assistance
2. Nursing assistance
3. Medication costs should be lowered because food quality and pharmacy services are a touch pricey for certain respondents.
4. They have to improve the quality of the foods. They have to speed up the charging process.

V. CONCLUSION

An improvement in patient satisfaction overall. Even if it can't ensure that the patient will stick with the physician or the facility, it's still a strong motivator. Simply said, patient satisfaction is a close to indirect measure of a hospital's or physician's performance. If we want to provide patient-focused care, we must adhere to a set of standards for care delivery at all times—not just sometimes or seldom. It has to be given to each patient every time. This study found that patients had a positive relationship with their physicians. The patient thought that to be receptive as well. They were also pleased with every service the hospital offered.

VI. REFERENCES

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