



STUDY IS DONE ON PATIENT SATISFACTION At INPATIENT DEPARTMENT IN MULTI-SPECIALITY HOSPITAL

Hospital Administration

Ms. Stuti Upadhyay

Masters in Hospital Administration, Fourth Semester, Shri Guru Ram Rai University, Dehradun Uttarakhand

Dr. Mamta Bansal H.O.D, Associate Professor, Shri Guru Ram Rai University, Dehradun Uttarakhand

ABSTRACT

Patient satisfaction is an utmost significant parameter in the hospitals as it indicates the quality standard of the hospital. It affects the results either by rising it to another level or by declining it. Efficiently and effectively working on it can assist in maintaining the flow of patients. Hence, patients were communicated to measure their satisfaction level.

KEYWORDS

INTRODUCTION

Anyone of any age group entering the hospital to get the aid, treatment, diagnosis, to restore the health is patient and calculating how happy or satisfied the patient is with the service provided to him/her. Services may include clinical consultations, diagnostic services, inpatient services, nursing services, dietary services, housekeeping services, general duty assistant, administrative services, etc. is known as patient satisfaction.

RESEARCH METHODOLOGY

An observational study is conducted in the Multi-Speciality Hospital wherein we took daily rounds at different wards in the hospital, we communicated with the patients about all the services that they had prevailed

Objective

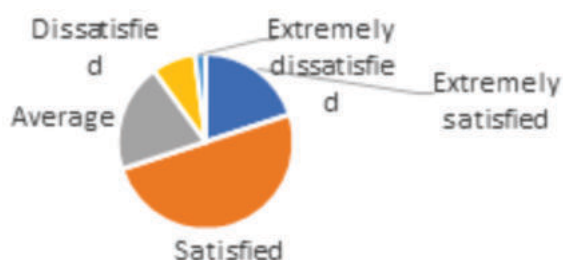
- To understand the behaviour of the patient.
- To evaluate the satisfaction level of the patient after availing different services.
- To analyse the grievances of the patient.
- To allow the patient to give suggestions to improve the facility.

Primary Data- Survey was done in the inpatient department (IPD), a questionnaire was prepared comprising of all the services provided to the patients.

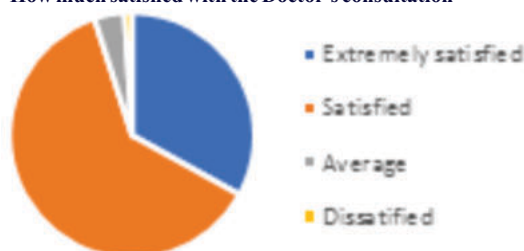
- How much you are satisfied with the overall facilities provided by the hospital?
- How much satisfied with the Doctor's consultation?
- How much satisfied with behaviour and attentiveness of the Staff?
- How much satisfied with hygiene in the hospital premises?
- How much satisfied with the processes (admission and discharge) in the hospital?

Secondary Data- A feedback was taken by the patient and by their kins as a part of hospital curriculum in their internal application in which different facilities were mentioned such as Doctors, Nurses, Dietician, Housekeeping, General Duty Assistant (GDA), following the ratings from (1-5 as 1 for Poor, 2 for fine, 3 for good, 4 for very good and 5 for excellent) and below it there was a column for any grievances as well as appreciation along with their signature of the patient.

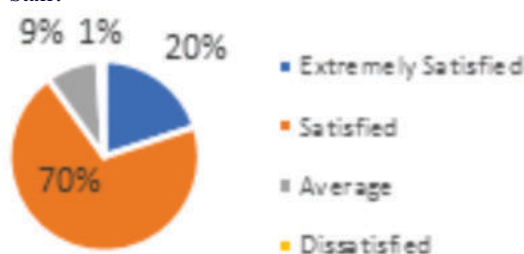
- How much you are satisfied with the overall facilities provided by the hospital



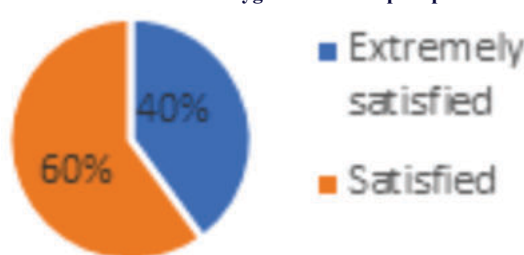
- How much satisfied with the Doctor's consultation



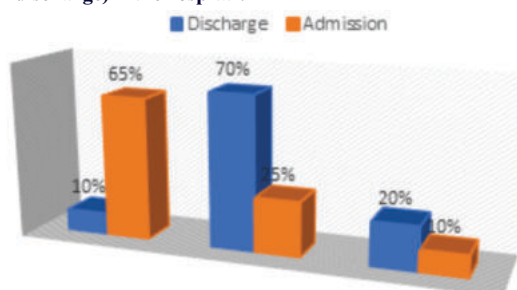
- How much satisfied with behaviour and attentiveness of the Staff?



- How much satisfied with hygiene in the hospital premises?



- How much satisfied with the processes (admission and discharge) in the hospital?



CONCLUSION

Patient satisfaction is the