

Internship Training

at

**Cygnus Magnus Brahm Shakti
Sanjivani Hospital**

Project: Patient Satisfaction

by

Col Sajeer Katarya, SM
PG/16/047

Under the
guidance of
Dr Nitish Dogra
MBBS, MPH, MD

Post Graduate Diploma in Hospital and

Health Management 2016-18



**International Institute of Health Management
Research New Delhi**

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The certificate is awarded to

Col Sajeev Katarya, SM

in recognition of having successfully
completed his Internship in the
department of

“Patient Satisfaction”

and has successfully completed his Project on

Patient Satisfaction at Cygnus Magnus Brahm Shakti

Sanjivani Hospital

01 February 2018 to 30 April 2018

Cygnus Magnus Brahm Shakti Sanjivani Hospital

He comes across as a committed, sincere & diligent person
who has a strong drive & zeal for learning

We wish him all the best for future endeavours

(Dr Manish Sharma)
Director
Cygnus Magnus Brahm
Shakti Sanjivani Hospital

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Col Sajeew Katarya, SM student of Post Graduate Diploma in Hospital and Health Management (PGDHM) from International Institute of Health Management Research, New Delhi has undergone internship training at Cygnus Magnus Brahm Shakti Sanjivani Hospital, Bahadurgarh from 01 February 2018 to 30 April 2018.

The candidate has successfully carried out the study designated to him during internship training and his approach to the study has been sincere, scientific and analytical.

The Internship is in fulfilment of the course requirements. I wish him all success in all his future endeavours'.

Dr Supten Sarbadhikari
Dean, Academics and Student Affairs
IIHMR, New Delhi

Dr Nitish Dogra
Mentor
IIHMR, New Delhi

ABSTRACT

Aim

1. To carryout survey on '**Patient Satisfaction**' at Cygnus Magnus Brahm Shakti Sanjivani Hospital, Bahadurgarh.

Objective

- (a) To monitor quality of patient care.
- (b) To assess the patient satisfaction
- (c) To find out deficiencies of the system and administration.
- (d) To identify areas for improvement.

Design

2. Data used were obtained through a self-administered questionnaire, exit-interviews and informal discussions by random sampling during the period of 01 March 2018 to 30 April 2018.

Setting

3. The Cygnus Magnus Brahm Shakti Sanjivani Hospital, Bahadurgarh is a 102 bedded tertiary care hospital located in Haryana(NCR).

Participants

4. A total of 150 patients, which comprised of semi-urban and rural population staying in and around the town of Bahadurgarh(NCR).

Main Outcome Measure

5. Attributes of medical aspects of care and performance of service were measured separately for OPD and IPD patients using 11 and 19 items respectively. The responses were entered in Microsoft Excel to obtain the percentage of satisfaction for each item. As more than 50 per cent of the respondents were illiterate, informal interviews based on questionnaire were conducted to measure the outcome.

Results

6. The results of the survey showed that most of the patients were satisfied with the medical aspects of care and performance of service. The satisfaction level of past visits was more than 90 per cent. The nursing care, visits and behaviour of the doctors, response time by the doctors and nurses as well as the general cleanliness scored more than 80 per cent satisfaction level. The area's which can be improved upon included privacy during consultation, waiting time for registration and discharge time, room-cleanliness in some cases and quality of food.

Certificate of Approval

The following dissertation titled “**Patient Satisfaction**” at “**Cygnus Magnus Brahm Shakti Sanjivani Hospital, Bahadurgarh**” is hereby approved as a certified study in management carried out and presented in a manner satisfactorily to warrant its acceptance as a prerequisite for the award of **Post Graduate Diploma in Health and Hospital Management** for which it has been submitted. It is understood that by this approval the undersigned do not necessarily endorse or approve any statement made, opinion expressed or conclusion drawn therein but approve the dissertation only for the purpose it is submitted.

Dissertation Examination Committee for evaluation of dissertation.

Name

Signature

Certificate from Dissertation Advisory Committee

This is to certify that **Col Sajeev Katarya, SM**, a graduate student of the **Post-Graduate Diploma in Health and Hospital Management** has worked under our guidance and supervision. He is submitting this dissertation titled **“Patient Satisfaction”** at **“Cygnus Magnus Brahm Shakti Sanjivani Hospital, Bahadurgarh”** in partial fulfilment of the requirements for the award of the **Post-Graduate Diploma in Health and Hospital Management**.

This dissertation has the requisite standard and to the best of our knowledge no part of it has been reproduced from any other dissertation, monograph, report or book.

(Dr Nitish Dogra)
Assistant Professor,
IIHMR, New Delhi

(Dr Manish Sharma)
Director
Cygnus Magnus Brahm
Shakti Sanjivani Hospital

INTERNATIONAL INSTITUTE OF HEALTH MANAGEMENT RESEARCH,
NEW DELHI

CERTIFICATE BY SCHOLAR

This is to certify that the dissertation titled **Patient Satisfaction** submitted by **Col Sajeev Katarya, SM**, Enrolment No PG/16/47 under the supervision of Dr Nitish Dogra, MBBS,MPH,MD for award of Postgraduate Diploma in Hospital and Health Management of the Institute carried out during the period from 01 February 2018 to 30 April 2018, embodies my original work and has not formed the basis for the award of any degree, diploma associate ship, fellowship, titles in this or any other Institute or other similar institution of higher learning.

Signature

FEEDBACK FORM

Name of the Student: C ol Sajeev Katarya, SM

Dissertation Organisation: Cygnus Magnus Brahm Shakti Sanjivani Hospital,
Bahadurgarh

Area of Dissertation: Patient Satisfaction at the Cygnus Magnus Brahm Shakti
Sanjivani Hospital

Attendance: 93%

Objectives Achieved: Yes

Deliverables: Completed the project as assigned

Strengths: Punctuality, hard-working, sincerity

Suggestions for Improvement: Nil

**Suggestions for Institute (course curriculum, industry interaction, placement,
alumni):** Nil

Date: May 2018
Place: Bahadurgarh (Haryana-NCR)

**Signature of the Organisation Mentor
(Dissertation)**