

**Dissertation Training**  
**at**  
**Jupiter Hospital Thane**  
**On**

**Observational study on patient satisfaction**

**A Report by**

**Disha Jha**  
**(PG/22/028)**

**Under the guidance of**

**Dr Nidhi Yadav**  
**PGDM (Hospital and Health Management)**  
**2022 - 2024**



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

**(Completion of Dissertation from respective organization)**

The certificate is awarded to

**Ms. Disha Jha**

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

**OPERATIONS DEPARTMENT**

and has successfully completed her Project on  
**Observational Study on Patient Satisfaction**

Date - 15-03-2024

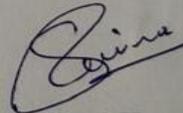
**Organization – Jupiter Hospital**

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

We wish him/her all the best for future endeavors.



**Training & Development**



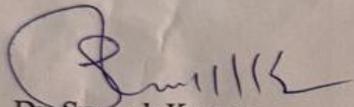
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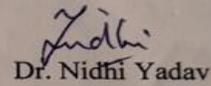
**TO WHOMSOEVER IT MAY CONCERN**

This is to certify that **Ms. Disha Jha** of PGDM (Hospital & Health Management) from International Institute of Health Management Research, New Delhi has undergone internship training at Jupiter Hospital **from 15-03-2024 to 15-06-2024**. The Candidate has successfully carried out the study designated to him during internship training and his/her approach to the study has been sincere, scientific and analytical. The Internship is in fulfillment of the course requirements.

I wish him all success in all his/her future endeavors.



Dr. Sumesh Kumar  
Associate Dean, Academic and Student Affairs  
IIHMR, New Delhi



Dr. Nidhi Yadav  
IIHMR, New Delhi

### CERTIFICATE OF APPROVAL

The following dissertation titled "**An Observational study on Patient satisfaction**" at "**Jupiter Hospital ,Thane**" 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 **PGDM (Hospital and Health 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.

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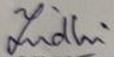
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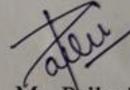
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**Certificate from Dissertation Advisory Committee**

This is to certify that **Ms. Disha Jha** a graduate student of the **PGDM (Hospital & Health Management)** has worked under our guidance and supervision. He/ She is submitting this dissertation titled “ **An Observational Study on Patient Satisfaction at “ Jupiter Hospital”** in partial fulfillment of the requirements for the award of the **PGDM (Hospital & Health 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.

  
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Name of the Student: DISHA JHA

Name of the Organisation in Which Dissertation Has Been Completed: JUPITER  
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Area of Dissertation: OPERATIONS

Attendance: 100%

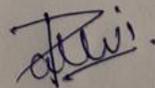
Objectives achieved: YES

Deliverables: YES

Strengths: GOOD COMMUNICATION SKILLS, DISCIPLINE, PUNCTUAL

Suggestions for Improvement: CELEBRATE EVERY MILESTONE

Suggestions for Institute (course curriculum, industry interaction, placement, alumni



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**CERTIFICATE ON PLAGIARISM CHECK**

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Course Specialization (Choose one)	Hospital Management	Health Management	Healthcare IT
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Title of the Dissertation/Summer Assignment	An observational study on patient satisfaction		
Plagiarism detect software used	"TURNITIN"		
Similar contents acceptable (%)	Up to 15 Percent as per policy		
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Guide/Supervisor **DR NIDHI YADAV**

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**25/7/2024**

## Contents

ACKNOWLEDGMENT .....	9
INTRODUCTION ABOUT THE ORGANIZATION .....	10
ABSTRACT .....	13
INTRODUCTION.....	14
OBJECTIVE OF THE STUDY .....	16
LITERATURE REVIEW.....	16
RESEARCH METHODOLOGY .....	17
QUESTIONNAIRE DESIGN .....	18
TIME FRAME.....	19
DATA ANALYSIS .....	19
FINDINGS AND INTERPRETATION.....	25
SUGGESTIONS AND RECOMMENDATIONS.....	26
CONCLUSION .....	26
REFERENCES.....	27
Annexure .....	28

## **ACKNOWLEDGMENT**

I extend my utmost gratitude to the esteemed professionals at Jupiter Hospital Thane for their generous sharing of invaluable insights and their precious time, which served as a constant motivation for me to strive for excellence during my dissertation. Dissertation Internship report would not have been possible without the support of Ms. Pallavi. I express my sincere appreciation to them for their timely guidance, inspiration, and motivation. Furthermore, I am deeply indebted to my mentors at IIHMR, Dr. Nidhi Yadav and Dr. Sumesh Kumar, as well as the entire faculty and staff, for providing me with this invaluable opportunity to learn and gain a remarkable experience.

Their cooperation and guidance were instrumental in enabling me to conduct my study and successfully complete my training. I am truly grateful for the guidance, support, and opportunities provided by these esteemed individuals and organizations, which have contributed significantly to my professional growth and development.

## **INTRODUCTION ABOUT THE ORGANIZATION**

Jupiter hospital, located in Thane, Maharashtra, is a prominent multi-specialty tertiary care hospital, established in 2007. The hospital is renowned for its modern infrastructure, housing over 325 beds, including ICU beds and dedicated units for wide array of medical services. The hospital provides comprehensive emergency services around the clock, supported by a well equipped emergency department. Its ranges of specialties include cardiology, neurology, oncology, orthopedics and nephrology among others. Jupiter hospital is also equipped with state of art of diagnostic and imaging facilities, such as MRI, CT scan, and digital mammography ensuring accurate and timely diagnosis for patients.

**VISION-** To be a leader in healthcare excellence, providing world class medical services with compassionate care and continuous innovation.

**MISSION-** To deliver high quality patient centered healthcare using advanced technology in a supportive and respectful environment.

**GOALS-** 1- Enhance patient care quality

2- Expand medical services

3- Promote a safe healing environment

4- Enhance patient communication

### **SPECIALITIES**

#### **I. MEDICAL**

- a) General medicine
- b) Neurology
- c) Urology
- d) Venerology and Dermatology
- e) Leprosy
- f) ENT
- g) Psychiatry
- h) Obstetrics and Gynecology

- i) Orthopedics
- j) Pediatrics
- k) Oral and Maxillofacial
- l) Emergency medicine
- m) Pulmonary
- n) Ophthalmology
- o) Cardiology
- p) IVF
- q) Oncology

## II. SURGICAL

- a) General surgeries
- b) Pediatrics surgeries
- c) Orthopedics surgeries
- d) Plastic surgery
- e) Cardiac surgery
- f) Joint replacement surgery
- g) Obstetrics and gynecology surgery

## III. LABORATORY SERVICES

- a) Pathology lab
- b) Cath lab
- c) Blood bank

d) Radiology lounge (sleep lab)

## DEPARTMENTS IN HOSPITAL

### A. Clinical

- i. OPD
- ii. IPD
- iii. OT
- iv. ICU (MICU, PICU, ICCU, NICU)
- v. Emergency service
- vi. IVF
- vii. Department of pediatrics
- viii. Department of cardiology

### B. Supportive

- i. CSSD
- ii. Blood bank
- iii. Pathology lab
- iv. Radiology lab
- v. Linen and laundry
- vi. Dialysis room
- vii. Housekeeping

### C. Administrative

- i. Accounts
- ii. Human resources

- iii. IT
- iv. Marketing & business development

## **ABSTRACT**

### Background

Patient satisfaction is a key indicator of healthcare quality, impacting patient outcomes, hospital reputation, and operational efficiency. Understanding patient experiences and perceptions is crucial for healthcare providers aiming to deliver high-quality, patient-centered care. This study investigates patient satisfaction at Jupiter Hospital, a multi-specialty hospital in Thane, Maharashtra, with the objective of identifying strengths and areas for improvement in the hospital's services.

### Methods

An observational, cross-sectional study design was employed to gather data from patients admitted to Jupiter Hospital over a two-month period. A total of 114 patients were selected using random sampling to ensure a representative sample of the hospital's patient population. Data was collected through structured surveys and face-to-face interviews, capturing both quantitative and qualitative insights. The survey included Likert scale questions to measure satisfaction levels across various dimensions of care, such as the admission process, nursing care, consultant behavior, room cleanliness, food services, billing, and discharge processes. Open-ended questions allowed patients to provide detailed feedback and suggestions.

### Results

The findings revealed high levels of satisfaction in several key areas. Patient-staff communication was rated highly, with a significant majority of patients reporting clear and comprehensive explanations of their conditions and treatment plans. Nursing care received high praise for attentiveness, empathy, and professionalism. Consultant behavior was also positively rated, indicating effective communication and compassionate care from doctors.

However, the study identified several areas needing improvement. The billing process, while clear to some, was perceived as complicated and time-consuming by others. The discharge process was highlighted as a pain point, with many patients experiencing delays due to its complexity. Despite these issues, patients felt well-informed about their post-discharge care instructions. Room cleanliness and food services were generally rated positively, but continuous monitoring and enhancements were recommended to maintain high standards. The study's results underscore the importance of effective communication and compassionate care in achieving high patient satisfaction. While Jupiter Hospital demonstrates commendable strengths in these areas, the findings also highlight the need for operational improvements in billing and discharge processes. Simplifying these procedures could significantly enhance patient satisfaction by reducing stress and wait times. Continuous monitoring of room cleanliness and food quality is also essential to meet patient expectations consistently. This study provides valuable insights into patient

satisfaction at Jupiter Hospital, identifying both strengths and areas for improvement. By focusing on targeted enhancements in billing and discharge processes, as well as maintaining high standards of cleanliness and food services, Jupiter Hospital can further improve patient experiences and outcomes. The findings support the hospital's commitment to patient-centered care and continuous quality improvement, contributing to better healthcare delivery and patient loyalty. Implementing the recommended changes will help Jupiter Hospital maintain its reputation for excellence and set a benchmark for quality healthcare in the region.

## **INTRODUCTION**

A feedback form is a structured document used to gather opinions, comments, and evaluations from individuals about their experience with a service, product, event or any other aspect of an organization. In the context of patient satisfaction at Jupiter hospital, a feedback form would be a tool to collect opinions about various aspects of hospital services. Healthcare quality and patient satisfaction are critical metrics in evaluating the performance of healthcare institutions. As healthcare systems become more patient-centric, understanding patient perspectives and experiences is essential for continuous improvement. Jupiter Hospital, a prominent multi-specialty hospital in Thane, Maharashtra, has recognized the importance of this paradigm shift and aims to consistently enhance the quality of care it provides.

The hospital's commitment to excellence is reflected in its efforts to regularly assess and improve patient satisfaction. By systematically gathering patient feedback, Jupiter Hospital can identify strengths and areas needing improvement, ensuring that it meets and exceeds patient expectations. This study is an integral part of that ongoing effort, providing a detailed analysis of patient satisfaction across various dimensions of hospital services.

The focus of this study is to understand patient experiences related to the admission process, nursing care, consultant behavior, room cleanliness, food services, billing, and discharge processes. By employing a structured survey and face-to-face interviews, the study captures both quantitative and qualitative data, offering a comprehensive view of patient satisfaction. This approach ensures that the feedback is not only statistically significant but also rich in personal insights and experiences.

In addition to identifying areas of excellence, the study aims to pinpoint specific aspects that require enhancement. This includes analyzing the efficiency of administrative processes, the clarity of communication from healthcare providers, and the overall environment of the hospital. The ultimate goal is to develop actionable recommendations that will help Jupiter Hospital refine its services, improve patient outcomes, and maintain its reputation for delivering high-quality healthcare.

Understanding and improving patient satisfaction is not just about addressing complaints or making superficial changes. It involves a deep commitment to patient-centered care, where every aspect of the hospital experience is designed with the patient in mind. This study is a testament to

Jupiter Hospital's dedication to this ethos, seeking to create a healthcare environment where patients feel valued, respected, and well-cared for.

By continuously striving for excellence and incorporating patient feedback into its operational strategies, Jupiter Hospital aims to set a benchmark for quality healthcare in the region. This study is a crucial step in that journey, providing the insights needed to make informed decisions and drive continuous improvement.

Why gather patient feedback?

Gathering patient feedback forms is essential for hospitals to ensure they deliver high-quality, patient centered care. This practice allows healthcare providers to identify strengths and weakness in their services, enabling targeted enhancements. By understanding patient needs and preferences hospitals can tailor their services to better meet individuals expectations, thus improving patient care.

Moreover, incorporating patient needs, leading to higher patient satisfaction. When patient feel heard and valued , they are more likely to trust the hospital and remain loyal. This patient centered approach not only boosts satisfaction but also fosters trust and loyalty among patients.

Regular feedback also plays a crucial role in continuous quality improvement. It provides insights into operational inefficiencies and clinical improvement areas, allowing hospitals to benchmark their performance over time and against industry standards. Identifying areas where staff training and development are needed enhances overall services quality, while positive feedback can boost staff morale and motivation.

Additionally, gathering patient feedback is often a requirement for regulatory compliance and accreditation. It demonstrates a commitment to quality and accountability, ensuring the hospital meets industry standards. This transparency is vital for maintaining trust and credibility.

Operational efficiency can also benefit from patient feedback. By identifying bottlenecks and inefficiencies, hospitals can streamline their processes and make informed decisions about resource allocations.

Patient satisfaction is another critical aspect addressed through feedback. It helps identify safety concerns and potential hazards, enabling the implementations of preventive measures to avoid future incidents. Furthermore, regular feedback fosters better communication and stronger relationship between patients and healthcare providers, engaging patients in their own care process and promoting a sense of involvement and responsibility.

## OBJECTIVE OF THE STUDY

- To assess the overall satisfaction levels of patients receiving healthcare services.
- To identify areas for improvement based on patient satisfaction
- Analyzing patient satisfaction
- Evaluate current level of patient satisfaction

## LITERATURE REVIEW

1. Author: Otani, K., Waterman, B., & Dunagan, W. C. (2012)

**Objective:** To identify key factors influencing patient satisfaction in hospitals and determine their relative importance. **Study Design:** Quantitative, cross-sectional survey design. Data were collected from 31,471 patients across 238 hospitals in the United States. The survey focused on various aspects of patient experience, including communication with nurses and doctors, hospital environment, and staff responsiveness. **Outcome:** The study found that nurse communication, doctor communication, and staff responsiveness were the most critical factors influencing patient satisfaction. Effective communication and prompt responsiveness were essential for enhancing patient experiences. The findings suggest that hospitals should prioritize improving these areas to boost patient satisfaction levels.

2. Author: Jenkinson, C., Coulter, A., & Bruster, S. (2002)

**Objective:** To develop and validate a comprehensive questionnaire for measuring patient satisfaction in hospital settings. **Study Design:** Instrument development and validation study. The research included a large sample of hospital inpatients who were surveyed using the newly developed Picker Patient Experience Questionnaire (PPE-15). **Outcome:** The PPE-15 identified seven key dimensions of patient satisfaction: information and education, coordination of care, physical comfort, emotional support, respect for patient preferences, involvement of family and friends, and continuity and transition. The PPE-15 has become a widely used tool for assessing patient experiences in hospitals, providing valuable insights for improving patient care.

3. Author: Al-Abri, R., & Al-Balushi, A. (2014)

**Objective:** To review the existing literature on patient satisfaction in healthcare services and identify common determinants and outcomes. **Study Design:** Systematic literature review of 50 articles on patient satisfaction published between 1990 and 2013. **Outcome:** The review identified several determinants of patient satisfaction, including the interpersonal skills of healthcare providers, the hospital environment, and administrative processes. The study concluded that improving these determinants can significantly enhance patient satisfaction and loyalty. The findings underscore the importance of a holistic approach to patient care, addressing both clinical and non-clinical aspects.

4. Author: Jha, A. K., Orav, E. J., Zheng, J., & Epstein, A. M. (2008)

**Objective:** To examine the relationship between patient satisfaction and the quality of care in hospitals. **Study Design:** Cross-sectional study using data from the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey and hospital performance measures. **Outcome:** The study found a positive correlation between patient satisfaction scores and the quality of clinical care provided by hospitals. Hospitals with higher patient satisfaction scores tended to have better clinical outcomes and lower mortality rates. This highlights the link between patient satisfaction and overall hospital performance.

5. Author: Manary, M. P., Boulding, W., Staelin, R., & Glickman, S. W. (2013)

**Objective:** To explore how patient satisfaction influences healthcare outcomes and financial performance of hospitals. **Study Design:** Longitudinal study analyzing patient satisfaction data and hospital performance metrics over time. **Outcome:** The study demonstrated that higher patient satisfaction is associated with better clinical outcomes, lower readmission rates, and improved financial performance for hospitals. The findings suggest that investments in improving patient satisfaction can lead to substantial benefits for both patients and healthcare institutions.

## RESEARCH METHODOLOGY

**DATA COLLECTION** – Primary data from Jupiter hospital structured survey held within the hospital.

**Structured Surveys:** Standardized questionnaires were developed to collect quantitative and qualitative data on various aspects of patient satisfaction.

**Likert Scale Questions:** These questions measured satisfaction levels on a scale (e.g., 1-5) for specific service areas such as admission process, nursing care, consultant behavior, room cleanliness, and food services.

**Open-Ended Questions:** These questions allowed patients to provide detailed feedback

**Face-to-Face Interviews:** In addition to surveys, some patients were interviewed to gain deeper insights into their experiences and gather.

**STUDY DESIGN** – Observational cross sectional study design, This design was chosen to collect data at a single point in time from a diverse group of patients. It allows for the assessment of current patient satisfaction levels and identification of areas for improvement

**STUDY AREA** – Jupiter hospital Thane Maharashtra

**SAMPLE SIZE** – Sample size is 114 in the period of 2 months

**SAMPLING TECHNIQUE**- Random sampling technique

**STUDY POPULATION- INCLUSION CRITERIA**- Patient who were admitted in the hospital within the data collection period

EXCLUSION CRITERIA- Patient who were not admitted in the hospital during that time frame

STUDY VARIABLE – DEPENDENT VARIABLE- Patient satisfaction is the primary outcome variable and can be measured using surveys and questionnaire.

INDEPENDENT VARIABLE- Quality of care, communication with healthcare providers, facility provided

DATA COLLECTION TOOLS AND TECHNIQUES- Survey and questionnaires , interviews

DATA ANALYSIS-Quantitative Analysis: Statistical techniques were used to analyze the survey data. Descriptive statistics (mean, median, mode, standard deviation) were calculated to summarize satisfaction levels. Frequency distributions were used to understand the prevalence of different satisfaction ratings.

Qualitative Analysis: Content analysis was performed on open-ended responses to identify common themes and patterns in patient feedback. This helped in understanding the underlying reasons behind the satisfaction ratings and areas for improvement.

### **QUESTIONNAIRE DESIGN**

- The questionnaire is a tool used in survey and designed according to the hospitals feedback form which is used in the hospital during surveys. Questions contain in the form are on the basis of services gained by the patient in order on Excellent, Good, Average, and Poor.

#### 1. FRONT OFFICE AND BILLING

- Ease of booking and appointment:
- Response to queries:
- Registration /Billing services:

#### 1. DOCTORS

- Waiting time for consultation:
- Explanation of medication and treatment:

#### • 3.DIAGNOSTICS

- Information on necessary preparations:
- Waiting to avail the services:
- Helpful and courteous staff:
- Information on report delivery time and collection:

- 4 . SUPPORT SERVICES AND FACILITIES;
- Pharmacy services:
- Cafeteria services:
- Security services:
- Cleanliness of the hospital:
- Overall level of services
- 5. YOU HAVE CHOSEN JUPITER HOSPITAL BECAUSE OF;
- Physician
- Friends and Relatives
- TPA
- Corporate Tie-up
- Advertisement / Website

### **TIME FRAME**

The dissertation period is of three months.

- 1- Preparation and planning- Finalize research objective, methodology ,and survey instruments.
- 2- Data collection- Administer patient satisfaction surveys at Jupiter hospital and monitor data quality.
- 3- Data analysis- Compile and analyze collected data.
- 4- Report writing- Draft dissertation report incorporating findings and conclusion.
- 5- Presentation preparation- Prepare a concise presentation summarizing the research.
- 6- Finalzation and submission- Review, revise and submit the completed dissertation

### **DATA ANALYSIS**

Based on the analysis, the waiting time for admission received high satisfaction with rating as excellent with 61.4%. This suggests that front office is efficient in managing admission.

Nurses received high satisfaction scores, consultants also scored high though slightly lower than nurses.

Security and other employees are generally well-regarded but there is slightly more room for improvement compared to medical staff.

Majority of patient is satisfied with promptness of treatment initiation, though noticeable minority suggests a need for improvement.

Generally positive feedback on medical services , with room for improvement in timely treatment initiation and clear communication about diagnosis.

Positive feedback on room cleanliness being a strong point.

Quality of food was appreciated by patients but there is always an opportunity to further refine meal services to better meet patients expectations.

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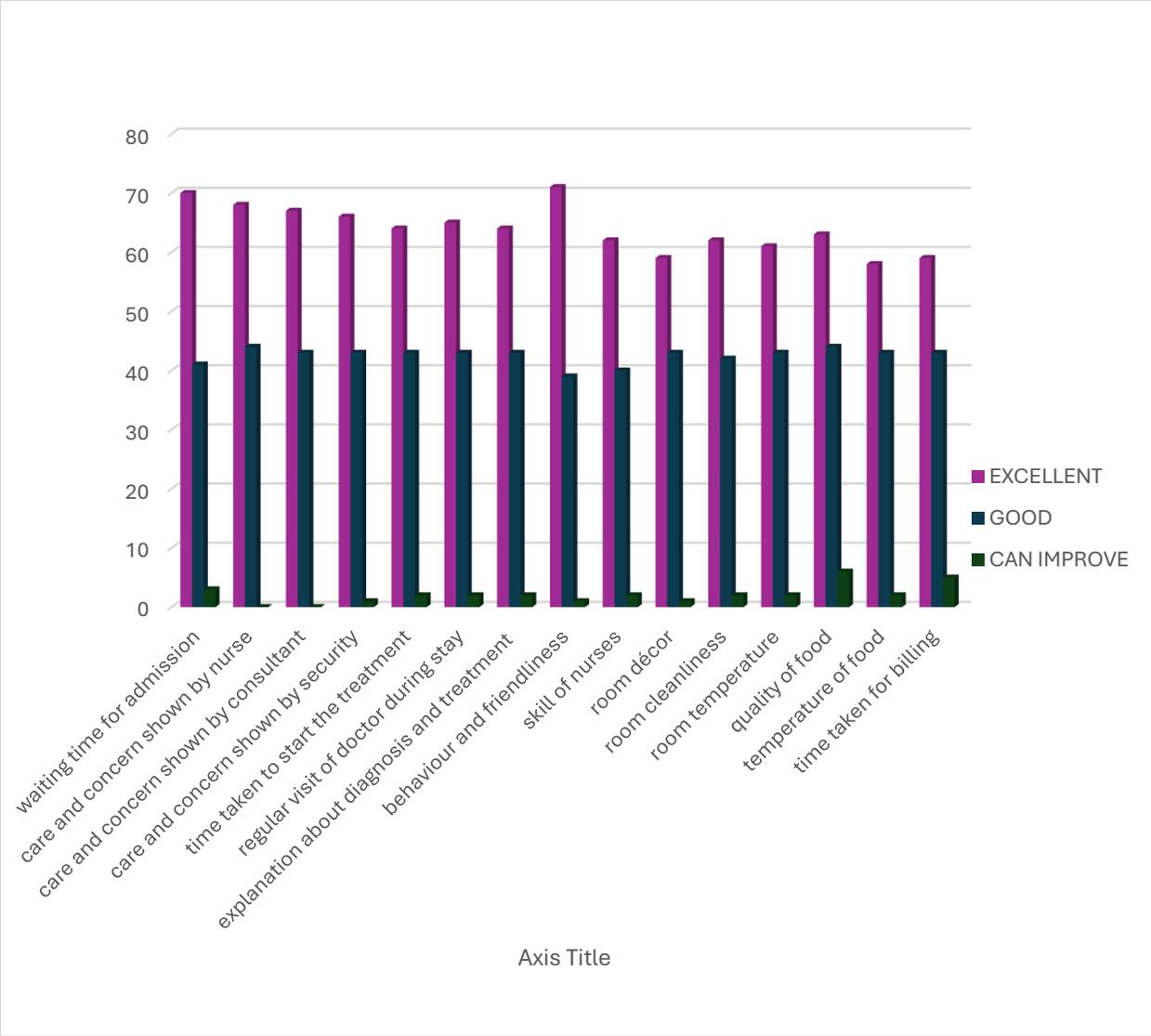
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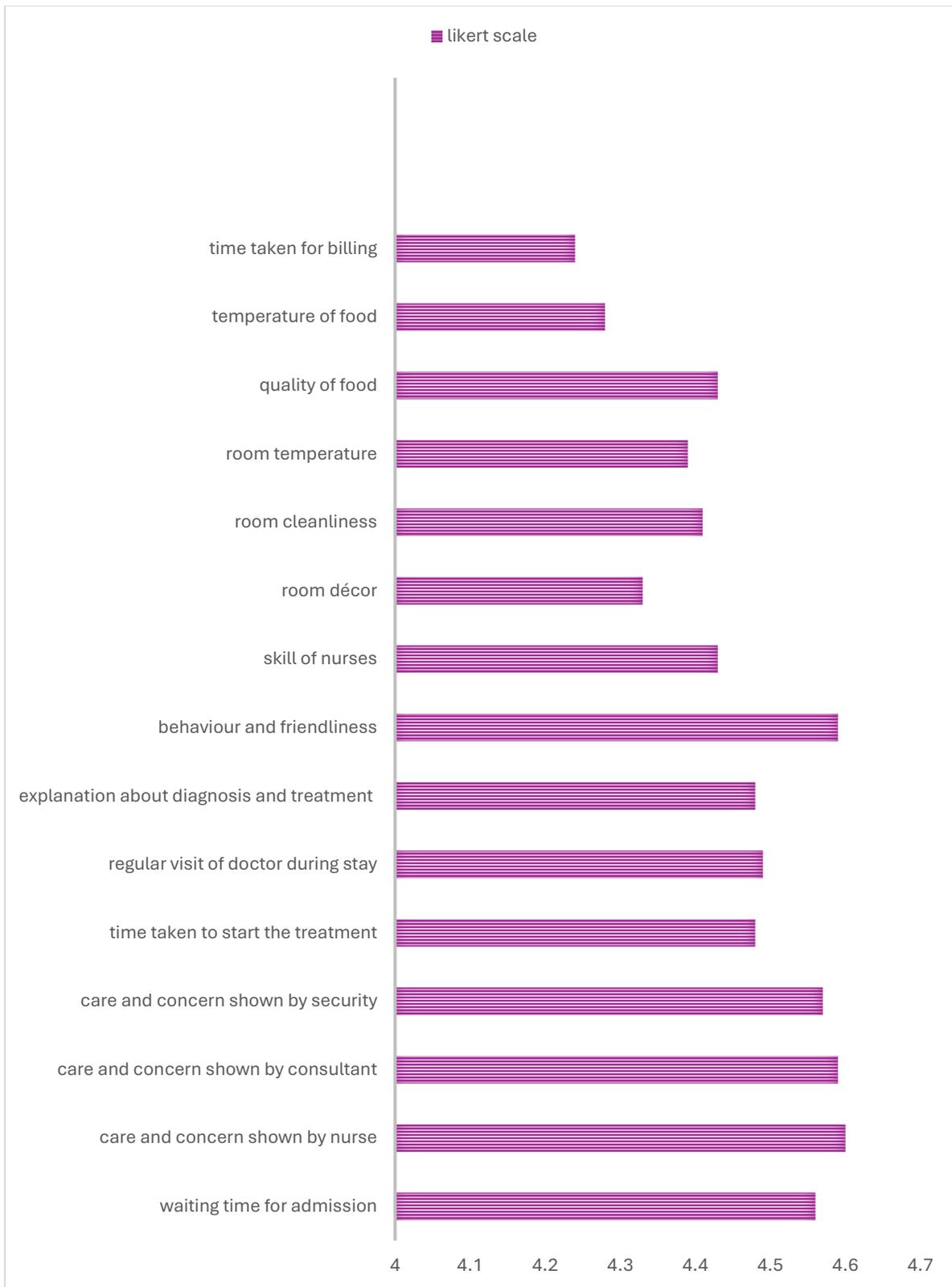
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Positive feedback on room cleanliness being a strong point.

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<b>SURVEY QUESTIONS</b>	<b>MULTIPLE R</b>	<b>R SQUARE</b>	<b>ADJUSTED R</b>	<b>STANDARD ERROR</b>	<b>OBSERVATION</b>
How many time have you visited the hospital	0.14599	0.021313	0.012575	0.418782	114
WAITING TIME FOR ADMISSION	0.090462	0.008183	0.00067	0.421582	114
Care and concern shown by nurse	0.079967	0.006395	0.00248	0.421962	114
Care and concern shown by doctor	0.080154	0.006425	0.00245	0.421954	114
Time taken to start treatment	0.179780	0.03232	0.02368	0.416421	114
Explaining about diagnosis and treatment	0.075655	0.005724	0.00315	0.422105	114
Behaviour and friendliness	0.142781	0.023077	0.01163	0.418983	114
Skill of nurses	0.171151	0.029293	0.020626	0.417072	114

SURVEY QUESTION	MEDIAN	STANDARD DEVIATION
How many time have you visited the hospital	2	0.67869207
WAITING TIME FOR ADMISSION	2	2.44736842
Care and concern shown by nurse	2	0.70554756
Care and concern shown by doctor	2	1.012265756
Time taken to start treatment	2	1.07102964
Explaining about diagnosis and treatment	2	1.91643461
Behaviour and friendliness	2	0.50096941
Skill of nurses	2	1.1352081
Room décor	2	1.14430066

## **FINDINGS AND INTERPRETATION**

The findings from the observational study on patient satisfaction at Jupiter Hospital revealed several key insights. Firstly, the admission process at the hospital is highly efficient, with 61.4% of patients rating the waiting time for admission as excellent. This indicates that the hospital has streamlined its procedures effectively, contributing to a positive initial patient experience.

Nursing care emerged as a significant strength, with high satisfaction levels noted among patients. The attentiveness and professionalism of the nursing staff were particularly appreciated, underscoring the critical role of nurses in delivering quality care. Similarly, consultant behavior received high ratings, highlighting the importance of effective communication and compassionate care from doctors. This reflects well on the hospital's emphasis on maintaining strong doctor-patient interactions.

However, the study also identified areas needing improvement. Some patients expressed dissatisfaction with the promptness of treatment initiation, indicating a need for operational improvements to reduce waiting times for medical interventions. Although room cleanliness and food services were generally rated positively, the feedback suggests that continuous monitoring and enhancements in these areas are necessary to maintain high standards. Furthermore, while security services were rated positively, there are minor aspects that could be improved to further reassure patients about their safety during their hospital stay.

**In interpreting these findings, it is evident that Jupiter Hospital excels in several key areas of patient care, particularly in nursing and consultant interactions, which significantly contribute to overall patient satisfaction. However, to enhance patient experiences further, the hospital should focus on improving the promptness of treatment, maintaining high standards of cleanliness and food quality, and fine-tuning security services. By addressing these areas, Jupiter Hospital can achieve higher patient satisfaction, foster greater patient loyalty, and ensure better healthcare outcomes.**

The study further revealed that patient-staff communication at Jupiter Hospital is highly effective, with a significant majority of patients reporting clear and comprehensive communication regarding their conditions and treatment plans. This indicates strong interpersonal skills and a commitment to transparent communication among the healthcare providers, which is crucial for building trust and ensuring patient satisfaction.

However, the feedback on the billing process was mixed. While some patients appreciated the clarity and transparency of the billing information, others found the process to be complicated and time-consuming. This suggests a need for streamlining and simplifying the billing procedures to enhance patient experiences and reduce stress related to financial matters.

The discharge process also emerged as an area needing improvement. Many patients reported that the discharge procedure was often lengthy, involving multiple steps that led to delays. Despite

these delays, patients generally felt well-informed about their post-discharge care instructions. Streamlining the discharge process could significantly enhance patient satisfaction by reducing wait times and ensuring a smoother transition from hospital to home.

These additional findings emphasize the importance of effective communication, both in terms of medical information and administrative processes. By addressing the complexities in billing and discharge procedures, Jupiter Hospital can further improve patient satisfaction and operational efficiency, ultimately leading to better healthcare outcomes and a more positive patient experience.

### **SUGGESTIONS AND RECOMMENDATIONS**

The suggestions are-

- Based on the satisfaction survey data, several areas have been identified where patient feedback was less positive.
- Promptness in responding to calls, implement advanced nurse call systems with better alert mechanism.
- Invest in updating room décor to make environment more pleasant and comfortable.
- Use insulated food containers and improve the efficiency of food delivery process. Regularly check the food before serving to ensure it meets standards.
- Optimize the kitchen and delivery workflow to reduce delays.
- Implement electronic billing systems to speed up billing process

### **CONCLUSION**

The observational study on patient satisfaction at Jupiter Hospital provides a thorough assessment of the hospital's services from the patients' perspective. The findings highlight several strengths, notably in patient-staff communication and nursing care. A significant majority of patients reported high satisfaction with the communication provided by healthcare staff, who effectively explained medical conditions, treatment plans, and procedures. This strong emphasis on transparent and informative communication helps build trust and ensures patients feel well-informed and involved in their care.

Moreover, the nursing staff received high ratings for their attentiveness, empathy, and professionalism. Patients consistently appreciated the quality of care provided by the nursing team, underscoring their crucial role in delivering compassionate and effective care. The positive

feedback in these areas reflects the hospital's commitment to maintaining high standards in patient interaction and care delivery.

However, the study also identifies areas needing improvement. The billing process, while appreciated by some for its clarity, is perceived by others as complicated and time-consuming, indicating a need for simplification to reduce patient stress related to financial matters. Additionally, the discharge process is highlighted as a pain point due to its lengthiness and complexity, despite patients feeling well-informed about their post-discharge care. Streamlining both billing and discharge procedures could significantly enhance patient satisfaction by reducing wait times and administrative burdens.

In conclusion, Jupiter Hospital demonstrates commendable strengths in patient care and communication, which are key contributors to positive patient experiences. By addressing the identified areas for improvement, particularly in the billing and discharge processes, the hospital can further enhance operational efficiency and patient satisfaction. Implementing these changes will not only improve healthcare outcomes but also foster greater trust and loyalty among patients, solidifying the hospital's reputation for excellence in healthcare.

### REFERENCES

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## Annexure

### Annexure 1: Patient Satisfaction Survey Questionnaire

#### Section A: Demographic Information

1. Age:
  - Under 18
  - 18-24
  - 25-34
  - 35-44
  - 45-54
  - 55-64
  - 65 and above
2. Gender:
  - Male
  - Female
  - Other
3. Education Level:
  - No formal education
  - Primary education
  - Secondary education
  - Bachelor's degree
  - Master's degree
  - Doctorate

4. Occupation:
- Student
  - Employed
  - Self-employed
  - Unemployed
  - Retired
  - Other

## Section B: Hospital Experience

### 1. Overall Satisfaction

- How would you rate your overall satisfaction with the hospital services?
  - Very Satisfied
  - Satisfied
  - Neutral
  - Dissatisfied
  - Very Dissatisfied

### 2. Communication with Nurses

- How satisfied were you with the communication and care provided by the nursing staff?
  - Very Satisfied
  - Satisfied
  - Neutral
  - Dissatisfied
  - Very Dissatisfied

### 3. Communication with Doctors

- How satisfied were you with the communication and care provided by the doctors?
  - Very Satisfied
  - Satisfied
  - Neutral
  - Dissatisfied
  - Very Dissatisfied

### 4. Responsiveness of Hospital Staff

- How satisfied were you with the responsiveness of the hospital staff to your needs?
  - Very Satisfied
  - Satisfied
  - Neutral
  - Dissatisfied
  - Very Dissatisfied

### 5. Hospital Environment

- How would you rate the cleanliness and comfort of the hospital environment?
  - Very Satisfied
  - Satisfied
  - Neutral
  - Dissatisfied
  - Very Dissatisfied

**6. Information and Education**

- How satisfied were you with the information and education provided about your treatment and care?
  - Very Satisfied
  - Satisfied
  - Neutral
  - Dissatisfied
  - Very Dissatisfied

**7. Emotional Support**

- How satisfied were you with the emotional support provided by the hospital staff?
  - Very Satisfied
  - Satisfied
  - Neutral
  - Dissatisfied
  - Very Dissatisfied

**8. Involvement of Family and Friends**

- How satisfied were you with the hospital's involvement of your family and friends in your care?
  - Very Satisfied
  - Satisfied
  - Neutral
  - Dissatisfied
  - Very Dissatisfied

**9. Continuity and Transition**

- How satisfied were you with the continuity of care and information provided during the transition from hospital to home?
  - Very Satisfied
  - Satisfied
  - Neutral
  - Dissatisfied
  - Very Dissatisfied

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**Annexure 2: Statistical Analysis Methodology**

**1. Data Collection**

- Data were collected through a structured patient satisfaction survey distributed to inpatients and outpatients at Jupiter Hospital.

**2. Data Cleaning**

- Responses were screened for completeness and consistency. Missing or incomplete responses were excluded from the analysis.

### **3. Descriptive Statistics**

- Basic demographic data and overall satisfaction scores were summarized using descriptive statistics such as mean, median, mode, and standard deviation.

### **4. Inferential Statistics**

- The relationship between patient satisfaction and various demographic factors (age, gender, education level, occupation) was analyzed using inferential statistics such as chi-square tests and ANOVA.

### **5. Correlation Analysis**

- Pearson correlation coefficients were calculated to determine the strength and direction of the relationship between different aspects of patient satisfaction (e.g., communication with nurses, communication with doctors, hospital environment).

### **6. Regression Analysis**

- Multiple regression analysis was conducted to identify the key predictors of overall patient satisfaction. Independent variables included communication with nurses, communication with doctors, staff responsiveness, hospital environment, information and education, emotional support, involvement of family and friends, and continuity and transition.

### **7. Software Used**

- Statistical analyses were performed using SPSS (Statistical Package for the Social Sciences) version 25.0.

## **Annexure : Ethical Approval**

### **1. Ethical Considerations**

- The study was conducted in accordance with the ethical guidelines outlined by the Institutional Review Board (IRB) of Jupiter Hospital.
- Informed consent was obtained from all participants prior to the survey.
- Participant confidentiality and anonymity were strictly maintained.

### **2. IRB Approval**

- This study received ethical approval from the Institutional Review Board (IRB) of Jupiter Hospital on [Date]. The IRB approval number is [Approval Number].
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