

Dissertation
At
Sarvodaya Hospital Faridabad
Project on
Comprehensive study on patient satisfaction within IPD patients

By
Dr. Ishita Sharma
Enroll No-PG/22/041

Under the Guidance of
Dr. Pijush Kanti Khan

PGDM (Hospital and Health Management)



International Institute of Health Management Research

New Delhi

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New Delhi

(Completion of Dissertation from respective organization)

The certificate is awarded to

Name Dr. Ishita sharma

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

Title Feedback department

and has successfully completed his/her Project on

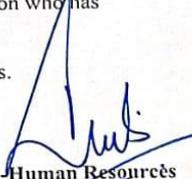
Title of the Project : A Comprehensive study on Patient
satisfaction in IPD Patients

Date 26/07/2024

Organisation Sarvodaya hospital, Faridabad

He/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.


Head-Human Resources
RAJEEV KR. KHATRI
Head-Human Resources
Sarvodaya Healthcare
Sec-8, Faridabad-121006

TO WHOMSOEVER IT MAY CONCERN

This is to certify that Dr. Ishita Sharma student of PGDM (Hospital & Health Management) from International Institute of Health Management Research, New Delhi has undergone internship training at Sarvodaya Hospital Faridabad Sec -8 from 2 February 2024 to 2 June 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 Pijush Kanti Khan (Mentor)
Assistant Professor
IIHMR, New Delhi

Certificate of Approval

The following dissertation titled "A Comprehensive study on patient satisfaction with in IPD patients" at "Sarvodaya Hospital and Research Center, Faridabad" 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 & 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.

Name

Signature

Dr Aman Raj Gupta

Aman Raj Gupta

Dr Nidhi Yadav

Nidhi

Dr Pooja Kanti Khan

Pooja

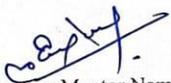
Certificate from Dissertation Advisory Committee

This is to certify that **Dr. Ishita Sharma**, a graduate student of the **PGDM (Hospital & Health Management)** has worked under our guidance and supervision. He/ She is submitting this dissertation titled **A comprehensive study on patient satisfaction within the IPD (Inpatient Department)** at **Sarvodaya hospital Faridabad** 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.

Institute Mentor Name,
Designation,

Organization


Organization Mentor Name
Designation,

Organization

**INTERNATIONAL INSTITUTE OF HEALTH MANAGEMENT RESEARCH,
NEW DELHI**

CERTIFICATE BY SCHOLAR

This is to certify that the dissertation titled A Comprehensive study on patient Satisfaction within the IPD patients and submitted by Dr. Ishita Sharma

..... Enrollment No. PG/22/041 under the supervision of Dr. Pijush Khan Kanti for award of PGDM (Hospital & Health Management) of the Institute carried out during the period from 02/02/2024 to 02/06/2024

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

**INTERNATIONAL INSTITUTE OF HEALTH MANAGEMENT RESEARCH,
NEW DELHI**

FEEDBACK FORM

Name of the Student: Dr. Ashita sharma

Name of the Organisation in Which Dissertation Has Been Completed: Samudaya Hospital

Area of Dissertation: Feedback department

Attendance: 100%

Objectives achieved: Learning of patient Grievance handling

Deliverables: Good Knowledge.

Strengths: Good Communication, Punctual, Good learner

Suggestions for Improvement: Need to work on work management

Suggestions for Institute (course curriculum, industry interaction, placement, alumni): Everything good

Signature of the Officer-in-Charge/ Organisation Mentor (Dissertation)

Date: 6/07/2024

Place: Samudaya hospital Fardabad sec-8

Dissertation Writing

9

SHRC/TEC/893/2024

06-Jul-2024

TO WHOM SO EVER IT MAY CONCERN

This is to certify that Dr. Ishta Sharma (1500836) has successfully completed the dissertation in our Operations department as Management Trainee from 02-Feb-2024 to 02-Jun-2024.

Dr. Ishta Sharma manifested discipline, commitment and responsiveness during the dissertation period and found to be honest, sincere and hardworking and performance during this period was satisfactory.

We wish success in future endeavors.

For Sarvodaya Hospital



Rajeev Khatri
Head – Human Resources
RAJEEV KR. KHATRI
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Thank you,

Sincerely,

Dr. Ishita Sharma

PG/22/041

ABSTRACT

Patient experience is considered as one of the pillars of quality in healthcare, along with patient safety and clinical outcomes. (1) Providing feedback on the experience of patients and encouraging the healthcare team to address the identified problems, thus improve quality, is the best way to ensure that services meet objectives.^(2,3) However, despite the availability of different forms of patient feedback, their use in hospital management is still limited.⁴

This research will strictly adhere to ethical guidelines, ensuring informed consent through clear explanations of procedures. Participant anonymity and confidentiality of the information will be maintained throughout the study. We will minimize any discomfort or inconvenience and guarantee the right to withdraw at any point. Our commitment is to ensure participant well-being and responsible research conduct.

This comprehensive study on patient satisfaction within the Inpatient Department (IPD) at Sarvodaya Hospital aims to provide valuable insights into the hospital's patient feedback mechanisms and their impact on the quality of care

ORGANIZATIONAL PROFILE



Sarvodaya Hospital, Sector 8, is a well-known medical facility in Faridabad, Haryana, India. It offers a range of healthcare services, including emergency care, cardiology, and orthopedics. The hospital is equipped with modern infrastructure and has a team of experienced doctors and support staff. Sarvodaya Hospital is also equipped to handle emergencies, such as trauma care and cardiac arrests, 24/7. Patients can expect quality care and attention from the hospital's staff, making it a reliable choice for medical care in the region.

The flagship unit of the group, Sarvodaya Hospital, Sector 8 Faridabad is a 450-bedded super speciality hospital, serving the people across Faridabad & Delhi-NCR with preventive and curative services. Our new-age healthcare solutions, outcome-driven experience and unmatched personalised care have made us a hospital of choice for patients.

Working under the aegis of globally renowned doctors and experienced staff, we have given people a new chance at life with Advanced Cancer Care, Robotic Knee Replacements, Complex Brain Tumour surgeries, Urolift Surgery, Complex Paediatric to Adult Cardiac procedures and treatments for minor to critical and trauma cases.

We house North India's First Fully Active Robot for Joint Replacement; Spyglass DS II Direct Visualisation System, a Revolutionary tool for the Diagnosis & Treatment of Pancreatic, Bile Ducts & Gall Bladder Disorders; Zeiss Tivato 700 Neuro-surgical Microscope for complex brain surgeries; Versa HD 6D LINAC for radiotherapies and radiosurgery with sub-mm accuracy; and more.

We bring a wide gamut of curative and therapeutic facilities under different dedicated departments for Comprehensive Cancer Care, Bone Marrow Transplant, Nuclear Medicine and Molecular Theranostics, Robotic Joint Replacement, Neurosciences, Paediatric to Adult Cardiology, Minimal Access Surgery, Dialysis & Kidney Transplant, Gastroenterology & GI Surgeries, Urology & LASER Urological Surgeries and more.

Location

Faridabad , Sec-8

Mission

The mission of Sarvodaya Hospital is to provide the best quality health services & facilities for the community, promote wellness, relieve suffering and restore the health of the patients swiftly, safely and humanely, consistent with the best services, at the highest value.

Vision

Sarvodaya Hospitals passionately provides excellent healthcare to the people of our community, transforming the health and well-being of those in need, at an affordable cost.

Services provided by the hospital

- In-patient services
- Out-patient services
- Day care services
- Endoscopy
- Diagnostic services
- Laboratory services

- Emergency services
- Radiology

Departments in the hospital

- Gynae & Obstetrics
- Paediatrics
- Medicine
- Orthopaedics
- Cardiology
- Urology
- Gastroenterology
- Ent
- Physiotherapy
- Dermatology
- Pathology
- Neurology
- Laparoscopy
- Neonatology
- Ophthalmology
- Ultrasonology

OBSERVATIONAL LEARNING

ORTHOPEDECS

Sarvodaya's Centre for orthopedics is a state -of-art facility that specializes in the diagnosis and treatment of conditions of the musculoskeletal system including bones and joints and structures that enable movements such as ligaments , tendons , muscles and nerves .

The Centre functions under the aegis of highly experienced experts , trained in India & abroad and specializes in the treatment of degenerated and damaged joints through minimally invasive

surgeries , that result in less scarring , minimal cuts , less blood loss , no pain and faster recovery.

NEPHROLOGY

The Centre for nephrology renders quality renal care to people of all ages -from infants to adults and geriatric care groups , from India and worldwide . we bring expertise and ensure all safety measures for providing reliable and timely kidney care services , dialysis and kidney transplant , even in complex cases.

The dedicated team of nephrologists leverage their skills to provide advanced treatment for diabetic nephropathy , hypertension related kidney disorder , nephrotic syndrome , acute glomerular nephritis , urinary tract infection , hereditary renal disorder etc.

DIETITICS AND NUTRITION

Eating a healthy balanced diet accompanied by regular exercise is essential in maintaining physical and mental health and well-being. At Sarvodaya's Centre for Dietetics and Nutrition, we ensure the best health of people through a nutritious diet and healthy lifestyle. Our services for nutritional care spans across all ages-from infants and toddlers to adolescents, adults and geriatric care people.

We cater to both OPD and IPD patients, reinforcing positive diet, lifestyle and behavioural changes. Our component team of dieticians and nutritional experts cater to IPD patients with regular rounds, diet counselling and supervision of the quantity and quality of foods and beverages given to them. We bring a holistic and multidisciplinary approach with experts from other departments to provide nutritional care services for:

ENT

The Centre for ENT brings a union of the finest ENT Team & Audiometry Technology for comprehensive management and treatment of ear, nose and throat related issues.

We are one of Haryana's leading centres, working with the Central Government of India for the ADIP scheme and hold 28+ years of experience in ENT treatment, Cochlear Implant Surgery and Precise Auditory-Verbal Diagnosis.

We have won hearts and accolades for performing more than 200 successful cochlear implant surgeries on young children with optimum care and post-surgery rehabilitation and therapy.

Our ENT specialists and surgeons are experienced in Rhinoplasty Surgery, Sialo endoscopy, Advanced Endoscopic Sinus Surgery, Head and Neck Surgery, treatment of snoring & sleep apnea, swallowing disorders management, speech therapy and more.

We offer preventive and curative ENT services leveraging technological modalities like high-end CO2 Laser Machine, high-end imaging technology for Advanced Endoscopic Sinus Surgery, and other next-generation diagnostic & surgical tools.

Our modern patient-friendly infrastructure comprises an advanced Auditory-Verbal Therapy Lab for post-implant rehabilitation, Audiology and Vertigo Lab and other spaces, facilitating diagnosis, treatment and therapies of patients.

SPINE SURGERY

Spine surgery performed at the centre include:

- Deformity correction
- Modafinil posterior cervical spine surgery
- Decompressive laminectomy with or without fusion and instrumentation .
- 360- degree thoracic spine pain treatment
- Kyphoplasty / vertebroplasty for fractures

- Oblique lateral interbody fusion

SECTION-B

A COMPREHEND STUDY ON PATIENT SATISFACTION WITHIN THE INPATIENT DEPARTMENT (IPD) IN SARVODAYA HOSPITAL (FARIDABAD)

BACKGROUND

Patient experience is considered as one of the pillars of quality in healthcare, along with patient safety and clinical outcomes. (1) Providing feedback on the experience of patients and encouraging the healthcare team to address the identified problems, thus improve quality, is the best way to ensure that services meet objectives.^(2,3) However, despite the availability of different forms of patient feedback, their use in hospital management is still limited.⁴

Patient feedback can be defined as the recording of the patient's perspective on the quality of care received for the purpose of learning how to improve processes and the patient experience.⁵ The term 'patient feedback' can be used to describe several types of formal feedback, including levels of patient satisfaction, experience, views and assessments of care in terms of accessibility, continuity and quality.⁶

Donabedian⁷ described the three roles that the patient could play in healthcare quality in terms of: 'contributors, targets and reformers'. In the 'contributors' role, patients define quality, evaluate quality and provide information that permits others to assess it. Consumers as the 'targets' of quality are defined by their engagement in the production and control of care, and the 'reformer' role is related to direct participation through administrative support and political action.

Establishing a formal communication process with patients may be considered the first stage of patient involvement because obtaining feedback can provide the information needed to promote improvements in internal processes and support strategic planning.⁸ According to Hernan *et al*,⁹ implementing a patient feedback system involves the collection of feedback from patients through research and the analysis of the results by a designated team that later reports back to the health team for inclusion in the action plan.

Few studies have addressed how and when patients should be involved, or how to provide a friendly environment for their involvement, with the aim of improving health outcomes and the care experience.¹⁰ Managers need this information so that they can review their practises and ensure that these are focused on actions that lead to quality care.⁴

Although the misuse of patient feedback surveys has been widely reported in the literature, there are many related challenges that still need to be assessed to demonstrate the complexity of the topic and enable practical solutions to make the surveys useful.¹¹ From this perspective, Berwick¹² states that quality science offers valuable alternatives to the hostility and confusion that inspections, awards and punishments can cause. The use of quality tools in health services can provide substantial improvements, and the science of improvement should integrate a training curriculum for healthcare staff and managers.

NEED OF STUDY

This study is essential for comprehending the feedback process within hospitals: how they solicit, receive, and act upon patient feedback, as well as the quality of services provided. By investigating these aspects, we can ascertain the effectiveness of the feedback loop and the resultant patient satisfaction levels. This research aims to shed light on the mechanisms

hospitals employ to gather feedback, the actions taken in response, and ultimately, the degree of satisfaction among patients regarding the services

OBJECTIVE

The objective of this study is to explore how patient feedback is currently used in hospitals to improve quality.

Data & Methods

Data: A maximum of 30 qualitative interviews will be conducted to fulfill the study objective. Among these, 20 patients and 10 management officials from the hospital will be included for consideration.

Study design- Qualitative Study.

- ✓ **Study period-** 3 months.
- ✓ **Inclusion criteria:**
 - Must be patient centric
 - Individuals capable of effective communication.
 - Patient therapist relation or interaction
 - Hospitalized cases
- ✓ **Exclusion criteria:**
 - Patients staying for more than 15 days in hospital
 - Un-Hospitalized patients
 - Patient of age above 65

Ethical considerations- This research will strictly adhere to ethical guidelines, ensuring informed consent through clear explanations of procedures. Participant anonymity and confidentiality of the information will be maintained throughout the study. We will minimize any discomfort or inconvenience and guarantee the right to withdraw at any point. Our commitment is to ensure participant well-being and responsible research conduct.

RESULT

- **Problems in TPA**

The patients are facing lot of problem in the TPA process as their discharge process is delayed by the TPA and they do not provide the proper information regarding the documentation as the documents needed at the time of discharge patients are asked for the documents one by one .

At the time of discharge it takes the whole day for the file to be processed no proper information and guidance provided regarding the approval is provided on time .

- **Problems In the food and beverage**

Patients are showing their dissatisfaction towards food and beverage area as many times it was noticed that the cockroach is found in the food served to the patients its incident has also been raised by the team as well as pesticide is also being done still the problem is the same , some patients shows dissatisfaction towards that .

Patient don't like the quality and quantity of the food as the chapatis served to the patients were very hard and dry milk served to the patients is full of water many patients complaint of that and the taste of the food is also not good as well as they found that

the option is less for eg if patient don't want to eat sandwich then there should be an option for something else.

- **Problems faced by the patient due to nursing department**

As per the patient concern nurses don't respond timely on the call bell as well as their behavior is very rude as well as many times they forgot to intend the food for the patients and for the panel patients many times the complain has come that they do not explain the whole discharge summary to the patients .

Patient also complained of the

- **Problems faced by the patients due to the doctors .**

Many times when patient is admitted doctor don't council them properly regarding their treatment and many times doctor forgot to see the investigation done by the patient and start their own treatment with the assumption of diagnosis

Feedbacks acknowledged by the management

The feedback process is quite vast as there are many modes through which the patient can share their feedback.

The modes are such as :

Visitor book

Email

Verbal

By hand

Ward round

QR scanner

Call

All the feedbacks coming to the department through any source is being acknowledged by the feedback team there are two members in the team , the feedback software the hospital is using is Wecare all the feedbacks coming to the feedback team is being punched in the software weather they are positive or negative feedbacks then the feedbacks are allotted to the concerned departments heads and some high authority people are kept as watcher so they can see the status and the complaint when the complaint is raised a mail is sent to the assign person the person who is assigning the complain and the watcher .

There is a TAT of 48hrs to close the complaint by the concerned department after the complaint is closed by the concerned department then the complaint is forwarded to the Quality team to check the RCA , CAPA of the complaint quality team do the rating of the RCA ,CAPA of the complaint if the rating is more then 3 then the complaint RCA ,CAPA is satisfactory and the complaint is forwarded to the patient communication section and lastly the feedback team communicate with the patients telling them the RCA ,CAPA of the complaint and apologizing them for the dissatisfaction caused to them , if the quality team gives the rating less than 3 then the complaint gets reopened as there RCA , CAPA is not satisfactory and there is a comment section where they can write the reason as well for the reopen of the complaint .

CHALLENGES FACED BY THE FEEDBACK TEAM DURING THIS PROCESS

- Departments don't close the complaints on time after the continuous reminder.
- The staff is not provided with the proper training of how to close the complaint .

- Many complaints are not being acknowledged on time .

CONCLUSION

This comprehensive study on patient satisfaction within the Inpatient Department (IPD) at Sarvodaya Hospital aims to provide valuable insights into the hospital's patient feedback mechanisms and their impact on the quality of care. By exploring the perspectives of both patients and hospital management, the research will shed light on the strengths, challenges, and opportunities for enhancing the patient experience. The findings and recommendations from this study will serve as a roadmap for Sarvodaya Hospital and other healthcare organizations to foster a culture of continuous improvement and patient-centered care

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CONSENT FORM

Name:

Diagnosis:

Age:

Gender:

DOA:

Contact No:

Title of Study: A Comprehensive Study on Patient Satisfaction within the Inpatient Department (IPD) at Sarvodaya Hospital, Faridabad

Researcher: Dr. Ishita Sharma, ishita_2224@ijhmrdelhi.edu.in

Dear Participant,

You are invited to take part in a qualitative study aimed at exploring patient satisfaction within the Inpatient Department (IPD) at Sarvodaya Hospital in Faridabad.

Purpose of the Study: The purpose of this study is to gain insights into patient satisfaction levels within the Inpatient Department (IPD) at Sarvodaya Hospital. Your experiences and feedback will help us understand areas of improvement and contribute to enhancing the quality of care provided to patients.

Procedures: Participation in this study involves a one-on-one qualitative interview, where you will be asked to share your experiences, opinions, and suggestions related to your stay and treatment at Sarvodaya Hospital's IPD. The interview will be conducted in a private and confidential setting, and it is expected to last approximately 20 minutes.

Risks and Benefits: There are no known risks associated with participating in this study. However, discussing personal experiences may evoke emotional responses. If you feel uncomfortable at any point during the interview, you may choose to withdraw from the study without any penalty. Your participation will contribute to the improvement of healthcare services at Sarvodaya Hospital.

Confidentiality: Your identity and responses will be kept strictly confidential. All data collected will be anonymized and stored securely. Only the researcher and authorized personnel will have access to the information you provide. Your name will not be associated with any findings or reports from this study.

Voluntary Participation: Participation in this study is entirely voluntary. Your decision to participate or decline will not affect your current or future medical care at Sarvodaya Hospital. If you agree to participate, you are free to withdraw at any time without consequences.

By signing below, you acknowledge that you have read and understood the information provided in this consent form.

Participant's Signature: _____ Date: _____

Researcher's Signature: _____ Date: _____

If you have any questions or concerns about the study, please feel free to contact Dr. Sumesh Kumar, Email: sumesh@iihmrdelhi.edu.in, IIHMR-Delhi. Thank you for considering participation in this important research endeavor.

Questionnaire guideline for qualitative interview

Questions asked from patients in IPD.

How long is your stay for the treatment do you faced any difficulties in bed availability or at the admission process?

Why you choose this hospital for the treatment do you like the services of this hospital?

Do you face any issue in appointment scheduling?

Do you feel the environment hygienic does housekeeping staff take care of cleanliness of your room?

Staff is polite and guide you properly?

What all services you like the most here?

Do you get the food on time as per your diet requirements , dietician visits you once in a day?

When you go in OPD for any tests do you face any difficulties over there regarding porter services or waiting time ?

Do you get all the information regarding your overall estimate of the treatment by the coordinators , are they available on time of any query?

Do you want to share any feedback regarding any services or department where you think there is a need for improvement?

Questions asked from management:

How do you take the feedback of the patients what are modes?

After getting the feedback where you acknowledge do you have any software ?

What proportion of negative and positive feedback you get on daily basis ?

If you get the negative feedback then what is the procedure after that you follow?

Do you get same negative feedback after taking concerned action regarding that?

On an average how many feedbacks you get daily ?

How you allot positive feedbacks ?

How many staff you have in your feedback department?