



**A cross-sectional study of patient satisfaction levels within the outpatient department (OPD) of a tertiary care hospital located in the Delhi NCR region.**

**Mayank Singh Tomar**

**Dr. Preetha G S**

**IIHMR Delhi**



# Mentor Approval

# INTRODUCTION

- Patient satisfaction in the Outpatient Department (OPD) is crucial for assessing the quality of healthcare delivery.
- It reflects how satisfied patients are with various aspects of their outpatient care experience.
- A study of patient satisfaction in the OPD involves gathering feedback and perspectives from patients who have received care in this setting.
- Key areas evaluated include interactions with healthcare staff, wait times, ease of appointment scheduling, communication about diagnosis and treatment, cleanliness, comfort, perceived quality of care, and overall experience.
- Understanding patient satisfaction helps identify areas for improvement and enhance the quality of care provided in the OPD.
- It contributes to patient-centered care delivery and fosters patient engagement and trust in healthcare services.
- Regular assessment of patient satisfaction in the OPD is essential for continuous quality improvement and optimizing healthcare outcomes.

## OBJECTIVE OF THE STUDY

- To study the patient satisfaction regarding the various services provided in outpatient department in a tertiary care hospital located in Delhi NCR region.

# METHODOLOGY

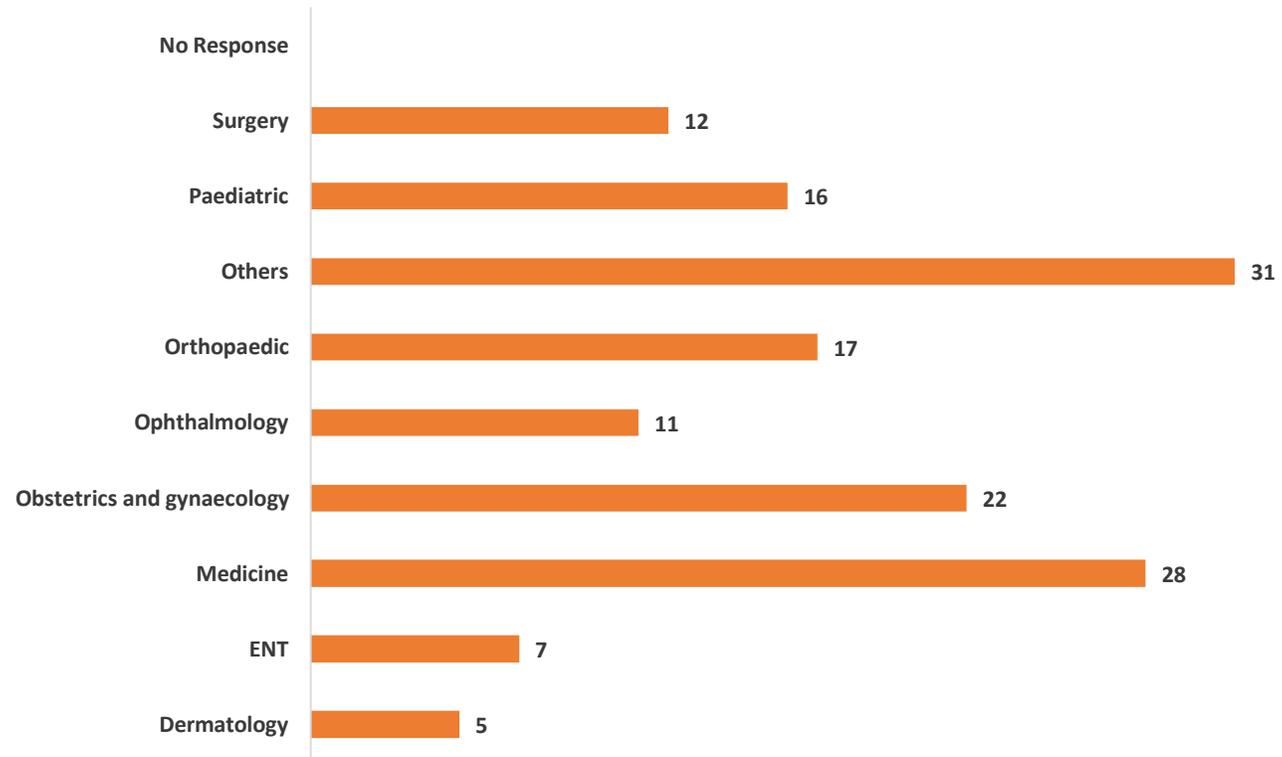
- **Study Design:** A cross-sectional study of patient satisfaction levels within the Outpatient Department (OPD) of a tertiary care hospital located in the Delhi NCR region.
- **Study Period:** The study will be conducted from 01/03/2024 to 31/05/2024.
- **Study Area:** The data was be collected in tertiary care hospital located in the Delhi NCR region.
- **Sampling Technique:** Convenient and Multistage sampling technique will be carried out for the study based on feasibility and accessibility to collect maximum participant information.

## METHODOLOGY

- **Sample Size:** For the study, a total of 150-200 participants would be surveyed through a Google form.
- **Research Instrument:** A survey would be administered using semi-structure questionnaire.
- Participants would be surveyed through google form and the survey would be sent via google Form through WhatsApp/ Email

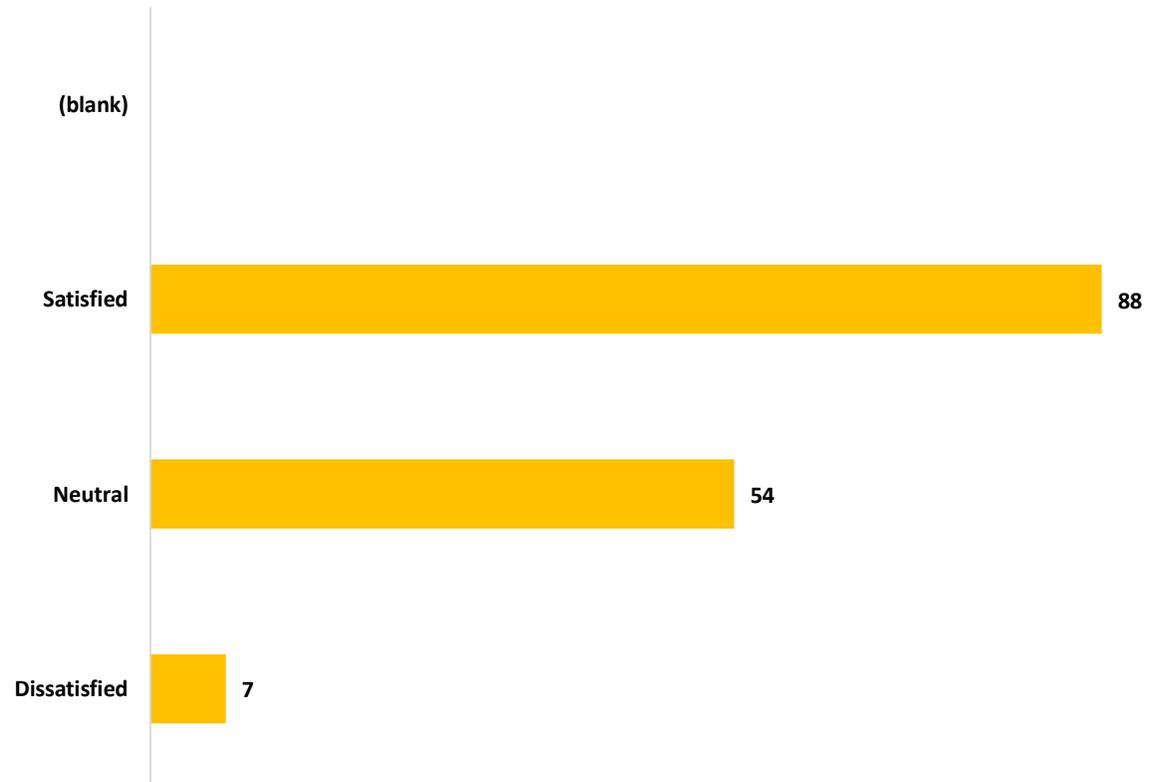
# RESULTS

## SATISFACTION WITH SERVICES PROVIDED IN OPD



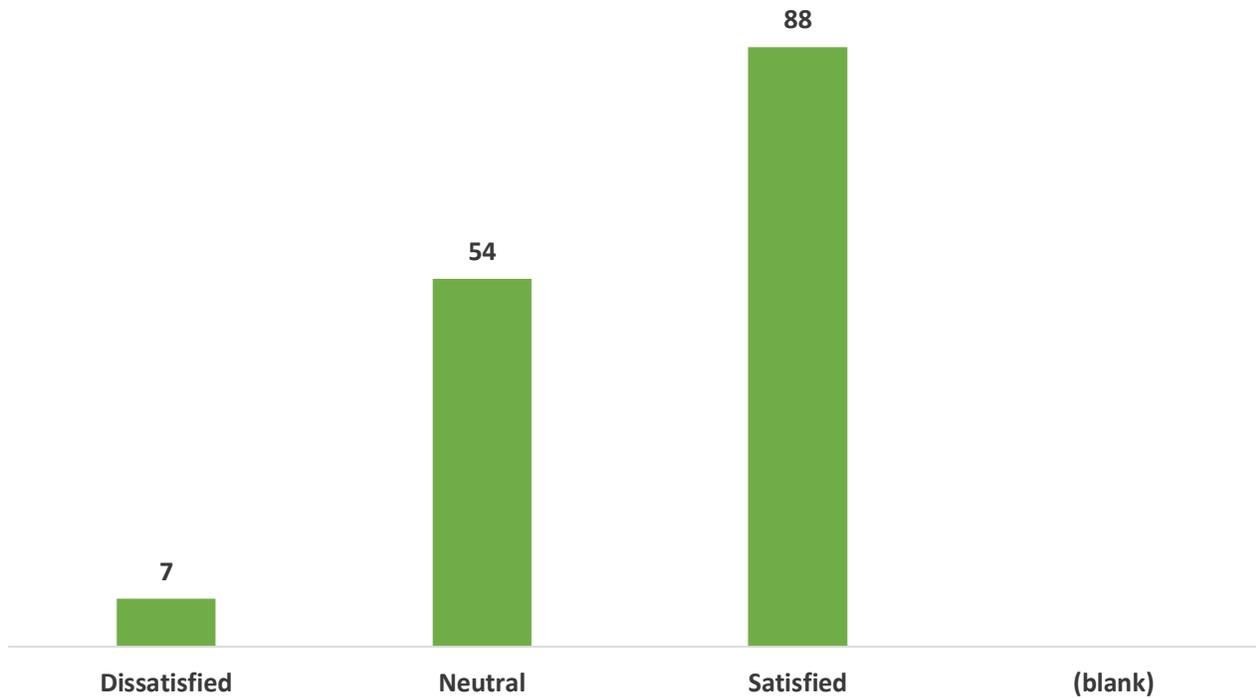
# RESULTS

## Behavior of Doctor



# RESULTS

## Recommendation of the Sarvodaya Hospital to Family & Friends



# DISCUSSION

- Patient satisfaction is a key indicator of healthcare quality, particularly in the Outpatient Department (OPD). It encompasses various dimensions of the patient experience, including interactions with healthcare staff, wait times, appointment scheduling, communication, cleanliness, comfort, perceived quality of care, and overall experience.

## CONCLUSION

- Patient satisfaction in the Outpatient Department (OPD) is a vital component of healthcare quality assessment, reflecting the effectiveness and efficiency of healthcare delivery from the patient's perspective.
- Through this study, several key areas influencing patient satisfaction were identified, including interactions with healthcare staff, wait times, appointment scheduling, communication about diagnosis and treatment, cleanliness, comfort, and the overall perceived quality of care.
- The findings emphasize the importance of holistic and patient-centered approaches to enhance the overall patient experience. Effective communication, reduced wait times, streamlined appointment processes, and a clean, comfortable environment are crucial factors that significantly impact patient satisfaction.
- Healthcare providers must prioritize these areas to foster trust, engagement, and positive patient outcomes.

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# Thank You

Any Questions