

Summer Internship Report

At

Apollo Hospital

(April 22nd to June 22nd,2024)

A Report By

Harshavardhan Chettikindi

PGDM (Hospital and Health Management)

2023-2025



International Institute of Health Management Research, New Delhi

Regd. Office : Apollo Hospitals Enterprise Limited, No. 19, Bishop Gardens, Raja Annamalaipuram, Chennai - 600 028.  
Corporate Identity Number (CIN) : L85110TN1979PLC008035

June 21, 2024

**TO WHOM SO EVER IT MAY CONCERN**

This is to certify that **Mr. Harshavardhan Chettikindi** of **International Institute Of Health Management Research, New Delhi** has done his internship from 22-Apr-2024 to 21-June-2024 in Operations department at Apollo Health City Jubilee Hills, Hyderabad. During the period we found his performance to be good and regular in his duties.

We wish all the success in his future endeavors.

**For Apollo Hospitals Enterprise Limited**



**Mamtha Singh**  
**Manager – Human Resources**



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**FEEDBACK FORM**

(Organization Supervisor)

Name of the Student: Mr. Harshvardhan

Summer Internship Institution: Apollo Hospitals, Jubilee Hills

Area of Summer Internship: OPD- Neuro, gastro, ICU, wards,  
Radiology.

Attendance: 100%

Objectives met: Yes

Deliverables: Yes

Strengths: Commitment to learn new process -  
Communication, Knowledge.

Suggestions for Improvement: Nil

Ravi (Manager Operations)  
6/20/24  
Signature of the Officer-in-Charge (Internship)

Date: 6/20/24  
Place: Apollo Hospitals

## **ACKNOWLEDGEMENT**

I received a lot of advice and assistance from these folks, whose help was crucial to the project's success. I could not have accomplished anything without this advice and assistance. They assisted me in this undertaking, for which I am grateful.

I would like to take this opportunity to thank the Apollo Hospital, jubilee Hills, Hyderabad Mr. NAVEEN KUMAR (HR Manager) and Mrs. KALA KRISHNA (Operations Manager) MR. UGENDHAR REDDY (Senior Manager) for their genuine interest in the project and willingness to share their opinions despite their extremely busy schedules. I consider it a privilege to have worked in, Apollo Hospital, jubilee Hills, Hyderabad under their skilled leadership. The entire staff at Apollo Hospital deserves my sincere thanks and obligation for their outstanding support and assistance during the entire operation.

My sincere appreciation is extended to Dr ANANDHI RAMACHANDRAN (PROFFESOR) Furthermore, I would like to thank IIMR for giving me the opportunity. I owe a debt of appreciation to Ms ANJU SEHRAWAT (PLACEMENT) for allowing me to work on this research and for providing me with all the guidance and support necessary to complete the project on "A STUDY ON PATIENT SATISFACTION IN OPD." I owe her a debt of appreciation for her helpful advice and guidance. First and foremost, this big task cannot be completed without my friends and loved one.

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## ABBREVIATIONS

OPD	Out patient department
IPD	In patient department
OT	Operation theatre
ICU	Intensive care unit
CCU	Critical care unit
NICU	Neonatal intensive care unit
HDU	High dependency unit
IVF	In vitro fertilization
CT	Computed tomography
PET	Positron emission tomography
MRI	Magnetic resonance imaging
TMT	Trade mill test
ECG	Electrocardiography
ENT	Ear nose throat

## **ABOUT APOLLO HOSPITAL**

Apollo Hospital in Hyderabad is a 550 bed, cutting-edge tertiary care facility that offers a depth of knowledge in the full range of advanced medical and surgical interventions along with a well- rounded combination of inpatient and outpatient services.

Apollo Hospitals Hyderabad first opened its doors to the world in 1988. It was built with a mission to bring world-class healthcare to the people with a firm belief in the values of excellence, expertise, empathy and innovation.

Today, after nearly 3 decades, Apollo Hospitals, Hyderabad has emerged as the most renowned and trusted integrated Health City in Asia, specializing in the entire spectrum from illness to wellness and holistic therapy.

There is never a dull moment at Apollo Hospitals, Hyderabad. Each day, the hospital receives many pharmacy walk-ins, admissions, emergency cases, and wellness consults. With every second spent at the hospital, dedicated doctors and staff perform a multitude of services including CT scans, MRIs, Cardiac Surgeries, Dialysis procedures, organ transplants, and more; all this at a fraction of international costs.

Apollo Hospitals Hyderabad is a future ready health care destination which includes education, research, telemedicine, medical device innovation, disease management programs, med skills, state-of-the-art physical medicine, rehabilitation, and wellness facilities in one single sprawling campus.

The Apollo Group was the first to invest in pre-requisites for international quality accreditations such as the JCI and other initiatives including the ACE@25 and TASSC, conveying a commitment to global benchmarks and clinical excellence. The centres of excellence at Apollo Hospitals are the brainchild of our Founder Chairman, Dr Prathap C. Reddy. He believed that the emergence of new therapies, technologies, and improved diagnostics were pivotal for delivering quality treatment. Additionally, multi-specialty group practices with a combination of super specialists trained in different modalities of treatment provide patients with greater benefits and clinical outcomes. This patient-centric approach has driven greater collaboration and peer review among physicians and caregivers, leading to higher success rates.

The Centres of Excellence at Apollo Hospitals offer a one-stop solution for patients with multiple and complex medical problems, saving them valuable time, effort, and cost from having to meet several doctors and to undergo diagnostic procedures to have their condition pinpointed.

Major specialities including Heart, Cancer, Bones, Joints & Spine, Organ Transplants, Neurology, Gastro & Colorectal, Bariatric Surgery, Gynaecology and Ophthalmology are some of the Centres of Excellence available, which offer exceptional group practice programmes.

Apollo Hospitals has dedicated Centers of Excellence for several key specialties and super specialties. They are unique and state of the art facilities spread across several of the Apollo hospital location and each Centre of Excellence stands out as a citadel of excellence.

At Apollo, we consider it our prime Responsibility to provide high quality clinical care to all our patients. Putting the patient at the core of our operations, we have developed robust quality standards, used expert diagnoses and treatment plans and enhanced infection and safety protocols to render them the most appropriate treatment.

The hospital offers a wide range of clinical services such as Cardiology, Dermatology, Endocrinology, ENT & Cochlear Implant Surgery, Internal Medicine, Critical care General Surgery, Gastroenterology, Kidney Transplant, Laser Surgeries, Minimal Access Coronary Bypass Surgery and Interventional Cardiology, Minimal Access Bariatric Surgery, Neurosurgery, Neurology, Neuro & Spine Surgery, Orthopaedics & Joint Replacements Surgery, Obstetrics & Gynaecology, Ophthalmology, Pulmonology, Paediatrics, Reconstructive & Aesthetic Surgery, Sleep Lab and Urology. Emergency, Laboratory, and Radiology services are available 24/7 Robotic Surgery, Preventive health check up's, apollo cosmetic, apollo prostate, day care specialists.

### **VISION & MISSION OF APOLLO**

**VISION:** Apollo's vision for the next phase of development is to 'Touch a Billion Lives'.

**MISSION:** "Our mission is to bring healthcare of International standards within the reach of every individual. We are committed to the achievement and maintenance of excellence in education, research and healthcare for the benefit of humanity".

## **SCOPE OF SERVICE**

- Internal Medicine
- 24 hours Emergency and Trauma
- Modular OT, ICU, NICU, CCU, HDU, Dialysis Services
- IVF
- Endocrinology
- Multi Organ Transplantation
- Plastic & Cosmetic Surgery
- Rheumatology
- Paediatrics
- Cardiology
- Dermatology
- Gastroenterology
- Medical Oncology
- Nephrology
- Neurology

## **CLINICAL SERVICES**

- Bariatric Surgery
- Cath Lab
- Cochlear Implant Surgery
- Day Care Services
- Dental Sciences
- Dialysis
- Laparoscopic Surgery Intensive Care Unit
- Medical & Surgical Gastroenterology
- Neonatal Intensive Care Unit
- Neonatology
- Neurosurgery
- Obstetrics and Gynaecology

- Ophthalmology
- Orthopaedic Surgery including Joint Replacement & Arthroscopic Surgery
- Otorhinolaryngology o Respiratory Medicine
- Spine Surgery
- Urology
- Vascular Surgery
- Master health check up

**ALLIED MEDICAL SERVICES:**

- Ambulance
- 24 hrs Pharmacy
- Blood Bank
- Dietician
- Online Doctor Consultation
- Physiotherapy
- Clinical Psychology

**LABORATORY SERVICES:**

- Clinical Biochemistry Clinical Microbiology & Serology
- Clinical Pathology
- Haematology
- Histopathology

**DIAGNOSTIC SERVICES:**

- Colour Doppler
- CT Scanning
- Mammography
- MRI
- PET
- Ultrasound
- X-Ray

- Audiometry
- Interventional Radiology
- 2D Echo
- TMT
- ECG
- Holter Monitoring

#### **SURGICAL SPECIALTIES:**

- ENT
- General Surgery
- Surgical Oncology
- Neurosurgery
- Cardiothoracic Surgery
- Vascular Surgery
- Urology Surgery
- Dental Surgery
- Paediatric Surgery

#### **MEDICAL PROCEDURES**

- Proton therapy for cancer treatment
- Bone marrow transplant
- Cosmetic and plastic surgery

#### **OTHER SPECIALTIES:**

- Anaesthesiology
- Psychiatry
- Microbiology
- Palliative Medicine
- Andri ology

## **FINANCIAL SUPPORT SERVICES:**

- Health insurance coordination
- Medical travel insurance
- Foreign currency exchange
- In house ATM service
- Credit Card
- Debit Card
- Net banking

## **Outpatient Department**

The Outpatient Department (OPD) serves as the initial point of contact between a hospital and its patients, acting as the public face of the healthcare services provided to the community. The quality of care in the OPD often reflects the overall service quality of a hospital and is evident in patients' satisfaction levels. Patients typically visit either the Emergency Department or the OPD when they fall ill. Following consultation at these entry points, patients may be sent home, directed for diagnostic or laboratory tests, admitted as inpatients, or referred to the ICU, depending on the severity of their condition. Thus, while other hospital departments are encountered later, the OPD is the primary entry point and experiences the highest patient footfall. Providing high-quality services in the OPD, such as a comfortable waiting area, minimal waiting times, efficient doctor consultations, accessible information, and cleanliness, is crucial. Satisfied patients are more likely to return for future needs and recommend the hospital to family and friends, forming positive opinions about other hospital services based on their OPD experience.

## **The Role of the OPD**

- **Diagnostic Services:** It offers a major source of specialist diagnostic medical opinions, combining the expertise of specialists with hospital resources, including physical resources, equipment, paramedical staff, and other allied health professionals to facilitate early diagnosis.
- **Ambulatory and Domiciliary Treatment:** The OPD treats cases on an outpatient basis that do not require hospital admission, such as surgeries for hernias and varicose veins.

- **Patient Admissions:** It serves as a referral point for patients needing hospital admission, accounting for about 80% of total admissions.
- **Health Promotion:** The OPD promotes health through education, encouraging healthier lifestyles among patients.
- **Aftercare and Rehabilitation:** It provides necessary aftercare and medical rehabilitation following hospital discharge.
- **Training:** The OPD offers valuable clinical experience and training for medical students, house physicians, and other professional staff such as nurses and technicians.
- **Research and Assessment:** It compiles, collates, and analyzes patient records for epidemiological clinical research and periodic assessment of clinical outcomes.
- **Preventive and Promotive Services:** The OPD conducts preventive and promotive services, including immunizations, screenings, antenatal care, well-baby clinics, and counseling sessions.

### **Services of OPD**

- Patient registration
- Doctors consultation
- Diagnostic procedures
- Immunization
- Well baby clinic
- Physiotherapy and Rehabilitation
- Speech therapy
- Waiting area for patients and attendants

### **Patient flow in OPD**

- Patient comes to the OPD and they get a patient registration done where they receive a number. All details of patients are registered in the hospital register book.
- Then according to appointment schedule doctor's consultation and initial examination is done.
- If any diagnostic/laboratory procedure is required, patient is sent to the respective area for the diagnosis or sample collection.

- Then the payment is made for at the billing counter.
- If there is need of admitting the patient, then patient is sent to the IPD right after consultation after coordinating with the admission in charge. If only medicines are prescribed by the doctor, patient goes to pharmacy, buys medicine and then go home.

### **KEY ACTIVITIES/PROJECTS UNDERTAKEN**

- Calculation of Turn Around Time (TAT) for the procedures undertaken in the Department of Neurology and measures to reduce the TAT for the same.
- Analysis of the proportion of patients who preferred other diagnostic centres to Apollo (Leakages & Conversions)
- Patient satisfaction in opd

### **KEY LEARNINGS**

- Understanding the process flow management of the Department of Neurology
- Enhanced soft skills-to efficiently communicate and coordinate patients, empathetically understand problems
- Various Queue management systems
- Calculated TAT for procedures which undertook in the Department of neurology and followed measures to reduce the TAT
- Analysed the proportion of patients who preferred other diagnostic centres to Apollo and encouraged the patients to prefer Apollo by explaining the quality and efficiency of the equipment used in Apollo leading to higher conversion rate and lesser leakages.

## INTRODUCTION

Patient satisfaction with quality improvements is a crucial factor determining the success of a healthcare facility. Evaluating patient satisfaction with services provided is easier than assessing the quality of medical care received. The healthcare system relies on various factors such as availability, affordability, efficiency, and feasibility. Patient satisfaction in medical care organizations, like our tertiary care hospital, is essential for service provision. This study aims to determine the level of patient satisfaction with quality improvements across different healthcare quality parameters.

Measuring patient satisfaction is a vital tool for research, administration, and planning (WHO 1984). It serves as a key quality parameter, helping to gauge the level of service provided by medical staff. Key factors of overall patient satisfaction in hospital include satisfaction with doctor consultations, nursing care, housekeeping, equipment and billing.

Patient satisfaction reflects the extent to which patients are content with the healthcare they received from their providers. It is a performance indicator in healthcare quality evaluations, measured through self-report studies as a specific type of customer satisfaction metric. Patient satisfaction is multidimensional and subjective, influenced by factors such as the quality of clinical services, cleanliness, hospital infrastructure, availability of medicines, behavior of healthcare professionals, the comfort of the environment, and the cost of services.

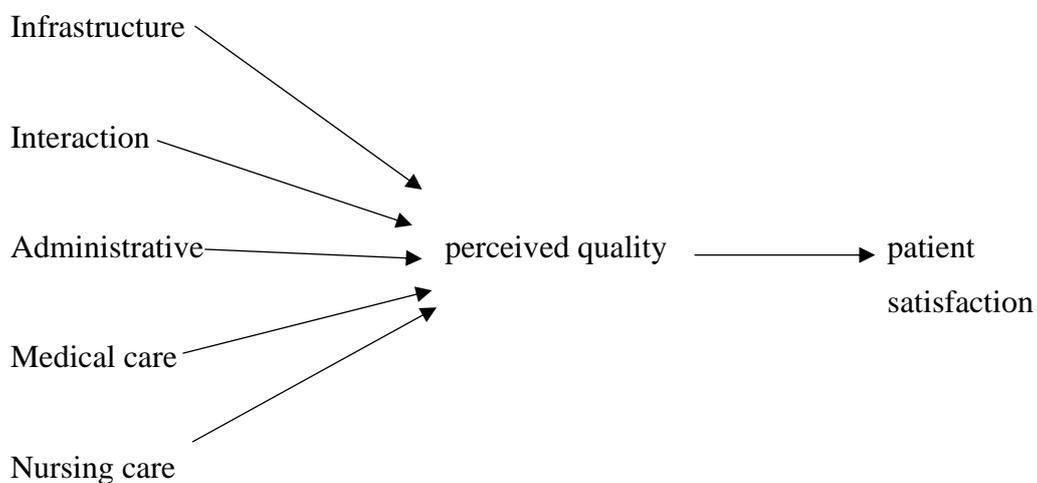
The level of patient satisfaction impacts treatment compliance, clinical outcomes, and service utilization, making it a crucial aspect of hospital administration. OPD services, or Ambulatory Care Services, are an initial interaction between patients and hospital staff, representing the hospital's functioning. Patient satisfaction with healthcare is a recognized step in assessing service quality, with higher satisfaction linked to fewer emergency visits and increased hospital admissions.

At present, patients' increased knowledge of their rights has significantly shaped their expectations regarding satisfaction with their care. Evaluating patient viewpoints helps public health services better meet the needs and desires of patients. Surveys on patient satisfaction assist in pinpointing possible issues and in creating responsibility

## OBJECTIVES

- Gain an understanding of the hospital's history, operations, and workflow
- Observe the way the outpatient department operates.
- Analyze the patient satisfaction survey;
- Find any gaps, and make recommendations, if any

## PATIENT SATISFACTION FRAMEWORK



**FIGURE 1**

### Concept of patient satisfaction

The idea of patient satisfaction revolves around the expectations patients have before visiting a hospital and how their actual experience shapes their satisfaction or dissatisfaction. Patients may already have a positive view of the provider based on past experiences. Nursing care plays a significant role in patient satisfaction as nurses are involved in various aspects of patient care.

Patient satisfaction is essentially how content a patient is with the healthcare they receive. In today's modern healthcare landscape, patients are more informed and have higher expectations. With increasing competition among healthcare providers, delivering excellent

outcomes and ensuring patient satisfaction are crucial. Positive patient perceptions can lead to repeat visits and loyalty, as well as word of mouth recommendations that attract new patients to the hospital.

## REVIEW OF LITERATURE

**Mohamed Alkhayl Mr. Nader Abukraym, Hani Al-Najjar (2024)**, In a cross-sectional study conducted at university hospitals in Saudi Arabia's Qassim region, 476 online surveys for outpatients were finished. The overall satisfaction score for outpatients was determined to be  $76.69 \pm 25.17$  according to the survey. Hospital facilities, pharmacy staff attitude and corporation, doctor language and communication, and the registration process all had higher satisfaction component values. The factors that received lower marks were the accessibility of the OPD clinic, the location of the outpatient clinic, and the availability of prescription medication. Patients with different educational backgrounds, marital statuses, and first-time hospital visitors may receive extra attention when obtaining outpatient treatment in order to continue the outpatient service process.

**Kriti yadav, Khushboo Nassa, Lokesh Parashar, and Pooja Goyal (2024)**, Patients visiting different outpatient departments (OPDs) of a tertiary care hospital in Faridabad participated in a cross-sectional study. 334 patients above the age of 18 who used OPD services after pharmacy services had exit face-to-face interviews. Data was gathered on socio demographics, grounds for dissatisfaction, and a 5-point Likert scale for measuring satisfaction with various aspects of OPD services. Data analysis was done with SPSS version 22. A fishbone diagram was used for the root cause analysis of the attribute with the lowest score. The OPD services were rated as satisfactory by almost 64% of the patients. The main factor influencing patient satisfaction was "doctors' attitudes and communication skills." The attribute with the lowest score was "promptness at medicine distribution counter," followed by "waiting."

**Mukesh Kumar, Anupam Sahu, Sanjeev Kumar Singh, and Samar Chatterjee (2022)** conducted a cross-sectional study using a validated scale and a pre-designed bilingual questionnaire to measure patients' satisfaction among consenting individuals and caretakers of minor patients visiting an OPD of a tertiary care hospital between June and July 2021. Concentrate on members were transcendently females with a mean age of  $43 \pm 14.23$  years. Most of study members were viewed as happy with "everything except one boundary" of the scale for the offices accessible at the emergency clinic. The majority of them were dissatisfied merely for the toilets' overall cleanliness. Patients who were requested follow-up were viewed as fundamentally connected with being in general happy with the going to specialist ( $p < 0.05$ ) Patient fulfillment is a significant part of medical services, which is frequently not considered among different boundaries. Medical services offices, particularly tertiary consideration clinics

need to evaluate this part of patient consideration routinely to work on the nature of administrations being conveyed.

**Arghya Bandhu, Sharmila Sarkar, Soumen Karmakar and Om Prakash Singh (2023)** conducted a cross-sectional study on 152 patients visiting the psychiatry short term division (OPD) of a tertiary care hospital. The Short Appraisal of Patient Fulfillment (SAPS) scale was used to measure treatment-related satisfaction, while Likert scales were used to evaluate factors unrelated to treatment. 82.9% of the majority of participants were satisfied with the hospital's general cleanliness, 73% were content with the toilets' condition, and the waiting time at the OPD ticket counter, doctor's office, and pharmacy. More than 80% of participants expressed satisfaction with the conduct and efficiency of the OPD employees. Levels of fulfillment varied across the seven components of the SAPS scale. 60.5% of individuals expressed satisfaction with the treatment they received while at the hospital. The level of patient satisfaction is high in the psychiatric outpatient services at our clinic, and it also depends on factors unrelated to treatment. Contact between clinical and non-clinical supervisory groups is crucial for enhancing patient satisfaction.

**Mr. R. NARASIMMAN, Dr. K. IYYAPAN, (2023)** The Out Patient Department (OPD) Services is essential in Hospital Administration. The main objective of this research is to examine the satisfaction of Outpatients with the services and care given by medical, nursing, and caregiver professionals, and to establish a connection between the patient's behavior and their satisfaction with the various hospital facilities. The study sample consists of 150 individuals from the outpatient clinic. Data obtained from the circulation of questionnaires. The results of the study indicate that most of the 90% participants were happy with the services they were provided. Conducting these interviews allows for evaluating healthcare services through the eyes of the patient, which facilitates identifying issues and developing solutions to resolve them. Enhancing communication between patients and healthcare providers is the main determinant of patients' overall satisfaction. Enhancing facility cleanliness, upgrading nursing care, improving pharmacy medication availability, and cutting service times help increase patient loyalty by reducing wait times for lab results.

## **RESEARCH METHODOLOGY**

### **Objective**

To find patient satisfaction in outpatient department.

### **Research Question**

- What do outpatients expect from the hospital in terms of interaction with service providers, the environment, the quality of care, and the availability of outpatient services?
- How much are these patients' expectations fulfilled during outpatient treatment?
- How satisfied are patients with the service provider interaction, hospital environment, quality of care, and availability of outpatient services?

### **Research Design**

This study will be a cross-sectional inquiry, with the researcher evaluating various aspects during data collection.

### **Study Population**

The patients who utilized health services at the neurology OPD of an Apollo hospital between April and June.

### **Sample Size**

200 OPD patients were randomly selected to participate in the study.

### **Sampling Approach**

The simple random sampling technique is used for this study.

### **Research Venue**

The investigation was carried out at Apollo Hospital in Jubilee Hills, Hyderabad, Telangana, India.

### **Data Collection Method**

Prior to data collection, approval was obtained from the manager of the hospital. Data was gathered from clients visiting neurology OPDs of the hospital through formal surveys conducted by the researcher during patient waiting times. Data was reviewed on-site, errors were corrected, and any missing details were added to the forms.

### **Data Collection Tools**

Information was gathered through survey forms from patients who utilized health services at the outpatient department.

### **Study Population**

The study population are the patients who utilized health services in the neurology outpatient department during a specific month.

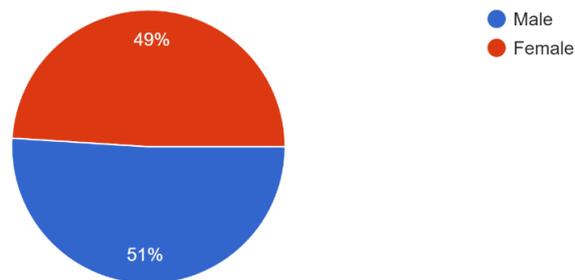
## Data analysis

A research was carried out at Apollo Hospital in Jubilee Hills, Hyderabad to assess the level of patient satisfaction with the healthcare services provided at neurology outpatient department in hospital.

**TABLE 1 Gender wise distribution**

SEX	NUMBER	PERCENTAGE
Male	102	51%
Female	98	49%
Total	200	100%

Gender  
200 responses



**FIG 2** According to the data in table 1, a larger percentage of patients seen in the outpatient department were male (51%) compared to female patients (49%).

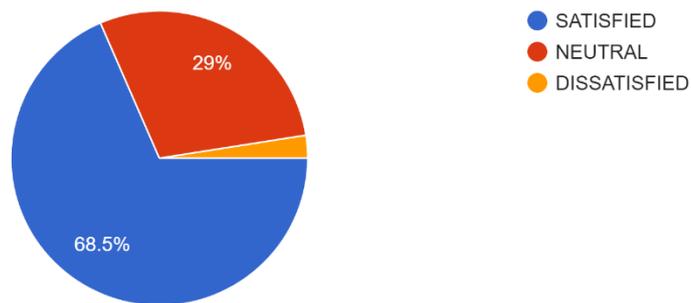
**PERCENTAGE AND NUMBER OF PATIENT SATISFIED NEUTRAL AND DISSATISFIED**

**TABLE 2** 1.TIME TAKEN FOR REGISTRATION AND BILLING?

PATIENTS	NUMBER	PERCENTAGE
SATISFIED	137	68.5%
NEUTRAL	58	29%
DISSATISFIED	5	2.5%
TOTAL	200	100%

**FIGURE 3**

1. TIME TAKEN FOR REGISTRATION & BILLING?  
200 responses



The above table shows 138 patients are satisfied 57 neutral and 5 patients are dissatisfied regarding time taken for registration and billing.

**TABLE 3**

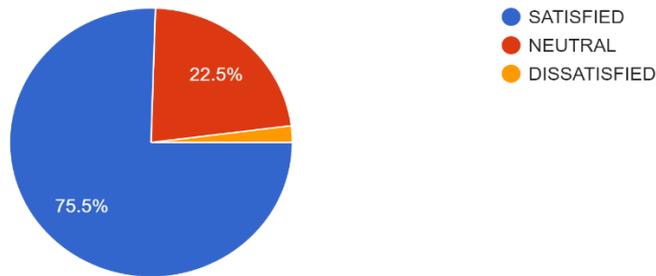
2.TIME TAKEN FOR DOCTORS CONSULTATION?

PATIENTS	NUMBER	PERCENTAGE
SATISFIED	151	75.5%
NEUTRAL	45	22.5%
DISSATISFIED	4	2%
TOTAL	200	100%

**FIGURE 4**

2. TIME TAKEN FOR DOCTOR'S CONSULTATION?

200 responses



The above table Shows 151 patients satisfied 45 neutral and 4 are dissatisfied regarding time taken for doctor consultation.

**TABLE 4**

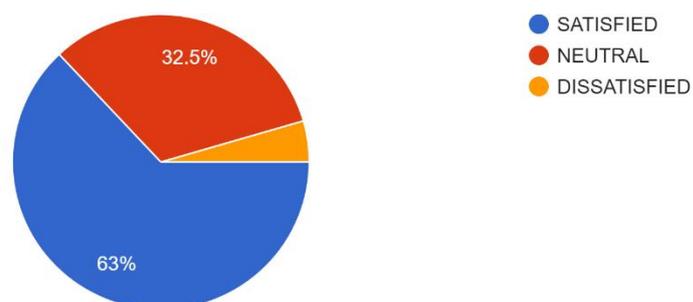
3.TIME TAKEN FOR BLOOD COLLECTION?

PATIENTS	NUMBER	PERCENTAGE
SATISFIED	126	63%
NEUTRAL	65	32.5%
DISSATISFIED	09	4.5%
TOTAL	200	100

**FIGURE 5**

3. TIME TAKEN FOR BLOOD COLLECTION?

200 responses



The above table shows 126 patients are satisfied 65 neutral and 9 are dissatisfied for time taken for blood collection.

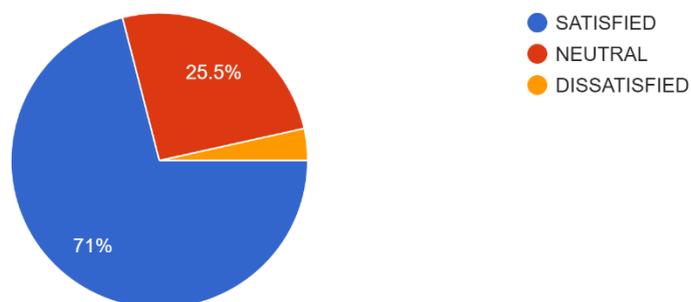
**TABLE 5**

4.COMMUNICATIOMN / BEHAVIOUR OF STAFF?

PATIENTS	NUMBER	PERCENTAGE
SATISFIED	142	71%
NEUTRAL	51	25.5%
DISSATISFIED	7	3.5%
TOTAL	200	100%

**FIGURE 6**

4. COMMUNICATION / BEHAVIOUR OF STAFF?  
200 responses



The above table shows 142 patients are satisfied 51 neutral and 7 are dissatisfied regarding communication/behaviour of staff.

**TABLE 6**

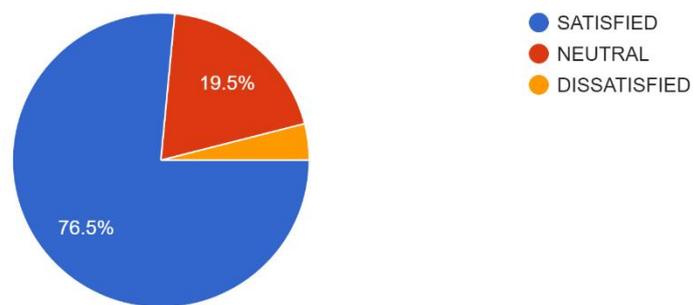
5. CLEANLINESS OF HOSPITAL?

PATIENTS	NUMBER	PERCENTAGE
SATISFIED	153	76.5%
NEUTRAL	39	19.5%
DISSATISFIED	8	4%
TOTAL	200	100%

**FIGURE 7**

5. CLEANLINESS OF HOSPITAL?

200 responses



The above table shows 153 patients are satisfied 39 neutral and 8 are diasatisfied regarding cleanliness of hospital.

**TABLE 7**

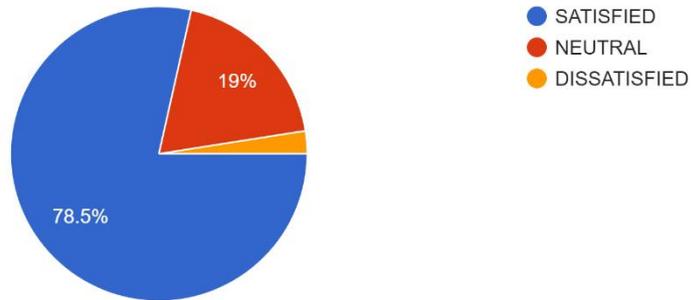
6. HOSPITAL VENTILATION?

PATIENTS	NUMBER	PERCENTAGE
SATISFIED	157	78.5%
NEUTRAL	38	19%
DISSATISFIED	5	2.5%
TOTAL	200	100%

**FIGURE 8**

**6. HOSPITAL VENTILATION?**

200 responses



The above table shows 157 patients are satisfied 38 neutral and 5 are dissatisfied regarding hospital ventilation.

**TABLE 8**

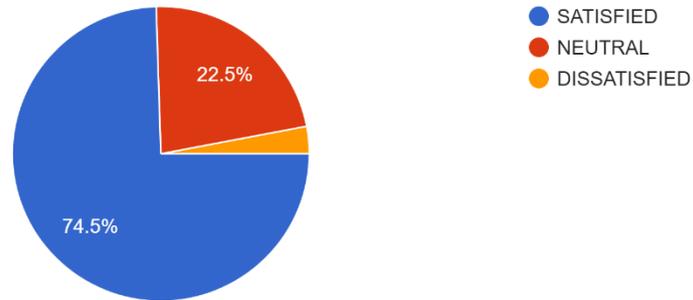
**7. DID THE DOCTOR EXPLAIN YOUR CONDITION AND TREATMENT OPTIONS CLEARLY?**

PATIENTS	NUMBER	PERCENTAGE
SATISFIED	149	74.5%
NEUTRAL	45	22.5%
DISSATISFIED	6	3%
TOTAL	200	100%

## FIGURE 9

7. DID THE DOCTOR EXPLAIN YOUR CONDITION AND TREATMENT OPTIONS CLEARLY?

200 responses



The above table shows 149 patients are satisfied 45 neutral and 6 are dissatisfied regarding doctor explanation of condition and treatment.

## TABLE 9

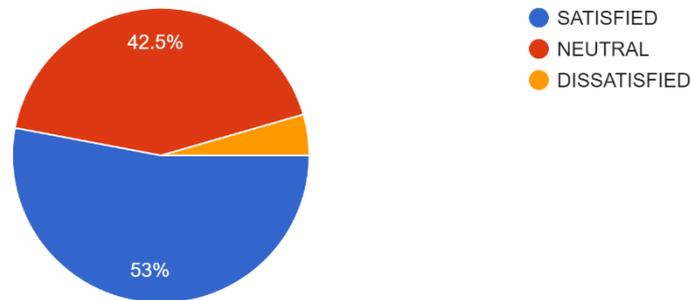
8. HOW SATISFIED ARE YOU WITH THE SIGNAGE AND EASE OF NAVIGATION WITHIN THE HOSPITAL?

PATIENTS	NUMBER	PERCENTAGE
SATISFIED	106	53%
NEUTRAL	85	42.5%
DISSATISFIED	9	4.5%
TOTAL	200	100%

**FIGURE 10**

8. HOW SATISFIED ARE YOU WITH THE SIGNAGE AND EASE OF NAVIGATION WITHIN THE HOSPITAL?

200 responses



The above table shows 106 patients are satisfied 85 neutral and 9 are dissatisfied regarding navigation within hospital.

**TABLE 10**

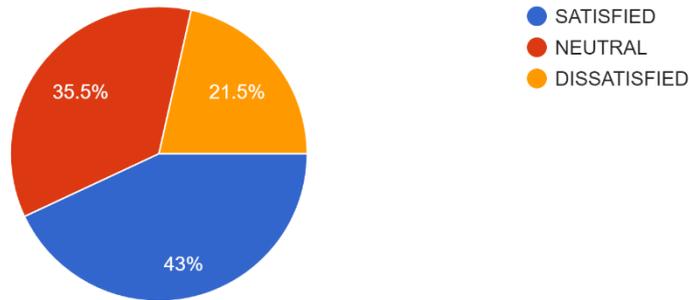
9. TRANSPORT FACILITIES (WHEEL CHAIR, STRETCHER)

PATIENTS	NUMBER	PERCENTAGE
SATISFIED	86	43%
NEUTRAL	71	35.5%
DISSATISFIED	43	21.5%
TOTAL	200	100%

**FIGURE 11**

9. TRANSPORT FACILITIES (WHEEL CHAIR, STRETCHER)

200 responses



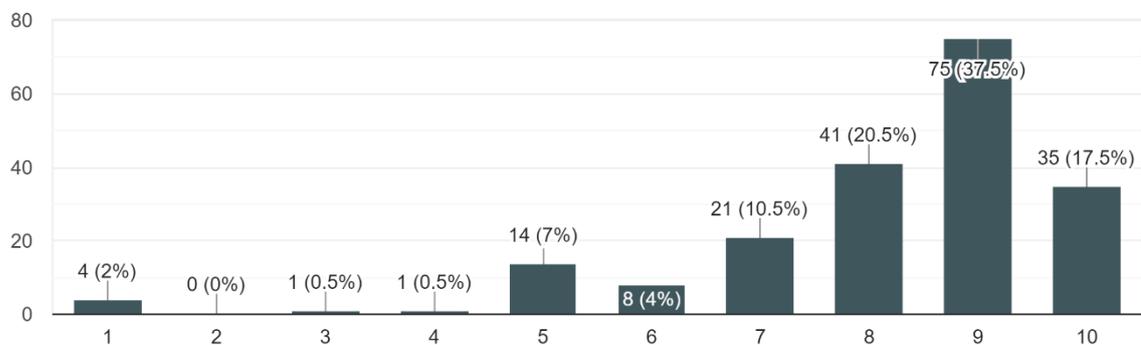
The above table shows 86 patients are satisfied 71 neutral and 43 are dissatisfied regarding transport facilities.

10. HOW WOULD YOU RATE YOUR OVERALL EXPERIENCE AT THE OPD?

**FIGURE 12**

10. HOW WOULD YOU RATE YOUR OVERALL EXPERIENCE AT THE OPD?

200 responses



The above graph shows the overall rating of opd's 35 patients shows 10 rating,75 patients gave 9 rating 41 patients gave 8 rating.

## **DISCUSSION**

The study aimed to assess patient satisfaction in the outpatient department through a simple random sampling technique. Information was gathered from 200 patients at Apollo Hospital in Hyderabad, Telangana, with 51% being males and 49% females participating in the study.

Majority of 138 patients are satisfied 57 neutral and 5 patients are dissatisfied regarding time taken for registration and billing. Majority of 151 patients satisfied 45 neutral and 4 are dissatisfied regarding time taken for doctor consultation. Majority of 126 patients are satisfied 65 neutral and 9 are dissatisfied for time taken for blood collection. 142 patients are satisfied 51 neutral and 7 are dissatisfied regarding communication/behaviour of staff. 153 patients are satisfied 39 neutral and 8 are dissatisfied regarding cleanliness of hospital. 157 patients are satisfied 38 neutral and 5 are dissatisfied regarding hospital ventilation. 149 patients are satisfied 45 neutral and 6 are dissatisfied regarding doctor explanation of condition and treatment. 106 patients are satisfied 85 neutral and 9 are dissatisfied regarding navigation within hospital. 86 patients are satisfied 71 neutral and 43 are dissatisfied regarding transport facilities. the overall rating of opds 35 patients shows 10 rating,75 patients gave 9 rating 41 patients gave 8 rating.

## **RECOMMENDATIONS**

- There should be more housekeeping personnel.
- The number of billing counter employees and billing personnel should be hired.
- A dedicated report delivery counter ought to exist.
- For the convenience of the patient, public holidays and physicians' leaves of absence should be prominently posted on the notice board.
- There should be more chairs in the welcome area.
- Dustbins should be provided nearby opd's.

## **CONCLUSION:**

Most outpatient patients expressed satisfaction with the care and facilities provided, including spotless restrooms. The majority of participants thought that the doctors' consultation time was sufficient. Nonetheless, a lot of patients had complaints about the transportation services. To cut down on wait times, the registration procedure needs to be improved. A few participants also mentioned that the behavior of hospital staff was neutral, which suggests that all healthcare staff members need reorientation training in interpersonal and communication skills. It is imperative to create a patient feedback system in order to improve outpatient services. Since patients are the foundation of the healthcare system, they should be given top priority in order to maximize its effectiveness and efficiency.

It was a delightful and educational experience to work on this project. It helped me throughout the project's different phases.

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## ANNEXURE

NAME:

AGE:

GENDER:

VISIT DATE:

CONTACT NO:

### 1.TIME TAKEN FOR REGISTRATION & BILLING?

- SATISFIED
- NEUTRAL
- DISSATISFIED

### 2.TIME TAKEN FOR DOCTOR'S CONSULTATION?

- SATISFIED
- NEUTRAL
- DISSATISFIED

### 3.TIME TAKEN FOR BLOOD COLLECTION?

- SATISFIED
- NEUTRAL
- DISSATISFIED

### 4.COMMUNICATION / BEHAVIOUR OF STAFF?

- SATISFIED
- NEUTRAL
- DISSATISFIED

### 5.CLEANLINESS OF HOSPITAL?

- SATISFIED
- NEUTRAL
- DISSATISFIED

6.HOSPITAL VENTILATION?

- SATISFIED
- NEUTRAL
- DISSATISFIED

7.DID THE DOCTOR EXPLAIN YOUR CONDITION AND TREATMENT OPTIONS CLEARLY?

- SATISFIED
- NEUTRAL
- DISSATISFIED

8.HOW SATIESFIED ARE YOU WITH THE SIGNAGE AND EASE OF NAVIGATION WITHIN THE HOSPITAL?

- SATISFIED
- NEUTRAL
- DISSATISFIED

9. TRANSPORT FACILITIES?

- SATISFIED
- NEUTRAL
- DISSATISFIED

10. HOW WOULD YOU RATE YOUR OVERALL EXPERIENCE AT THE OPD?

- SATISFIED
- NEUTRAL
- DISSATISFIED

## Proj\_1

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