

# **A STUDY ON PATIENT SATISFACTION IN OPD APOLLO HOSPITAL**

**Guided by  
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**Presented by  
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PG/23/037**

# Approval from mentor



# INTRODUCTION

- Patient satisfaction of quality improvements is deemed to be one of the important factors which determine the success of health care facility. It is easier to evaluate the patient's satisfaction towards the services provided than to evaluate the quality of medical services that they receive. The health care system depends on availability, affordability, efficiency, feasibility and other factor. Consumer satisfaction regarding medical care organization like our tertiary care hospital is important in the provision of services to patients. This study was therefore undertaken with the aim to find out the level of patient satisfaction of quality improvements related to different parameters of quality of health care.

# INTRODUCTION(CONTD..)

- The measurement of patient satisfaction is an important tool for research, administration, and planning (WHO 1984). It is one of the most important parameters of quality as it helps in determining the level of services catered by the medical staff. Satisfaction with the doctor's consultation, nursing care, housekeeping, equipment, billing and in-house food services are some of the main determinants of overall satisfaction for the hospitalized patients in a hospital.
- Patient satisfaction is a measure of the extent to which a patient is content with the health care which they received from their health care provider. In evaluations of health care quality, patient satisfaction is a performance indicator measured in a self-report study and a specific type of customer satisfaction metric.

# OBJECTIVES

The main objective of the study is to find patient satisfaction among OPD patients

# REVIEW OF LITERATURE

- Mohammed Abaalkhayl Mr. Hani Al-Najjar Nader Abukraym (2024), A cross-sectional study at university hospitals in the Qassim region of Saudi Arabia, 476 outpatient online surveys were completed. The survey found that total outpatient satisfaction was  $76.69 \pm 25.17$ , and the higher satisfaction factor scores were hospital facilities, Attitude and corporation of pharmacy staffs, language and communication of the physician, and registration process. The factors with lower scores were ease of finding OPD clinic, ease to find outpatients location, availability of prescribed medication. For the continuation of the outpatient service process, patients with various educational levels, marital status, and first-time hospital visitors may receive special attention when receiving outpatient care.

# REVIEW OF LITERATURE(CONTD..)

Kriti Yadav, Pooja Goyal, Lokesh Parashar, Khushboo Nassa (2024), A cross-sectional study was conducted among patients attending various OPDs at a tertiary care hospital in Faridabad. Exit face-to-face interviews were conducted for 334 patients above 18 years of age who availed OPD services followed by pharmacy services. Information regarding socio demography, rating of satisfaction with various attributes of OPD services on a 5-point Likert scale, and reasons for dissatisfaction was collected. Data were analyzed using SPSS version 22. Root cause analysis for the lowest-scoring attribute was done using fishbone diagram. About 64% of the patients were satisfied with the OPD services. “Attitude and communication of doctors” was the prime contributor to patient satisfaction. “Promptness at medicine distribution counter” was the attribute that scored lowest followed by “waiting.

# RESEARCH METHODOLOGY

## Objective of the Study

- The main objective of the study is to find patient satisfaction among OPD patients

## Research Questions

- What are the expectations of the outpatients from the hospital in terms of service provider interaction, hospital environment, quality of care received, and the availability and accessibility of services for outpatient care?
- To what extent these patients' expectations are met while receiving outpatient care.
- To what extent the patients are happy with service provider interaction, hospital environment, quality of care received, and the availability and accessibility of services for outpatient care.

# RESEARCH METHODOLOGY (CONTD..)

## Study design

- The present study will be cross-sectional study. The researcher will observe the different aspects during the data collection.

## Study population

- The target population of this study included patients who had utilized health services at the OPD of Apollo hospital in Month of April- June.

## Sample size

- A sample of 200 out-door patients had been taken on random basis.

# RESEARCH METHODOLOGY (CONTD..)

## Sample techniques

- Simple random sampling technique was used to select the sample of study.

## Study Settings

- Study had been conducted in the Apollo hospital, jubilee hills, Hyderabad , Telangana India.

## Method of Data Collection

- Before data collection, the researcher had sought permission for the study from the Medical Superintendent of hospital. Data had been collected from those patients who visited the mentioned OPD's of the Hospital. During the waiting time of patients, researcher had taken formal survey with patients. The data had been checked on the spot, errors rectified, and missing data incorporated in the forms.

# RESEARCH METHODOLOGY (CONTD..)

## **Tools of Data Collection**

- The data had been collected by survey forms patients who had utilized health services in out-patient services (OPD).

## **Study population**

- The study population is those patients who had visited the hospital and utilized the health services in OPD in hospital in particular month.

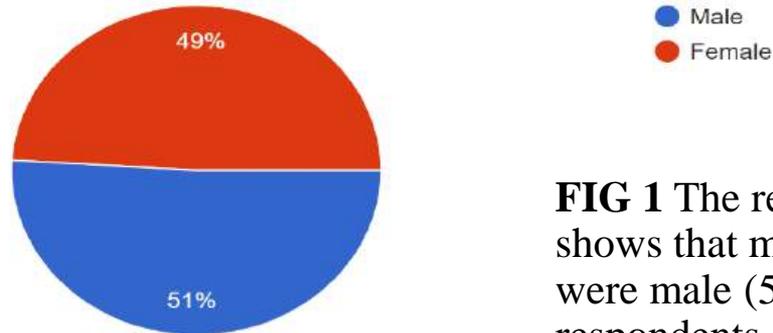
# DATA ANALYSIS

The study had been conducted in apollo hospital, jubilee hills, Hyderabad to determine the patient satisfaction with the health care services provided at the outpatient department of the Hospital.

**TABLE 1 Gender wise distribution**

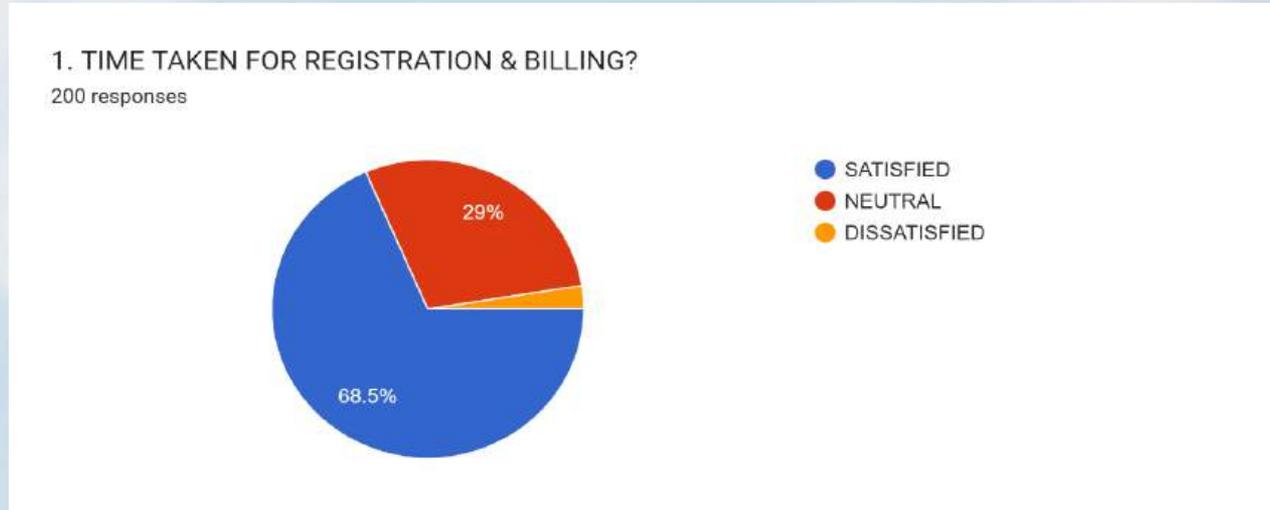
SEX	NUMBER	PERCENTAGE
MALE	102	51%
FEMALE	98	49%
TOTAL	200	100%

Gender  
200 responses



**FIG 1** The results in the table1 shows that majority of the patients were male (51%) from overall respondents and while female patients were only (49%).

## 1.TIME TAKEN FOR REGISTRATION & BILLING?

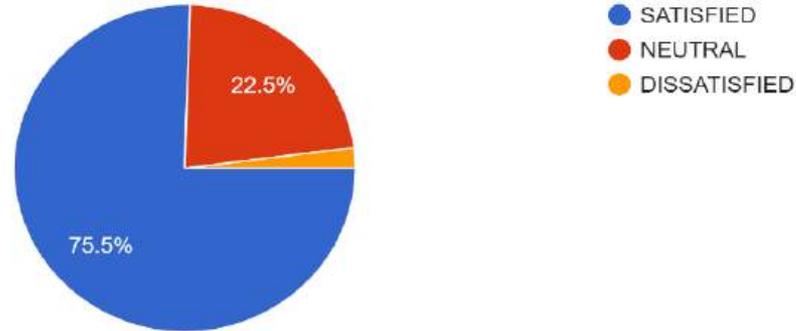


138 patients are satisfied 57 neutral and 5 patients are dissatisfied regarding time taken for registration and billing.

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

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

200 responses

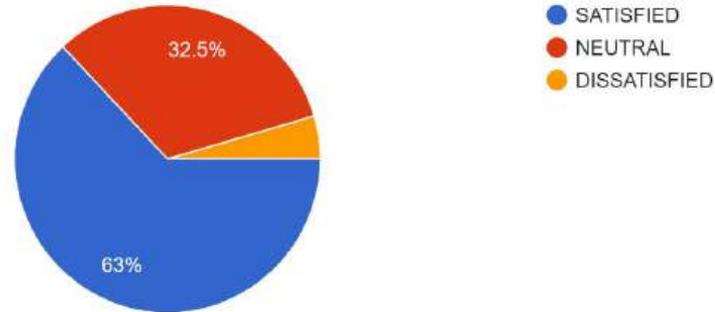


151 patients satisfied 45 neutral and 4 are dissatisfied regarding time taken for doctor consultation.

### 3.TIME TAKEN FOR BLOOD COLLECTION?

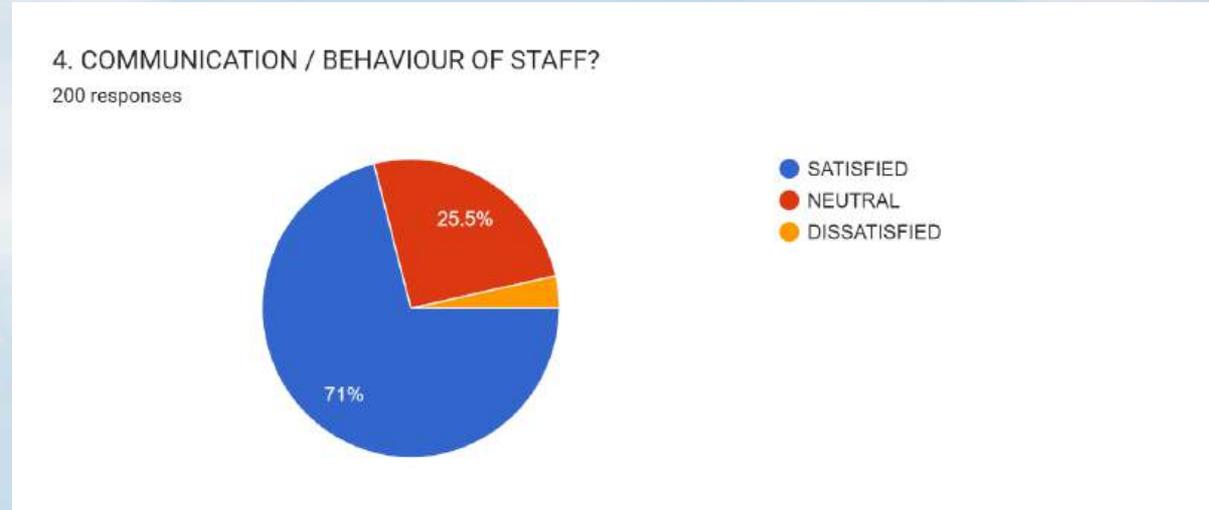
#### 3. TIME TAKEN FOR BLOOD COLLECTION?

200 responses



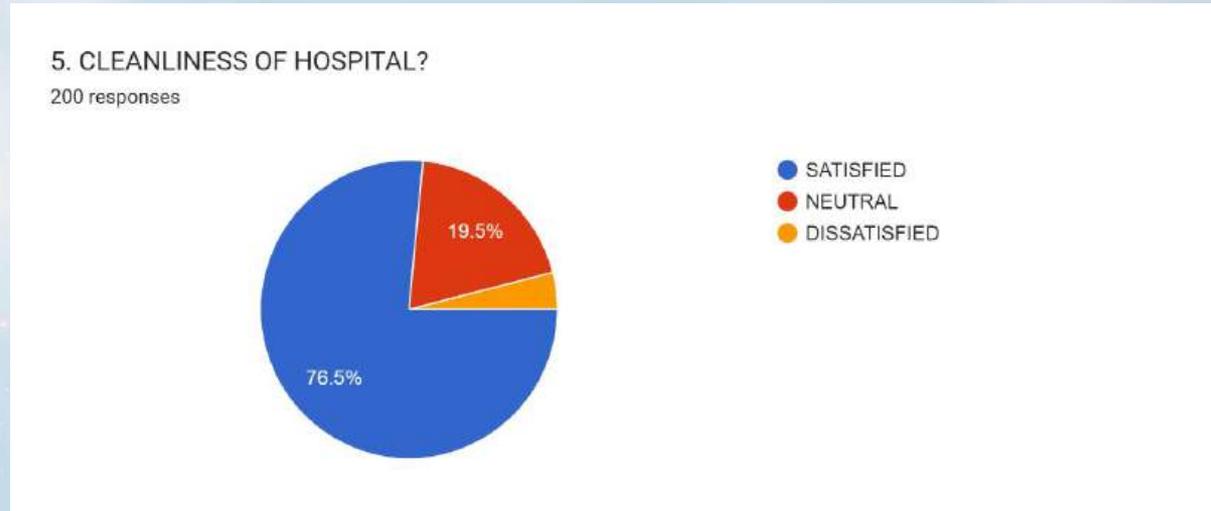
126 patients are satisfied 65 neutral and 9 are dissatisfied for time taken for blood collection.

## 4.COMMUNICATION / BEHAVIOUR OF STAFF?



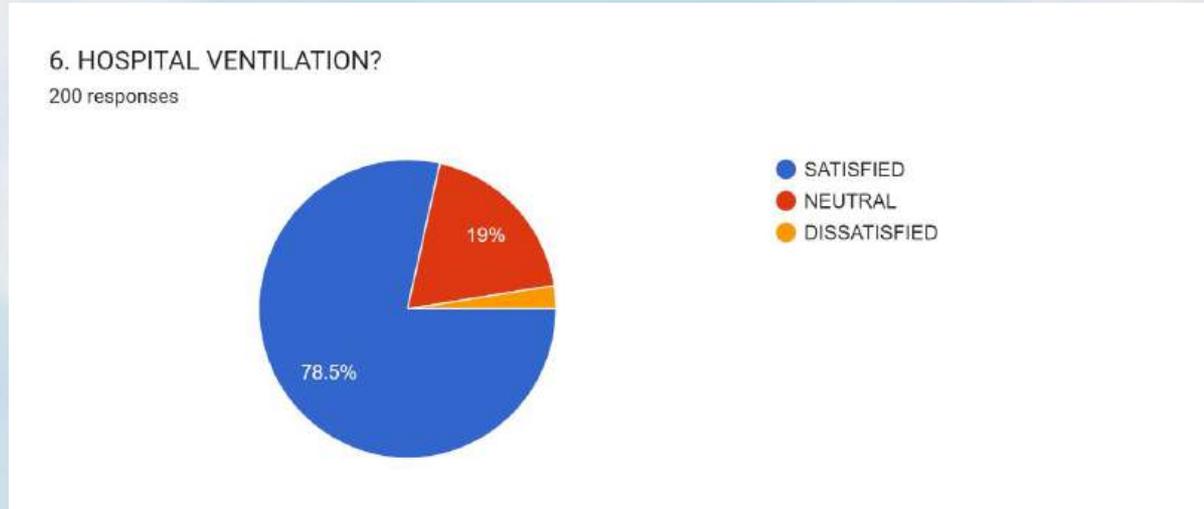
142 patients are satisfied 51 neutral and 7 are dissatisfied regarding communication/behaviour of staff.

## 5. CLEANLINESS OF HOSPITAL?



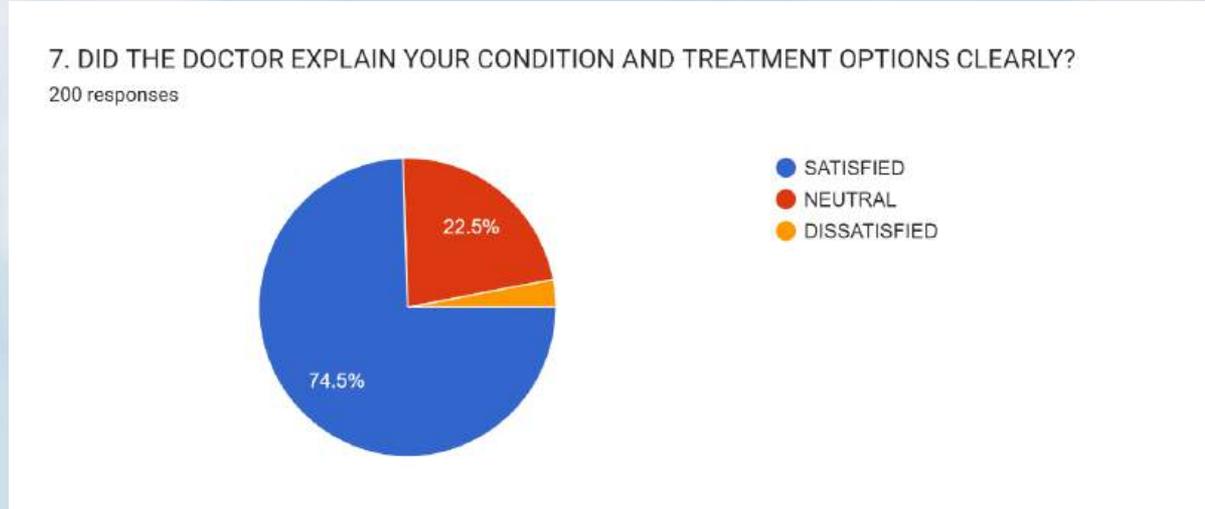
153 patients are satisfied 39 neutral and 8 are dissatisfied regarding cleanliness of hospital.

## 6. HOSPITAL VENTILATION?



157 patients are satisfied 38 neutral and 5 are dissatisfied regarding hospital ventilation.

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

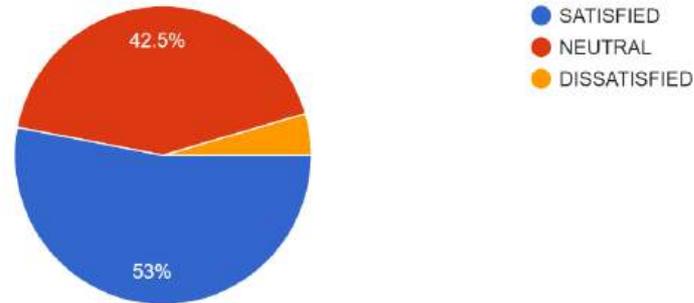


149 patients are satisfied 45 neutral and 6 are dissatisfied regarding doctor explanation of condition and treatment.

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

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

200 responses

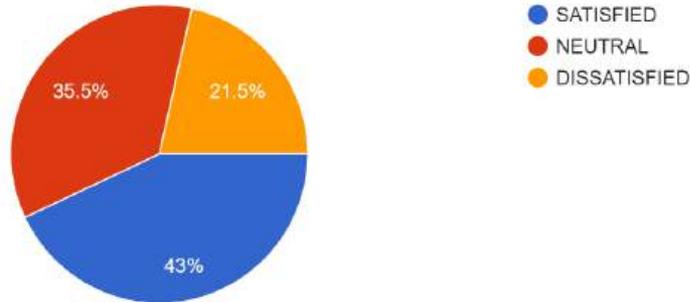


106 patients are satisfied 85 neutral and 9 are dissatisfied regarding navigation within hospital.

## 9. TRANSPORT FACILITIES (WHEEL CHAIR, STRETCHER)

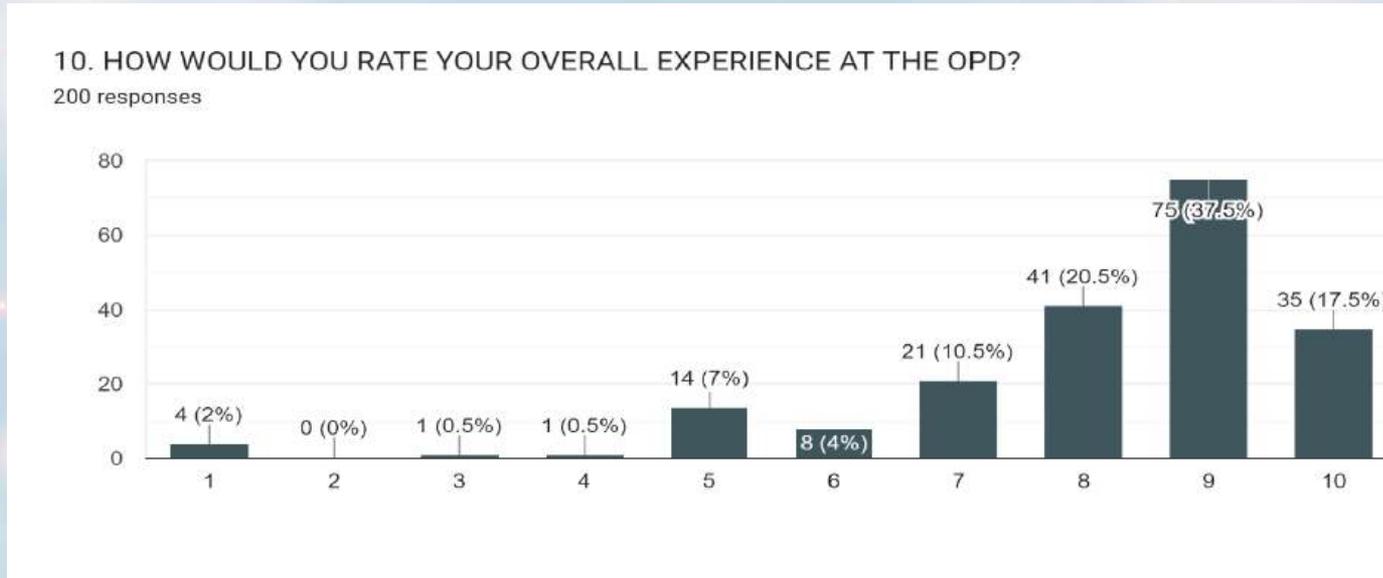
### 9. TRANSPORT FACILITIES (WHEEL CHAIR, STRETCHER)

200 responses



86 patients are satisfied 71 neutral and 43 are dissatisfied regarding transport facilities.

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



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 present study was conducted to evaluate patient satisfaction in outpatient department in order to achieve the objective of study. Simple random sampling technique was used to select sample. The data was collected from 200 patients, at apollo hospital, Hyderabad, Telangana. According to gender wise 51% males and 49% females have participated in 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

- No of housekeeping staff should be increase.
- Female changing room should be situated near the procedure room.
- No of billing counter as well as billing staff should be recruited.
- There should be a specific report delivery counter.
- Toilets should be clean regularly.
- Public holidays & doctors on leave should be clearly displayed on the notice board for the convenience of the patient.
- No of chairs in reception area should be increase.
- Dustbins should be provided nearby OPDs.

# CONCLUSION

Majority of patients using out-patient services were satisfied with the health care received, and with facilities such as clean toilets. Majority of participants felt that the consultation time given by doctors was adequate. However, most of the patients were dissatisfied with transport facilities. The registration process needs to be streamlined to reduce the waiting period. Similarly, some of the participants reported that behaviour of hospital staff was neutral. This highlights the need of reorientation training in communication and interpersonal skills for all categories of health care staff. OPD services are an essential part of health care services in a hospital that need to be improved by developing patient feedback system. Patients are the bread runner of health care system so they must be given highest priority for making the health care system more efficient and effective.

# ACKNOWLEDGEMENT

It was a wonderful and learning experience for me while working on this project This project took me through the various phases of project development and gave me real insight into the world of the hospital. The joy of working and the thrill involved while handling the various problems and challenges gave me the feel of the hospital industry. It was due to this project I came to know how the hospital management systems are designed and how the hospital works and the various procedures. I enjoyed each and every bit of work I had put into this project.

# REFERENCES

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# Pictorial journey in apollo





**Glimpses during summer internship journey at apollo jubilee hills Hyderabad**

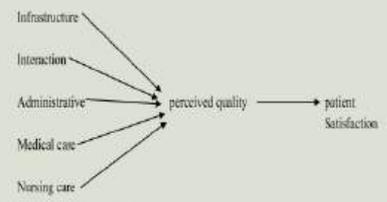
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### OBJECTIVE

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### FRAMEWORK OF PATIENT SATISFACTION



### METHODOLOGY

#### Study design

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#### Study population

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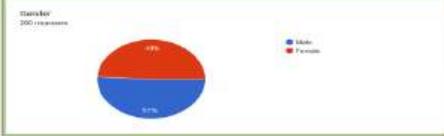
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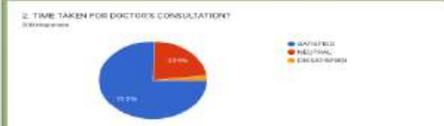
### DATA ANALYSIS



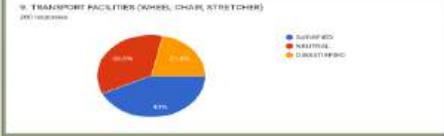
Sex wise distribution of patients attending the OPD Sex Male Percent 51% Female 49%



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



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



### CONCLUSION

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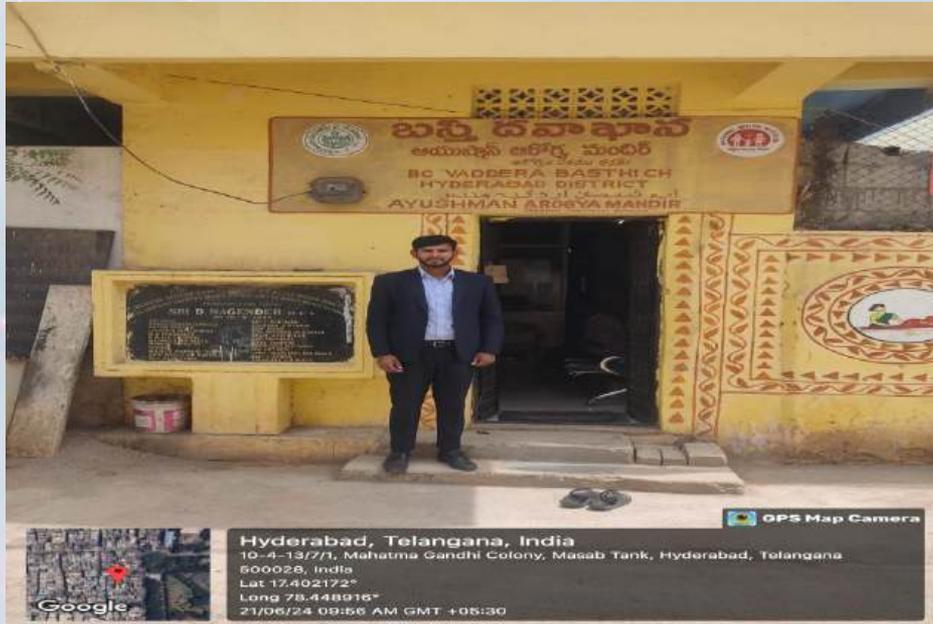
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- Dustbins should be provided nearby opd's.

# Health and wellness center

- I have visited a Health and Wellness center/Aushman Arogya mandir at masab tank mahatma Gandhi colony, Hyderabad Telangana.
- There is a good infrastructure of health center well maintained and hygiene
- The foot fall of opd is 50-60 per day
- Timing are Monday to Friday from 9am to 4pm
  - Saturday holiday
  - Sunday timings are 9 to 1:00 pm
- Staff are 1 Doctor 1 Nurse 1 Supporting staff 2 ASHA visits 2 times monthly for vaccination immunization.
- Diagnostic facilities are available
  - CBP
  - THYROID TEST
  - SUGAR TEST
  - URINE ANALYSIS

- FIRST AID
- Medications are provided such as antibiotics , anti pyretics, HTN DM drugs.





GPS Map Camera

Hyderabad, Telangana, India  
10-4-13/7/1, Mahatma Gandhi Colony, Masab Tank, Hyderabad, Telangana  
500028, India  
Lat 17.402172°  
Long 78.448916°  
21/06/24 09:56 AM GMT +05:30

Google



GPS Map Camera

Hyderabad, Telangana, India  
10-4-13/7/1, Mahatma Gandhi Colony, Masab Tank, Hyderabad, Telangana  
500028, India  
Lat 17.402202°  
Long 78.448941°  
21/06/24 09:55 AM GMT +05:30

Google

# RECOMMENDATIONS

- Implementation of EMR electronic medical record
- Staff training and development
- Telemedicine services

A composite image of a laboratory setting. In the background, a scientist wearing a white lab coat, a white surgical mask, and safety glasses is holding a test tube. The scene is lit with a blue and purple glow. Overlaid on the left is a glowing blue molecular structure with spheres and connecting lines. In the bottom right, a 96-well plate is visible with some wells containing a yellowish liquid. The text "THANK YOU" is centered in the lower half of the image.

**THANK YOU**