

Summer Internship Report at MAX
HOSPITAL VAISHALI
(22nd April to 21st June)



A Report on OPD patient satisfaction of cash
and panel patients

By: Saloni Singh

(PG/23/098)

PGDM (HEALTH AND HOSPITAL
MANAGEMENT)

2023-2025

Acknowledgement

This effort could not have been finished, above all, without the blessings and assistance of a select group of important individuals. Without their great help, this report would not have been feasible.

First and foremost, I want to sincerely thank Dr. Mukesh Ravi Raushan, my college mentor, for all their help, encouragement, and wise counsel. Your knowledge, insightful criticism, and steadfast faith in my abilities have been essential to this project's successful conclusion. I appreciate you taking the time and making the effort to guide me on this path.

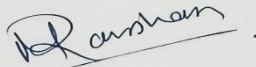
Additionally, I want to express my sincere gratitude to Mr. Japjeet Soin, who is my mentor in the organisation. His real-world guidance, and practical assistance were invaluable in helping to shape this project. His readiness to divulge our expertise and life experiences have greatly enhanced my education and served as a wonderful source of motivation.

Finally, but just as importantly, I want to express my gratitude to my parents for their unwavering encouragement and support during my internship.

Certificate of Approval

Certificate of Approval

The Summer Internship Report on **OPD PATIENT SATISFACTION CASH AND PANEL PATIENTS** 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 **Post Graduate Diploma in Health and Hospital 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 report only for the purpose it is submitted.



Name of the Mentor – Dr. Mukesh Ravi Raushan
Designation – Assistant Professor
IIHMR, Delhi



FEEDBACK FORM
(Organization Supervisor)

Name of the Student: *Saloni Singh*

Summer Internship Institution: *Max super speciality Hospital*

Area of Summer Internship: *OPD*

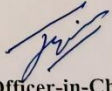
Attendance: *90%*

Objectives met: *Yes*

Deliverables: *Radiological conversions,
Patient dealing at OPD counter*

Strengths: *good grasping power, easy learner, punctual*

Suggestions for Improvement: *communication skills*


Signature of the Officer-in-Charge (Internship)

Date: *22/06/2024*

Place: *Vaishali, Ghaziabad*

Max Super Speciality Hospital, Vaishali
(A unit of Crosslay Remedies Ltd.)
W-3, Sector-1, Vaishali, Ghaziabad - 201 012, U.P.
E: info.vsh@maxhealthcare.com
For medical service queries or appointments,
call: +91-120 4188 000, 4173 000
www.maxhealthcare.in

Crosslay Remedies Limited
Regd Office: N-110, Panchsheel Park,
New Delhi - 110 017
T: +91-70424 01894
E: secretarialcrl@maxhealthcare.com
(CIN: U24239DL2002PLC113719)



ISO 9001:2015
Certified Since Oct 28, 2010

FEEDBACK FORM

(IIHMR MENTOR)

Name of the Student: *Saloni Singh.*

Summer Internship Institution: *Max Hospital Vaishali.*

Area of Summer Internship: *Hospital operations.*

Attendance: *Perfect adherence to internship norms.*

Objectives met: *Radiological conversions.
Patient feedback.
Documentation.*

Deliverables:

Strengths:

Suggestions for Improvement:

Ramman

Signature of the Officer-in-Charge (Internship)

Date:

Place:

TABLE OF CONTENTS

S.NO	TOPIC	PAGE NO
1	Abbreviations	7
2	Introduction about the organization	8-9
3	Observational learning	10-12
4	Introduction	12-16
5	Objective	16
6	Methodology	16
7	Data Analysis	17
8	Data Summary	17
9	Interpretation	18
10	Recommendations	19
11	Conclusions	20
12	References	21
13	Annexure	22-23

ABBREVIATIONS

OPD	Outpatient department
IPD	Inpatient department
NABH	National Accreditation Board of Hospital
JCI	Joint Commission International
PREM	Patient-Reported Experience Measures
PROM	Patient-reported outcome measures
NPS	Net promotor score

Introduction about the Hospital

Max Super Specialty Hospital, Vaishali, Ghaziabad



General Overview

Location- Vaishali, Ghaziabad

Total Bed-370+ beds

Specialties-

- Oncology
- Neurosciences
- Cardiac Sciences
- Orthopaedics
- Nephrology
- Kidney Transplant
- Liver Transplant

- Urology
- Gastroenterology
- Pulmonology
- Aesthetic & Reconstructive Surgery
- Endocrinology
- Diabetes

Facilities and Infrastructure:-

- Critical Care Units (CCUs):- 128 beds
- High Dependency Unit (HDU) Beds-16
- High-End Modular Operation Theatres:- 14
- Latest Medical Technology:- Advanced equipment for various medical procedures

Medical and Support Staff :-

Doctors:- Over 259 leading doctors and medical experts

Nursing Staff:- Over 610 nurses

Specialist Services:-

Integrated Medical Care:- Multidisciplinary setting with highly qualified doctors, nurses, and healthcare professionals

Comprehensive Specialist Services:- Advanced medical technology for complex procedures like neurovascular interventional procedures, targeted cancer treatments, heart surgeries, orthopaedic surgeries, and fertility treatments

Reputation and Accreditations:-

Regional Hub:- Known for complex procedures

Awards and Accreditations:- Multiple awards and industry recognitions

Accreditations:- National Accreditation Board for Hospitals and Healthcare Providers (NABH) and National Accreditation Board for Testing and Calibration Laboratories (NABL), (JCI) Joint Commission International.

Key Features:-

World-Class Infrastructure:-State-of-the-art facilities and advanced technology

Health and Safety Standards:-High standards maintained for patient safety and care.

Clinical and Non clinical departments of Max Hospital:-

Max Super Specialty Hospital, Vaishali, Ghaziabad.

DEPARTMENT WISE OBSERVATION

OPERATIONS DEPARTMENT:

This department oversees operational procedures to make sure that the hospital's clinical and nonclinical divisions operate efficiently. This department oversees ensuring adherence to all hospital rules and practices and dealing with any situations when the hospital deviates from those standards. All aspects of the entire operation of health systems and patient care, including clinical and administrative responsibilities, are important.

FRONT DESK:

In the main office, receptionists' welcome clients and visitors. They assist patients with paperwork completion in addition to answering calls and replying to questions. Patients check in at this desk before treatment, where staff members store and retrieve patient information and determine whether the service they need is available.

IPD DEPARTMENT:

A patient is admitted to an IPD, or inpatient department, when they require specialised, in-hospital care for a medical issue. There are always beds, medical supplies, and trained medical personnel available at this hospital.

I have witnessed the admissions procedure at MAX HOSPITAL, including how admissions are handled and what paperwork is required. Max uses HIS to keep track of the electronic health record.

OPD-

A hospital's outpatient department offers a range of services all under one roof. Likewise known as ambulatory care. The following services are offered:

- Appointment
- Consultation
- Minor procedures
- Diagnostic services
- Pharmacy services

Bed Management-

The first step in bed management is to log when a bed request is received, noting the time and who made the request. The required bed's status available, occupied, or undergoing cleaning is verified and recorded. The type of bed (generic, semi-private, private, etc.) assigned is based on the patient's requirements. Interactions with the patient or their representative to manage expectations and conversations with internal workers about setting up the bed are noted and documented. Lastly, the patient's admission to the designated bed is verified, mentioning the duration of stay and any problems experienced.

Financial Counselling-

The admission consultant's recommendation is the first step in the financial counselling process. It is instructed to the patient to bring the prescription or the input form from the doctor. After it is ready, the patient receives the prescription or doctor's input form, and its reception is recorded.

Emergency-

A medical treatment facility that specialises in emergency medicine, or the acute care of patients who arrive without an appointment, either on their own or via ambulance, is known by many names, including emergency department (ED), accident and emergency department (A&E), emergency room (ER), or casualty department. Observing the way in which patients are managed while under observation in accordance with triage procedures, based on their degree of urgency.

Radiological conversions

This experience provided me with valuable insights into the complexities and benefits of upgrading and modernizing radiological systems in a healthcare setting. They provide us with the details of the patient whose radiological diagnosis is pending and I have to call them and convince them to that you should get your radiological diagnosis done from our hospital.

Observation is most of patients does not pick the call and those who pick the call was the ones who got there diagnosis from outside Max.

Project Report- OPD Patient Satisfaction of Cash and Panel Patient

Introduction:-

Patient satisfaction is one of the most crucial goals of any health system, but gauging patient satisfaction and the system's openness to changes in practice is difficult because not only

Patient satisfaction is influenced by treatment outcomes, both clinical and non-clinical. A patient's belief and the services they receive not lining up is associated with lower satisfaction. The primary duty of the hospital is to offer patients top-notch medical care.

Definition of OPD-

The services offered by the outpatient department are one of the most important aspects of hospital management (OPD). It indicates that the patient will receive care without being admitted to the hospital and that, at the conclusion of their stay, they will go home.

Ambulatory care services are another term for OPD services. It acts as the clinic's looking glass, reflecting how the hospital runs, being the patient's first point of contact with medical personnel.

The main objective of the study is to gauge how satisfied outpatient (OPD) patients are:

- To gauge the satisfaction of outpatients with the treatment and behaviour of the medical, nursing, and support personnel.

- Finding the relationship between the patient's attitude and level of pleasure.
- To list the suggestions made by the patient to improve the services provided by the outpatient department.

Patient satisfaction-

While the terms "patient satisfaction" and "patient experience" are occasionally used interchangeably, they are not the same. Asking patients whether or not something that should happen in a healthcare setting—like communicating clearly with a provider—actually happened and how frequently it did is crucial to assess the patient experience. On the other hand, contentment relates to how well a patient's expectations for a visit to the doctor were met. Two people who receive the exact same care but have different opinions about how it should be delivered may estimate their degree of satisfaction differently due to their differential expectations. Patient satisfaction is the level of contentment that patients feel about one or more aspects of their care.

The patient may be questioned by the person providing care about whether or not the hospital room satisfied their needs. But this only represents a small portion of the services provided to the patient. The patient experience begins with the first interaction between a patient and a physician, as well as attendants. This could be through a phone call, the internet page of the hospital, the parking lot, the facilities, or the signs. The result of all of these elements—as well as many more—and their interactions is the patient experience. By listening to patients and attempting to match their wants and preferences, healthcare providers can increase patient satisfaction levels.

OPD Services provided by the hospital-

- Patient registration
- Doctors consultation
- Diagnostics test
- Radiological services
- Physiotherapy
- Health checkups

Factors influencing the pleasure of patients

Accessibility to services-

If a patient is unable to locate the care centre throughout their illness, it is understandable that they could grow frustrated. The hospital's location is important since it needs to be convenient for patients. If a hospital is located in a remote place, has limited access to roads and railroads, or has inadequate transport facilities, patients are more likely to pick a more accessible provider. Making an appointment should be a simple, quick, and smooth procedure. The staff member should politely supply the caller with enough information.

Interpersonal components of care:

Patients must get all of the care that is provided because a hospital is a place of healing and cures. Psychosocial needs of patients and their families should be attended to in addition to medical therapy for illnesses. Patients and those providing care (family members or relatives) want timely consultations, empathy, detailed explanations of medications and procedures, excellent communication from nurses, and treating physicians who see patients at least twice a day after admission and spend enough time with them.

Technical aspects of care:

These include getting a clinically relevant history, getting written informed consent, performing the necessary tests and other procedures, giving the right medications, determining whether there hasn't been any medical negligence, getting the right follow-up advice, and so forth. When it comes to surgeries, it is crucial to maintain the correct patient, right place, and suitable surgery. Following the proper procedure while taking blood, avoiding needle stick injuries, constantly cleaning their hands, and not making prescription errors are just a few of the critical technical aspects for nurses. They are the therapy's cornerstone and adversely affect the clinical outcome. This is when everything can go awry, and the patients' enjoyment will most likely be minimal.

Patient information, education, and attitude:

The provider is accountable for the three items on the above list. On the other hand, the customer's attributes also affect their level of satisfaction with the service they receive. A patient's expectations regarding the hospital are contingent upon various elements, including but not limited to their understanding of the operations and treatments that will be administered, as well as their background, educational background, socioeconomic status, and place of stay.

Patient Satisfaction and Patient experience are 2 interrelated domains in the field of healthcare.

Patient experience can be defined on the basis of patient perspective. It always ask from the viewpoint of the patient “What happens during episode of care”.

Patient experience encompasses the entire range of interactions that patients have with the healthcare system, including their care from health plans, doctors, nurses, and staff in hospitals, physician practices, and other healthcare facilities.

Patient Satisfaction rather captures the personal expectations and subjective opinions of the received care by the patients.

Patient-Reported Experience Measures (PREMs) and Patient-Reported Outcome Measures (PROMs) are essential tools used to evaluate healthcare from the patient's perspective. Both provide valuable insights but focus on different aspects of patient care.

Patient-Reported Experience Measures (PREMs):- PREMs are tools used to capture patients' perceptions of their experiences with healthcare services. They focus on the process of care and how patients feel about the delivery of healthcare.

PREMs assess various aspects of the care process, such as communication with healthcare providers, accessibility of services, the physical environment of healthcare facilities, and overall satisfaction with the care received.

Examples of Questions:

- How would you rate the communication with your healthcare provider?
- How satisfied are you with the ease of making appointments?
- Did you feel respected and valued by the healthcare staff?

Purpose: The goal of PREMs is to identify areas for improvement in the way healthcare is delivered and to enhance the overall patient experience.

Patient-Reported Outcome Measures (PROMs):

PROMs are tools used to measure patients' perceptions of their health status and outcomes resulting from healthcare interventions. They focus on the results of care, particularly in terms of patients' health and well-being.

PROMs assess the impact of healthcare on patients' physical, mental, and social health, including symptoms, functional status, and quality of life.

Examples of Questions:

- How would you rate your pain level after the treatment?
- Have you experienced improvements in your ability to perform daily activities?
- How has your overall quality of life changed since receiving care?

Purpose: The goal of PROMs is to evaluate the effectiveness of healthcare interventions from the patient's perspective and to track changes in health status over time.

Importance in Healthcare:

- Both PREMs and PROMs are crucial for providing a comprehensive understanding of healthcare quality from the patient's perspective.
- They help healthcare providers and organizations identify strengths and areas for improvement in both the delivery and outcomes of care.
- By integrating PREMs and PROMs, healthcare systems can enhance patient-centered care, improve clinical outcomes, and ensure that healthcare services align with patients' needs and preferences.

Measuring patient satisfaction:

Max uses Net Promoter Score to measure patient satisfaction. Net Promoter Score: NPS is a single-question survey that asks patients how likely they are to recommend the healthcare provider or facility to others.²³

- **Format:** Online, paper, or phone surveys.
- **Content:** The primary question is typically: "On a scale of 0 to 10, how likely are you to recommend our healthcare service to a friend or family member?" Follow-up questions may ask for reasons behind the rating.
- **How is NPS measured**=(Promoters-Detractors)/Total(Promoter + Detractor).
- What are the variations in variables impacting patient contentment between patients on a panel and those who pay cash at an outpatient clinic

AIM:

To evaluate and compare the out patient department patient satisfaction level between cash and panel patients.

Objective:

- To evaluate patients who pay with cash and those who are panel patients their overall satisfaction with outpatient department (OPD) services.
- To determine whether there are any variations in patient satisfaction between panel patients and cash-paying patients.
- Finding out the variables affecting both groups' levels of satisfaction.
- To give suggestions for enhancing the delivery of OPD services in light of the findings.

Methodology:

Study setting- MAX Super Speciality Vaishali, Ghaziabad

Study population - OPD cash and panel patient

Time frame - 1st May 2024 to 20th June 2024

Sampling method- convenience sampling technique

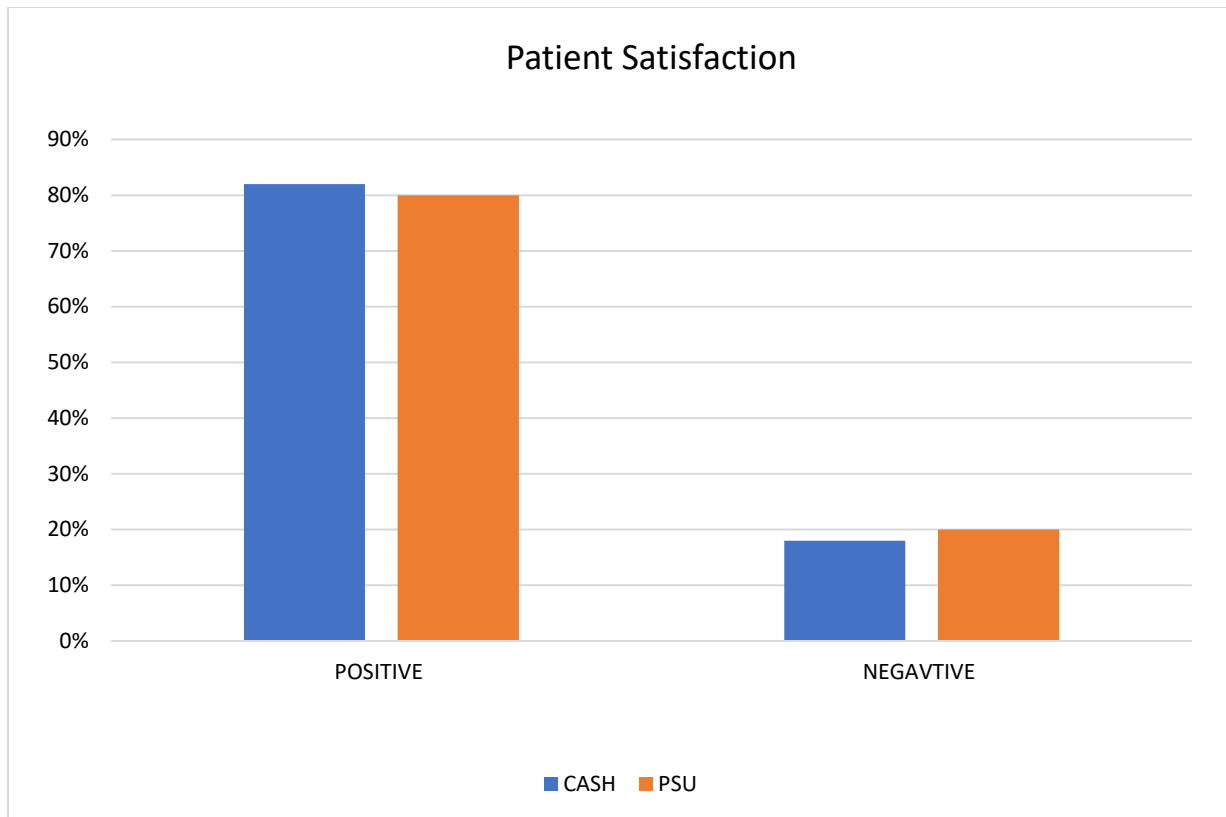
Study design- Observational study

Source of data- **BOSS Software**

Sample size - 2080, this data has been taken from online boss software of max hospital.

Data analysis- Using bar chart in Microsoft excel

Data analysis :



PT. SATISFACTION	POSITIVE	NEGATIVE
CASH	82%	18%
PSU	80%	20%

Data summary:

This data shows patients satisfaction score in percentages.

There are 82% patients are cash patients who are satisfied with the OPD services provided by the hospital and give positive feedback out of which 18% are the patients who are unsatisfied with the OPD services and give negative feedback.

80% panel patients are satisfied with the OPD services and give positive feedback out of which 20% were unsatisfied and give negative feedback.

Interpretation:

Information on the experiences of cash and panel patients is revealed by the Outpatient Department (OPD) patient satisfaction research. The satisfaction levels and areas that require work to improve the overall patient experience are highlighted by this analysis.

Levels of Satisfaction Cash Patients:

Positive Feedback: The majority of patients who pay out-of-pocket had a positive opinion of the hospital's offerings, as seen by the 82% of cash patients who reported satisfaction with the OPD services. This high satisfaction rating indicates that the majority of cash patients' wants and expectations are being met by the hospital in an effective manner.

Negative Comments: Of the cash patients, 18% expressed discontent, indicating a sizeable percentage that faces problems or difficulties with the services rendered. The input from this group is essential for pinpointing specific areas where the hospital's services might need to be improved.

Patients on Panel:

Positive Feedback: A somewhat lower percentage of panel patients 80% than cash patients expressed satisfaction with the OPD treatments. This indicates that although the majority of panel patients are happy, the incidence of dissatisfaction is marginally greater than that of cash patients.

Negative Comments: 20% of panel patients expressed dissatisfaction with the services, which highlights issues or unfulfilled expectations that require attention. Panel patients' comparatively greater dissatisfaction rate may be a sign of difficulties or annoyances encountered by individuals utilising government covered services.

Comparative Analysis:

There are very little variations in patient satisfaction between cash and panel patients, with cash patients reporting somewhat higher levels of satisfaction. Despite its slight difference, this discrepancy points to possible areas for focused improvement:

Service Delivery: Since cash patients pay for their services up front, they may obtain faster or more individualised care. This may give the impression that healthcare professionals are more responsive and offer better value for the money.

Administrative Procedures: Patients on panels may encounter additional red tape in the form of insurance claim procedures or approval delays, which may negatively impact their general satisfaction. Their marginally greater dissatisfaction rates may be attributed to having to manage these extra processes.

Perceived Value: Patients who pay cash for their care may view it as having a higher value than those who pay for it directly from the provider; this is because panel patients may have different expectations because of their insurance coverage.

Recommendations:

The following suggestions, which are based on the data, are meant to improve patient satisfaction for both cash and panel patients:

Enhancing the Provision of Services

Standardise treatment Quality: Make sure that every patient receives the same superior treatment, irrespective of how they choose to pay. Put in place training courses that prioritise consistent service delivery and patient-centred care.

Cut Down on Waiting Times: To cut down on waiting times, implement effective scheduling and triage mechanisms. Think about putting in place a fast-track mechanism for small cases and making sure there is enough staffing during busy times.

Simplifying Management Procedures

Simplify Claims and Billing: Simplify the insurance claims procedure for panel patients to cut down on paperwork and delays.

Boost Interaction: To keep patients aware about their treatment plans, the billing process, and any potential delays, improve the channels of communication. Patient satisfaction can be greatly increased by having clear and honest communication.

Improvements to the Facilities and Environment

Sustain Comfort and Cleanliness: Maintain the OPD facilities' comfort and cleanliness on a regular basis. Positive patient experiences are enhanced by a clean, friendly setting.

Enhancements in Accessibility: Make sure that all patients, including those with disabilities, can readily access the outpatient department.

Comments and Ongoing Development

Frequent Patient Feedback: To track satisfaction levels and pinpoint areas for development, put in place a method for receiving regular patient feedback. Gather thorough input by using surveys, suggestion boxes, and follow-up phone calls.

Respond to Issues Quickly: Provide a system for quickly responding to patient complaints and concerns. Resolving problems in a timely and sympathetic manner can greatly increase patient satisfaction.

CONCLUSION:

The study's conclusions show that both cash and panel patients had high levels of satisfaction, with cash patients slightly more satisfied than panel patients. Nonetheless, the existence of disgruntled patients in both cohorts underscores opportunities for enhancement. The hospital can improve the quality of its outpatient department services and guarantee a better experience for all patients by standardising service quality, optimising administrative procedures, improving the facility atmosphere, and persistently requesting patient input.

References:

- https://www.researchgate.net/publication/366699734_A_study_on_patient_satisfaction_in_the_outpatient_department_of_a_secondary_care_public_hospital
- https://www.researchgate.net/publication/347707158_A_STUDY_ON_THE_LEVEL_OF_PATIENT_SATISFACTION_ON_OPD_SERVICES_USING_STANDARD_INDICATORS_IN_A_TERTIARY_CARE_TEACHING_HOSPITAL_AIIMS_BHUBANESWAR

Annexure-DOPR FORM

Name :

Age :

Reg No. :

Address:

D.O.A :

D.O.D :

Consultant :

Ward :

Final Diagnosis:

Admissions complaints &
Brief History of
Presenting Illness:

Relevant past Medical/surgical history:

Relevant Family History:

Physical Examination

Temp :

PR :

/min

BP :

mmHg

SPO₂ :

RBS :

Chest :

CVS :

P/A :

CNS :

यह दस्तावेज आपके उपचार हेतु महत्वपूर्ण है कृपया कर इस कागज को हर बार अपने साथ अस्पताल लेकर आएँ
Please bring this paper with you on every visit to the hospital

Annexure-LAMA Form



Name of Patient.....Regn. no.....Age/Sex.....

W/O, S/O, D/O.....

Address.....

Provisional/Final Diagnosis.....

I, myself going out of Max Super Speciality Hospital.

I Mr./Mrs./Ms.....

Taking this patient Mr./Mrs./Ms.....

Out of the hospital against Medical Advice. All the consequences and complications have been explained to me by the doctor, in the language I understand and fully accept the inherent risk involved in such decision of mine.

Reason.....

.....

.....

.....

.....

.....

.....

Name and Signature of Patient/Attendant:

Relation with Patient: _____

Date: _____

Name and Signature of Duty Doctor:

Name and Signature of Witness:

Max Super Speciality Hospital, Vaishali
(A unit of Crosslay Remedies Ltd.)
W-3, Sector-1, Vaishali, Ghaziabad - 201 012, U.P.
E: info.vsh@maxhealthcare.com
For medical service queries or appointments,
call: +91-120 4188 000, 4173 000
www.maxhealthcare.in

Crosslay Remedies Limited
Regd Office: N-110, Panchsheel Park,
New Delhi - 110 017
T: +91-70424 01894
E: secretarialcrl@maxhealthcare.com
(CIN: U24239DL2002PLC113719)



H-2010-0058
Oct 29, 19 - Oct 28, 22
Since Oct 29, 2010

Certificate No – 2024/16799

CERTIFICATE OF ACHIEVEMENT



Max Institute of Medical Education

Certifies that

Saloni Singh

has completed Internship in the department of

Hospital Operation

at Max Super Speciality Hospital, Vaishali, Uttar Pradesh

from 22nd April 2024 to 21st June 2024

A handwritten signature in black ink, appearing to read "Vinitaa Jha".

Dr Vinitaa Jha

Director - Research & Academics
Max Healthcare Institute Ltd

Plagiarism report

11:19 P ...

24.2 KB/s 47%

Saloni Singh ST report

ORIGINALITY REPORT

12 %	8 %	3 %	9 %
SIMILARITY INDEX	INTERNET SOURCES	PUBLICATIONS	STUDENT PAPERS

PRIMARY SOURCES

1	Submitted to Symbiosis International University Student Paper	2 %
2	Submitted to Ajman University of Science and Technology Student Paper	1 %
3	Submitted to Aligarh Muslim University, Aligarh Student Paper	1 %
4	www.maxhealthcare.in Internet Source	1 %
5	Submitted to American InterContinental University Student Paper	1 %
6	www.uniklinik-ulm.de Internet Source	1 %
7	prithvibooks.com Internet Source	1 %
8	www.ahrq.gov Internet Source	1 %

9	Submitted to Brunel University Student Paper	1 %
10	fastercapital.com Internet Source	<1 %
11	hqlo.biomedcentral.com Internet Source	<1 %
12	www.globalexansion.com Internet Source	<1 %
13	A.K., Muhammad Asreed. "A Study on the Knowledge and Attitude of Medical Staff on NABH Accreditation in Father Muller Medical College Hospital", Rajiv Gandhi University of	<1 %