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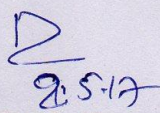
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**SYNOPSIS FOR DISSERTATION**

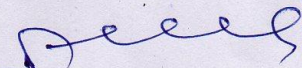
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| 1. NAME OF THE CANDIDATE   | : LEIUTINANT COLONEL RAVINDER SINGH MEHTA  |
| 2. NAME OF THE INSTITUTION | : INTERNATIONAL INSTITUTE OF HEALTH MANAGEMENT RESEARCH, DWARKA, NEW DELHI   |
| 3. MANAGEMENT COURSE       | : POST GRADUATION DIPLOMA IN HOSPITAL ADMINISTRATION   |
| 4. STUDY DURATION          | : 01 FEB TO 30 APRIL 2017  |
| 5. TITLE OF THE TOPIC      | : "PATIENT SATISFACTION AND QUALITY ASSURANCE IN OPD SERVICES OF CGHS SPECIALIST WING OF SAFDARJANG HOSPITAL, NEW DELHI" |
| 6. DATE OF SUBMISSION      | : 01 MAY 2017  |

APPROVED / NOT APPROVED

APPROVED / NOT APPROVED

  
Signature of Officer In-Charge  
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## **6. BRIEF RESUME OF THE INTENDED WORK:**

### **INTRODUCTION**

Patient satisfaction is one of the important goals of any health system, but it is difficult to measure the satisfaction and gauge responsiveness of health systems as not only the clinical but also the non-clinical outcomes of care do influence the customer satisfaction. Patients' perceptions about health care systems seem to have been largely ignored by health care managers in developing countries. Patient satisfaction depends up on many factors such as: Quality of clinical services provided, availability of medicine, behavior of doctors and other health staff, cost of services, hospital infrastructure, physical comfort, emotional support, and respect for patient preferences. Mismatch between patient expectation and the service received is related to decreased satisfaction. Therefore, assessing patient perspectives gives them a voice, which can make public health services more responsive to people's needs and expectations.

In the recent past, studies on patient satisfaction gained popularity and usefulness as it provides the chance to health care providers and managers to improve the services in the public health facilities. Patients' feedback is necessary to identify problems that need to be resolved in improving the health services. Even if they still do not use this information systematically to improve care delivery and services, this type of feedback

triggers a real interest that can lead to a change in their culture and in their perception of patients.

The present paper is based on a comprehensive study conducted at public health facilities in Safdarjung Hospital to measure patient satisfaction who have availed services at outdoor patient department. The main objective of this paper is to share the findings on patients' satisfaction about various components of out-door patient department (OPD) services.

Out Patient Department is the mirror of the hospital, which reflects overall functioning of the hospital, being the first point of contact between the patient and the hospital staff. Nowadays OPD services of majority of the hospitals are facing queuing and waiting time problems that is resulting into patient dissatisfaction. Waiting for consultation and getting investigations done in the hospital is one of the main reason behind patient does not want to avail the services of that particular hospital. Provision of quick and efficient services is only possible with optimum utilization of resources through multitasking in a single window system in the OPD.

## **6.1 NEED FOR THE STUDY**

In this review of the theoretical and empirical work on patient satisfaction with care, the most consistent finding is that the characteristics of providers or organizations that result in more "personal" care are associated with higher levels of

satisfaction. Some studies suggest that more personal care will result in better communication and more patient involvement, and hence better quality of care, but the data on these issues are weak and inconsistent. Further research is needed to measure specific aspects of medical care and the ways in which patient reports can complement other sources of information about quality. In addition, more research on the determinants of satisfaction and the relationship between quality and satisfaction among hospitalized patients is recommended.

## **6.2 REVIEW OF LITERATURE:**

A review of literature is an essential aspect of scientific research. It helps the investigators to establish support for the need for the study, select research design, developing tools and data collection technique.

### **The Review of Literatures is Classified Under Following Headings:**

1. Literatures related to Concept of Patient Satisfaction.
2. Literatures related to Measurement of Patient Satisfaction.
3. Literatures related to Determinants of Patient Satisfaction.
4. Impact of Satisfaction Surveys Results on Hospital Quality Improvement.

### **6.3 STATEMENT OF THE PROBLEM.**

**“A study to assess mismatch between patient expectation and the service received is related to decreased satisfaction. Therefore, assessing patient perspectives gives them a voice, which can make public health services more responsive to people's needs and expectations at CGHS Specialist Wing of Safdarjung hospital, New Delhi”.**

### **6.4 OBJECTIVES OF THE STUDY**

1. To study the existing procedure of provision of OPD facilities to CGHS patients at CGHS Specialist Wing of Safdarjung hospital, New Delhi.
2. To assess mismatch between patient expectation and the service received is related to decreased satisfaction.
3. To suggest measures for improvement in OPD services provided in the hospital.

**6.5 MATERIALS AND METHODS:** A cross-sectional study.

**6.6 SETTING:** The study will be conducted in Safdarjung hospital, New Delhi

**6.7 PARTICIPANTS:** CGHS Patients and Health Professional including doctors and staff

**6.8 SOURCE OF DATA:** Responses of CGHS Patients and Healthcare professionals of Safdarjung Hospital, New Delhi

**6.9 RESEARCH DESIGN** : The questionnaire will contain two parts.

**Part I** The first part contained 35 Questions under the following five heads:-

1. Reliability
2. Responsibleness
3. Tangible
4. Assurance
5. Empathy

**Part II** The second part contained 41 Questions under the following five heads:-

1. Tangible
2. Reliability
3. Responsibleness
4. Assurance
5. Empathy

The questionnaire so designed will be pretested for its authenticity and validity. The questionnaire will then be administered and the patients were requested to fill it up and subsequently data to be collected. In case of lower group of staffs those were unable to write, the data were collected verbally. The final data was tabulated and interpreted after the application of proper statistical method.

**6.10 POPULATION** : Patients and Healthcare professionals of Safdarjung Hospital, New Delhi.

## **7. METHODS OF DATA COLLECTION**

**7.1 Sampling technique** : Systematic Random Sampling.

**7.2 Sample size** : 5 Doctors, 5 Staff and 50 Patients

**7.3 Inclusion criteria:**

1. Patients, Doctors and Staff.

**7.4 Exclusion criteria:**

1. Those not present at the time of the study.

**7.5 Data Collection Method** : Questionnaire

**7.6 Tool** : Structured questionnaire

**7.7 Time Frame** : Two Months

**7.8 Expected Outcome** : It is expected that Safdarjung being one of the best hospital located in South Delhi which is NABH and JCI accredited best practices are followed. The Doctors and Staff employed have adequate knowledge of OPD management.



## 7.9 Data Analysis and Interpretation:

The researcher will use descriptive statistics and inferential statistics for data analysis and present in the form of tables diagrams and graphs using SPSS software.

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