Patient Satisfaction in IP Department

A dissertation submitted in partial fulfillment of the requirements for the award of

Post-Graduate Diploma in Health and Hospital Management

by

Rajeev Bhan



International Institute of Health Management Research

New Delhi -110075

May, 2010

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Under the guidance of

Ms. Garima Prasad
Sr. Manager (Operations)
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New Delhi -110075

May, 2010

Certificate of Internship Completion

15 May 2010

TO WHOM IT MAY CONCERN

This is to certify that Mr. Rajeev Bhan has successfully completed his 3 months internship in our organization from February 1, 2010 to April 30, 2010. During this intern he has worked as Program Manager Cardiac Unit, under the guidance of me and my team at Pushpanjali Crosslay Hospital.

We wish him good luck for his future assignments

Ms. Garima Prasad
Sr. Manager (Operations)

Certificate of Approval

The following dissertation titled "**Patient Satisfaction in IP Department**" is hereby approved as a certified study in management carried out and presented in a manner satisfactory 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 dissertation only for the purpose it is submitted.

Dissertation Examination Committee for evaluation of dissertation

Name	Signature
Ms. Garima Prasad	_____
Dr. Dharmesh Kumar Lal	_____

Certificate from Dissertation Advisory Committee

This is to certify that **Mr. Rajeev Bhan**, a participant of the **Post- Graduate Diploma in Health and Hospital Management**, has worked under our guidance and supervision. He is submitting this dissertation titled "**Patient Satisfaction in IP Department**" in partial fulfillment of the requirements for the award of the **Post- Graduate Diploma in Health and Hospital Management**.

This dissertation has the requisite standard and to the best of our knowledge no part of it has been reproduced from any other dissertation, monograph, report or book.

Dr. Dharmesh Kumar Lal
Assistant Professor
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New Delhi
15 May 2010

Ms. Garima Prasad
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Abstract

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Introduction

The quality of service in health means an inexpensive type of service with minimum side effects that can cure or relieve the health problems of the patients. It is easier to evaluate the patient's satisfaction towards the service than evaluate the quality of medical services that they receive. Therefore, a research on patient satisfaction can be an important tool to improve the quality of services.

Other industries have been paying attention to customer satisfaction for years. "Health care is the only industry - service or manufacturing - that for years has left the customer out of it (in Public Sector). This is an absolutely prehistoric thinking. To ignore the input from the patient, to ignore the customer, to say the customer's desires are irrelevant is not living with reality".

Health care consumer’s today particularly in urban areas, are more sophisticated than in the past and now demand increasingly more accurate and valid evidence of health plan quality. Patient-centered outcomes have taken center stage as the primary means of measuring the effectiveness of health care delivery. It is commonly acknowledged that patients' reports of their satisfaction with the quality of care and services, are as important as many clinical health measures. Health care organizations are operating in an extremely competitive environment, and patient satisfaction has become a key to gain and maintain market share.

Patient satisfaction with the healthcare services largely determines their compliance with the treatment and thus contributes to the positive influence on patient’s outcome. This study was therefore undertaken with the aim to find out the level of patient satisfaction related to different parameters of quality health care.

Pushpanjali Crosslay Hospital (**PCH**) strives to bridge in this gap by providing a healthcare system that gives high priority to patient care by providing latest technology and compassionate services at affordable prices.

PCH provide:

- Preventive healthcare
- Diagnostics
- Treatment

PCH are into:

- Primary care: Pushpanjali Family Clinic
- Secondary Care: Pushpanjali Medical Centre
- Tertiary Care: Pushpanjali Crosslay Hospital

PCH organize CME's

PCH also have Publications, Medical Journals, Text Books etc

Modern medicine has not made us forget our roots: PCH preach the Holistic Approach to Medicine as well: Homeopathy, Yoga, and Acupressure.

Vision

Developing an affordable and efficient health care system by balancing preventive and curative measures; and establishing an enduring doctor-patient relationship

Mission

Provide patient care that is innovative and with compassionate services.

Efficient, quality and cost effective health care services.

Respecting patients and encouraging our health care team to respect each other.

Functioning with health care stakeholders as partners.

Educational opportunities that assists our staff in there professional development.

Committing very high priority to patient safety.

Total integrity and honesty in all that we do.

"Pushpanjali Crosslay Hospital" the latest addition to the Pushpanjali Healthcare Facilities at Vaishali, Ghaziabad is designed to meet the quality health care needs of Uttar Pradesh, Uttarakhand and NCR. Pushpanjali Crosslay is planned to be a State-of-the-art, world-class 400-bed multi-specialty and tertiary care hospital. Hospital built in 2.5 acres with campus of 4.29 lac sq. ft.

Objective:

General Objective – To keep a check on the changing (increasing or decreasing) patient satisfaction for the months of January, February and March.

Specific Objective – To determine the areas and causes of low satisfaction among the patients and suggest methods for improvement.

Methodology:

This is a Comparative Study between the three months as to check the changing percentage levels of patient responses.

Population – All the patients' feedback forms received from the IPD.
Source – Pushpanjali Crosslay Hospital
Sampling – Convenient Sampling
Sample Size –

- Total Feedback forms received - 307
- Feedback Forms received in January – 78
- Feedback Forms received in February – 128
- Feedback Forms received in January – 101

Instrumentation – Feedback Form (Appendix A)

ACKNOWLEDGEMENT

It’s my pleasure to present this dissertation and I thank Pushpanjali Crosslay Hospital to give me this opportunity.

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RAJEEV BHAN

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